

# Title: Code of Conduct Policy



Mercy Health  
Care first

Division: All

Approved by: Group Executive Director People, Learning & Culture

## Purpose

This Code of Conduct Policy (Code) outlines the behaviour expected of persons engaged in activities associated with or on behalf of Mercy Health in all settings including online. It will assist in understanding responsibilities and obligations of all who work within Mercy Health. The Code does not attempt to provide a detailed and exhaustive list of what to do in every aspect of your role. Instead it is intended to provide a broad framework that will help you decide on appropriate behaviours when performing your role or when you are faced with an ethical issue.

## Who Must Comply

Employees, volunteers and contractors.

## Policy

The Code outlines the minimum behaviours required of each person to perform their role in line with the Mission, Vision and Values of Mercy Health. Employees are required to speak to their manager or Human Resources if they have any concerns in understanding any part of the Code. Contractors and volunteers must be made aware of the Code by the Mercy Health employee with responsibility for their engagement.

### When associated with Mercy Health you shall:

1. Demonstrate behaviours which are consistent with the **Mercy Health Values**
2. Act **honestly and in good faith**, and in the best interests of Mercy Health
3. Carry out your duties according to the law, using **due care and diligence**
4. Promote and **advocate** for better standards of health care for people in our care and the broader community, including children and vulnerable people
5. Comply with all Mercy Health **policies, procedures and relevant statutory regulations**
6. Assign to Mercy Health all **intellectual property rights** in the works you create during your association with Mercy Health.

## Consequences

Most people choose to work for Mercy Health because of its Mission, Vision and Values. For this reason it is likely that all employees will comply with this Code through their everyday work. This Code outlines the minimum expectations for those working at Mercy Health. Breaches of the Code will be taken seriously and may result in disciplinary action which may include termination of employment. To assist employees with understanding their obligations in more detail, examples of the behaviours which do and do not demonstrate the Mercy Health values are attached. It is expected all those working in Mercy Health will be familiar with this document and the example behaviours.

## Link with Organisational Values

### Stewardship

In articulating a common approach to practice, this policy creates a context of **stewardship** through holding people accountable for the highest standards of performance.

## Definitions

<b>Term</b>	<b>Definition</b>
Child	Any person under the age of 18.
Intellectual Property	Intellectual property refers to the ownership of intangible and non-physical goods which are the products of human intelligence and creation.

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All Mercy Health Policies, Procedures and Protocols

**Key Legislation, Acts, Standards and References**

Child Safe Standards

National Catholic Safeguarding Standards

**Keywords**

N/A

**Version History / Author / Contributors**

<b>V.</b>	<b>Date Created (MM/YYYY)</b>	<b>Sections Changed</b>	<b>Created/Amended by (position title)</b>
1	02/2005		
2	10/2011	All	Executive Director People, Learning & Culture
3	10/2012	All	Executive Director Risk Management & Quality
4	04/2016	Additional examples of behaviours which demonstrate the values	Group Diversity Advisor
5	10/2017	Included reference to children and Child Safe Standards	Group Diversity & Inclusion Manager and Family Violence Project Coordinator
6	11/2020	Included reference to the NCSS and online environment	Executive Officer to the Group CEO

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## The Mission, Vision and Values of Mercy Health

The **Mission** of Mercy Health outlines why we exist. *Our mission is to follow Jesus Christ in His mission of mercy through the delivery of health, aged care and community services.*

The **Vision** of Mercy Health outlines the type of service we want to be. *Our vision is to build an enduring capacity and passion to serve those with special needs.*

The **Values** of Mercy Health outline the type of behaviours we demonstrate in all that we do. These are: *Compassion, Hospitality, Respect, Innovation, Stewardship, Teamwork.*

## The behaviours which underpin our Values

To assist you to understand our Values and how they apply in the workplace we have provided some examples (as outlined below) of the types of behaviours that demonstrate and some that **do not** demonstrate each of the Values.

### Compassion

Demonstrating in our actions a kind hearted spirit at all times and showing care, concern and kindness to those we care for and with whom we work.

#### EXAMPLES OF BEHAVIOUR WHICH DEMONSTRATE COMPASSION

- Talking in a friendly way and making eye contact when culturally appropriate
- Listening to people without interrupting them
- Making time for people even when you feel you are busy
- Telling people what they are doing well and how important their work is
- Helping others whenever we can, even when not asked to

#### EXAMPLES OF BEHAVIOUR WHICH DO NOT DEMONSTRATE COMPASSION

- Shouting at people or speaking to them with your back turned
- Interrupting others when they are speaking or not letting them speak
- Doing your job without showing care for the person
- Putting others down either in person or behind their backs
- Not doing things because you believe it is not your job

### Hospitality

Demonstrating in our actions a warm, friendly and welcoming approach to everyone we encounter within our work environment or whenever we represent Mercy Health.

#### EXAMPLES OF BEHAVIOUR WHICH DEMONSTRATE HOSPITALITY

- Greeting people including children with a smile and showing a helpful attitude
- Treating people like you would like to be treated
- Offering to help people who look lost, confused, concerned or anxious
- Welcoming people in a friendly way regardless of their skin colour, accent or other personal attributes
- Paying attention to the cultural needs of people

#### EXAMPLES OF BEHAVIOUR WHICH DO NOT DEMONSTRATE HOSPITALITY

- Ignoring people or not giving them your full attention when they speak to you
- Not saying please and thank you when appropriate
- Being too busy to take time to understand what a person needs
- Ignoring the presence of children or observing and not taking action when it appears a child is unaccompanied
- Ignoring cultural needs and concerns

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## Respect

Treating people in a way that we would like to be treated and being considerate to all, regardless of their position or status.

### EXAMPLES OF BEHAVIOUR WHICH DEMONSTRATE RESPECT

- Acknowledging and accepting the differences between people, cultures and religions
- Actively listening to what others have to say
- Doing what we say we are going to do
- Explaining our reasons for doing things and the impact it will have on others
- Using a person's preferred name
- Being sensitive to the language used in the presence of others, including children
- Acting appropriately with children, vulnerable people and others who come into contact with, maintaining professional boundaries and protecting their rights.
- Taking any complaints seriously and responding effectively including providing support
- Seeking consent and only initiating physical contact with people, especially children and vulnerable people if necessary.

### EXAMPLES OF BEHAVIOUR WHICH DO NOT DEMONSTRATE RESPECT

- Gossiping and talking about others behind their backs
- Bullying or intimidating others
- Not respecting privacy
- Not taking the time to talk to those we care for.
- Telling people how to act or what to believe in
- Engaging in age inappropriate discussions in front of children
- Making threats, developing 'special relationships' or engaging in physical and/or online contact outside of that necessary for care
- Dismissing complaints without responding or providing support
- Initiating unnecessary physical contact.

## Innovation

Trying to develop new ways to be better at what we do and how we care for people

### EXAMPLES OF BEHAVIOUR WHICH DEMONSTRATE INNOVATION

- Always striving to find a better way to do things
- Welcoming new ideas
- Trying new things
- Figuring out what needs to be done
- Focusing on finding solutions

### EXAMPLES OF BEHAVIOUR WHICH DO NOT DEMONSTRATE INNOVATION

- Doing it in the way it has always been done
- Resisting change
- 'My way' or 'no way'
- Waiting to be told what to do
- Focusing on identifying problems

## Stewardship

Being accountable for our actions and all of the resources we have been given to help and care for others.

### EXAMPLES OF BEHAVIOUR WHICH DEMONSTRATE STEWARDSHIP

- Acknowledging our founding story and the rich history of the Sisters of Mercy by participating in celebrations. e.g. Mercy Day
- Being honest and trustworthy and complying with Mercy Health policies, procedures and statutory regulations

### EXAMPLES OF BEHAVIOUR WHICH DO NOT DEMONSTRATE STEWARDSHIP

- Not making time to listen to the story of the Sisters of Mercy, our founders and owners
- Being dishonest and not complying with policies and procedures or legislation

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## EXAMPLES OF BEHAVIOUR WHICH DEMONSTRATE STEWARDSHIP

- Using equipment with care and resources appropriately
- Treating my workplace like I would expect others to treat my home
- Asking people for help when we are unsure or we don't know something
- Following safe work practices

## EXAMPLES OF BEHAVIOUR WHICH DO NOT DEMONSTRATE STEWARDSHIP

- Being careless or reckless with equipment and resources
- Sticking papers on painted walls, recklessly banging furniture and machines into walls
- Working in an unsafe manner or asking someone to do something that is unsafe
- Wasting time, money and resources

## Teamwork

To work with others constructively and openly to achieve our common goals.

### EXAMPLES OF BEHAVIOUR WHICH DEMONSTRATE TEAMWORK

- Giving feedback to others for a job well done
- Involving the people we care for in making decisions
- Arriving on time and being fit for work
- Being flexible to accommodate the needs of the department and other team members
- Speaking openly with my manager about any issues that affect my performance
- Being friendly and approachable to all colleagues
- Being open to the thoughts and ideas of all colleagues

### EXAMPLES OF BEHAVIOUR WHICH DO NOT DEMONSTRATE TEAMWORK

- Taking credit for the work of others
- Making decisions without consulting those who will be affected
- Arriving late for work or not telling people if we are not coming to work
- Taking time off when not really sick
- Covering up or blaming others for issues that impact on the team's performance
- Refusing to work with particular people or at particular times

## Serious Misconduct

Examples of behaviours that could amount to serious misconduct are provided below. This list outlines the types of actions and behaviours that could be considered serious misconduct. It does not list every possible serious misconduct.

Examples:

- Breach of patient/resident/client or staff privacy
- Breach of Mercy Health policies/procedures
- Abuse of patient/residents/client or staff
- Failure to report a work related accident/serious near miss
- Continual lateness for duty/unauthorised absence
- Careless action/neglect of professional conduct or duty
- Failure to report a criminal conviction or impending action, which in the opinion of Mercy Health, directly relates to a risk in performing your duties
- Sleeping during working hours where there is a requirement to be working
- Falsification of qualifications leading to employment.

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- Public misrepresentation – causing damage to the reputation or image of Mercy Health or it's employees
- Actions which deliberately or recklessly injure other employees, patients, clients or visitors or that place their health, safety or welfare at serious risk
- Improper use of workplace equipment, supplies and other physical resources

**Employee Declaration**

I \_\_\_\_\_ agree that I have read and understand the Mercy Health Code of Conduct Policy.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_