



COMPANY POLICY

CODE OF CONDUCT

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CODE OF CONDUCT			
Policy	This is a new policy	Yes	
	This policy updates and amends the existing policy	No	
	This policy replaces the existing policy	No	
Applies to	All staff, directors and management of MCOE		
Version	Purpose/reason	Effective from	Effective to
1.0	This policy was created	16 th Sept 2016	Current
1.1	Review and update		

The Clinic is committed to providing a safe and supportive environment for its staff and one which fosters a culture of safety, responsible care and respect. Prompt action will be taken to deal constructively with behaviours which do NOT meet are NOT acceptable within the workplace.

Disrespectful or negative workplace behaviours may include:

- Shouting
- Personal insults
- Intimidation
- Isolating or ostracising
- Undermining or humiliating others
- Behaviours associated with bullying and harassment

Where staff believes they have experienced disrespectful behaviour, they should act as soon as the event/incident has occurred.

If a manager observes or becomes aware of disrespectful behaviour in the workplace regardless of whether a complaint is made, they are obliged to take appropriate action to deal with the issue. This may include an informal discussion with the staff concerned to raise awareness about the requirement to act respectfully, or alternatively a general discussion with employee about respectful behaviour may be sufficient. However, there may be cases where an investigation is warranted. Discussions should be conducted at the Management Meetings with such cases.

There are a number of options to deal with disrespectful workplace behaviour which is outlined below.

1. Option One

In-House Resolution: Wherever possible instances of disrespectful behaviour should be addressed and resolved between the staff members themselves. This is more likely to maintain ongoing working relationships.

2. Option Two

Early Involvement: If a staff member prefers not to address the matter directly with their colleague, or their attempt to do so was not successful, they have the option of raising the matter directly with their Director(s) and/or Practice Manager. By doing so, this will include an informal discussion with the staff concerned to raise awareness about the requirement to act respectfully.

3. Option Three

Facilitated Discussions: The Directors(s) and/or Practice Manager should make an assessment as to whether bringing the staff together to resolve the issue will be beneficial. The Director(s) and/or Practice Manager may themselves conduct a facilitated discussion with the staff member involved. The focus of these discussions should be to make clear the impact of the alleged disrespectful behaviour, and their expectations regarding behaviours and communication, rather than pointing the finger or playing the blaming game.

4. Option Four

External Mediation: In some situations, it may be more appropriate to engage an accredited independent mediator to facilitate the conversation between the parties. This may occur when the parties involved do not agree on the events that took place (where one of the parties involved is perceived to have or has more power, or the conflict is escalating and has a high emotional content).

The aim of mediation is to bring the parties together to discuss the issues of concern in a confidential environment and agree together how the issues should be resolved. The mediator's role is to ensure both parties are listened to, provide a plan for exploring the concerns/issues and discuss options for resolution in a way that is satisfactory to all participants. The mediator does not take sides in the discussion, instead asking questions to ensure all relevant information is discussed and ensuring the conversation remains respectful and productive. The aim of mediation is for the participants to come up with a solution to the issues and a written agreement about how the parties will work together in the future.

5. Option Five

Formal Complaint: A formal complaint may be made and this is usually for one of the following reasons:

- The disrespectful behaviour continues despite an agreed resolution
- The complainant thinks the allegations are of such a nature that the complaint should be handled formally
- There may be a possibility of termination from his/her duties

A formal complaint must be made in writing and addressed to, either, the Director, CEO and/or Practice Manager and must include the following:

- The name(s) of the alleged staff(s) complained of
- A description of the allegedly disrespectful behaviour and the reasons why the complainant considers the behaviour to be disrespectful
- An explanation as to why the complainant believes the informal process was not, or would not be, effective
- The names of possible witnesses and what events or behaviours they may have observed

Other Circumstances

Where the Practice Manager is concerned a complaint may be troublesome and the above options are not considered to be appropriate, the matter should be discussed with the Director(s) and/or CEO.

Anonymous Complaints

If an anonymous allegation of disrespectful behaviour is made about a staff member(s), the Director(s), CEO and Practice Manager must take it seriously and assess if there is any evidence that could reasonably be put to the staff member(s) and taking into account the nature of the allegation, determine how best to deal with it.

This may include any of the options listed above, or may decide that there is no reason/s to further the complaint.

Responsibility

It is the responsibility of the Director, CEO and Practice Manager to show serious concern about disrespectful behaviours. It must be raised honestly and should only be discussed only with person/s who have a genuine right to know about the issue/s.

It is the responsibility of all staff members to:

- Exercise courtesy, considerate behaviour, sensitivity and fairness and equality in their dealings with their colleagues
- Report unacceptable conduct, in order not to place other staff members at risk and that the disrespectful behaviour is not continued
- Ensures that confidentiality is maintained at all times

Confidentiality

A breach of confidentiality by any person involved in proceedings will be regarded as misconduct. However, if a matter constitutes a criminal offence or may cause endangerment or risk to the safety of workers in the workplace, or involves allegations that require reporting to an appropriate body such as; the Australian Health Practitioner Regulation Agency (AHPRA) strict confidentiality cannot be guaranteed.

Authorisation

Pelin Bright, CEO

Macquarie Centres of Excellence



MACQUARIE CENTRES OF EXCELLENCE



For more information

Macquarie Centres of Excellence

Company Policies

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