



CODE OF CONDUCT

For Workers

Message from Cura Day Hospitals Group Chief Executive Officer

Excellence in health care is deeply dependent on our Workers. How we all behave and conduct ourselves has an impact on our workplaces and the care we provide our Patients. Our success and reputation as health care providers rests in a large part on how we behave towards our Patients, their families and friends, our colleagues and each other. We all carry the responsibility of cultivating in ourselves and each other the behaviours and practices that enable us to behave well in our workplace and bring out our best and the highest standards of safety and quality of our health services.

The Cura Day Hospitals Group Pty Ltd (**Cura**) Code of Conduct provides clear expectations about acceptable standards of conduct and workplace behaviour. It applies to all Workers within Cura Facilities.

It is intended to be a tool to assist in the achievement of healthy relationships in the workplace. It provides guidance on acceptable behaviour in the workplace, and when representing Cura outside the workplace. It will be relied upon to support appropriate action in the event of non-compliance or breach.

Cura will be supportive of any Worker who, acting in good faith, reports a breach of this Code of Conduct or any wrongdoing of any kind which has the potential to damage individuals, the quality of our services, Cura or its reputation.

All Workers are required to familiarise themselves with the Code of Conduct. It should be read in conjunction with Cura Values, Mission and Key Success Factors displayed at Cura Facilities.

Andrew Currie

Chief Executive Officer

Cura Day Hospitals Group

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1. Introduction

1.1 Purpose

- (a) The Cura Code of Conduct sets out the standard of conduct required of Workers, and describes the ethics and values of Cura that Workers are required to demonstrate in their work and uphold at all times.
- (b) A set of principles have been developed to assist in reaching an outcome which is in the interest of our Patients, the community that we serve and Cura as detailed in this Code.
- (c) To the extent of any inconsistency between the Code of Conduct and an applicable law or regulation, the more stringent standard of conduct will apply.

1.2 Application

- (a) The Code of Conduct applies to all Workers. All Workers must observe the Code of Conduct requirements.
- (b) The Code of Conduct applies at all times when performing duties for Cura, including while travelling for work and at locations where a person is performing work away from their usual workplace, while attending conferences or training events, and while attending work-related social events. It also applies to Workers in respect of their dealings with Cura's Patients, customers and visitors.
- (c) The Code of Conduct also applies outside of work hours, in relation to Workers' interactions with or discussions about a person or people with whom they work or interact with at work (including other Workers, Patients, and visitors), be it through phone, email, text messaging or social media, where there is a relevant connection to Cura.

1.3 Policy principles

- (a) Cura is committed to high standards of integrity, professionalism and accountability. The Code of Conduct reflects this commitment. Workers are expected to carry out their duties with efficiency, integrity and impartiality, and consistently with Cura's values, and encourage others to adopt a similar approach.
- (b) Cura's values are:
 - (i) Leadership – Inspiring our Workers to continually contribute their best through support, encouragement and being an innovative organisation
 - (ii) Integrity – Each Worker is accountable for their actions, their honesty and behaving in an ethical manner by doing what is right
 - (iii) Excellence and Quality – Delivering consistently high service to all people; being responsive to the needs of others and continually striving to achieve the best in Patient satisfaction
 - (iv) Teamwork – Our people work together cohesively towards a common goal, creating a positive working atmosphere and supporting each other to combine individual strengths to enhance team performance
 - (v) Respect – Treating everyone in our communities, our Patients, their families and colleagues with dignity at all times

2. Definitions

In this Code of Conduct:

Accredited means the status conferred on a Medical Practitioner, Dentist or Allied Health Professional to provide services within Cura after having satisfied the requirements provided in the By-Laws.

Accredited Practitioner means a Medical Practitioner, Dentist or Allied Health Professional who has been Accredited to provide services within Cura, and who may be an **Accredited Medical Practitioner, Accredited Dentist or Accredited Allied Health Professional**.

AHPRA means the Australian Health Practitioner Regulation Agency established under the National Law.

Allied Health Professional means a person registered by AHPRA as an Allied Health Professional pursuant to the National Law, or other categories of appropriately qualified health professionals as approved by the Chief Executive Officer.

Behavioural Standards means the standard of conduct and behaviour expected of an Accredited Practitioner arising from personal interactions, communication and other forms of interaction with Workers, members of the board of Cura, executive of the Facility and Cura, third party service providers, Patients, family members of Patients and others. The minimum standard required of Accredited Practitioners in order to achieve the Behavioural Standards is compliance with the Code of Conduct, the expectations set out in the *Good Medical Practice: A Code of Conduct for Doctors* in Australia (as applicable), and the values set out in this Code of Conduct.

By-Laws means the Cura By-Laws for Accredited Practitioners, as revised from time to time.

Confidential Information means information which is confidential to or is reasonably considered confidential by Cura including, but not limited to trade secrets, technical information concerning Cura's, services, products and processes or the materials used by or in connection with Cura's business, information about Cura's operations, information concerning or relating to Patients or clients, information concerning Cura's market, information about Cura's financial performance, business projections, business plans and business forecasts concerning Cura's performance or likely future activity and any other information which is confidential to the business affairs of Cura or its suppliers and Patients and which is not in the public domain.

Cura Governance Framework means the governance system established by Cura as set out in the By-Laws, this Code of Conduct, and Cura policies and procedures.

Dentist means a person registered as a dentist by the Dental Board of Australia governed by the AHPRA pursuant to the National Law.

Disruptive Behaviour means aberrant behaviour manifested through personal interaction with Accredited Practitioners, Facility personnel, health care professionals, Patients, Patients' family members, or others, which interferes with Patient care or could reasonably be expected to interfere with the process of delivering quality care or Facility operations, or which is inconsistent with the values of Cura, or a failure to follow required or reasonable directions, and which is further described in this Code of Conduct.

Facility or **Facilities** means a hospital or facility within the Cura network of hospitals, including the corporate office of Cura.

Medical Practitioner means, for the purposes of the Code of Conduct, a person registered as a medical practitioner by the Medical Board of Australia governed by the AHPRA pursuant to the National Law.

National Law means the Health Practitioner Regulation National Law set out in the Schedule to the *Health Practitioner Regulation National Law Act 2009* (Qld), as in force in each State and Territory.

Patient(s) means a person admitted to, or treated as an outpatient at, the Relevant Hospital.

Reasonable Management Action includes:

- (a) setting realistic and achievable performance goals, standards and deadlines;
- (b) fair and appropriate rostering and allocation of working hours;
- (c) transferring a Worker to another area or role for operational reasons;
- (d) informing a Worker about unreasonable behaviour in an objective and confidential way;
- (e) implementing organisational changes or restructuring; and
- (f) taking disciplinary action, including suspension or terminating employment where appropriate or justified in the circumstances.

Victimise or Victimisation means subjecting a person to some detriment, for example, ostracising a Worker.

Worker(s) means a person performing any work for Cura including all employees, Accredited Practitioners, contractors, subcontractors, employees of a labour hire company assigned to work at Cura, outworkers, apprentices and trainees, work experience students and volunteers.

Workplace Aggression means any incident where an individual is abused, threatened or assaulted at a Cura workplace or in situations relating to their work at or through provision of services to Cura. Within this definition:

- (a) “abuse” is any behaviour or treatment of an individual that involves the inappropriate or improper use of physical, verbal or psychological means;
- (b) “threat” is a statement of the intent to harm a person (or person connected to them such as a family member), damage their property (or that of a person connected to them as such a family member), implied threat, use of intimidation or actions that a reasonable person would regard as being potentially violent or harmful; and
- (c) “assault” is any attempt to cause injury or harm to a person and includes actual physical harm or touching another (physically or through the use of an implement) without consent.

Workplace Bullying means repeated unreasonable behaviour towards a Worker or a group of Workers by an individual or group of individuals which creates a risk to health and safety. It includes behaviour that intimidates, offends, degrades or humiliates a Worker, possibly in front of Patients, other Workers, if it is repeated, unreasonable and creates a risk to health and safety. Workplace Bullying does not include a single incident of unreasonable behaviour or Reasonable Management Action carried out lawfully and in a reasonable manner (taking the particular circumstances into account).

3. Key Principles

The Code of Conduct is based on five key principles for behaviour:

- (a) Respect for the law and Cura Governance Framework
- (b) Respect for people
- (c) Integrity
- (d) Diligence
- (e) Economy and efficiency

3.1 Principle 1 – Respect for the law and Cura system of governance

- (a) Workers are expected to uphold the laws of the State where they are engaged and the Commonwealth, as well as any relevant international regulations, and carry out their duties honestly and impartially.
- (b) Workers should act in accordance with the Cura Governance Framework and ensure that appropriate Cura and Facility policies and procedures are followed and used to raise issues. Nothing in the Code of Conduct shall prevent a Worker from acting in accordance with the requirements of any relevant legislation, professional bodies or Cura policies or procedures.

3.2 Principle 2 – Respect for people

- (a) Cura is committed to providing a safe and healthy workplace, so far as reasonably practicable, free from Workplace Bullying, Workplace Aggression, unlawful discrimination, harassment, and other coercive, illegal or unethical behaviour.
- (b) Cura does not tolerate any form of Workplace Aggression or Disruptive Behaviour towards Patients / clients, other Workers or members of the public.
- (c) Workers are required to treat all persons, including Patients, family members of Patients, other Workers, members of the public, Cura management and public officials, honestly, fairly, and with proper regard for their rights and obligations.

3.3 Principle 3 – Integrity

- (a) The delivery of health care involves a community trust. All Workers must conduct themselves in a way that encourages community confidence in the integrity of the Facility and Cura administration and the delivery of health services to advance the common good of the community.
- (b) Workers should not use their position improperly, or allow their position to be improperly used. Workers should also ensure that any conflict between their personal interest and professional duties is clearly disclosed or resolved in favour of Cura and the community interest.
- (c) Workers should disclose any matter concerning fraud, corruption and maladministration of which they are aware.

3.4 Principle 4 – Diligence

In performing their duties, Workers should exercise diligence, care and attention to detail, and aim for high standards of administration and health care.

3.5 Principle 5 – Economy and efficiency

Workers must ensure that Cura Facilities and resources are used for their proper purpose, treated with due care and not wasted, abused or used improperly.

4. Behavioural expectations

- (a) All Workers must, in the course of their employment or engagement with Cura:
 - (i) conduct themselves in a manner that is consistent with Cura's values, the key principles of this Code of Conduct and the highest ethical standards, and uphold the integrity and good reputation of Cura;
 - (ii) behave honestly and with integrity in the course of their work with Cura;
 - (iii) perform their duties in an impartial and professional manner;
 - (iv) act with care and diligence in the performance of their duties;
 - (v) treat everyone with whom they have contact in the course of their work at Cura with courtesy, dignity and respect and without unlawfully discriminating against or harassing another person, or engaging in Workplace Bullying;
 - (vi) maintain appropriate confidentiality with respect to information that they obtain or generate in connection with their work with Cura. For example, Workers must not disclose Confidential Information they receive at work to a person outside of work without proper authorisation from Cura;
 - (vii) treat any information concerning Patients and Workers with the strictest confidence in accordance with Cura policies and the relevant legislation;
 - (viii) comply with all relevant anti-bribery and anti-corruption legislation and regulations (which may include international legislation and regulations);
 - (ix) not expose Cura to any reasonable allegation of bribery or corruption;
 - (x) maintain adequate and accurate records;
 - (xi) disclose, and take reasonable steps to avoid, any conflict of interest (actual, perceived or potential) arising in connection with their work with Cura;
 - (xii) be competent and appropriately qualified to perform their duties and functions and act within any limitations or conditions placed on their registration;
 - (xiii) maintain the appropriate registration required to perform their duties and functions (if relevant);

- (xiv) comply with all Behavioural Standards, codes of practice, codes of ethics, guidelines or policies issued by AHPRA or a relevant health practitioner registration board, or national codes of conduct as are in force from time to time and are relevant to their title, role and functions;
 - (xv) exercise care in their use of Cura's resources and equipment and use such resources and equipment only for their proper purpose;
 - (xvi) not make improper use of their position or access information to gain, or seek to gain, a benefit or advantage for themselves or any other person;
 - (xvii) not remove any property belonging to Cura unless expressly authorised by their manager or supervisor to do so in the course of performing their duties;
 - (xviii) not offer or accept product or service discounts that are not available to all Workers of Cura, unless authorised by Cura to do so;
 - (xix) not offer or accept gifts, favours or any form of hospitality or entertainment in return for, or in exchange for, services or information about Cura or its business;
 - (xx) maintain appropriate standards of dress at all times when at work or performing duties or functions in the course of their employment or engagement with Cura;
 - (xxi) never operate a motor vehicle or other heavy machinery while under the influence of alcohol or drugs (including prescription drugs);
 - (xxii) never operate or use a mobile telephone or other device while driving (including having the phone or device resting on any part of your body, touching the phone, texting, audio texting, emailing, using social media, taking photos or video messaging). This applies even when you are waiting at lights or stuck in traffic. You may make or receive a phone call or use audio/music functions on your phone, provided the phone is either secured in a commercially designed holder fixed to the vehicle that does not obscure your view of the road, or where the phone can be operated by you without touching any part of the phone, such as through Bluetooth or voice activation;
 - (xxiii) comply with all lawful and reasonable directions given by Cura or any person whom has authority to give the direction on behalf of Cura (including any policy or procedure issued by Cura); and
 - (xxiv) comply with all applicable legislative requirements when acting in the course of their work with Cura.
- (b) Workers must not, in the course of their employment or engagement with Cura:
- (i) attend work in a condition that is not fit for work. This includes not, at any time, allowing the consumption of alcohol or drugs to adversely affect:
 - (A) their performance or duties; or
 - (B) their conduct at Cura's related functions;
 - (ii) consume alcohol while on the Cura's premises without permission from management; or
 - (iii) consume any illegal drugs while on the Cura's premises, or while attending any function as a representative of the Cura or in connection with their work with Cura.
- (c) Workers can be prosecuted for breach of their statutory duty to take reasonable care for their own health and safety and the health and safety of others at work, and fines can be imposed.
- (d) Workers must not Victimise a person because they have made or propose to make a Workplace Bullying complaint or because they have provided information in relation to a complaint.
- (e) Cura encourages Workers to take action which may resolve the problem if they feel that they are experiencing or witnessing Workplace Bullying or Workplace Aggression,

including by making a complaint in accordance with the Grievance Management and Resolution Policy.

5. Compliance

- (a) Any breach of the Code of Conduct may result in disciplinary action being taken, including termination of employment or engagement with Cura or exclusion from a Cura Facility.
- (b) If you have a concern about actual or potential breaches of the Code of Conduct, this concern must be promptly raised with your manager or **[Human Resources]**. All those who work for Cura have a responsibility to ensure that the Code of Conduct is complied with and that failures (and suspected failures) to comply with the Code of Conduct are promptly reported.
- (c) If you have any queries about the meaning of this Code of Conduct, you should raise them immediately with your manager or Human Resources.

6. General

- (a) Cura may amend or vary this Code of Conduct at any time in its complete discretion.
- (b) This Code of Conduct is not a term of any contract, including any contract of employment and does not impose any contractual duties, implied or otherwise, on Cura.

7. Related Documents

- (a) By-Laws
- (b) Risk Management Policy
- (c) Conflict of Interest Policy
- (d) Cura Business Gifts, Meals and Entertainment Policy
- (e) ICT Acceptable Use Policy
- (f) Social Media Policy
- (g) Grievance Resolution and Management Policy
- (h) Work Health and Safety Policy
- (i) Whistleblower Policy

8. Versions

This Code of Conduct replaces:

v1.1 July 2016;

v.2.0 Aug 2019