Staff Code of Conduct

Version 1.1 Effective Date: 23/11/2013

Purpose
The IHM code of conduct exists to promote professionalism and excellence in order to enhance IHM’s reputation as a quality service provider and an enjoyable, stimulating and challenging place to work. This code documents expectations of IHM in regard to minimum standards of behaviour and conduct for all staff.

Scope
This policy applies to all staff employed by IHM.

Responsibility
Senior Management Team

Principles
IHM recognises that all staff members deserve to work in a collegial environment which is positive and productive. IHM expects its employees and contractors to conduct themselves with personal integrity, achieve and maintain a high standard of ethics, professional conduct and work performance to ensure that IHM maintains its reputation with all internal and external stakeholders. Employees who do not conform to IHMs standards of conduct will be subject to disciplinary action.

Standards
Compliance with all IHM Policies and Procedures

IHM expects all staff members to observe its policies and procedures and treat colleagues with fairness and courtesy and with respect for their rights, duties and aspirations. Examples of unacceptable behaviour include: communicating in aggressive tones; rude or insulting behaviour; sarcastic comments; making decisions based on favouritism; misuse of position power to disadvantage or inhibit other staff members in fulfilling their duties.
Staff Code of Conduct

Version 1.1   Effective Date: 23/11/2013

IHM endorses equality of opportunity for all staff members. Staff members are expected to contribute to an environment free of discrimination, harassment and sexual harassment.

Any actual, perceived or potential conflicts of interest will be identified, reported and appropriately managed.

Staff members are expected to discharge all duties honestly and refrain from corrupt, improper or criminal conduct. Any known or suspected instances of improper, corrupt or criminal conduct must be reported to management. Any staff member charged with a criminal offence should advise management.

Personal and Professional Conduct

Personal and professional behaviour should conform to standards reasonably expected within a Higher Education environment.

Dress

Dress choice is a matter of personal discretion, and, as a minimum standard, should be clean, neat and professionally appropriate. IHM reserves the right to request a staff member to dress to an appropriate standard as a condition of employment.

Absence

If unavoidably detained staff members are requested to advise their manager as soon as reasonably possible before the expected starting time, or if absent at any other time without reason.

Email

It is acknowledged that personal email communication is inevitable and sometimes necessary. It is expected this will be kept to appropriate or reasonable levels.

Email has legal status as a document and is accepted as evidence in a court of law. Even when it is used for private purposes, IHM can be held responsible for the contents of email messages, including any attachments. Access to emails can be demanded as part of legal action in some circumstances. It is therefore important that email is used within the following guidelines:
Staff Code of Conduct

Version 1.1                         Effective Date: 23/11/2013

Email should mainly be used for formal business correspondence and care should be
taken to maintain the confidentiality of sensitive information. Formal memos, documents
and letters for which signatures are important, should be issued on company letterhead
regardless of whether a physical or electronic delivery method is used. If electronic
messages need to be preserved, they should be printed out and filed.

Limited private use of email is permitted, provided that such does not interfere with or
distract from an employee’s work. However, management has the right to access
incoming and outgoing email messages to determine whether staff usage or
involvement is excessive or inappropriate. Non-essential email, including personal
messages, should be deleted regularly to avoid congestion. All emails sent should
include the approved company disclaimer.

In order to protect IHM from the potential effects of the misuse and abuse of email, the
following instructions are to be observed by all users. No material is to be sent as email
that is defamatory, in breach of copyright or business confidentiality, or prejudicial to the
good standing of IHM in the community or to its relationship with staff, customers,
suppliers and any other person or business with whom it has a relationship. Email is not
to contain material that amounts to gossip about colleagues or that could be offensive,
demeaning, persistently irritating, threatening, or involving the harassment of others or
concerning personal relationships.

The email records of other persons are not to be accessed except by management (or
persons authorised by management) engaged in ensuring compliance with this policy,
or by authorised staff who have been requested to attend to a fault, upgrade or similar
situation. Access in each case will be limited to the minimum required to complete the
task. When using email a person must not pretend to be another person or use another
person’s computer without permission. Excessive private use, including mass mailing,
“reply to all” etc. that are not part of the person’s duties, is not permitted.

Failure to comply with these instructions is a disciplinary offence and will be subject to
appropriate investigation. In serious cases, the penalty for an offence, or repetition of an
offence, may include dismissal. Staff members need to be continually aware that some
forms of email conduct may also be open to criminal prosecution.

The Internet

The internet is a facility provided by IHM for business use. Access is authorised by
managers on the basis of business needs. Limited private use is permitted provided the
Staff Code of Conduct

Version 1.1  Effective Date: 23/11/2013

private use does not interfere with or distract from a person’s work. Management has the right to access the system to determine whether private use is excessive or inappropriate.

The following activities, using IHM’s internet access are not permitted: attending to personal activities of a business nature; viewing, other than by accident, sites of incoming emails portraying obscene, violent, defamatory and unlawful material and material that could cause IHM to be in breach of equal opportunity or anti-discrimination legislation, verbally, in writing or pictorially; downloading or printing material as described above; showing to others, or allowing to be seen by others, items as described above; repeated or prolonged use that is not directly relevant to the user’s work; Introducing computer viruses by failing to follow company IT procedures; Downloading software from the internet or from unauthorised disks and CD ROMs on to the internal network.

Failure to comply with these instructions is a disciplinary offence and will be subject to appropriate investigation. In serious cases, the penalty for an offence, or repetition of an offence, may include dismissal. Staff members need to be continually aware some forms of internet conduct may also be open to criminal prosecution.

Trade Practices and Fair Trading

IHM and all its employees must comply with the laws and codes of ethics relating to trade practises and fair trading in Australia and elsewhere. Unlawful or unethical conduct by employees may result in disciplinary action, up to and including dismissal.

Serious Staff Misconduct

Serious misconduct refers to wilful or deliberate behaviour that is inconsistent with the continuation of the staff member's employment, or conduct that causes imminent and serious risk to the health or safety of a person, or IHM’s reputation, viability or profitability. Conduct that is serious includes theft, assault, fraud, serious bullying or harassment, being intoxicated at work, abusing or threatening an employee, student or member of the public, repeated acts of misconduct for which the employee has been counselled.

Under the National Employment Standards, an employer can terminate the employment relationship without notice in response to serious misconduct.
Staff Code of Conduct

Version 1.1                           Effective Date: 23/11/2013

Gifts & Gratuities

IHM is committed to ensuring all business relationships with suppliers and clients are legal and based on professional integrity. Managers should be notified when a gratuity has been received. If the gratuity has been received in thanks for work performed then it should be noted on the employee’s personal file to ensure it is included in the employee’s next appraisal.

No employee may give a gratuity without prior approval from management. Such gratuities must always be part of an approved program of relationship management and specific gifts will be purchased centrally in appropriate quantities with management approval.

Privacy and Confidentiality

Staff members must not make improper use of information gained through being a staff member of IHM. Personal information, including that relating to other staff and students, must be collected, stored and used in accordance with privacy legislation, Freedom of Information legislation and IHM policies and procedures. All IHM confidential information must be protected and appropriate steps taken to ensure unauthorised disclosure does not occur.

Interactions with Students

All IHM staff should provide a supportive and stimulating learning environment to help students to achieve their goals.

Staff members should treat students with respect, impartiality, courtesy and sensitivity, provide accurate, timely and useful information to students in relation to their course of study, enrolment, policies, services and processes and provide an environment free from discrimination and harassment in accordance with relevant legislation and IHM policies.

Engagement with External Stakeholders

In all engagements with external stakeholders staff members need to conform to professional standards of behaviour.

Safety and Security
Staff Code of Conduct

Version 1.1  Effective Date: 23/11/2013

All staff members of IHM must acknowledge their responsibilities and obligations under occupational health and safety laws and uphold OHS responsibilities in line with position descriptions.

Supplementary Information

Related policies/procedures:  IHM Occupational Health and Safety Policy
                             IHM Bullying and Harassment Policy

Benchmarking:  Not applicable

Supporting research and analysis:  Not applicable

Related documents:  Complaint Form

Related Legislation:  Commonwealth Trade Practices Act 1974
                    Competition and Consumers Act 2010
                    Fairwork Act 2009
                    Freedom of Information Act 1982

<table>
<thead>
<tr>
<th>Name of Document</th>
<th>Staff Code of Conduct</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approval Committee</td>
<td>Board of Governors</td>
</tr>
<tr>
<td>Endorsement Committee</td>
<td>Quality Standards and Compliance Committee</td>
</tr>
<tr>
<td>Policy Status</td>
<td>New</td>
</tr>
<tr>
<td>Date of Approval</td>
<td>23/11/2013</td>
</tr>
<tr>
<td>Responsibilities for Implementation</td>
<td>Senior Management Team</td>
</tr>
<tr>
<td>Key Stakeholders</td>
<td>CEO, GM</td>
</tr>
</tbody>
</table>
Staff Code of Conduct

Version 1.1  Effective Date: 23/11/2013

<table>
<thead>
<tr>
<th>Quality Standards and Compliance Manager</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Date for Next Review</strong></td>
</tr>
<tr>
<td>23/11/2016</td>
</tr>
</tbody>
</table>

Policies Superseded by this Policy

None

Table of Amendments

<table>
<thead>
<tr>
<th>Version Number</th>
<th>Version Date</th>
<th>Authorised Officer</th>
<th>Amendment Details (short description)</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.1</td>
<td>11/11/2013</td>
<td></td>
<td>Creation of Draft Policy</td>
</tr>
<tr>
<td>1.1</td>
<td>23/11/2013</td>
<td></td>
<td>Approval by Board of Governors</td>
</tr>
</tbody>
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Acknowledgement

In drafting this policy, IHM staff read and gained ideas from similar policies developed by:

Edith Cowan University

Victoria University

The University of Western Australia