



# Section 3 Code of Conduct

Policy Reference #	3.0 Code of Conduct
Policy Statement	All employees are expected to understand and conduct themselves in accordance with all guidelines outlined in the Code of Conduct.
Policy Purpose	<p>The Code of Conduct is a set of standards that provide guidelines on ethical issues and expected standards of behaviour. The code provides a framework for RFDS employees to identify and resolve issues concerning the ethical conduct of individuals at the RFDS. It aims to foster public trust and confidence in the integrity and professionalism of the RFDS by ensuring that all RFDS employees:</p> <ul style="list-style-type: none"> <li>▪ Maintain appropriate standards of conduct</li> <li>▪ Develop the skills necessary for efficient performance of duties</li> <li>▪ Maintain fairness in decision making</li> <li>▪ Maintain and enhance the reputation of the RFDS</li> <li>▪ Adhere to appropriate ethical standards</li> </ul> <p>The code operates in conjunction with common and statute law and does not exclude or replace the rights and obligations of any individual under common and statute law.</p>
Related Policies	<p>Section 4.0: Anti-discrimination &amp; Freedom from Harassment            Section 5.0: Health, Safety &amp; Environment            Section 10.2: Performance Improvement Counselling &amp; Discipline            Section 11.0: Grievance Procedures</p>
Related Forms & Support Materials	<p>Equipment Record or Check Report            Personal Details Form / Next of Kin Form            Request / Reimbursement for Company Uniform            Expense Reimbursement Form</p>
Last Date Reviewed	December 2012

## 3.1 Employee Responsibilities

In the performance of their duties, employees will;

1. Perform their duties within the RFDS Policies and Procedures and their Conditions of Employment, and resolve any disagreements through discussion with their Line Manager, Executive Management or the CEO.
2. Comply with any code or set of standards governing their activities where they are employed in an established profession or occupation. Where registration or licensing is required of that profession or occupation, staff must maintain that registration or licensing.
3. Act within local, state and federal laws. No one can be directed to carry out an illegal act. Staff should maintain knowledge of standards, delegations and other policies that influence or guide how they perform their function and apply policies affecting the public faithfully and impartially. If an employee is charged with an indictable offence or convicted of a criminal offence that will affect their ability to function as an employee of the RFDS, they must notify their Line Manager.
4. Comply with all reasonable and lawful directions given by an employee in authority as long as they are safe and within work level descriptions and limits of the employee's skill, competence and training. If an employee believes a direction is unreasonable or unconscionable, they should refer their objection to their Line Manager and may initiate grievance procedures.
5. Ensure that the RFDS' resources are not wasted, abused, or used improperly or extravagantly.
6. Report for duty on each rostered working day unless otherwise agreed or in special circumstances. Much of what the RFDS does everyday involves urgency and a mature management of time, making punctuality and timeliness an important element of working for the RFDS.
7. Respect every employee's dignity, rights, freedoms and individual needs / concerns.
8. Treat all employees and colleagues fairly, equitably and consistently.
9. Conduct their work safely and responsibly. Using offensive language / discrimination or unwarranted or violent physical behaviour is not acceptable. Coercive behaviour, including harassment and bullying is in contravention of RFDS policy.
10. Not allow personal relationships to adversely affect their work performance or the work performance of other employees.



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11. Practise honesty and integrity at all times. If dishonest behaviour of other employees is suspected it should be brought to the attention of your Line Manager or their superior.
12. Treat customers / clients, the public, public officials and fellow employees fairly and with a proper regard for their rights and obligations. Employees must be courteous, diligent and helpful in dealing with the public and colleagues and impartial and objective in performing their duties. They should also be attentive and seek to achieve high professional standards. Our customers / patients should be able to deal with us easily and efficiently and expect that we deliver what we promise.
13. Be ambassadors of the RFDS at all times. Recognise that the delivery of health services to the community involves a public trust. Employees should ensure public confidence in the integrity of our administration and practices and the delivery of health services to advance the common good of the community.
14. Not use or employ delegated powers or privileges or position improperly, nor allow them to be used improperly. This means that any conflict between their personal interest and their official duties on behalf of the RFDS are resolved in favour of the public interest.
15. Maintain privacy and confidentiality at all times (commercially and generally).
16. In addition to the above, Managers are required to:
  - i. Ensure that their employees understand the performance standards expected and regularly assess performance against these standards, advising their employees of any perceived shortcomings
  - ii. Provide employees with reasonable opportunities for training and development
  - iii. Work within budgetary and operational constraints.

### 3.2 Privacy and Confidentiality

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In the course of employment, employees have access, and become aware, of a wide range of confidential information relating to the operations of the RFDS that is not available to the public. This may include information on policies, procedures, commercial sensitivity or significance, financial and accounting records, business plans and strategies, patient information, employee contacts and other matters concerning the RFDS and their customers / stakeholders / patients.

Employees will not:

- Disclose any confidential information except as required by law
- Authorise any person, firm or corporation to disclose confidential information
- Counsel, procure or otherwise assist any person, firm or corporation to disclose confidential information
- Use or attempt to use confidential information for the employee's own gain or advantage, directly or indirectly
- Use or attempt to use confidential information in a manner which may cause or be calculated to cause loss or injury to the RFDS
- Trade secrets of which the employee may have become possessed whilst employed by the RFDS.

Employees may disclose confidential information when:

- They are required to do so in the course of their duties to the RFDS
- It was public knowledge when they commenced employment with the RFDS
- They are required by a court, tribunal or law to disclose (in which event, they must inform the RFDS prior to disclosure).

Any disclosure of confidential information (for the above lawful purpose) is only to occur if the disclosure is to persons who are aware and agree that confidential information must be kept confidential or have signed any confidentiality obligation required by the RFDS and either have a need to know (and only to the extent that each has a need to know), or have been approved by the person or persons nominated by the RFDS.

Employees must take whatever measures are reasonably necessary to preserve the confidential information, including:

- Complying with all security measures established to safeguard confidential information from access or unauthorised use
- Keeping confidential information under their control
- Not removing confidential information from, or accessing confidential information from outside the RFDS' premises without the RFDS' prior approval.

Employees must immediately notify the RFDS of any suspected or actual unauthorised use, copying or disclosure of confidential information.

These requirements apply both during and post the employee's employment with the RFDS.



## Emergency Contact/Next of Kin Registers

As an employer, the RFDS may need to act to inform next of kin in the event of an accident or illness. A form is used by employees at the time of appointment to nominate a next of kin to the RFDS and is also used to amend any notification should a change in circumstances occur. HR may also seek to update these files intermittently.

## Internet Privacy

Any personal information the RFDS collects from its employees through the internet is subject to the general Privacy Policy above. In addition, the following facilities have been implemented to further ensure that privacy is maintained while communicating with the RFDS over the internet:

- If individuals complete a form with their personal information (such as to make a donation, request information or register for an event) or in order to make a credit card donation, the page is secured using Secure Sockets Layer (SSL) technology. This means that any information being sent to the RFDS using that form is scrambled or encrypted so that it cannot be read by anyone else but the RFDS
- The RFDS' website does not use cookies to identify individuals either during their visit or between visits

Internet email is an inherently insecure form of communication and it is recommended not to send personal information by this method. The privacy and integrity of information cannot be guaranteed. Should the RFDS receive personal information by email, it will be dealt with in line with the Privacy Policy above. However, there is no control over it prior to its receipt by the RFDS.

Employees' e-mail communications are not private and are subject to reasonable and legitimate levels of monitoring and surveillance by the RFDS. By accessing and using the RFDS internet and computing resources, employees acknowledge that the RFDS retains the right to access any material on its computing and internet systems, whether that material is personal or not.

## Disclosure of Personal Information

All employees must be ever vigilant and diligent in protecting personal information concerning their colleagues. This applies particularly to the unauthorised release of details contained in Base contact and phone lists. Many employees have unlisted telephone numbers and inadvertent release can seriously compromise a colleague's right to privacy.

### CENTRAL OPERATIONS – PRIVACY

**Personal Information:** Is information or an opinion (including information or an opinion forming part of a database) whether true or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

**Sensitive Information** is a subset of personal information and is information or an opinion about an individual's racial or ethnic origin, political opinions, membership or a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual preference or practices, criminal record or health information about an individual.

The RFDS is committed to ensuring the privacy of employees' personal information they have provided to us. RFDS' respect for employees' privacy forms part of the ongoing trust it wishes to develop with employees. The following statement sets out RFDS' general policy for the protection of employees' privacy.

The RFDS is bound by the ten National Privacy Principles that form part of the *Privacy Amendment (Private Sector) Act 2000*.

Under the Act the RFDS is exempt from the application of the National Privacy Principles to RFDS employee records (the personal information held on RFDS employees for the purpose of their employment with the RFDS). Where an RFDS employee also has another relationship with the company, such as being a donor or patient, then the information held on them for that reason is covered under the Act.

The RFDS relies on income generated by donations and fundraising to provide its services. It is RFDS policy to contact consumers and offer them the opportunity to acknowledge the services provided to them by making a donation to the organisation. As with all RFDS donation and fundraising material, consumers are provided with an opt-out alternative.

Further information is detailed below on how the RFDS processes and manages personal information. For further information and/or access to the personal information held by the RFDS, please contact The Privacy Officer at the address shown.



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### How the RFDS manages Personal Information

In general terms, the RFDS holds Personal Information on the following groups of people for the reasons noted:

- **Patients**  
In order for the RFDS to provide emergency care, radio/telephone consultations and other health services through RFDS clinics we must hold various family contact and health related information on patients. This information is never used for any other purpose nor given to other areas of the organisation except in the case of a pressing medical need.

In addition to providing patients with health services, the RFDS may use personal information for:

- Quality improvement
- Research and education
- Funding, billing and payment

Where it is practicable to do so, the RFDS uses de-identified information for research and education purposes.

- **Donors (including lottery ticket buyers, one-off/occasional donors, frequent/long-term donors and bequestors).**  
Contact information such as telephone number, address, email etc. is held in order for the RFDS to keep donors informed about the organisation through newsletters, deliver lottery tickets, inform prize-winners of any prizes they may have won and to manage a relationship with donors as a both a donor and friend of the RFDS.

In addition, the RFDS may use this information to send details of other activities being undertaken by the organisation or other ways in which donors can participate in the RFDS. In this case the RFDS always provides donors the option not to receive this information if they do not wish to.

- **Volunteers/contractors**  
In order to utilise their skills and experience in the most efficient and effective manner, the RFDS holds personal information on its many volunteers such as contact details, medical training/qualifications, flight experience etc. This information may be used to inform volunteers about events and opportunities to further participate in the Service. For contractors, the RFDS also holds such information as required in order to manage contracts with them, such as billing/payment information.

- **Employees**  
The RFDS holds a variety of personal information regarding its employees in order to manage their employment and to provide a safe working environment for them. As noted above, this information is specifically exempted from the provisions of the Privacy Act as the confidentiality and use of this information is already covered by other workplace legislation.

In all cases the RFDS takes all reasonable steps to ensure that the personal information held is secure and only used by and divulged to the necessary people. The sorts of external parties to whom the RFDS may disclose personal information include:

- Pharmacists/doctors/hospitals for specific medical reasons and to support the care and transfer of emergency patients
- Insurers for accounting purposes
- Mailing houses for bulk mailing, but they only get a name and address and are required by our contract with them to ensure adequate security over the information the RFDS provides to them.
- Other Commonwealth/State Authorities as required by law

Individuals have a right to access the personal information stored about them. If individuals find that the information held about them is inaccurate or out-of-date the RFDS will correct it. To access information, please contact the Privacy Officer at the address below.

The RFDS will verify individual identities before meeting requests, which will be processed in a reasonable time. For non-employees, the RFDS charges a small fee (currently \$20) to cover the costs of gathering the information.

If anyone believes their privacy has been interfered with due to a breach of the RFDS' obligations in relation to privacy, they can complain directly to the Privacy Officer or the Chief Executive Officer at the address below. If they are not satisfied with RFDS' response, they will be advised of their options for further proceeding with their complaint.

For further information on privacy and the Royal Flying Doctor Service, please contact:

The Privacy Officer  
The Royal Flying Doctor Service  
71 Henley Beach Road  
Mile End SA 5031

Tel: (08) 8238 3333  
Email: [enquiries@flyingdoctor.net](mailto:enquiries@flyingdoctor.net)



### **Internet privacy**

Any personal information collected by the RFDS through the internet is subject to the RFDS' general privacy policy above. In addition the RFDS has implemented the following facilities to further ensure that privacy is maintained while communicating with the RFDS over the internet.

#### Security 1

Forms containing personal information (such as to make a donation, request information or register for an event) the page is secured using Secure Sockets Layer (SSL) technology. This means that any information sent to the RFDS using that form is scrambled or encrypted so that it cannot be read by anyone else but the RFDS.

#### Security 2

If completing a form in order to make a credit card donation, the page is secured using Secure Sockets Layer (SSL) technology. This means that any information sent to us using that form is scrambled or encrypted so that it cannot be read by anyone else but the RFDS.

#### Cookies

The RFDS web site does not use cookies to identify individuals either during or between visits.

#### Email

Internet email is an inherently insecure form of communication and the RFDS recommends that individuals do not send personal information to the RFDS, by this method. Should the RFDS receive personal information from individuals by email, they will naturally take care of it in line with RFDS privacy policy above. However, the RFDS has no control over it prior to its receipt by the RFDS.

#### Service

For more information on privacy issues in Australia and protecting your privacy, visit <http://www.privacy.gov.au>.

## **3.3 Alcohol / Drug Abuse**

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RFDS employees must ensure that personal use of alcohol or other drugs does not affect the performance of their duties or the safety and well-being of others. Refer to sectional Drug and Alcohol Management Plan (DAMP) policy.

### **CENTRAL OPERATIONS**

PLEASE REFER TO ADM17 – DRUG AND ALCOHOL MANAGEMENT POLICY MANUAL

## **3.4 Avoiding Conflicts of Interest**

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A conflict of interest exists where loyalties are divided. It is expected employees will guard against any possibility of conflict of interest in employment. Employees' first loyalty is to the RFDS as their principal employer and employees must recognise that their obligations to the RFDS are paramount and will prevail over any other interests that the employee may have.

Whilst employees are encouraged to be involved in the community, they will not participate in activities which conflict or appear to conflict with their duties and responsibilities in the RFDS.

Employees must not make a decision, or take part in the making of a decision, if they or a member of their immediate family have a material personal financial or non-financial interest in the matter being considered. A person may be considered to have a financial interest in a matter even if the interest is contingent or if the interest is indirect (e.g. where the interest arises via a trust).

Employees can not have any employment, consulting or other business relationships with a competitor, customer, or supplier of the RFDS. This excludes Medical Practitioners where they undertake work as professional development with the approval of the Chief Medical Officer / Health Services General Manager (or equivalent).

The RFDS must not be used to support any political parties, members of parties or an independent politician either in Australia or overseas by contributions, donations, services or other resources. Employees who participate in political activities are to ensure that such involvement does not conflict with their professional responsibilities. When performing their workplace duties, employees must present themselves in a politically neutral manner.

Employees who are requested to do anything that would place them in breach of this must in the first instance notify management immediately and the prior written consent of the CEO must be obtained prior to engaging in any activity which may cause a conflict with their obligations to the RFDS.

## 3.5 Outside Employment

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It is not the intent of the RFDS to discourage employees from involving themselves in outside employment as the benefit of such activities in matters such as skill maintenance are acknowledged. However, employees (including part-time and casuals) have a shared responsibility with the RFDS to ensure they are able to attend work in a physical and emotional condition consistent with 'Safe Work Practices'. That is, we all have an obligation to perform our work responsibilities with a level of well-being and health so as to be fully functional and fit for duty and therefore agree our obligations to the RFDS take priority over outside employment.

### Procedure

Upon commencement, all RFDS employees (including part-time and casual employees) are required to complete and submit an Outside Employment Compliance form detailing any employment, paid or unpaid they undertake, outside of the RFDS.

In the event an employee does not undertake outside employment at the time of their commencement with the RFDS, but subsequently commences outside employment, they are also required to complete and submit a compliance form at the time of commencing outside employment. The compliance form must detail the following information:

1. Name of external employer or agency, and general business description
2. Hours of employment and frequency of employment (e.g. one day per week)
3. Actual duties involved in employment
4. Any special features such as the location of the work and known risks or hazards associated in performance of the work and any other factors that may be relevant in the context of the employee engaging in a second job
5. Confirmation that outside activity does not involve the use of RFDS property, information, money, facilities, time or the service of fellow workers

Although generally not permitted, it is at the sole discretion of the individual section as to whether right of private practice is granted or additional employment outside the RFDS is permitted for full-time Medical Practitioners, nurses or pilots.

Automatic endorsement of outside employment is not granted by the RFDS until email confirmation has been received by the relevant Department/Discipline Manager or General Manager. It is important to note that the RFDS reserves the right to withdraw its endorsement if the external employment results in any of the following:

- Breach of law
- Any impact on the RFDS' operational capabilities or conflict of interest between the duties performed outside the RFDS and those performed within the RFDS, e.g. outside employment during any period for which the employee is on-call or on-reserve at the RFDS
- The employee is engaging in outside employment which will cause or exacerbate the employee to be fatigued or in breach of occupational health and safety requirements applicable to their employment with the RFDS.
- Exposure of the employee to injury or illness that could involve superannuation and / or workers' compensation payments
- Any other detrimental outcomes as a result of outside employment that might be relevant in a particular role

Compliance forms become invalid and must be re-submitted in the event that:

- The nature and circumstances of the outside employment changes
- The nature and the location of the employee's employment in the RFDS changes
- The external employment ceases
- It becomes evident that 'Safe Work Practice' principles are breached.

It is important to note that the Long Service Leave Act states that "a worker must not, whilst on long service leave, engage in any other employment *in place* of the employment in relation to which the right to leave accrued".

### 3.6 Receipt of Benefits / Acceptance of Gifts

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The RFDS recognises that on occasions a client or patient may show appreciation to employees for exceptional services. A gift includes a present, an award, hospitality, a prize, cash, discounts, remuneration of any nature, services, travel, entertainment or accommodation by any person or organisation other than the RFDS.

While giving and receiving of tokens of esteem is part of normal business practice, there are times when this is not acceptable. Employees will be expected to act professionally in assessing what is a reasonable level of gratitude, and not place themselves in a situation where their position within the organisation could be perceived to be compromised by the acceptance.

An acceptable gift is a gift having a value of less than \$100 or a gift from others to mark occasions such as retirement, marriage or promotion, etc. If a gift is received that is of value greater than \$100 then employees must declare it in writing to their respective General Manager.

In instances where an employee receives an invitation to a corporate event (or related) on which it is difficult to place a monetary value, the General Manager should be notified and approval sought.

If an offer or gift is intended to influence decisions with respect to work performed, or future services, it should not be accepted. In addition, where an offer could be perceived as having the potential to influence decisions, such an offer should also be politely declined. Any unsolicited gift to this nature should be promptly and publicly returned.

### 3.7 Hawking

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Employees are permitted to sell raffle tickets or other goods in the workplace provided that these activities do not disrupt RFDS business.

Subject to CEO approval, individuals and groups from outside the RFDS may be permitted to enter the workplace to sell their wares or raffle tickets.

### 3.8 Dress Code & Grooming – General Standards

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RFDS employees are expected to present themselves professionally and to project a positive image of the RFDS by their appearance and grooming at all times. The following principles must be adhered to:

- Modest necklines
- Appropriate accessories
- All items laundered and in good repair
- No extremes in fashion (clothing and footwear)
- Reasonable length skirts

All employees are responsible for providing and maintaining suitable footwear, except where a specific HS&E requirement applies, e.g. for engineers. Enclosed black, brown or navy leather footwear without laces is recommended for flight crew.

#### Employees Not Provided with Corporate Attire / Uniforms

Employees not provided with uniforms are required to maintain a professional business-like appearance and attire consistent with community standards and giving consideration to customer base, physical location, accepted local standards, and the principles listed above.

Typically, male employees are required to wear tailored trousers, together with a business shirt and tie. Where appropriate, a tailored jacket should also be worn (or at a minimum, be available). Appropriate business footwear should be worn at all times. Hair and facial hair should be clean and well-groomed at all times.

Typically, female employees are required to wear a business suit, tailored trousers, skirt or dress with appropriate footwear. Hair should be clean and well-groomed at all times.



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### Employees Provided with Corporate Attire / Uniforms

Corporate attire / uniforms are supplied to some employees to enhance the RFDS' image and identity by portraying a collective appearance which reflects the culture of the RFDS.

Employees provided with corporate attire / uniforms are required to wear these whilst on duty, i.e. personal clothing cannot be worn as a substitute. Specific corporate attire / uniform allocations are sectionally specific. Employees are required to adhere to the principles listed above and to keep their uniforms in good condition, subject to normal wear and tear. Cleaning and maintenance of uniforms shall be the responsibility of the employee, however, laundry and dry cleaning costs are tax deductible.

On termination of employment, all uniforms bearing the RFDS logo are to be returned to the RFDS.

Employee ID's and / or name badges are provided to all employees whose duties regularly involve contact with the public and are required to be worn while on duty, where practicable. This identification is provided for security purposes and to identify employees to patients and other non-RFDS personnel.

Wing badges may be provided to and permitted to be worn by pilots, flight nurses and medical practitioners.

An appropriately nominated person in each section is responsible for:

- Ordering of uniforms from the manufacturer
- Assessment of uniform items required
- Initial issue of uniforms to each employee
- Replacement of items as necessary
- Maintaining a record of uniforms issued and replaced to each individual employee
- Ensuring that uniforms are recovered from employees on cessation of employment

Selection of appropriate uniforms will occur in consultation with employees and their respective Line Manager. Fire retardancy, i.e. use of natural fibres where appropriate, should be considered.

### **CENTRAL OPERATIONS**

PLEASE REFER TO ADM02 – HUMAN RESOURCES MANUAL – CORPORATE ATTIRE & UNIFORM POLICIES

## 3.9 Statements to the Media / Public Comment

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No employee should make contact with the media to discuss RFDS policy matters or operational issues and activities. Any requests for comment should be directed to the CEO or Marketing Manager (or equivalent).

Employees are also requested to adhere to the Social Media Policy when posting information about the RFDS via the following media:

- Social networking sites (e.g. Facebook, LinkedIn, Google+, MySpace)
- Intranet
- Video and photo sharing websites (e.g. YouTube, Flickr, Picasa)
- Blogs and micro-blogging platforms (e.g. Twitter, forums, discussion boards and groups); and
- Online encyclopaedias e.g. Wikipedia.





### 3.10 Non-Compliance with this Code

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This code of conduct is part of all RFDS employment contracts. Failure to comply may result in disciplinary action and in some instances termination of the employment contract.

*I have read and understand the RFDS Code of Conduct and agree to conduct myself in accordance with this code while employed with the RFDS:*

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Employee Signature

Date