



# CODE OF CONDUCT

- The Code of Conduct is how we work at BCH – ethically, professionally and responsibly.
- The Code is incorporated into the contract of employment/service of those engaged by BCH.
- The Code sets the minimum behavioural expectations of all staff, volunteers and contractors.
- The Code of Conduct applies to all BCH staff, volunteers, Board Directors, contractors and students.
- It cannot cover every type of behaviour or situation and BCH relies on good judgement to uphold the spirit and intent of the Code.
- It is the expectation that all people have the ability to work as productive, professional and positive team members.
- BCH delivers high quality services and programs that improve the health and wellbeing of our community. This means that we always innovate and develop what we do to align with the health and wellbeing needs of people on the Bellarine.
- We strive to continue to be a sustainable organisation with a strategic mindset.
- We value and support our staff, clients and volunteers.
- We work with our community to design services and programs to meet their needs.
- We act at all times in the interests of the organisation and the community.
- We are guided by best practice actions – always.

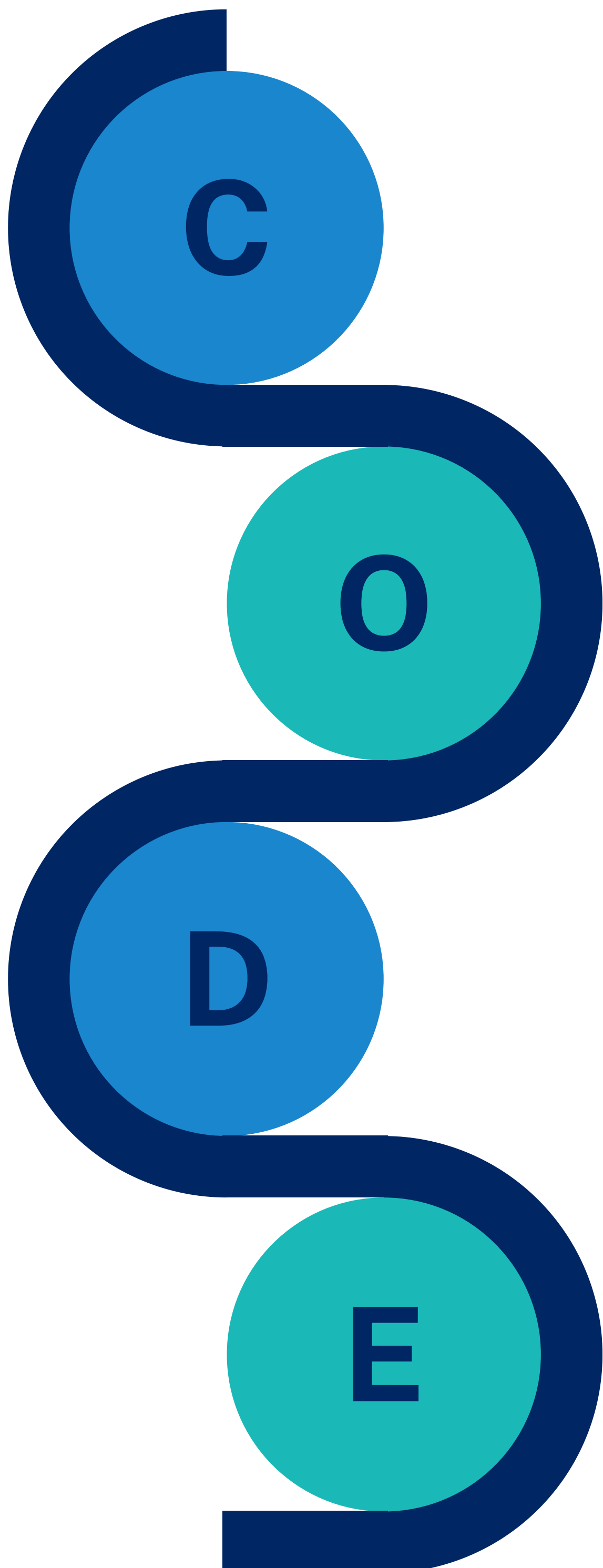
The BCH Code of Conduct must be read in conjunction with the Child Safe practices, NDIS Code of Conduct and the Aged Care Code of Conduct.

By signing this document, I understand my employment obligations to adhere to the following Codes:

- The BCH Code of Conduct
- BCH Child Safe Code of Conduct
- The NDIS Code of Conduct
- The Aged Care Code of Conduct

**NAME:** ..... **SIGNATURE:** ..... **DATE:** .....

# CODE OF CONDUCT



## RESPECT

- We recognise and value individuality and diversity
- We recognise the human and legal rights of clients, staff and volunteers
- We listen to our clients and respect their choices around their care
- We treat people with fairness and sensitivity
- We give reasonable and constructive feedback to colleagues and managers

## INTEGRITY

- We do the right thing even when no one is watching
- We act honestly, truthfully and with transparency at all times
- We always maintain professional boundaries with clients
- We work in our scope of practice and seek guidance or help when necessary

## COLLABORATION

- We share knowledge to support service outcomes for our community
- We work together to promote supportive, safe and productive working relationships
- We consider the impacts of our decisions
- We build trusting relationships with our clients and colleagues

## ACCOUNTABILITY

- We prioritise the safety and wellbeing of our clients, staff and volunteers
- We do what we say we will do when we say we will do it
- We observe OHS obligations and mitigate safety hazards or risks
- We work productively to ensure the sustainability of the organisation so we can continue to deliver healthcare to our community
- We support and encourage transparency so that we may continue to improve

## QUALITY

- We strive for excellence in all that we do
- We provide high quality, evidence based services in an equitable and professional manner
- We seek to continuously improve performance and outcomes across the organisation
- We take a 'systems-based' approach to ensure a dynamic, interconnected way of working