

# SIR CHARLES GAIRDNER HOSPITAL SOCIAL CLUB INC.



## Code of Conduct

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## 1.0 Our Values and Mission

The Sir Charles Gairdner Hospital (SCGH) Social Club Inc. was established in 1975 by staff at SCGH to bring people together – to care for each other socially and through health and wellbeing initiatives. This tradition and these values remain today and have expanded to the QEII Campus as its personnel directly work and interact with SCGH Staff, volunteers and students. We see community and inclusion rather than boundaries.

### Our Values

- We are here to bring people together and build positive, inclusive community.
- We are caring, progressive, enjoy our work and use positive spirit to get things done.
- We take pride in our work and actively seek new ways of doing things better
- We value integrity, credibility and respect.
- We build constructive relationships to achieve positive outcomes.
- We believe that success comes through recognising the value of people and encouraging that value.
- People are the most important part of our organisation – and are to be treated with respect, compassion, care and empathy.
- We support each other by making daily decisions based on our values and effective communication.
- We welcome and are responsive to feedback, criticism and change.
- We aim to grow the Social Club while maintaining sustainability for the future, to benefit members.

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## **2.0 What is the Code of Conduct?**

### **2.1 How does it apply to me?**

The Charlies Social Club Code of Conduct is a statement on the shared values of the organisation and how we conduct ourselves and our business.

It defines the standards of behavior which we expect from all those associated with the Charlies Social Club.

The code of conduct is a guide to how we apply our values to the way we work. This code of conduct can be described as “the way we work at Charlies Social Club”.

### **2.2 Who should abide by the Code of Conduct?**

The code of conduct should be adhered to by all those who work for, act on behalf of, or represent Charlies Social Club. It applies to all employees, volunteers, managers, committee and contractors.

### **2.3 What does it mean to abide by the Code of Conduct?**

To abide by the code of conduct all our representatives must adhere to the principles contained in the code and other relevant policies and must be aware of the behavior of others and whether they do likewise.

When we are not sure on the meaning of the principles contained in the code of conduct it is our responsibility to find out the meaning by raising our question with our manager or other appropriate person. We cannot defend inappropriate behavior by claiming that we do not understand what is expected of us as is our duty to make ourselves aware of the principles contained in the code of conduct and apply these to our own conduct.

Representatives of Charlies Social Club are also obliged to raise concerns about breaches of the code of conduct by others. There are valuable reasons for addressing issues upfront and in a timely manner. The longer an issue remains unaddressed, the more serious it is likely to become.

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## **3.0 The principles of the Code of Conduct.**

### **3.1 Respect for others.**

- *We are caring, progressive, enjoy our work and use positive spirit to get things done.*
- *We value integrity, credibility and respect.*
- *We build constructive relationships to achieve positive outcomes.*
- *We believe that success comes through recognising the value of people and encouraging that value.*
- *People are the most important part of our organisation – and are to be treated with respect, compassion, care and empathy.*
- *We support each other by making daily decisions based on our values and effective communication.*
- *We welcome and are responsive to feedback, criticism and change.*

The Social Club's strengths are based on its people. Our dealings with each other in the workplace – and those in the wider community – should reflect mutual respect. We should treat others as we expect to be treated.

Representatives of the Social Club should strive to be honest, courteous, reliable and responsible in their interactions with others at all times. We treat everybody with dignity including colleagues, contractors and members of the public. Treating people with dignity includes ensuring our own honesty and integrity and respecting confidentiality.

We recognise the need to respect and value the diversity of the workforce and we commit to supporting that diversity by providing a working environment where everyone receives fair and just treatment and is free to achieve their best.

We believe in equal employment opportunity and a workplace free from discrimination, bullying and harassment. We show respect in our interactions with others irrespective of gender, age, race, culture, religion, ethnicity, disability, social and economic status, sexual orientation, political beliefs and family or carer's responsibilities. We do not tolerate disrespectful behaviour observed in others.

### **3.2 How we apply the principle of respect for others.**

We do:

- Make employment decisions based on merit
- Foster inclusion, diversity and respect for culture
- Comply with laws and the principles of human rights

We do not:

- Tolerate discrimination, bullying or harassment of any kind

- Allow our own stereotypes to influence our treatment of others
- Deliberately disrespect or mislead another person

### **3.3 Ethics and Integrity.**

- *We take pride in our work and actively seek new ways of doing things better*
- *We value integrity, credibility and respect.*
- *We build constructive relationships to achieve positive outcomes.*

Working with integrity means doing things the right way and giving as much consideration to the way we do things as we do to the results themselves. We prioritise integrity in our relationships and decision making and therefore each and every one of us, as a Representative of the Social Club, is responsible for upholding the Social Club values in our own actions.

We are expected to exercise professional care at all times when using or coming into contact with company assets and especially when we have responsibility for the organisation's funds which must be controlled and utilized in a manner that ensures optimal benefit to members.

We conduct our business relationships in a professional, impartial manner. We must select our business partners appropriately and not due to personal relationships. While hospitality is a genuine part of a business relationship we must make sure that any such gift is not excessive, is appropriate and doesn't exert undue influence on us.

As Representatives of Charlies Social Club, we should not at any time misuse our position, privilege or status for our own gain or the gain of our close personal associates. Any decisions we make in the process of our work must be made in the best interests of the Social Club community and our members

We should try to ensure that no conflict of interest arises between our personal interests and the obligations and duties related to our role at the Social Club.

We do not tolerate corruption of any kind. We do not receive or offer gifts, bribes or payments, nor any other benefit which has the effect of compromising our objectivity. No money should be exchanged except in genuine business transactions. We do not threaten others but try to influence them with reason and genuine arguments. All allegations of corruption will be rigorously investigated and may result in disciplinary action including possible dismissal.

### **3.4 How we apply the principle of ethics and integrity.**

We do:

- Report any suspected misuse or abuse of any company asset;
- Understand that all tools and materials created during our employment are the assets of the Social Club;
- Excuse ourselves from a situation where a potential conflict of interest may arise and/or where we may not be able to be objective.

We do not:

- Misappropriate funds received by the company; accept funds for anything other than valid business services rendered; or expend the organisation's funds for anything other than legitimate business purposes;
- Tolerate any corruption, fraud, theft or unauthorised use of the organisation's property;
- Misuse our position, privilege, status or any information or knowledge that we have obtained as a result of these for our own gain or the gain of close personal associates or family members;
- Misuse Social Club resources or our position to influence others.

### **3.5 Compliance with the Law.**

Breach of any law will be viewed as a serious breach of the terms of employment and will result in disciplinary action and possibly dismissal. Any concerns or suspected breaches should be reported via the corrective action request system, or a relevant manager. Ignorance does not relieve us from an obligation to comply with the law. If you are unsure or have any questions, you must seek advice.

Compliance with the law includes confidentiality and privacy of information. We must respect the principles of confidentiality as regards the health and personal information of our members, customers and our employees, company information regarding the business and commercial affairs, assets and activities of the organisation and any other information not in the public domain. We should not disclose any information to which we have access as a result of our role with the Social Club without the appropriate authorisation or consent, unless it is the law or a part of our professional duty of care that we do so.

### **3.6 How we apply the principle of compliance with the law.**

We do:

- Ensure we are aware of all laws applicable to our role and comply with these;
- Exercise good judgement;
- Understand and respect the need for confidentiality and privacy when we discuss another person's confidential information, if required to do so in our role.

We do not:

- Tolerate corruption of any kind;
- Gossip or discuss confidential information unless required to do so in our role.

### **3.7 Professionalism and diligence.**

- *We take pride in our work and actively seek new ways of doing things better*
- *We believe that success comes through recognising the value of people and encouraging that value.*
- *We support each other by making daily decisions based on our values and effective communication.*
- *We welcome and are responsive to feedback, criticism and change.*

- *We aim to grow the Social Club while maintaining sustainability for the future, to benefit members.*

We expect a high level of professionalism at the Charlies Social Club. We support and encourage professional development and aim to allow our employees to use their individual skills and knowledge to benefit our organisation, and improve job satisfaction.

We ensure that we remain relevant and contemporary to our members needs through regular feedback, documented continuous improvement and communication with similar organisations.

Risk management is a core business strategy that must be applied to all activities throughout the organisation. The Social Club has implemented a number of proactive and contemporary risk management practices intended to minimise the potential for loss, harm, injury and damage across the organisation.

As Social club representatives we are all jointly responsible for identifying, analyzing and evaluating risk accurately, effectively and in a timely manner. Also for taking steps to minimize and control any risk relevant to our work or situation.

Professionalism includes maintaining professional standards of dress and grooming which also comply with any health and safety requirements appropriate to our role. It also encompasses being "fit for work" which means ensuring that we do not undertake any activity or employment outside of our role at the Social Club that could have a detrimental effect on our work performance or which might give rise to a conflict of interest.

We must ensure that the personal use of any alcohol, drugs or medication does not adversely affect our work performance or endanger the health, safety or welfare of others in the workplace. We possess the competence, diligence, honesty, and judgement to properly perform our duties. We are therefore required to inform our manager if our personal circumstances change and this impacts (or has the potential to impact) on our ability to carry out our roles. Changes in personal circumstances include criminal charges or convictions, bankruptcy, civil judgements or loss or failure to obtain professional licenses or registrations, whether or not these occur locally or overseas.

Accurate recording and reporting reflects on the Social Club's reputation and credibility and ensures that we meet our legal and regulatory obligations. As a result, we must comply with all applicable reporting and record keeping standards relating to all business activities including time tracking, expense reports and financial records and transactions. We will ensure that our records and reports are truthful, accurate, complete, consistent, timely and understandable. In particular, we must ensure that all accounting records accurately and fairly reflect the underlying transactions and all assets, liabilities and any disposal of Social Club assets. Once created, records, reports and other data must be appropriately stored and/or disposed of according to information management practices and applicable laws and regulations. We are each responsible for identifying statutory obligations or other applicable requirements relevant to our records and for ensuring retention and storage is conducted in accordance with those obligations and standards. There is no justification for falsifying records or misrepresenting facts. Such conduct may constitute fraud, and can result in civil or criminal liability for you and/or the organisation.



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### **3.8 How we apply the principle of professionalism and diligence.**

We do:

- Continually strive to improve our efficiency, service quality and risk minimisation strategies;
- Create, maintain and store accurate records, accounts and documentation, ensuring confidentiality and preventing unauthorised access.

We do not:

- Falsify, conceal or tamper with information, records or financial reports or allow or influence others to compromise the integrity of these;
- Ignore developments in practice models and professional standards, or assume that our skills and knowledge are up to date;
- Allow ourselves to become “unfit for work” for any reason.

### **3.9 Health and Safety.**

- *We take pride in our work and actively seek new ways of doing things better*
- *We value integrity, credibility and respect.*
- *We believe that success comes through recognising the value of people and encouraging that value.*
- *We aim to grow the Social Club while maintaining sustainability for the future, to benefit members.*

We are committed to the provision of a safe work environment and safe systems of work for our employees, volunteers, customers, visitors and contractors. The Social Club takes responsibility for the development, implementation and evaluation of systems of work within a consultative framework.

Across the organisation, health and safety practices are governed by policies, procedures and tools that apply to all of our representatives. All staff are responsible for the use of these resources and the management committee is responsible for ensuring that supporting systems are in place to maximise effectiveness.

All representatives of the Social Club are expected to report hazards and incidents using the corrective action request system, take reasonable care of themselves and others, comply with safety instructions and requirements and facilitate the maintenance of a safe working culture and safe work environment. Safety is everyone’s responsibility.

### **3.10 How we apply the principle of health and safety.**

We do:

- Comply with the requirements of mandatory health and safety laws, policies, standards and procedures, and assist those working with us to do the same;
- Assess the hazards and risk inherent to each situation and adapt our behaviour accordingly, taking steps to minimise any risks or hazards identified;

- Report any near miss, accident, injury, illness, or unsafe condition so that appropriate action can be taken to prevent, correct or control the situation.

We do not:

- Undertake any work outside of our own scope of practice, competency or skill set;
- Undertake work outside safe operating procedures;
- Continue to work or begin work when we are “unfit” for any reason;
- Make another person unsafe either deliberately or by not applying due care or attention.

### **3.11 Communication and Transparency.**

- *We are caring, progressive, enjoy our work and use positive spirit to get things done.*
- *We value integrity, credibility and respect.*
- *We build constructive relationships to achieve positive outcomes.*
- *People are the most important part of our organisation – and are to be treated with respect, compassion, care and empathy.*
- *We support each other by making daily decisions based on our values and effective communication.*
- *We welcome and are responsive to feedback, criticism and change.*

Charlies Social Club values clear and transparent communications with both its internal and external stakeholders whereby they are able to source and understand relevant information and engage in the organisation’s strategies and activities.

We will provide timely, accurate, consistent and complete disclosure of information, using appropriate language. No verbal or written communications should be aggressive, hostile, derogatory or demeaning towards others. This includes online communications and personal/one-to-one communications. We will encourage transparency and honesty in all communications, whilst considering requirements relating to confidentiality and privacy. Disclosure of inappropriate or inconsistent information will not be tolerated.

The Social Club promotes a culture of consultation and cooperation and aims to ensure that it encourages people to raise their concerns and ask if they are unsure what to do. Representatives of Charlies Social Club should collaborate to share information, work towards a co-operative and positive workplace culture, increase productivity, ensure better and more informed decision making, promote continuous quality improvement and minimise disputes and disagreements.

### **3.12 How we apply the principle of communication and transparency.**

We do:

- Work to communicate and cooperate within the Social Club community for the purposes of clear understanding and collaboration;
- Balance transparency with considerations for confidentiality and privacy;
- Ensure communications are complete, fair, accurate, timely and comprehensible

We do not:

- Conceal facts or omit information that is relevant to another person's role or the organisation's business operations;
- Divulge what may be confidential information – either internally or externally – without specific authorisation to do so. If you are unsure about the degree of confidentiality assigned to information, contact the committee.

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## 4.0 Breaches in the Code and raising concerns

All Representatives of the Social Club are responsible for familiarising themselves with the Code of Conduct and our Values and for following these principles for the duration of their time representing the Social Club. Failure to do so may lead to disciplinary action, and possibly dismissal.

It is our right and our responsibility to raise our concerns if we think that something does not agree with the Code or our values. We don't need to be directly affected by or involved with a concern in order to raise it. The management committee will support any person who is acting in good faith and who reports a breach of the Code or wrongdoing of any kind.

Employees will not be subject to disciplinary or retaliatory action for raising genuine concerns. In raising concerns, we should consider the principles and processes of the Grievance Policy. We should try first to raise any issues with the person involved and if this is not possible or successful, we should talk to a committee member.

Concerns raised and complaints made will be taken seriously and investigated whilst respecting the confidentiality of all those involved. Investigations are to be dealt with in a consistent and effective manner, within reasonable time frames and ensuring fairness to all parties. The process of resolving a concern or complaint should be viewed as an opportunity to improve services, processes, outcomes and culture.

If a formal complaint is made, all parties must:

- Give a true and accurate disclosure and cooperate in establishing the facts;
- Declare any bias or pertinent facts that may impact upon their role in the investigation and ability to remain impartial;
- Maintain confidentiality at all times to avoid potential claims of defamation and to ensure procedural fairness;
- Conduct themselves in a professional manner and observe appropriate workplace behaviours;
- Refrain from any form of victimisation during or after the investigation process.