

3.9 Staff Code of Conduct

Purpose

This Code of Conduct establishes the standards of behaviour expected from all staff at Mansfield Medical Clinic (MMC). It aims to foster an effective, supportive, and professional environment that upholds our values, protects our patients, and strengthens our contribution to the Mansfield community. This Code reflects our commitment to excellence in healthcare delivery and our responsibility as a vital community institution.

Procedure

This policy is included in all welcome packs for staff and independent practitioners. All team members are required to sign and date their agreement with this policy. The signed agreement will be scanned and stored in the individual's confidential employment file.

Our Values and Culture

Mansfield Medical Clinic encourages an environment which fosters an effective and supportive general practice team by promoting:

- A just, supportive, transparent, cohesive, and collaborative culture that improves patient outcomes and enhances patient safety
- A systematic approach to developing and enhancing both clinical and administrative systems
- Equitable division of labour, including appropriate delegation and assignment of tasks
- Effective targeted training for routine functions and cross-training to ensure coverage during absences and succession planning.
- Excellent communication through well-designed structures and processes that support positive interpersonal interactions

Professional Conduct

General Expectations

All employees are expected to:

- Behave in a courteous manner that portrays the practice positively and professionally
- Maintain the high levels of service, standards, behaviour, and care our patients expect
- Commit to a workplace free from bullying, harassment, victimisation, and abuse
- Interact with patients, visitors, and colleagues according to acceptable professional and social standards
- Avoid discrimination based on age, disability, ethnicity, gender, marital status, political affiliation, race, religion, sexual orientation, gender identity, union membership, or any other protected status
- Perform duties within their legal scope of responsibilities
- Maintain knowledge, skills, and attitudes through professional development
- Be punctual and attend the workplace as required by their terms of employment

- Maintain a professional image through high standards of grooming and personal presentation appropriate to their role

Confidentiality and Information Management

Staff must:

- Maintain the strictest confidentiality regarding patient information
- Never discuss patients outside the practice
- Be mindful of the sensitive nature of patients' private medical information
- Understand their obligation not to disclose, misuse, or broadcast confidential information
- Handle all digital information according to data security protocols
- Protect patient records when using electronic systems and devices

Media and Public Communication

MMC respects individual freedom of expression while requiring:

- Exercise of personal responsibility when making public comments, including on social media
- Avoidance of revealing private or confidential information
- Prevention of reputational damage to MMC or its stakeholders
- Recognition that only authorised individuals may make public comments on behalf of MMC

Substance Use Policy

- Unlawful possession, use, production, consumption, distribution, or sale of alcohol and/or illicit substances on MMC premises during work hours is prohibited
- Smoking or Vaping are not permitted on MMC premises.
- Alcohol consumption on premises is permitted only during authorised events outside normal working hours
- All staff members must never be impaired by alcohol, or illicit substances, while providing patient care or performing work duties

Quality and Safety

All staff are expected to:

- Commit to continuous quality improvement
- Identify opportunities to enhance quality, amenity, and safety
- Identify potential infection risks within the practice
- Be familiar with and implement infection control procedures
- Maintain appropriate infection control standards including wearing provided uniforms, PPE, and following protocols
- Report safety concerns through appropriate channels

Reporting Violations and Conflict Resolution

Reporting Mechanisms

Staff who witness or experience violations of this Code should:

- Report the incident to the Practice Manager or HR & Quality Manager.
- Document the incident with relevant details when possible

Whistleblower Protection

MMC is committed to protecting those who report violations in good faith. Retaliation against whistleblowers will not be tolerated and may result in disciplinary action.

Conflict Resolution

Interpersonal conflicts should be addressed through:

- Direct communication between involved parties when appropriate
- Mediation with the HR & Quality or Practice Manager if direct communication is unsuccessful
- Formal grievance procedures when necessary

Consequences of Code Violations

Violations of this Code may result in:

- Informal counselling for minor infractions
- Formal verbal or written warnings
- Performance improvement plans
- Disciplinary action up to and including termination
- Reporting to relevant professional bodies when required by law

Feedback and Review

Staff Feedback

MMC encourages staff to provide feedback on:

- Workplace policies and procedures
- Implementation of this Code of Conduct
- Above the line/Below the line
- Opportunities for improvement in practice operations
- Professional development needs

Policy Review

This Code of Conduct will be:

- Reviewed annually or more frequently if required
- Updated to reflect changes in legislation, best practices, or organisational needs
- Distributed to all staff following significant revisions

Acknowledgment

I acknowledge that I have read and understood the Mansfield Medical Clinic Staff Code of Conduct. I agree to adhere to these standards and understand the consequences of violations.

Print Name: _____

Signature: _____

Date: _____

Conclusion

Mansfield Medical Clinic is more than a healthcare provider—we are a critical part of the Mansfield community. We make significant public value contributions to people living, working in, and visiting the vibrant High Country. We support all aspects of individual, family, and community health and wellbeing, connect people and organisations, support the local economy, provide comfort and safety, embed inclusion, foster diversity, and create a more sustainable, cohesive, and liveable community for all.

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January 2019	September 2022	J Anka	RACGP 5 th Edition	
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