

STAFF CODE OF CONDUCT

Policy Statement

Fremantle Women's Health Centre (FWHC) expects a high standard of ethical and professional behaviour from its staff members, consistent with its values and philosophy.

All professional staff will work in accordance with their own professional code of conduct/ethics as well as abide by this staff code of conduct.

Code of Conduct

- All staff have a responsibility to:
 - Support the objectives of FWHC and to observe all the rules, policies and procedures set down by FWHC;
 - Attend work in a fit and unimpaired state and ensure that time at work is spent on work-related business;
 - Work to the best of their ability and maintain a high level of service to clients and their carers;
 - Be aware of and maintain the rights of clients and their carers using the services;
 - Ensure the confidentiality of client, carer and staff information;
 - Ensure they have gained appropriate consent from clients and carers;
 - Maintain professional boundaries with clients and carers;
 - Interact with clients, carers, staff and others in a respectful and positive way;
 - Represent FWHC in a positive way to other agencies and the public and behave appropriately and professionally at all times;
 - Attempt to resolve any conflicts between staff, clients, carers or other service providers;
 - Refrain from all forms of abuse, harassment or discriminatory behaviours, including bullying.
- Staff will refrain from using computers at work to access any web-sites, download any materials or send any emails which would be considered offensive, or reflect negatively on the good reputation of FWHC.
- In relation to client and carer confidentiality, staff will refrain from
 - discussing client and carer details outside of work;

- unnecessary conversations about clients and carers with other staff at work;
 - discussing client and carer details in person or over the phone in the reception and other work areas in a way that can be overheard by other clients and carers.
- In relation to staff confidentiality and good staff relations, staff will refrain from
 - giving out other staff contact details unless permission has been given by the person concerned;
 - disclosing personal and employment information about other staff;
 - commenting negatively or criticising the behaviour, practice or skill of other staff members to a third party.
- In order to maintain appropriate professional boundaries with clients and carers, staff will refrain from
 - accepting gifts of any significant value;
 - entering into any business or commercial relationship with a client or carer;
 - socialising with clients and carers beyond that required for delivering good service;
 - forming any personal relationship with a client or carer, or engaging in any behaviour which could be considered a boundary violation;
 - seeking any favour or special consideration from a client or carer.
- Staff will bring to the attention of the Director
 - any issue, concern or problem which has the potential to harm the good reputation of FWHC;
 - any actions or events likely to have any adverse outcome on the reputation or professional standing of FWHC;
 - any concerns, complaints, problems, grievances or conflicts that they have been unable to resolve;
 - any behaviour which may be in breach of this code.
- Staff will be held accountable by the Director if their behaviour, either directly or indirectly,
 - has a negative impact on their work performance;
 - places clients, carers, other staff or self at risk;
 - is contrary to FWHC values, standards of professionalism and this code of conduct.