
CODE OF CONDUCT – OFFICERS & MEMBERS

1. PURPOSE

This policy provides a comprehensive set of guidelines for the professional behaviour expected of Officers and Members of the College

2. The College acknowledges that as times change, political environments change, and socio-economic conditions change, it is expected that values and attitudes of people will also change.

Over the last few years, there has been a relaxation in societal protocols, however the expectations, standards and requirements for the healthcare system has become far more rigouress and inclusive. This has impacted the medical administration profession, its responsibilities and how the college conducts its day to day business.

Accordingly, the Code of Conduct provides a framework and mechanisms for setting standards of behaviour, upholding the agreed medical administration standards, aligning to Industry activities and regulation and disciplinary functions. This code sets about implementing and maintaining a standard and agreed protocol and meeting the terms of the College Constitution.

3. OBJECTIVES

The primary objective of the Code is to build and maintain the trust and confidence of, and accountability to, all Australian and New Zealand communities with which our Members engage. The effectiveness of these efforts is assessed through the eyes of the relevant communities and stakeholders of the college.

The Code is based on longstanding ethical and professional principles, reflecting community expectations and incorporating the College's definition of its core values and in accordance with the College constitution.

This Code in consultation with the various sections, committees and board has undergone an extensive consultation process which strengthens the guidelines and assures all college stakeholders that the Code reflects the standards expected of it.

4. INTENT

The obligations set out in this Code apply to any situation where there is a connection with the College and/or where a Member's and/or an officer's behaviour adversely impacts, or has the potential to adversely impact, the College. This includes behaviour during College activities, meetings of College Bodies and any dealing with other Members, employees, trainees and other stakeholders and at College related events, including social events.

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5. SCOPE

Applies to Officers who are:

- A member of the Board of Directors (Directors)
- A member of a RACMA Committee, sub committees, working groups,
- A member of the college Jurisdictional committees
- An officeholder, chair or director
- A College officer employee
- All members

6. DEFINITIONS

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| College Faculty | means the collective of Members engaged in education, training, training support and assessment |
| Member | means a person whose name is entered in the Register as a Member of the College |
| Officeholder | means any of the President, the Vice-President, the Chairperson of the Finance and Audit Committee, the Chairperson of the Education and Training Committee, the Censor-in-Chief and the Chairperson of the Continuing Education Program Committee |
| RACMA Committee | means any committee established by the Board and/or required or authorised by RACMA's constitution to be established (including Jurisdictional Committees) |
| CE | Means the Chief Executive |
| The Board | Means the Board of Directors of RACMA |
| Director | Any person who is appointed as a Director |
| Warning Process | The process determined in accordance with Clauses 10. And 11. |
| College Body | for the purpose of this Code only: (a) The Board of the College (b) the Jurisdictional Chairs of the College (c) the array of Committees, sub-committee, working group, expert advisory group or other sub-group formed under the auspices of the Board |

7. The Constitution

Refer to the RACMA Constitution for the fundamental principles and established precedents according to which the College is governed

8. BODY OF POLICY

8.1. All Officers & Members:

- are expected to uphold the highest professional standards and to act at all times ethically, responsibly and in the best interests of the College
- undertake their duties and behave in a manner that is consistent with the provisions of this Code of Conduct and the terms of the Constitution.
- report to the President/Chief Executive or, if the report involves the Chief Executive, to the Board:
 - suspected unethical, improper or corrupt conduct
 - any material departure from the Code of Conduct by officers

8.2. College Faculty

8.2.1. All members of the College:

- are required to be in good standing with the College
- are especially selected and supported by the College to act as role models and exemplars to others when training in the specialty
- execute their duties and behave in a manner that is consistent with the provisions of this Code of Conduct
- Work within the terms of the college constitution

8.2.2. All members of the College Faculty must remember that when interacting with other RACMA members, they do so often at vulnerable periods for others (e.g. selection for candidacy, training in knowledge and skills, assessment, election to Fellowship, CEP certification) and be sensitive to the other College member's position.

8.2.3. All officers must be aware that all breaches of ethical standards, professional conduct and inappropriate behaviours and suspected irregularities will be treated seriously by the Board.

9. THE CODE

9.1. The College is committed to promoting and maintaining a culture of honest, ethical, and law-abiding behaviour. To fulfil this commitment, the College has a process in place to enable the reporting of breaches of this Code and to ensure that appropriate action is taken in response.

If a Director or Member has reasonable grounds and believes in good faith that there has or may have been a breach of this Code, the Director or Member should report the breach or suspected breach promptly to the President or, if the President is not available or is the subject of the Report, to the Vice President

If an employee has reasonable grounds to believe that there has or may have been a breach of this Code by a Director or Member, he or she may report promptly and in good faith the breach or suspected breach to the Chief Executive (CE), or if the CE is the subject of the Report, to the President, in accordance with this clause

The Suspected Breach of the Code of Conduct report is required to be completed and emailed to the President/ Chief Executive

9.1. Conduct and Behaviour

Officers & Members must:

- not engage in behaviour that could harm the reputation of the College
- foster an atmosphere conducive to good working relations
- respect the position of and delegation of responsibilities to any College Body or office holder
- carry out tasks or duties assigned to them by the College diligently and professionally
- comply with the lawful and reasonable directions of the College, including those set out in its policies and procedures from time to time
- comply with contractual obligations and other undertakings
- abide by the rules and standards of the College

9.2. Proper use of position and resources

Officers & Members must:

- ensure the efficient use for legitimate college purposes
- report theft or fraud immediately
- comply with their legal and statutory duties as officers of the College including:
 - using their position at the College and the College's resources in a responsible manner
 - acting in good faith and in the best interests of the College as a whole
 - acting with due care and diligence and for a proper purpose
 - avoiding conflicts of interest or duty and abide by the Conflicts of Interest policy
 - protect the assets and resources of the College

9.3. Respect for Others

Officers & Members must:

- act honestly
- treat all other persons fairly and with dignity, courtesy and respect
- not use offensive language or behaviour in the workplace
- not engage in any form of unlawful discrimination
- not engage in any form of bullying or harassment or physical or verbal conduct, where a reasonable person would deem to be unwelcome, offensive, humiliating, or intimidating
- act in good faith

- support colleagues who identify and report, in good faith, such behaviours which breach this code

9.4. Declaration of Financial and other interests

Officers & Members must:

- Declare in writing any financial or other personal interest in any transaction affecting the college that could compromise or be perceived to influence the impartial performance of a person's duties for or on behalf of the College.
- declare any interests to the President or Company Secretary in writing at the earliest opportunity
- not participate in any way in the awarding of any contract in which they have any interest. All tendering and procurement activity must be compliant with generally-accepted standards of probity and place the college first.
- use College facilities in accordance with the Asset Policy
- use Corporate Credit Cards compliant with probity and transparency requirements

9.5. Prohibition on improper gifts and entertainment

Officers and Members must:

- Not give, accept, or solicit gifts or benefits in circumstances that could be considered to give rise to undue influence or obligation

However:

This Code does not prohibit Members or Directors from giving or accepting minor gifts and benefits provided that such expenditures are:

- solely aimed at building a general relationship and understanding
- not intended, and could not be construed as, an attempt to influence improperly the performance of the recipient's role or function
- given in an open and transparent manner
- compliant with any relevant governmental law, regulation, rule, or code
- not cash, loans or cash equivalents
- accurately and transparently recorded
- not of a nature that would embarrass the College if publicly disclosed
- in the provision of entertainment, used for entertainment in a setting reasonable and appropriate for College business

- 9.5.1.** In all circumstances, gifts of travel or accommodation must only be accepted with the approval of the President, or with the approval of the Vice President if the receiver is the President

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9.5.2. All officers & members must report in writing any offer of hospitality that or could reasonably be construed to have been made to an officer or member because of their role at RACMA.

An officer and member cannot accept that hospitality without the explicit approval of the President or the Chief Executive

9.5.3. If Officers or Members are in any doubt as to the appropriateness of any gift or entertainment, they should consult with the President or Vice President before it is given or accepted, or as soon as possible.

9.6. RACMA Funds

An officer and member must administer College funds responsibly and act to ensure propriety, financial control and honest administration.

Arrangements for the prevention and detection of fraud and corruption will be made and suspected irregularities will be investigated and acted upon if substantiated.

9.7. Media & Advertising

9.7.1. Only the President or Chief Executive may provide or authorise an official College responses to media enquiries or other forms of public comment. For matters specific to their jurisdiction, the Chair of the relevant Jurisdictional Committee may act provide comment on behalf of the College but should promptly report their media dealings to the Chief Executive

9.7.2 Advertising

Advertising should provide information about the college services available. It should only contain statements of fact, be truthful and honest and not be misleading nor likely to deceive in any way. All advertising must seek endorsement through the media and external communications office

Advertising should not:

- be sensationalised
- be in poor taste
- place the college into disrepute
- be fictitious and misleading
- should not claim superiority over like colleagues in any way, nor should it demean nor denigrate another person or group
- create expectations in a prospective patient which are unjustifiable or unachievable

9.8. Confidential Information

9.8.1. Directors and Members must treat as confidential all information given to the College or its College Bodies by stakeholders of the College

9.8.2. The College is committed to the protection of individual privacy. The College, its Directors, and Members must comply with the privacy or data protection laws of those jurisdictions in which the College operates. Directors and Members must observe the College Privacy of Information Policy

9.8.3. Except as required by law or other applicable regulations, Officers and Members must keep confidential the existence and details of Board, any College Body/committee and all other College information, discussions, deliberations and decisions to the extent that they:

- (i) are not publicly known
- (ii) have not been approved for public release
- (iii) maintain and respect the confidentiality and privacy of all information
- (iv) are not authorised to use such information for personal use or to benefit another person

This includes:

- (i) information relating to individual members
- (ii) information about staff
- (iii) any commercial, business or corporate information that belongs to RACMA (whether or not it is marked "confidential" or "commercial in confidence")

9.8.4. These obligations of confidentiality continue after Officers and Members retire from or otherwise leave the College and/or its College Bodies but shall cease to apply to confidential information that may come into the public domain other than through wrongful disclosure

9.8.5. All other information that is not generally available concerning the activities, results or plans of the College must be used for authorised purposes only. Such confidential information should be treated and communicated with care, and must not be disclosed outside the College unless authorised by the President or his/her nominee

10. Breaches of this Code

10.1. Breaches of this Code of Conduct may lead to sanctions or disciplinary action which may or may not affect membership

The Board may implement appropriate sanctions or disciplinary action (consistent with the law including requirements of the *Corporations Act*) if College Officers and Members breach the Code of Conduct and in accordance with the College Constitution.

The President or Chief Executive is authorised to implement appropriate sanctions or disciplinary action if any employee breaches the Code of Conduct which may affect membership.

Sanctions will depend on how serious the breach is considered to be and whether there have been previous breaches by the individual, but may include dismissal for employees or expulsion from the college in accordance with Section 9 of the RACMA Constitution and Breaches – Code of Conduct Policy Membership decisions rest solely with the Board’s review.

REVIEW/AMENDMENT OF THIS CODE

Recommendations for any amendment to this Code may be submitted to the Board via the Company Secretary of the College.

The Company Secretary shall discuss any recommendations received with the President (in his/her absence the Vice President) and the Chief Executive Officer before submitting such recommendations to the Board for its consideration

10. REFERENCES

RACMA Constitution
RACMA Regulations and Policies
College Handbook
Privacy of Information Policy

11. ASSOCIATED DOCUMENTS

Breaches – Code of Conduct for Officers & Members