

# Code of Conduct

## Statement and Purpose of Policy

HCA connects healthcare professionals, organisations, and people to provide end-to-end healthcare solutions as needed.

We fill the healthcare skills gap to ensure people in Australia always have the support they need. Our mission is to provide exceptional care, a strong sense of purpose for our staff, and be a valued partner to our clients. In order to achieve this goal, we need committed and engaged staff with high professional standards, ethics and behaviours.

The purpose of this policy is to:

- Set the standards of behaviour for all HCA employees in terms of how we conduct ourselves at work and carry out our duties.
- Assist HCA to provide a safe, healthy and productive workplace where employees, contractors, visitors and our clients are respected and supported.
- Ensure we live our organisational values every day.

## Scope

This code of conduct applies to all HCA employees, contractors, students, trainees, volunteers and apprentices.

The workplace includes, but is not limited to, the office, working from home, external venues, customers' homes, and facilities where employees are gathering (including social and virtual events).

This code of conduct also applies to any social interactions where employees and/or clients are connected, such as email, calls, text messaging, and all social media platforms, such as Facebook.

## Values

### We Are Accountable

We are accountable to the highest ethical, safety, clinical and professional standards. We fully embrace our responsibility as a healthcare provider and, more broadly, our responsibility to human rights and a sustainable environment.

### We Care

We care for our teams, those we care for and our partners. Our empathetic approach sets us apart.

### We are Team Players

We are team players embracing diversity of our talents, we work together towards a common goal. Our aim is to deliver the best outcomes for our people, those we care for and our partners.

## **We are Leaders**

We are leaders in every aspect of what we do. We use a blend of the best people, technology, education and expertise to create innovative solutions.

## **We Understand your Needs**

We understand your needs whether you are a member of our team, someone we care for or one of our partners. We strive to create a lasting relationship.

## **Professional Standards**

HCA employees should uphold professional standards online and offline. Professional standards at HCA include:

### **Compliance with Policies and Regulations**

- Adhere to HCA policies, rules procedures, and regulations at all times.
- Comply with all applicable laws, regulations and industry standards.
- Perform your duties within your scope of practice.

### **Work Responsibilities**

- Comply with all reasonable, lawful instructions and decisions about your work.
- Act with integrity and honesty in all interactions.
- We require employees to follow their assigned rostered shifts so please ensure you arrive and leave at the correct shift time.

### **Health, Safety and Welfare**

- Ensure reasonable steps are taken to prioritise your own health, safety and welfare in the workplace, as well as that of other employees and community members.

### **Respect and Inclusivity**

- Treat colleagues and stakeholders with respect and professionalism, regardless of differing views or beliefs.
- Do not engage in any form of discrimination, harassment, or disrespectful behaviour. Discrimination based on age, race, gender identity, religion, disability, sexual orientation or appearance will not be tolerated.

### **Representing the Company**

- Maintain professionalism and uphold the company values when socialising outside of work e.g. corporate events.
- Present yourself in a respectful, professional manner when wearing company uniform or representing the business in any capacity.

## **Use of Company Assets**

- Treat HCA and its clients' assets and resources with care and respect.
- Ensure that resources are used efficiently and only for the purpose for which they are intended.
- Return all HCA property at completion of employment.

## Conflicts of Interest

A conflict of interest occurs when an individual's personal or financial interests may potentially influence their decisions or actions in a way that could compromise the best interest of the organisation. HCA employees should discuss or formally disclose any conflict of interest to their Manager.

If unsure about whether you are involved in a conflict of interest, you should seek advice from your Manager or Human Resources to work through how it will be managed effectively.

An example of a conflict of interest could be not disclosing a relative or family member as a client to HCA services, that directly relates to your position.

Unsure whether you are experiencing a conflict of interest? Here are a few questions to consider:

- Does this influence decisions made on HCA's behalf?
- Is there a personal interest involved in the situation?
- Are you in a position of influence or decision making?
- Do I gain financially from a particular decision or outcome?
- Could my personal interests or relationships harm the interest or rights of colleagues, clients or the organisation itself?

Remember: It is important to always be transparent and avoid situations where personal interests might affect your decision making. It is all about being fair and making non-biased decisions.

## Gifts and Hospitality

### Can I accept gifts from community customers?

Our policy is that you should never accept a gift from a customer due to the professional standards we wish to uphold.

### Can I accept gifts from suppliers of HCA?

Employees should not accept personal gifts in the workplace with the exception of hampers at Christmas time however this needs to be escalated to your Executive Leader for approval.

## HCA Media Statements

### What should I do if the media contact me about HCA?

HCA employees are not authorised to speak to the media on behalf of the organisation. If an employee receives a media request, they should escalate this to the relevant Executive Leader. The only employee authorised to speak to the media is the Chief Executive Officer.

## Social Media

- HCA employees should be responsible and take accountability for their own behaviours and actions while using any social media platform.
- Consider the source of information, copyright and its confidentiality before posting, or only share information that is already in the public domain.

- If responding to comments on behalf of HCA then please ensure you send a private message and do not respond publicly unless it is corporate information/guidelines.
- HCA employees should make sure all communications among colleagues while using any social media platform (eg, Teams) are responsible, professional and sensible.
- When you are posting on any social media platform, make it clear that you are speaking for yourself and not on behalf of the business. Take accountability to the content you are posting.
- Do not share colleagues' personal data, including their picture, without their permission.
- HCA employees should never publish information that is racist, sexist, In any other way discriminatory, threatening or harassing, personally offensive, or illegal.

## Confidentiality

At HCA, we recognise the importance of maintaining professional boundaries in all interactions and relationships.

HCA employees are required to uphold the privacy of individuals and ensure that confidential information is solely used for its intended purposes when collected.

Confidential information, whether related to clients, colleagues or the organisation must be handled with the utmost care. Sharing or discussing such information without authorisation is prohibited.

All employees must refrain from disclosing confidential information to clients or colleagues or using it for personal gain. This extends beyond employment with HCA.

If a HCA employee is aware of a breach in confidentiality, they should report it promptly to their Manager/Human Resources for investigation and resolution.

## Whistleblower Procedures

HCA has a comprehensive whistleblowing policy in place to encourage the reporting of concerns about unethical or unlawful conduct. If you require more information about this policy or wish to raise immediate concerns, please contact [HR@healthcareaustralia.com.au](mailto:HR@healthcareaustralia.com.au)

## Breaches of the Code

Any breach of this policy may result in disciplinary action including and up to the termination of employment.

## Further Information

### Got questions?

Please speak to your manager in the first instance or contact Human Resources for advice and assistance.

## Related Policies

- [Grievance Policy](#)
- [Performance and Conduct Policy](#)
- [Whistleblower Policy](#)