

1. PURPOSE

At Western Family Practice, we are committed to creating a workplace and care environment where every family experiences safe, compassionate, and excellent care during and after birth. This Code of Conduct outlines the standards of behaviour expected of all employees, contractors, and affiliated providers, reflecting our Mission, Care Charter, and Values.

2. OUR MISSION

To support individuals and families at every stage of life with safe, compassionate, and high-quality care.

3. OUR CARE CHARTER

We achieve our Mission through:

- **Continuity of Care** - A connected team of doctors and allied health professionals working together to provide consistent, coordinated care across all stages of life.
- **Patient Empowerment** - Supporting patients with the knowledge, guidance, and confidence to make informed decisions about their health and wellbeing.
- **Evidence-Based Practice** - Delivering care grounded in the latest research and clinical best practice, tailored to each individual and family.
- **Respect and Choice** - Valuing cultural, personal, and family diversity, and supporting patients to choose the care approach that best suits their needs.
- **Accessibility** - Striving to make healthcare approachable and accessible, with transparent costs and a commitment to equitable care for all.

4. OUR VALUES

- **Excellence** - Delivering evidence-based, personalised care that places patient outcomes and experiences at the centre.
- **Community** - Creating a supportive, trusted environment where patients, families, and staff thrive together.
- **Accessibility** - Working to remove barriers so all patients can access the care they need, when they need it.

5. PROFESSIONAL CONDUCT

All employees and contractors are expected to:

- Act with integrity, honesty, and professionalism.
- Perform your duties with skill, care and diligence.
- Treat colleagues, patients, and families with dignity and respect.
- Maintain confidentiality of all patient and organisational information.
- Follow lawful and reasonable instructions from management.
- Use clinic resources responsibly and for business purposes only.

6. CONFLICT OF INTEREST

Western Family Practice is committed to preventing personal, financial, or professional interests from interfering with the care we provide.

Definition

A conflict of interest arises when an individual's personal, financial, or professional relationships interfere, or appear to interfere, with their duties to Western Family Practice and its patients. Examples include:

- Working for another clinic in a way that conflicts with duties at Western Family Practice.
- Holding financial interests in entities that compete with or influence decisions.
- Accepting gifts or benefits that may impact judgment.
- Participating in decisions that could personally benefit themselves, family, or associates.

Disclosure

- All employees and contractors must disclose potential conflicts immediately.
- A Conflict of Interest Declaration is required upon commencement and annually thereafter.
- Changes in circumstances must be promptly updated.

Managing Conflicts

- Management will assess and document the nature and extent of the conflict.
- Conflicts may be managed, avoided, or require recusal from decisions.

Restrictions

- You must not engage in competing activities during contracted hours or using clinic resources.
- External work must not interfere with patient care or obligations to Western Family Practice.

Breaches

- Failure to disclose or manage conflicts may result in disciplinary action, up to and including termination of employment or contract.

7. HEALTH, SAFETY, AND WELLBEING

- We prioritise a safe, healthy, and supportive workplace.
- Employees must comply with all WHS requirements, policies, and procedures.
- Everyone shares responsibility for minimising risks and fostering wellbeing.

8. REPORTING CONCERNS

- Employees are encouraged to raise concerns about conduct, conflicts of interest, or breaches of this Code with management or HR.
- Reports will be managed confidentially and in line with procedural fairness.

9. REVIEW

This Code will be reviewed annually or as required to remain current and effective.

10. ACKNOWLEDGMENT

I acknowledge that I have read and understood the contents of the Code of Conduct. Further, I agree to comply with all the provisions of this policy.

Full name: _____

Signature: _____ Date: _____