

## CODE OF CONDUCT

### Purpose

The Code of Conduct is a set of standards that provide guidelines on ethical issues and expected standards of behaviour applicable to all Directors, employees and contractors of RFDS (Qld) Services Limited [RFDS (Qld) Services].

The code provides a framework for RFDS (Qld) Services employees to identify and resolve issues concerning the ethical conduct of individuals at RFDS (Qld) Services. It aims to foster public trust and confidence in the integrity and professionalism of RFDS (Qld) Services by ensuring that all RFDS (Qld) Services employees:

- > Maintain appropriate standards of conduct
- > Develop the skills necessary for efficient performance of duties
- > Maintain fairness in decision making
- > Maintain and enhance the reputation of RFDS (Qld) Services
- > Adhere to appropriate ethical standards

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.

### Scope

Members of the RFDS (Qld) Service's Board of Directors are employees of the Company only in their capacity as a director of RFDS (Qld) Services. Any issues a Director has in complying with the Code of Conduct must be reported to the Chairman of the Board.

### Related Queensland Policies

[Confidentiality, Privacy & Intellectual Property Policy](#)

[IT Acceptable Use Policy and IT Acceptable User Policy Agreement](#)

[Drug and Alcohol Management \(DAMP\) Policy](#)

[Drug and Alcohol Management \(DAMP\) Plan](#)

[Tobacco in the Workplace Policy](#)

[Grievance and Complaints Policy](#)

[Fitness for Work Procedure](#)

[Fraud and Corruption Control Plan](#)

[Fraud and Corruption Policy](#)

[Social Media Policy](#)

[RFDS Board Code of Conduct](#)

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## Related Queensland Forms and Support Materials

Electronic Payroll System

Workplace Health and Safety Manual

### 3.1 Employee Responsibilities

In the performance of their duties, employees will:

- > Perform their duties within the RFDS Policies and Procedures and their Conditions of Employment. Employees will resolve any disagreements through discussion with their Line Manager, State Manager, Executive Leader or CEO.
- > Comply with any code or set of standards governing their activities (e.g. Queensland Health Code of Conduct). Where registration or licensing is required of that profession or occupation, employees must maintain that registration or licensing.
- > Act within local, state and federal laws. No one can be directed to carry out an illegal act. Employees should maintain knowledge of standards, delegations and other policies that influence or guide how they perform 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 affects their ability to function as an employee of the RFDS, they must notify their Line Manager, who would notify Human Resources.
- > Comply with all reasonable and lawful directions given by an employee in authority as long as they are safe and within their position description and limit 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.
- > Ensure that the RFDS' resources are not wasted, abused, or used improperly or extravagantly.
- > Report for duty on each rostered working day unless otherwise agreed or in special circumstances. Much of what the RFDS does every day involves urgency and mature management of time, making punctuality and timeliness an important element of working for the RFDS.
- > Respect every employee's dignity, rights, freedoms and individual needs/concerns.
- > Treat all employees and colleagues fairly, equitably and consistently.
- > Conduct 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.

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- > Not allow personal relationships to adversely affect their work performance or the work performance of other employees.
- > Practice 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.
- > Treat customers/clients, the public, public officials and fellow employees fairly, with proper regard for their rights and obligations. Employees must be courteous, diligent and helpful in dealing with the public and colleagues, as well as remain impartial and objective in performing their duties. They should also be attentive and seek to achieve high professional standards. Our customers should be able to deal with us easily and efficiently and expect that we deliver what we promise.
- > Be ambassadors of the RFDS at all times. Recognise that the delivery of health services to the community involves public trust. Employees should ensure public confidence in the integrity of our administration and practices in the delivery of health services.
- > Not use or employ delegated powers or privileges or position improperly, nor allow them to be used improperly. This means that any conflict between personal interest and official duties on behalf of the RFDS are resolved in favour of the public interest.
- > Maintain privacy and confidentiality at all times (commercially and generally).

In addition to the above, Managers are required to:

- > Ensure that their employees understand the performance standards expected and regularly assess performance against these standards, advising their employees of any perceived shortcomings.
- > Provide employees with reasonable opportunities for training and development.
- > Work within budgetary and operational constraints.

### 3.2 Privacy and Confidentiality

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, information of 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

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- > 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
- > Disclose 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.

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 prior RFDS approval.

Employees must immediately notify the RFDS of any suspected or actual unauthorised use of confidential information. These requirements apply both during and after employment with the RFDS.

Also see [Confidentiality, Privacy & Intellectual Property Policy](#).

### 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

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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.

Also see [IT Acceptable Use Policy](#) and [IT Acceptable User Policy Agreement](#).

### Disclosure of Personal Information

All employees must be 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.

### 3.3 Alcohol / Drug Abuse

RFDS employees must ensure that personal use of alcohol or other drugs does not affect the performance of their duties or the safety and wellbeing of others. Employees must be aware of the legal implications associated with alcohol and other drug use.

Also see [Drug and Alcohol Management \(DAMP\) Policy](#) and [Drug and Alcohol Management \(DAMP\) Plan](#).

### 3.4 Tobacco and Smoking Related Products in the Workplace

The RFDS is a smoke free workplace. The smoking of tobacco related products and the use of electronic cigarettes are not permitted in any RFDS building, vehicle or aircraft. *Our funding agreements state that smoking is not permitted within fifteen (15) metres of the organisation's premises.*

*Any employees, contractors, volunteers or visitors wishing to smoke tobacco or use electronic cigarettes must find a location that is at least 15 metres from the premises. Employees should only smoke when on official meal breaks.*

Also see [Tobacco in the Workplace Policy](#)

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### 3.5 Avoiding Conflicts of Interest

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 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).

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. 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.

#### 3.5.1 Other Employment or activity

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'. Employees have an obligation to perform 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.

Also see [Fitness for Work Procedure](#)

If Employees have any employment, consulting or other business relationships with a competitor, customer, or supplier of the RFDS, it must be disclosed and approved by the executive leader.

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### Procedure

All RFDS employees requesting outside employment (including part-time and casual) are to advise their executive leader via email and should include 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. 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.
4. Confirmation that outside activity does not involve the use of RFDS property, information, money, facilities, time or the service of fellow workers.

It is at the sole discretion of the RFDS as to whether other employment or activity (including private practice) be approved.

Approval is granted on a case-by-case basis but generally will be given unless the external employment could result in 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.
- > Any other detrimental outcomes as a result of outside employment that might be relevant in a particular role.

Where the Executive Leader is in doubt regarding approval, advice can be sought from People & Culture. The approval will remain valid unless:

- > 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.

This policy applies to employees during periods of long service leave.

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### 3.7 Receipt of Benefits / Acceptance of Gifts

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 the gift to their respective executive leader by sending an email outlining the nature of the gift. Executive leaders must declare any acceptable gifts they receive to a value of greater than \$100 to the CEO. The CEO must declare to the chairman of the board any gifts to a value of greater than \$100 he/she receives. Any gifts to a value of greater than \$100 must be recorded by the relevant executive leader, (once declared) on the Gifts Register, located on the Quality & Risk portal on the intranet.

In instances where an employee receives an invitation to a corporate event (or similar) on which it is difficult to place a monetary value, the executive leader 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.

Also see [Fraud and Corruption Control Plan](#) and [Fraud and Corruption Control Policy](#)

### 3.8 Hawking

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.

### 3.9 Dress Code & Grooming - General Standards

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/ jewellery

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- > All items laundered and in good repair
- > No extremes in fashion (clothing, footwear, hair colour and styles)
- > Reasonable length skirts
- > No visible offensive tattoos
- > No visible piercings (other than ear piercings)

All employees are responsible for providing and maintaining suitable footwear, except where a specific Workplace Health and Safety requirement applies.

### Employees Provided with Uniforms

Uniforms are supplied to employees to enhance the RFDS image and identity by portraying a collective appearance which reflects the culture of the RFDS.

Employees provided with uniforms are required to wear these whilst on duty, i.e. personal clothing cannot be worn as a substitute. 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 IDs 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. Employee IDs and name badges are to be returned on termination of employment.

Wing badges may be provided to and permitted to be worn by pilots.

An appropriately nominated person/s 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

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Selection of appropriate uniforms will occur in consultation with employees and their respective Line Manager. Where appropriate, fire retardant fabric should be considered.

Employees who are yet to receive their 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

### 3.10 Statements to the Media / Public Comment

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 Manager Corporate Affairs or the CEO.

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+, Instagram)
- > 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)

Also see [Social Media Policy](#)

### 3.11 Non-Compliance with this Code

This code of conduct is part of all RFDS employment contracts. Failure to comply may result in disciplinary action up to and including termination of the employee's contract.

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