



Pika Wiya Health Service  
Aboriginal Corporation



## The Code of Conduct Booklet

# Purpose

The purpose of this Code of Conduct is to guide and support employees in all of their professional activities and to set standards of professional conduct expected of every Pika Wiya Health Service Aboriginal Corporation (PWHSAC) employee.

## Best Practice in Service Delivery

Pika Wiya Health Service Aboriginal Corporation has an obligation to develop policies, procedures and Standards of Practice that eliminate bias and discrimination in their service delivery model.

The Code of Conduct is an example of best practice standards in service delivery.

It is important to forge strategies at both the service delivery and individual levels that eliminates bias and discrimination when working with a diverse range of people.

The Code of Conduct therefore, is a critical part of our safe work practices





# Cultural Safety

(Continued)

## The process to achieving Cultural Safety in our Work Practices

The process towards becoming culturally safe include three broad elements.

They are Cultural Awareness, Cultural Sensitivity and Cultural Safety.

**Cultural Awareness** is a first step toward understanding that there is difference. Many people undergo courses designed to sensitise them to formal ritual than the emotional, social, economic and political context which people exist.

**Cultural Sensitivity** alerts practitioners to the legitimacy of difference and begins the process of self exploration as the powerful bearers of their own life experience and realities and the impact this may have on others.

**Cultural Safety** is an outcome that enables safe services to be defined by those who receive the service.

# Scope

This policy applies to all employees of the PWHSAC.



# Building on Safe Work Practices

## Safe Work Practices

The core principles enshrined in the Cultural Respect Framework, 2012 promotes the idea that working within an Aboriginal Community Controlled Health Organisation (AACHO) requires service providers to treat the Individual, and the community as a whole with dignity and respect.

## Unsafe Work Practices

*"Unsafe cultural work practice is an action which diminishes, demeans or disempowers the cultural identity as well being of an individual"*

*NATSITWA, Cultural Safety Framework, 2012*

Therefore it is the key responsibility of management and the Executive Board to create a safe and culturally responsive work practice so that working together becomes standard practices and not an option.

Adherence to the confidentiality of any information, records or other sensitive material acquired during the course of employment and/or after the cessation of employment with PWHSAC;

- ◆ Honesty and fairness in all dealings with customers, clients, co-workers, management and the general public;
- ◆ Respect for PWHSAC's equipment, supplies and property;
- ◆ Not to make any unauthorised statements to the media about Corporation business (requests for media statements must be referred to the Chief Executive Officer)
- ◆ No fighting in the workplace;
- ◆ No offensive language and/or behaviour in the workplace;
- ◆ No unlawful discrimination or harassment in the workplace;
- ◆ Not to consume or be under the influence of alcohol or other drugs at any time whilst in the workplace.



# Responsibility of Corporations

A critical factor in achieving widespread support for the values, behavioural principles and professional conduct embodied by this Code is strong and visible leadership

Senior staff therefore have a special responsibility to publicly demonstrate their support for both the spirit and letter of the Code through their everyday actions, decisions and behaviours

In addition to exemplary personal behaviour, Senior staff are also responsible for implementing strategies for raising awareness of the Code within their workplaces and for ensuring that arrangements are in place to promote it through open discussion and debate and to respond to any issue, including requests for guidance, raised by employees

- ◆ Employees demonstrating their commitment to serve Aboriginal and Torres Strait Islander peoples by continually striving to improve the quality of service and by responding to changing needs through teamwork, innovation and creativity
- ◆ In shaping organisational structures, deploying resources, setting goals and priorities and in the training of staff, leaders and all employees recognise that the provision of services is central to the work and obligations of their charter
- ◆ Employees understand the importance of collaboration and information sharing between other agencies/departments/organisations where it is appropriate to do so. Employees also recognise that respect for privacy and confidentiality are important safeguards against the inappropriate use of information
- ◆ Employees place a high value on workplace diversity and recognise the contribution diversity makes to innovation and the capacity to provide services that are respectful of the culture of people seeking those services. They therefore strive to create a workplace environment that is free of discrimination, harassment, gossip and/or victimisation in any form and against any person.

## Acceptance of Gifts and Benefits

The acceptance of any gifts or benefits by employees has the potential to secure the influence or favour of an employee. The community expects employees to be impartial and not to be improperly influenced in the performance of their duties.

PWHSAC employees will not, for themselves or others, seek or accept gifts or benefits that could be reasonably perceived as influencing them.

All employees will comply with any internal policies in relation to accepting, declaring and/or recording the receipt of gifts or benefits.

## Service, Respect and Courtesy

Serving the Aboriginal people of the community

- ◆ PWHSAC employees recognise that they hold in trust a duty to provide quality services to the Aboriginal people of South Australia.
- ◆ Respect for human dignity and a value of every person is at the heart of every action employees take and every decision employees make.
- ◆ PWHSAC employees understand the importance of collaboration and the genuine engagement of its members in the design and delivery of health services as fundamental to the achievement of excellence.
- ◆ In dealing with the Aboriginal community, PWHSAC employees act impartially, fairly and equitably and with genuine respect for their rights of Aboriginal people of South Australia.
- ◆ PWHSAC employees demonstrate their commitment to serve the Aboriginal people by continually striving to improve the quality of service and by responding to changing needs through teamwork, innovation and creativity.



# Conflicts of Interest

Conflicts of interest can pose a major hazard to honest administration. It is vital that the community has confidence that the corporation and its employees will act impartially and without prejudice. Employees must not have a personal interest in, or be party to, decisions they take in the performance of their duties.

A conflict of interest can be actual or potential. It relates to circumstances where the employee is or could be influenced, or there is potential for them to be influenced. Employees must avoid actual or potential conflicts of interest.

PWHSAC employees will ensure their personal or financial interests do not influence or interfere with the performance of their role. They will ensure the interests of family members, friends or associates do not influence the performance by them of their duties and/or their role as a PWHSAC employee.

Employees will disclose in writing to the Chief Executive Officer any actual or potential conflicts of interest at the earliest available opportunity and comply with any lawful and reasonable direction issued by a person with authority to issue such direction to resolve the conflict or potential conflict.

# Honesty and Integrity

Acting at all times in such a way as to uphold the community's trust

- ◆ First and foremost, employees respect the rule of law, acting honestly in every aspect of their work and are open and transparent when making decisions or providing advice
- ◆ Employees performing their official duties and arranging their private affairs in such a manner as to ensure that Aboriginal people(s) confidence and trust in their integrity and impartiality is strong
- ◆ Decisions are always made and actions taken in the interest of the Aboriginal community. Other than in exceptional circumstances, where there is a conflict between the private interest and official duties of an employee the matter must be resolved in favour of the Aboriginal community.
- ◆ The decisions and actions of all employees must at all times bear the closest public scrutiny; this is an additional test beyond the obligation to act within the law
- ◆ Employees act impartially by making decisions and providing services on merit and without bias, favouritism or self-interest
- ◆ They act fairly and equitably in their dealings with clients, patients and the Aboriginal community, the Federal and State governments and fellow employees by basing their actions on an objective consideration of all of the relevant issues

# Professional Conduct Standards

Exhibiting the highest standards of professional conduct

## Handling Official Information

- ◆ By virtue of their duties, PWHSAC employees frequently deal with and/or aware of information about client health issues, facts and circumstances that they know, and as such, needs to be treated as strictly confidential.
- ◆ PWHSAC employees will not misuse information gained in their official capacity, including, but not limited to, the following types of circumstances:
  - ◆ Seeking to take advantage for personal benefit or gain or for the personal benefit or gain of another.
- ◆ PWHSAC employees will maintain the integrity and security of official information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release information in accordance with relevant legislation, reasonable direction or where authorised to do so.

- ◆ Employment status (e.g. ongoing, term, casual, traineeship, apprenticeship)
- ◆ Nature of the sector of the corporation (e.g. administrative unit, clinic, transport, program area etc.)

Contravention or failure to comply with these professional conduct standards will constitute misconduct as defined by PWHSAC. Any employee who contravenes or fails to comply with these conduct standards may be liable to disciplinary action and/or termination. These professional conduct standards are within the disciplinary provisions of the Code of Conduct of the PWHSAC.