

## Solaris Cancer Care Code of Conduct

### Purpose of the Policy

To ensure that all staff, volunteers and board members act ethically, responsibly and in the best interests of Solaris Cancer Care, in accordance with the limitations of the Constitution.

The constitution outlines the fundamental components under which Solaris Cancer Care is governed.

### Procedure

All staff, volunteers and board members will sign an agreement to adhere to the Code of Ethics and Conduct on joining the organisation.

The Code of Ethics and Conduct requires Solaris Cancer Care personnel to commit to the **Solaris Cancer Care Values:**

#### Compassion:

- Act with compassion at all times
- Demonstrate kindness and consideration

#### Respect:

- Act fairly and equitably
- Respect all individuals and value their contribution
- Respect privacy and confidentiality
- Create an environment that recognises the importance of diversity and is free of discrimination, harassment or victimisation

#### Empowerment:

- Be accountable, acquire knowledge and skills to find a deeper investment in working and volunteering with Solaris Cancer Care
- Enhance collaborative and creative contribution to the Cancer Community of WA
- Welcome suggestions and implement improvements
- Empowered individuals directly contribute to enhanced processes, procedures and effective implementation of change

#### Care:

- Uphold the nurturing ethos of Solaris Cancer Care
- Act with integrity and honesty at all times
- Be compliant of Solaris Cancer Care policies and procedures
- Be caring of all who come to the Solaris Cancer Care centres
- Be an advocate for the organisation and all it represents and promotes
- Do no harm

#### Community:

- Commit to a sense of community that values and cultivates positive relationships, abilities and contributions
- Support and promote an environment that fosters a balance of personal and intellectual growth reflective of Solaris Cancer Care values

### **Standards of work**

All individuals will perform their duties as best they can and at the highest level of professional conduct. They will be accountable for their duties and their interactions with others.

- Accountability:
  - work within the goals and objectives of the organisation
  - follow the policies and procedures of the organisation
  - act within the law
  - undertake all duties in a diligent manner
  - not act in a way that brings them or the organisation into disrepute
- Personal behaviours:
  - work cooperatively as a member of the team
  - support colleagues and treat everyone with respect and courtesy
  - project a positive image of the organisation
  - maintain confidentiality

*Reference Policy SD 9.7*

### **Conflict of Interest**

Solaris Cancer Care is committed to ensuring that individual interests that may conflict with the interests of the organisation are identified and managed so that they do not affect the services, activities or decisions of the organisation.

All board members, staff, volunteers and contractors are required to notify the organisation when other interests and/or commitments may conflict with the best interests of Solaris Cancer Care.

This policy requires that all staff, volunteers and board members:

- act impartially and without prejudice
- declare any potential or actual conflict of interest
- do not accept personal gifts or benefits that would influence a decision

### **Confidentiality and Privacy**

All staff, volunteers and board members must respect and keep confidential internal matters of the organisation, and respect the privacy of others.

Detailed guidance on these issues is in the policies on Confidentiality and Privacy.

*Reference Policies GO 5.2, GO 5.8*

### **Use of Resources**

Resources include physical, financial and technological resources as well as intellectual property.

Solaris Cancer Care personnel must:

- recognise the resources that belong to the organisation
- use all work resources efficiently and only for appropriate purposes
- respect and safeguard the resources

*Reference Policies A 3.2, A 3.3*

## Harassment and Bullying

Harassment and bullying are unacceptable and contrary to ethical behaviour. Additionally, harassment on the basis of a person's sex, race, ethno religious background, age, pregnancy, marital status, disability, transgender or sexuality breaches anti-discrimination and human rights law.

Harassment in the workplace can take many forms. It can be obvious or subtle, direct or indirect. It includes:

- sexual or suggestive remarks or gestures
- displaying or circulating sexually suggestive, offensive or degrading/insulting material via any means
- making fun of someone, imitating someone's accent, spreading rumours or participating in unwelcome practical jokes
- obscene or unsolicited telephone calls, letters, faxes or E-mail messages
- invasion of personal space, unnecessary physical contact
- continually ignoring or dismissing someone's contribution
- pushing, shoving or jostling or assault
- threats, insults, name calling, inappropriate language
- creating a hostile feeling or environment without any direct attacks being made on a person

Complaints concerning harassment or bullying should be immediately reported to management.

*Reference Policy WM 10.9, WM 10.10*

## Reporting Unethical Behaviour

If a person believes that the behaviour of any staff member, volunteer or board member is unethical they must report it to the Solaris Cancer Care Chief Executive Officer.

Unethical behaviour is defined as:

- workplace behaviour that is contrary to these procedures
- workplace behaviour that violates any law, or is corrupt conduct or misconduct
- mismanagement of resources or fraudulent behaviour
- behaviour that creates a danger to public health, safety or the environment

## References

- *WACOSS Policy & Advocacy*
- *Anti-Discrimination Act 1991 (including 'Carers Responsibilities' Amendment, March 2001)*
- *Commonwealth: Racial Discrimination Act 1991, Sex Discrimination Act 1984 (including Amendment 2013)*
- *Human Rights and Equal Opportunity Commission Act 1987*
- *Disability Discrimination Act 1992 and Age Discrimination Act 2004*
- *Equal Opportunity for Women in the Workplace Act 1999*
- *The Protected Disclosures Act 2014*

## Complaints

### ***Internal***

If you have any queries about our code of conduct policy or if you feel a member of the Solaris team is not adhering to the code of conduct, please contact us at [admin@solariscancercare.org.au](mailto:admin@solariscancercare.org.au)

### ***External***

#### **Minimum standards of practice for health care workers**

There is a new system for minimum standards of practice for health care workers who are not already under the control of the Australian Health Practitioners Regulation Agency (AHPRA).

This new Code of Conduct is for unregistered health care workers (including but not limited to counsellors, dieticians, massage therapists, nutritionists, reiki practitioners and more) and will be enforced by the Health and Disability Services Complaints Office (HaDSCO), a WA Government body, starting from the 27th of July 2023. HaDSCO will also handle any complaints against these workers under the new Code.

To read about the HaDSCO's Code of Conduct and about making external complaints, please visit <https://www.hadsco.wa.gov.au/Code-of-Conduct>.