



## Health Consumer Code of Conduct

For the Wentworth Healthcare Ltd (*provider of the Nepean Blue Mountains Primary Health Network program (NBMPHN)*) & the Nepean Blue Mountains Local Health District (NBMLHD)

### Purpose

The purpose of this Code of Conduct is to guide health consumer committee members in their association with the NBMPHN & NBMLHD and in the execution of their obligations regarding the communities they represent.

### Code of Conduct

In association with the execution of their role as health consumer committee members for NBMPHN and NBMLHD, members will uphold these standards at all times:

#### Behaviour

- Behave honestly and with integrity.
- Act with due care and diligence.
- Comply with all applicable Australian laws.

#### Conflict of Interest

- Declare the potential for conflict of interest and stand aside when conflict of interest exists or may be perceived.
- Pass on relevant information relating to conflict of interest of others.

#### Anti-Discrimination

- Show respect for all persons equally without distinction whatsoever of race, gender, religion, colour, national or ethnic origin, language, marital status, sexual orientation, age, socio-economic status, health status, disability, political conviction, or any other distinguishing feature.

#### Confidentiality

- Maintain confidentiality of information, including but not limited to:
  - treating as confidential appropriate information; and
  - using discretion with regard to confidentiality.

#### Representation

- Not provide false or misleading information in response to a request for information.
- Not make improper use of one's position or information.

#### Use of Resources

- Use resources in a proper manner.

#### Publications

- Acknowledge the contribution of co-workers in publication of original material.
- Apply standards relating to copyright and intellectual property.

#### Breaches of the Code of Conduct

For advice regarding possible breaches, report to the Chair of the Community Advisory Committee in the first instance. Matters requiring escalation will go to the PHN and/or LHD as appropriate.

This Health Consumer Code of Conduct is supported by the NBMPHN & NBMLHD. A breach of the Code may result in disciplinary action or termination as a health consumer representative.

*WHL & NBMLHD wish to acknowledge and thank the Consumers Health Forum of Australia (CHF)  
for allowing the use of their Code of Conduct.*

*Updated & accepted 7 May 2018*