

POLICY NUMBER: **MHC/COC001**

NAME: **Code of Conduct**

APPROVED BY: Practice Principal

SECTION 1 – INTRODUCTION

The doctors at MAT Health Clinic have a professional responsibility to be familiar with the Good Medical Practice: A Code of Conduct For Doctors In Australia. This code describes what is expected of all doctors and sets out the principles that characterise good medical practice and makes explicit the standards of ethical and professional conduct expected of doctors by their professional peers and the community.

MAT Health Clinic is an equal opportunity employer and we ensure individuals have the same opportunities for employment and promotion based on their ability, qualifications and suitability for the work. We aim to create a safe, respectful and inclusive place of work so our people can contribute to living our corporate values.

The staff at MAT Health Clinic follow a Code of Conduct where all employees will behave in a courteous and professional manner whilst maintaining the levels of service and care which the practice and our patients expect.

In return, MAT Health Clinic requests all patients and visitors to the centre help us to make our clinic a safe place for everyone. We request that all parties treat everyone with respect. We will not accept:

- Swearing at staff or in the presence of staff/other patients
- Shouting or making offensive remarks
- Making verbal or physical threats
- Racism
- Attending when intoxicated with alcohol and/or drugs
- Damaging or stealing property
- Acting in a manner that is likely to cause harassment, alarm, or distress to others in the general practice

ANTI-DISCRIMINATION POLICY

Our doctors and staff will treat patients with respect, courtesy, politeness and understanding at all times. No patient new or existing will be refused access to medical care from a doctor on the basis of their sex age, religion, ethnicity, sexual preference or medical condition.



MAT Health Clinic

PATIENTS WITH DISABILITIES

Our facilities include a toilet with handrails and extra space. There is a ramp for wheelchair access through our front entrance. If a patient or their carer have difficulties with access to our centre, please inform a member of staff for immediate attention.

DIVERSITY AND INCLUSION

MAT Health Clinic provides a supportive work environment where team members have the opportunity to reach their full potential. Our work environment encourages collaboration and inclusion. Sharing and valuing a wide range of ideas and viewpoints broadens our perspectives, inspires innovation and empowers us to achieve our goals.

We Value Diversity and Promote Inclusion

We value the unique contributions of our diverse workforce and seek to enrich team members' work experience by providing challenging and meaningful opportunities.

We provide equal employment opportunities and do not discriminate against anyone on the basis of age, race, religion, ethnicity, colour, physical features, sex, sexual preference/orientation, gender identity/expression, language differences, nationality or national origin, family or marital status, physical, mental and development abilities, socio-economic status, education, work and behavioural styles, political affiliation or any other characteristics protected by applicable legal requirements.

We Maintain a Harassment-Free Work Environment

We treat each other with dignity and respect and promote a work environment where our team members can feel safe and comfortable. We do not tolerate verbal or physical conduct based upon a protected category that disrupts another's work performance or creates a hostile work environment.

We accommodate individuals with Disabilities

We provide reasonable accommodation to qualified individuals with disabilities to allow them to participate fully in our employment opportunities.

We Provide a Safe and Healthy Workplace

We provide safe and healthy work environments wherever we operate. We comply with all applicable health, safety, and legal legislation and insist that work be done in a safe and responsible manner. Each of us is responsible for following our policies and procedures for workplace health and safety and for reporting immediately any accidents, injuries or potential safety hazards.

We do not tolerate violence, bullying, or intimidating, abusive or threatening behaviour of any kind.



MAT Health Clinic

For Employees

- Communicate respectfully with all colleagues, regardless of title or level. Be mindful of remote communication, where opportunities for misunderstanding are greater.
- Behave in a way that does not offend, intimidate, degrade, insult or humiliate others. This includes jokes, banter, ridicule or taunts.
- Be generous in both giving and accepting feedback. Feedback is an important part of our workplace culture. Good feedback is kind, respectful, clear, and constructive and focused on goals and values rather than personal preferences.
- Understand and act upon the fact that what may be acceptable to one person may not be to another.
- Go out of your way and across cultures to include people in casual, conversational or work-related team interactions. Avoid slang or idioms that might not translate across cultures or be deliberate in explaining them to share our diverse cultures and languages.
- Challenge poor practice in others, helping to promote good practice and create change (e.g. don't ignore inappropriate banter, jokes, etc.)
- Commit to self-improvement. If you're approached as having acted in a way that has offended another, listen with an open mind and do better.

For Managers

- Ensure that there is no discrimination towards or against employees of diverse attributes in relation to the recruitment, remuneration and promotion of all employees.
- Exhibit strong leadership, taking personal responsibility for progressing equality, diversity and inclusion and achieving results.
- Conduct regular remuneration reviews to identify any gender pay gaps, attract and develop female talent and educate our leaders about gender equality.
- Invest in the physical, mental and emotional well-being of our employees through ongoing education around inclusion and diversity initiatives.
- Encourage transparent and cooperative discussion on flexible work arrangements, where appropriate to accommodate employees needs

CONFLICTS OF INTEREST

All workplace conflicts are to be recorded via the MHC Conflict of Interest Analysis and Record.

- The record must indicate the conflict of interest, be reported and the context behind the response needs to be elaborated.
- The completed form is to be stored in container MHC-01780
- MAT Health clinic maintains a Conflict of Interest Register

RELATED DOCUMENTATION

Related Documents
Quality Management Policy and Procedure Manual

RESPONSIBILITY

Policy administrator	Practice Manager
Approving Person	Practice Principal

CHANGE HISTORY

Version	Review date	Approved by	Description of Modifications
1	01-Jan-2020	M. Evans	Original Document