



Staff Members Code of Conduct Policy

Document Information	
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Category:	Corporate - Employment
Approval for use details:	Owner: Executive Manager, Corporate Services Approved by: Board Endorsed by: Executive Leadership Team Date approved for use: March 2025 Date due for internal review: March 2028
Purpose:	<p>This Code of Conduct outlines the minimum standards and behaviour which Katherine West Health Board (KWHB) expects staff to display at all times.</p> <p>It is a condition of employment that staff members agree to accept and abide by this Code of Conduct.</p>
Related Policies and Procedure/s:	<ol style="list-style-type: none">1. Anti-Fraud Policy2. Child Safe Code of Conduct Policy3. Equity, Diversity and Anti-Discrimination Policy
Related Form / Document:	<ol style="list-style-type: none">1. Cultural Security of KWHB2. Jirntangku Miyrtta Enterprise Agreement
Key Word/s:	KWHB, Code of Conduct, acceptable standards, good behaviour
External References:	Victorian Equal Opportunity and Human Rights Commission Australian Human Rights Commission



Background

The reputation of the Katherine West Health Board, the quality of services to clients and their confidence in the services we provide is greatly influenced by the professional attitude and personal behaviour of our staff and board directors.

This Code of Conduct outlines the minimum standards and behaviour which the organisation expects our staff to display at all times. It is a condition of employment that staff members must agree to accept this Code of Conduct upon commencement by digital acknowledgement in the Human Resource System.

Scope

This Staff Members Code of Conduct Policy applies to all KWHB Employees.

Definitions

Term	Definition
Bullying	Bullying at work is repeated, unreasonable behaviour that can be physical, verbal, or psychological. It includes unwanted jokes, teasing, nicknames, emails, pictures, text messages, social isolation, ignoring people, unfair work practices, spreading rumours or malicious gossip, damaging a reputation and aggressive or intimidating behaviour.
Code of conduct	A code of conduct is a set of rules outlining the norms, rules, and responsibilities or proper practices of an individual party or an organisation.
Katherine West Health Board	An Aboriginal Community Controlled Health Organisation providing healthcare to Aboriginal communities and outstations in the Katherine West region.
Personal or protected characteristics	<p>Characteristics of a person that are protected from discrimination by law. It is against the law to treat someone unfairly because you assume they have a personal characteristic or might have it in the future. Protected or personal characteristics include:</p> <ul style="list-style-type: none"> • a disability, disease, or injury, including work-related injury • parental or carer status, for example, responsible for caring for children or other family members • race, colour, descent, national origin, or ethnic background • age, whether young or old, or because of age in general • industrial activity, including being a member of a trade union taking part in industrial activity, or deciding not to join a trade union • religion • pregnancy and breastfeeding • sex, sexual orientation, intersex status, or gender identity, including gay, lesbian, bisexual, transsexual, transgender, queer, cisgender, heterosexual, male, female or non-binary



Term	Definition
	<ul style="list-style-type: none"> marital or relationship status, including married, divorced, unmarried or in a de facto relationship or same sex relationship political opinion social origin medical record an association with someone who has, or is assumed to have, one of the above characteristics, such as being the parent of a child with a disability.
Ngumpin/Yapa	Ngumpin refers to a tribe/clan in the Katherine West Region. Yapa is Warlpiri for Warlpiri person.
Discriminate	Make an unjust or prejudicial distinction in the treatment of different categories of people, especially on the grounds of ethnicity, sex, age, or disability.

Principles

- 1. Respect for Aboriginal Culture and Traditions** Treat all clients, colleagues and community members with respect, dignity, and sensitivity to cultural beliefs, practices, and traditions. Respect for the autonomy of our communities and promote and maintain culture.
- 2. Cultural Competency** Continuously strive to improve cultural competency and understanding of Aboriginal culture, history, and health issues. Participate in cultural awareness training and education opportunities provided by the organisation.
- 3. Integrity** Act honestly, ethically and with integrity in all professional activities. Promote respect and trust. Avoid conflicts of interest and disclose any potential conflict promptly.
- 4. Confidentiality** Always safeguard the privacy and confidentiality of client information. Refrain from discussing client cases or disclosing confidential information unless required by law or authorised by a client.
- 5. Professionalism** Maintain a professional demeanour in all interactions, both within and external stakeholders. Dress appropriately and always communicate respectfully.
- 6. Collaboration** Foster a collaborative and inclusive work environment by actively participating in team meetings, sharing knowledge and resources, and supporting colleagues. Actively participate in the two (2) way learning process. Working as a team, Aboriginal and non-Aboriginal together.
- 7. Quality of Care** Provide high quality care based in best practice that is tailored to the needs and preferences of clients. Stay up to date with best practices and guidance in Aboriginal



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Health. Acknowledge that health and well-being includes the physical, mental, emotional and spiritual well-being of the person and the community.

8. **Safety** Prioritise the safety and wellbeing of yourself, clients, colleagues, and community members. Follow all safety protocols and procedures to minimise risk and prevent harm.
9. **Continuous Improvement** Embrace a culture of continuous improvement by seeking feedback, reflecting on performance, and actively participating in professional development opportunities.
10. **Compliance** Comply with all KWHB policies, procedures and legal requirements related to your role. Report any concerns or violation promptly to appropriate authorities and/or KWHB Senior Leadership.



Acknowledgement

It is a condition of employment that staff members acknowledge this Code of Conduct upon commencement and agree to the requirements. Digital acknowledgement in the Human Resource System is also required for revised versions of the Policy.

Staff Members Code of Conduct Agreement

I will:	<ul style="list-style-type: none">• Adhere to the Jirntangku Miyrt Enterprise Agreement and the policies and procedures set out by Katherine West Health Board.• Adhere to relevant Northern Territory and Australian Government laws and regulations.• Adhere to the KWHB Child Safe Code of Conduct Policy.• Act honestly and behave professionally in my interactions with clients, employees, community members and stakeholders.• Treat people fairly, with dignity, courtesy, and respect.• Respect and honour the traditional knowledge, practices, and customs of the communities we serve, in accordance with KWHB Cultural Security Framework.• Prioritise the health and wellbeing of our clients, employees, community members and stakeholders.• Provide culturally sensitive and inclusive healthcare services that acknowledge and address the needs and challenges faced by clients of the communities in which we serve.• Foster a safe, supportive, and welcoming environment for all clients, staff, community members and stakeholders.• Engage in ongoing education and training to improve cultural competency and understanding of health issues impacting communities of the KWHB region.• Collaborate with members of stakeholder groups to ensure our services are aligned with community priorities and values.• Maintain confidentiality and privacy of client information in all interactions and only disclose confidential information under the following circumstances: where required by law, with the individual's consent and/or where permitted by law.• Uphold professional standards if sharing health-related content online. This includes maintaining patient confidentiality, avoiding misleading claims, providing advice only within their professional scope, and refraining from using personal accounts to contact or interact with clients.• Exercise caution with public social media posts to ensure alignment with KWHB values and safeguard the organisation's reputation.
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	<ul style="list-style-type: none"> • Use KWHB assets and resources solely for legitimate business purposes and in accordance with KWHB policies and procedures. • Declare any offers of gifts or benefit from clients or stakeholders to senior management. • Report any suspected misuse or unauthorised use of KWHB assets and resources, including medications, to appropriate representatives. • Report any suspected concerns or observations regarding the use of alcohol and other drugs by staff in the workplace or while representing Katherine West Health Board, to the appropriate manager or human resources personnel. • Exercise a duty of care to protect my own and others health, safety, and wellbeing in the workplace and whilst representing KWHB. • Exercise a duty of care to provide necessary medical treatment or support to clients, employees, community members and stakeholders. • Assure that all decisions made in the course of duties are in line with organisational policies and procedures. • Carry out work by following reasonable and lawful instructions and directions.
I will not:	<ul style="list-style-type: none"> • Discriminate against personal or protected characteristics which include: <ul style="list-style-type: none"> – a disability, disease, or injury, including work-related injury – parental or carer status, for example, responsible for caring for children or other family members – race, colour, descent, national origin, or ethnic background – age, whether young or old, or because of age in general – industrial activity, including being a member of a trade union taking part in, or deciding not to join a trade union – religion – pregnancy and breastfeeding – sex, sexual orientation, intersex status, or gender identity, including gay, lesbian, bisexual, transsexual, transgender, queer, cisgender, heterosexual, male, female or non-binary – marital or relationship status, including married, divorced, unmarried or in a de facto relationship or same sex relationship – political opinion – social origin – medical record



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- an association with someone who has, or is assumed to have, one of the above characteristics, such as being the parent of a child with a disability.
- Engage in cultural appropriation or misuse of cultural practices or traditions.
- Engage in any form of harassment, bullying or intimidation when working or representing KWHB.
- Make decisions that prioritise organisational interest over the wellbeing of our clients and communities.
- Ignore feedback or concerns raised by clients and community members about organisational services and practices.
- Fail to hold myself or other employees or members accountable for upholding the KWHB codes of conduct.
- Misappropriate KWHB funds, equipment, supplies or other assets for personal gain or unauthorised purposes.
- Engage in theft or fraud of KWHB funds, equipment, supplies, or other assets.
- Accept or offer gifts, benefits or favours that may be seen to influence decision making or client care.
- Use KWHB assets or resources for illegal, unethical, or prohibited activities, including but not limited to gambling, harassment and unauthorised surveillance of clients, community members, employees, and stakeholders.
- Waste KWHB resources through careless, reckless, or excessive use, including ICT hardware, travel expenses, allowances, energy consumption and provided utilities.
- Allow personal interests or relationships to unduly influence decision-making about the use or allocation of resources, assets or services provided by KWHB.
- Allow personal interests or relationships to unduly influence decision-making about engaging external stakeholders to provide goods and services to KWHB.
- Ignore or conceal employee misappropriation of KWHB assets and resources.
- Consume alcohol or other drugs in the workplace or while representing KWHB.
- Report to work or engage in work-related activities while under the influence of alcohol or other drugs.
- Drive or operate machinery under the influence of alcohol or other drugs.
- Breach the confidentiality of clients by talking about personal healthcare information in public areas e.g. the waiting room or in writing e.g. email/ text.
- Engage in malicious gossip about clients, employees, community members and stakeholders.



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	<ul style="list-style-type: none">• Use offensive language in the workplace or when representing KWHB including swearing or using discriminatory language at or about clients, employees, community members and stakeholders.• Act aggressively towards clients, employees, community members and stakeholders. This may be verbal, physical, and/or written.
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If I think another person at KWHB has breached this Code of Conduct I will:

- Act to prioritise the best interests of staff members, clients and members of the public
- Take actions promptly to ensure that staff members, clients and members of the public are safe.
- Promptly report any concerns to my manager, the Chief Executive Officer, Board Director, or another manager or leader at KWHB.
- Follow KWHB policies and procedures for receiving and responding to complaints and concerns.

Document Modification History:	<ol style="list-style-type: none">1. Developed in 20012. Re-drafted and approved for use October 20103. Placed into new format for re-approval process April 20134. Approved at Board Meeting September 20135. Re-approved by Board 29 March 20186. Reviewed September 2024. Consultations with staff conducted through July and feedback incorporated into final document.7. Final review for all staff January 20253. Approved for use KWHB Board March 12, 2025
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