

# Code of Conduct Policy

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# 1. Policy statement

This policy builds on the founding philosophy, Mission and Values of Mater and provides clarity for all Mater People about Mater's expectations of their behaviour.

## 1.1 Scope and context

This Code of Conduct Policy applies to all Mater People at all times. Compliance with this Code is mandatory.

Failure to comply with this Code signifies a behavioural issue that will prompt:

1. constructive feedback and/or role clarity conversations and setting of expectations; and
2. depending on the nature and seriousness of the non-compliance, a performance improvement or disciplinary process guided by the Managing Underperformance and Misconduct Procedure.

## 1.2 Philosophy and intent

Mater promotes behaviour that is underpinned by the Mater Value statements, focused on the needs of patients and their families and emphasises the importance of professionalism, quality outcomes, respect and fairness.

Behavioural expectations of Mater People are expressed in the Behavioural Standards booklet that incorporates Mater Values, Mater Credo, the Mater Way and Mater Accountabilities as well as Code of Conduct.

The Code of Conduct specifically clarifies the responsibilities all Mater People have, to act in accordance with the relevant State and Commonwealth legislation and in accordance with the performance of work that is lawful, reasonable and consistent with their engagement, including the scope and contract of employment. It must also be in accordance with relevant legislative and professional requirements appropriate to the Mater Person's profession.

The purpose of the Code of Conduct, as well as other elements of the Behavioural Standards is to ensure all Mater People have a shared and consistent understanding of the behaviour that is expected.

This enables Mater People to hold themselves accountable for meeting these behavioural expectations and for managers to hold their team members accountable for meeting behavioural expectations.

Behaviour that meets these expectations or surpasses them should be recognised and celebrated as contributing to excellence in healthcare provision and a positive and strong Mater culture.

Behaviour that does not meet these expectations will be raised, discussed and addressed based on the processes and approaches outlined in the Managing Underperformance and Misconduct Procedure. Behaviour that contravenes the expectations set out in the Code of Conduct may immediately trigger a formal disciplinary process that may include a review of ongoing employment.

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## 1.3 Underpinning elements of the Code of Conduct

The Code of Conduct relies upon awareness and application of current applicable legislation and codes of practice and of Mater policies and procedures. It has been developed based on the following four core principles for which full details are provided below:

1. **Safety**
2. **Stewardship**
3. **Ethical and Professional Obligations**
4. **Personal Conduct**

The expectations within the Code of Conduct are outlined in the sections below as well as published within the [Behavioural Standards Booklet](#) as the resource that is provided to all Mater People clarifying behavioural expectations.

Mater policies and procedures that should be read in conjunction with the Code of Conduct are set out in the Related Documents section of this Policy. All Mater People are required to familiarise themselves with the full details and all expectations within the Code of Conduct as well as other behavioural expectations also contained within the Behavioural Standards Booklet.

## 1.4 Introduction to the Code of Conduct

Mater People have a responsibility to ensure they act in accordance with legislation appropriate to the laws of the State and the Commonwealth and also in accordance with the legislation and professional registration requirements appropriate to their profession and the relevant bodies which oversee such professions.

It is vital Mater People behave in such a way that their own safety and the safety of all patients, families, clients, visitors and colleagues is preserved at all times and refrain from engaging in behaviour that could negatively impact Mater's reputation in the community. All Mater People have a responsibility to ensure their behaviour reflects the standards of behaviour referred to in the Code of Conduct and to help build a positive workplace culture.

A team member who believes a colleague or other person may be in breach of the Code of Conduct should address their concerns with the person directly using the principles of Speaking with Good Judgement and/or with their line manager. A team member who believes another colleague or other person may be guilty of serious misconduct, including, but not limited to, theft, fraud or other unlawful behaviour, must notify their manager or other appropriate person of their suspicions immediately.

## 2. Principles

The following set of principles describes the objectives and outcomes of the policy:

1. **Safety:** take responsibility for your own safety, as well as that of others.
2. **Stewardship:** be a steward for the sustainability of Mater.
3. **Ethical & Professional Obligations:** adhere to ethical and professional obligations at all times.

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4. **Personal Conduct:** treat yourself and others with respect and dignity and act at all times to protect and enhance Mater's reputation in the community.

## 2.1 Principle one: Safety

Mater People have an obligation to protect their own safety, health and welfare at work and all have a duty of care to protect the safety of patients, clients, visitors and colleagues. Mater People must act responsibly and take all reasonable steps to ensure they do not place themselves or others at risk of harm or injury. In the event that an incident occurs, Mater People must ensure it is reported in a timely manner, must comply with relevant health and safety policies and legislation and must participate in all required training, education and mitigation discussions as directed.

### 2.1.1 Child Safety

Mater is committed to the safety and welfare of children and young people both in our care and on our premises. All Mater People are required to observe child safe principles and expectations for appropriate behaviour towards, and in the company of children as published in Mater's Child and Youth Risk Management Framework.

Mater People are required to:

1. Hold and maintain a valid Blue Card where your role requires you to
2. Listen and respond to the concerns of children
3. Report concerns regarding a child or young person's safety either to your manager, director or Group Executive representative to ensure any allegation is appropriately dealt with and notified to the relevant authorities

### 2.1.2 Smoking Management

Mater has an obligation to minimise the risk to the health of Mater People, patients and others arising from smoking activity undertaken by other Mater People, patients and others.

Legislation in Queensland prohibits smoking in all public and private hospitals, health and residential aged care facilities and for 5 metres beyond their boundaries. Mater People are responsible for familiarising themselves with and abiding by all legislation, codes of practice, industry or professional guidelines and other requirements that apply to them.

## 2.2 Principle two: Stewardship

Mater has a proud history of serving our community for more than 100 years. In order to ensure we are able to continue to do so for the next 100 years and beyond, it is important all Mater People demonstrate responsible stewardship of resources, both financial and non-financial and avoid unnecessary waste or extravagance. Mater resources, whether people, property, equipment, or facilities, shall be allocated only to official Mater business.

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## 2.2.1 Intellectual Property

Unless expressly agreed otherwise, all intellectual property related to the employee's role at Mater belongs to Mater. Approval must be obtained from an authorised person before employees divulge, publicise, or otherwise release any material in any form which may constitute intellectual property.

## 2.2.2 Risk Management

Mater People must at all times be aware of minimising Mater's exposure to risk and must comply with the risk management framework.

Each Mater Person has a responsibility and an obligation to report and escalate incidents, hazards or risks as they become aware of them.

## 2.2.3 Healthcare Standards

Mater is required to demonstrate its compliance with national standards for healthcare service delivery, including National Safety and Quality Health Service Standards (NSQHSS) and Australian Council on Healthcare Standards (ACHS). It is an expectation of all Mater People that they commit to continuous improvement and participate in the creation and provision of appropriate evidence to support Mater's compliance with these standards.

## 2.2.4 Internet, Intranet, and Email Usage

Internet, intranet, and email facilities are provided by Mater for work related purposes. Limited personal use of these facilities is permitted provided that (a) it does not interfere with work performance, (b) there is compliance with all other usage policies and (c) the access is appropriate.

# 2.3 Principle three: Ethical and Professional Obligations

## 2.3.1 Ethics

All activities including, but not limited to, research and clinical activities, must be conducted within the Catholic Church's ethical guidelines and must not breach professional ethics.

## 2.3.2 Confidentiality

Mater People are regularly exposed to information that is private and confidential in nature. It is of utmost importance that personal information obtained as a result of a connection with Mater be kept private and confidential.

Mater People must not disclose confidential information at any time, unless that disclosure is required under law or with the express permission of the Chief Executive Officer. Sensitive documents must be stored appropriately, preferably in a locked/secure environment.

Personal information regarding any Mater Person, including themselves, or patients should not be accessed unless this is required in the course of a team member's professional duties. Any personal matters should be discussed discreetly so as to protect confidentiality. Names and other personal details must not be disclosed in any public forum, including online.

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Cybersecurity is taken very seriously by Mater. All Mater People are responsible to ensure their on-line activities are conducted appropriately within the guidelines of cyber security, to mitigate the risk of confidential and private information being compromised.

### 2.3.3 Fraud, Theft and Corruption

Mater People shall not seek, accept, or encourage others to give them benefits in return for any decision or action taken in the course of their employment.

Mater People are responsible for the detection and prevention of fraud, theft and corruption.

Mater People must not engage in theft or fraudulent or corrupt behaviours. Mater adopts a “zero tolerance” approach regarding detected fraud, theft and corruption. All instances of fraud, theft and corruption identified through any source will be taken seriously and will be properly investigated. All substantiated incidents of fraud, theft and corruption involving Mater People will be regarded as serious misconduct.

### 2.3.4 Conflicts of Interest

Mater People are responsible for avoiding conflicts of interest and where a personal interest exists, must openly disclose that interest to their manager. Mater People should not use their position to exercise improper influence for personal advantage or for the advantage of others. Personal relationships and personal bias should not influence the way work is carried out or how decisions are made, particularly those made in relation to recruitment or advancement. Fraternisation between managers/supervisors and subordinates is discouraged and where personal relationships exist or are formed, they should be disclosed to a member of the senior leadership to ensure protection and mitigation of conflict of interest can be actioned

Activities performed on behalf of a professional or political body must be conducted in a clearly private capacity, and must not use Mater’s time or resources or indicate an affiliation with Mater in any way. Mater People who are concurrently employed elsewhere must ensure that their other employment does not compromise their effectiveness and efficiency at work and should minimise any potential for conflicts of interest. Disclosure of other employment to senior manager is encouraged to assist in protection and mitigation of conflict of interest.

Any individual employed by Mater or undertaking work for Mater must make decisions in the best interests of Mater, as conflicts of interest may constitute unethical and/or fraudulent conduct.

### 2.3.5 Cooperation during Investigations and Audits

Mater People may be required from time to time to take part or assist in an investigation. This may include providing witness statements, responding to allegations, answering questions and attending meetings.

Mater People may also be required to take part in audits.

Mater People are required to fully cooperate and provide accurate information. Failure to comply with this requirement may result in disciplinary action, up to and including a review of ongoing employment.

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## 2.3.6 Criminal History Reporting

All Mater People, as required by the Criminal History Check Procedure, will inform Mater at the time of the change, if, at any stage during their employment they are charged with any offence that if they were subsequently convicted would result in a criminal history check revealing a disclosable court outcome. This also applies where there has been a change in criminal history during a period of non-employment with Mater. That is, if changes to criminal history occur following an Employee's resignation or termination and the individual is re-employed by Mater at a later date, the Employee is required to inform Mater of the changes to their criminal history which occurred during this time.

## 2.4 Principle four: Personal Conduct

### 2.4.1 Teamwork

We believe it is possible for each Mater Person to derive personal satisfaction from making his/her own individual contribution as a member of a team, working together in a spirit of friendliness and cooperation. Therefore, Mater People should at all times maintain open, honest communication with their colleagues, actively contribute to teamwork and assist one another in working toward the attainment of common goals.

### 2.4.2 Respect and Fairness

Mater People will, at all times, be courteous, objective, and helpful when dealing with others. Mater People must not treat any person in such a way that could breach any of the policies named below. This includes, but is not limited to: denigration of any person's cultural, religious, and/or other beliefs; engaging in any form of bullying, mistreatment, coercion, use of inappropriate language or behaviour towards any person; engaging in harassing behaviour, which could include sexual harassment and/or harassment due to any attribute in accordance with the anti-discrimination policy (such as age or gender); or any other unethical or unlawful behaviour.

All Mater People are expected to treat each other fairly and equitably and with respect.

### 2.4.3 Mater Brand and Reputation

Mater aims to portray a level of professionalism through a consistent brand image which reinforces our unique Values. Mater People must at all times behave in a way that upholds the good reputation of Mater. Only specified Mater People are authorised to represent Mater in the media and online. Without this specified authorisation conduct relating to the media or on line may be considered inappropriate.

### 2.4.4 Social Media

All Mater People and associates should be aware that participation on blogs and social networking sites including, but not limited to, Facebook, Instagram or Twitter is subject to the same Mater policies which apply to their behaviour at work. Any discussion of Mater, including corporate information, patient or clinical information, or about other Mater People using social media is prohibited.

### 2.4.5 Dress Code

Mater People, as the most visible expression of the Mater brand, must be seen to represent Mater's Values at all times and should always present themselves professionally and with dignity. As an

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organisation that provides professional health services, all Mater People must wear professional work attire that instils confidence in our ability to provide safe, high quality healthcare services to our patients, customers and clients. This includes being conscious that when recognisable as a Mater Person, including when in uniform, and/or wearing Mater identification off campus, that you remain a visible representative of Mater.

Mater recognises the diversity of its people and will take a sensitive approach when this affects dress and uniform requirements. However, priority will be given to health and safety, security and infection control considerations.

## 2.4.6 Attendance

It is a requirement of all Mater People to be punctual and attend work as required by their contract of employment and/or industrial instrument with individual breaks taken in accordance with their work arrangements. All Mater People are required to follow their departmental/work area specific procedures for recording attendance as well as reporting all absences as soon as practicable.

## 2.4.7 Substance Misuse

The use, possession, distribution, misappropriation and/or theft of alcohol and illegal or illicit drugs which may jeopardise the safety and welfare of others, including but not limited to patients, colleagues and themselves is not permitted prior to attending or during work or work related activities. Any Mater person must notify their manager if they are consuming medications or prescription drugs that may affect their ability to perform their work.

## 2.4.8 Environmental Sustainability

Mater aims to minimise its environmental impact by complying with existing environmental law, prepare for future changes in environmental law, respond to environmental challenges with high quality strategies and as an expression of its mission and values, responsibly care for the environment out of respect for the earth and those who come after us. Mater People are required to support Mater in achieving this aim.

## 2.4.9 Employee Responsibility

It is the responsibility of all Mater People to familiarise themselves and comply with the Code of Conduct. Suspected violations of the Code of Conduct will be thoroughly investigated. Failure to adhere to the Code of Conduct may result in disciplinary action, which may include termination of employment.

## 2.4.10 Human Rights

Consistent with Mater values statements and the Modern Slavery Act 2018, Mater is committed to upholding human rights, not only with respect to its own people and users of Mater facilities, but also for workers in its supply chain.

## 2.5 Other related components of the Behavioural Standards

The Behavioural Standards booklet incorporates the Code of Conduct in addition to the following core existing enactments of Mater's expectations of behaviour. The booklet articulates a

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comprehensive and consistent picture of how Mater People are expected to behave and interact with others.

**Mater Values statements** - the Behavioural Standards includes a definition of each of the Mater values statements and any replacement thereof, as well as non-exhaustive examples of specific 'values-aligned' behaviours that can be demonstrated through everyday interactions. In addition, for each of the values, there are examples of behaviours that are not aligned with the values.

Managers may use these descriptors as reference points in performance and disciplinary conversations, as well as for providing reward and recognition; therefore the inclusion of these examples is intended to reinforce engagement with Mater and its philosophy, and the ability to hold each other to account for behaviour.

**Mater Credo** – consists of a series of simple practical statements, or common courtesies, that assist Mater People to integrate conversations about the Values statements and behaviour into everyday conversations within work teams. It was designed by Mater People, for Mater People and helps with translating the Mater Mission, Vision and Values statements into simple actions that make a positive difference.

**Mater Way** – outlines a consistent approach to interacting and communicating with patients. All Mater People, regardless of whether they are directly involved in patient care or are supporting the people who provide that care, must understand the importance that is placed on the nature and quality of interactions with patients and their families.

The Mater Way is a practical tool that provides examples of how Mater People can best structure communication with patients, and the resultant message that is expressed to them. It can be used in any interaction as a 'script' or series of prompts to enhance service to the community as a whole. Utilising this approach has many benefits including reduced patient anxiety, increased patient satisfaction and compliance to care, and improvements in patient safety.

**Mater Accountabilities** – a consistent set of expectations for which all Mater People can be held to account regardless of organisational level or role, including behavioural expectations that are tied together into a set of statements for discussion during role clarity and expectations conversations and Performance Development Conversations.

All Mater People have accountability for their behaviour, carrying out their role effectively, delivering safety and quality, ensuring a positive patient experience, continuous improvement and upholding Mater's reputation. Team leaders and supervisors, managers, Directors and Executive, and the Chief Executive Officer have additional accountabilities for managing people, business results and service delivery.

## 3. Compliance

### 3.1 Industry standards

ISBN: 978-1-925665-17-8: Australian Commission on Safety and Quality in Health Care: National Safety and Quality Health Service Standards. 2nd ed. Sydney: ACSQHC; 2017. Item: Governance, leadership and culture

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## 4. Definitions

Term	Definition
Mater People	<p>Anyone who carries out work for Mater and its subsidiaries including employees, contractors, subcontractors, visiting medical officers, employees of labour hire companies (e.g. nursing agency staff), outworkers, apprentices and trainees, students, volunteers, and Person(s) Conducting a Business or Undertaking who are individuals if they perform work for Mater.</p> <p>The term Mater People may refer to one or more individuals. The term 'Mater Person' is the singular of 'Mater People'.</p> <p>Unless explicitly stated otherwise, 'Mater People' and 'Mater Person' have the same meaning as the term 'worker' under the <i>Work Health and Safety Act (2011) Qld.</i></p>
Manager	Any Mater Person who is accountable for direct supervision of Mater People's work. This may include, but is not limited to, Executive, Directors, Managers, Team Leaders and Supervisors
Performance Development Conversation	The conversation to discuss performance and behaviour, plans and progress. It includes discussion to agree on objectives and development goals. It is commonly referred to as a PDP conversation, and is generally documented in a Performance Development Plan (PDP).
Role Clarity Conversation	A conversation between a manager and a direct report to discuss the scope of a role, utilising a Role Description and other shared expectations. The purpose is to ensure that at all times direct reports are clear on the purpose of the role, the behavioural expectations associated with the role, accountabilities of the role, tasks or core expectations of the role, and level of capability.
Role Description	A document outlining the purpose, expectations and requirements associated with a role. Also known as a Position Description.

## 5. Documents related to this policy

### Mater documents

Document Type	Document ID	Document Title
<b>Corporate Artefacts</b>	CA-PAL-060002	Behavioural Standards
<b>Procedure</b>	PR-PAL-061000-03 PR-PAL-061020 PR-SBDM-060001 PY-IID-100016 PR-DTI-300055-03 PR-PAL-020035-02	<ul style="list-style-type: none"> <li>Managing Underperformance and Misconduct</li> <li>Performance Development Planning</li> <li>Social Media</li> <li>Information Privacy policy</li> <li>Use of ICT Resources</li> <li>Resolution of Workplace Bullying, Sexual Harassment and Discrimination Complaints</li> </ul>
<b>Guideline</b>	GD-PAL-061002-01 GD-PAL-061003-01	<ul style="list-style-type: none"> <li>Managing Underperformance Guideline</li> <li>Managing Misconduct Guideline</li> </ul>
<b>Framework</b>	FK-PAL-061000 FK-PAL-010004	<ul style="list-style-type: none"> <li>Performance Development Framework</li> <li>Child and Youth Risk Management Framework</li> </ul>

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Document Type	Document ID	Document Title

#### External documents

1.	<i>Australian Human Rights Commission Act 1986 (Cth)</i>
2.	<i>Human Rights Act 2019 (Qld)</i>
3.	<i>Modern Slavery Act 2018 (Cth)</i>

## 6. Document controls

### 6.1 Document revision history

Version	Release date	Description	Risk-rated Review date
1.0	16 Jan 2014	Initial Draft	
1.0	13 Feb 2014	Second Draft	
1.1	09 Nov 2016	Update role titles and Mater definitions	
1.2	01 Jun 2019	Review and update brand, layout and minor content changes	
2.0	07 Aug 2020	Review incorporating updates definitions and legislative references	June 2021

### 6.2 Document review and approval

Name Person/committee	Position If applicable	Function Owner/author/review/approve
Sharron McMahon	Chief People Officer	Document Owner   Approver
Karen Cicero	Former Director Employee Relations	Document Author
Mater Group Executive		Review

### 6.3 Keyword indexing

<b>Keywords:</b>	Behaviour, behavioural, standards, conduct, code of conduct, mission, values, credo, accountability, accountabilities, performance, clarity, probation, expectations, feedback, career, conversations, misconduct, underperformance, discipline, disciplinary, theft, smoking, corruption, fraud,
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