

1. AIMS	<p>The Royal Flying Doctor Service Central Operations (RFDSCO) Code of Conduct (the Code) provides clarity about how you are expected to carry out your work.</p> <p>The Code details the standards, values and expectations for appropriate behaviour in the workplace, which includes your obligation to act in good faith, ethically and with integrity in the best interests of the RFDSCO.</p>
2. SCOPE AND APPLICATION	<ul style="list-style-type: none"> a) The Code applies to all RFDSCO Directors, employees, volunteers, contractors, labour hire workers and subsidiaries. In addition, we hold our intermediaries, suppliers and other business partners to similar standards when acting on behalf of the RFDSCO. b) The Code applies to any place where the above people work or carry out functions related to work. This can include offices, building sites, aircraft or at conferences, events and functions (on or off-site). c) The Code is not intended to provide a detailed and exhaustive list of what to do in every aspect of work. Instead, it represents a broad framework that will help guide conduct and behavior in the performance of duties and interactions in the workplace. d) The RFDSCO may amend or vary the Code, in its absolute discretion, from time to time.
3. GENERAL CONDUCT	<p>When working for the RFDSCO, you shall:</p> <ul style="list-style-type: none"> a) behave in a way that upholds RFDSCO's values and good reputation; b) maintain the standard of conduct and work performance required by the RFDSCO and demonstrate professionalism and courtesy in dealing with colleagues, clients, contractors, visitors and members of the public; c) treat everyone with respect and courtesy, recognising social and cultural differences; d) take reasonable care that your actions and decisions do not harm your health and safety or the health and safety of others, and that personal use of alcohol or any other substance does not adversely affect your work performance or the health and safety of others; e) be familiar with, and comply with, all applicable laws and regulations, the Code and the RFDSCO's policies and procedures; f) comply with any lawful and reasonable direction of the RFDSCO; and g) promptly report all potential breaches of the Code and any legal or regulatory violations in accordance with section 14. <p>You shall not:</p> <ul style="list-style-type: none"> h) behave in a manner that any reasonable person would view as bringing the RFDSCO into disrepute; i) improperly use your position to gain, or seek to gain, any benefit or advantage for yourself or any other person or organisation; j) provide false or misleading information; k) bully, victimise or discriminate against any staff member or RFDSCO affiliate; or l) behave in a way that intimidates, offends, degrades, insults or humiliates another person.

4. CONFLICT OF INTEREST	<p>A conflict of interest arises when your personal, external or financial interests, or those of a person with whom you have a close personal relationship, conflict with the performance of your duties for the RFDSCO. A conflict of interest may be actual, perceived or potential.</p> <p>You shall:</p> <ul style="list-style-type: none"> a) avoid any real or apparent conflict of interest related to your work; b) disclose, and take reasonable steps to avoid, any real, perceived or potential conflict of interest in connection with your employment; c) declare any private interests held by yourself or a member of your immediate family which conflicts, or may appear to conflict, with the interests of the RFDSCO; d) notify your Manager before nominating for a board or committee (excluding minor educational, cultural, social or sporting organisations); e) disclose close personal relationships between colleagues, stakeholders, suppliers and clients which may create an actual, perceived or potential conflict of interest.
5. INTELLECTUAL PROPERTY	<p>Intellectual property acquired or developed in the course of employment belongs to the RFDSCO and could be of commercial value. It is important that such commercially sensitive and company proprietary information is kept confidential and that the RFDSCO's rights are not prejudiced.</p>
6. CONFIDENTIALITY	<p>In the course of your employment, you may have access to and become aware of a wide range of confidential information relating to the operations of the RFDSCO that is not available to the public.</p> <p>This includes but is not limited to the RFDSCO's policies, procedures, commercially sensitive or significant information, financial and accounting records, business plans and strategies, patient and employee information, and other matters of a confidential nature concerning the RFDSCO and its customers / stakeholders / patients (Confidential Information).</p> <p>To preserve confidentiality, you will not:</p> <ul style="list-style-type: none"> a) disclose any Confidential Information, except as required by law; b) authorise any person or entity to disclose Confidential Information; c) counsel, procure or otherwise assist any person or entity to disclose Confidential Information; d) use or attempt to use Confidential Information for your own gain or advantage, directly or indirectly; e) use or attempt to use Confidential Information in a manner which may cause or be calculated to cause loss or injury to the RFDSCO. <p>You may disclose Confidential Information when:</p> <ul style="list-style-type: none"> f) you are required and authorised to do so in the course of performing your duties on behalf of the RFDSCO; g) the information was public knowledge when you commenced employment with the RFDSCO; or h) you are required by a court, tribunal or law to disclose (in which case, you must inform the RFDSCO prior to disclosure).

7. SOCIAL MEDIA	<p>Our brand is represented best by our people, which is why you must use care and consideration in posting or sharing anything online. What you publish may reflect on all of us. If you have any questions about posting anything online, you can contact your Manager or the Marketing department for assistance.</p> <p>You will only use social media:</p> <ol style="list-style-type: none"> on behalf of the RFDSCO if authorised by the RFDSCO in writing to do so; if you are identifiable as an employee or representative of the RFDSCO. <p>You will ensure your online profile and related content are consistent with how the RFDSCO wants to present itself to colleagues and customers.</p> <p>You will not use social media to defame, harass, bully or otherwise harm the RFDSCO, its staff, customers, business partners, suppliers, competitors, or other stakeholders.</p>
8. GIFTS AND BENEFITS	<p>A gift or benefit includes a present, an award, hospitality, a prize, cash, discounts, remuneration of any nature, services, travel, entertainment or accommodation by any person or organisation.</p> <p>You are not permitted to give or accept gifts or benefits of any significant value (>\$100) related to your employment without the prior approval of the relevant Executive Manager.</p> <p>You must never offer, give or receive gifts with the intention, direct or indirect, of improperly:</p> <ol style="list-style-type: none"> obtaining, retaining or directing business; affecting a decision-making process; or securing advantage.
9. ENTERTAINMENT	<p>Offering entertainment and hospitality, including modest corporate gifts, on behalf of the RFDSCO is a legitimate way to build good relationships, provided they do not unduly influence business decision making or cause others to perceive an undue influence.</p> <p>In providing entertainment and hospitality to guests you will ensure it is approved by an Executive Manager and is for a clearly stated business purpose which is likely to advance the interests of the RFDSCO and is not just goodwill.</p>
10. COMMUNICATING WITH THE MEDIA	<p>Only the Chairman, Chief Executive and Executive General Manager, Marketing and Stakeholder Relations, may speak on behalf of the RFDSCO to the media.</p> <p>No other staff member may communicate with the media, or provide them with photographs, video footage, maps or other RFDSCO information unless specifically authorised to do so by one of the above officers.</p>
11. USE OF RESOURCES	<p>At the RFDSCO, we require you to use our property, time and resources in a responsible and authorised manner.</p> <p>You will:</p> <ol style="list-style-type: none"> use resources (including money, property, facilities, equipment and information systems) lawfully, efficiently and for activities related to your work; ensure business travel arrangements are the most economical and at reasonable cost given the nature and purpose of the trip; and

	<p>c) comply with physical and information technology security requirements and take care to prevent waste, loss, damage, misuse or theft of resources.</p> <p>You will not:</p> <p>d) misuse or misappropriate property internally or dispose of or remove any RFDSCO property in an unauthorised manner such as by selling, lending or giving it away without authorisation from the RFDSCO;</p> <p>e) sign contracts or make any other commitment on behalf of the RFDSCO in accordance with delegations and authorities formally assigned to you.</p>
12. WORK OUTSIDE THE RFDSCO	<p>Employees of the RFDSCO will obtain written permission from the Chief Executive (or delegate) before engaging in:</p> <p>a) paid work outside the RFDSCO; or</p> <p>b) unpaid work outside the RFDSCO where there is a potential conflict of interest.</p>
13. BREACHES OF THE CODE OF CONDUCT	<p>Any breach of any of the Code may warrant disciplinary action. Depending on the gravity of the breach, it may be treated as serious misconduct and could lead to disciplinary action, up to and including termination of employment.</p>
14. HOW TO RAISE A CONCERN	<p>You may come across a situation that appears to violate the Code or an RFDSCO policy. You have a duty to report any suspected violation promptly.</p> <p>In general, you should first seek to address your concerns with your Manager. If you believe this is not appropriate, you may contact a member of the People and Culture team.</p>

EMPLOYEE ACKNOWLEDGEMENT

I, _____ [print full name] acknowledge that I have read and understand the Code of Conduct.

Signature: _____ Date: _____

Ownership	Owner	Author	Contact
	RFDSCO Board	Executive General Manager, People and Culture	People and Culture Team
Approval and Review	Approved	Commence	Review
	19 March 2020	19 March 2020	March 2023
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