

## **HCA Board Code of Conduct Policy**

This Code of Conduct is a public statement of commitment by all Board members.

All Board members undertake to:

1. Comply with all legislation and policy relevant to their role as an HCA Board member
2. Act ethically and in accordance with HCA's values: collaboration, dignity, equity, honesty, inclusion, participation, respect, and support.
3. Respect the traditional owners and custodians of the lands, seas and waters called South Australia, their elders past, present and future and their cultural authority
4. Work hard to achieve HCA's vision and mission
5. Put the interests of HCA first, and to declare and manage any conflict so that HCA is not compromised
6. Be open to and acknowledge differences of opinion, including feedback
7. Work with staff and other Board and Association Members to achieve a team approach and an environment of mutual respect
8. Never contribute to or accept bullying or harassment
9. Obtain permission from the Chair or their delegate before speaking on behalf of HCA, and present a publicly united and respectful voice
10. Be open and accountable to members and the wider community, with respecting individual privacy and confidentiality.
11. Endorse [HCA's Strategic Directions 2017-2020](#) (hyperlink).

**OUR VISION** Consumers at the centre of health in South Australia

**OUR MISSION** We engage consumers and health services to achieve quality, safe, consumer-centred care for all South Australians.

**> OUR STRATEGIC DIRECTIONS**

**1** We lead health consumer engagement across all levels: individual, service and system.

**2** We lead systemic advocacy and policy to shape consumer-centred care.

**3** We provide information, learning and development to build the skills of consumers and health services.

**4** We develop our people, culture and systems to be an effective and thriving organisation.

**> OUTCOMES**

Consumers influence health across all levels.

Consumers inform health policy, planning, design, delivery, measurement and evaluation.

Consumers have access to accurate health information. Consumers and health services have the skills to effectively partner.

Health consumers have an effective, thriving and sustainable organisation in South Australia.

**> STRATEGIES**

- 1** Facilitate engagement opportunities for health consumers and consumer organisations.
- 2** Support consumers to partner with health services in the planning, design, delivery, measurement and evaluation of care.
- 3** Support health services to partner with consumers in the planning, design, delivery, measurement and evaluation of care.

- 1** Engage with consumers in the development of our policy positions and systemic advocacy.
- 2** Advise the Minister for Health, SA Health and other leaders on key health policy issues.
- 3** Engage with research institutes, state/national/professional peak bodies, and other key stakeholders to achieve consumer-centred care.

- 1** Provide information on health and consumer engagement opportunities.
- 2** Build the skills of consumers and health services through training, forums, networking and development opportunities.
- 3** Develop our work with vulnerable communities to address inequities in health.

- 1** Develop member, board and staff capacity to innovate and excel.
- 2** Manage human and financial resources responsibly.
- 3** Comply with legislation, regulations and monitor and mitigate risks.

The Board encourages any person who believes a breach of this Code of Conduct may have occurred to bring details to the attention of the Chair or, if the allegation involves the Chair, to the Deputy Chair of the Board.

### **Responding to a reported breach of this Code of Conduct**

The Board is committed to supporting members to comply with this Code of Conduct.

Reported breaches (complaints) will be investigated. The rules of natural justice will apply.

Complaints can be made and will be assessed and acted upon as follows.

### **Making a complaint**

Complaints must:

- Be in writing
- Identify the principle(s) of this Code that allegedly have been breached
- Include all available evidence of the alleged breach
- Provide all available evidence that supports the allegation(s) of breach, and
- Be delivered to the Chair, or Deputy Chair if the complaint concerns the Chair.

### **On receipt of a complaint**

- Receipt of the complaint will be acknowledged to the complainant within 7 days of receiving the above documentation.
- The Board member about whose behaviour the complaint has been made will also be notified, within 7 days, of the fact but not the detail of the complaint
- The complaint will be treated with strict confidentiality until such time as it has been fully investigated and finally determined.
- The complainant will also be expected to observe confidentiality.
- The Chair (or Deputy Chair) must bring the fact of the complaint but not the detail of the allegations to the attention of the Board at the next formal meeting of the Board and it is to be received by the Board in confidence.

### **Formation of a panel to assess the complaint**

- The Chair (or Deputy Chair) will establish, for the purpose of investigating the complaint, a complaints panel of up to three Board members (including the Chair or Deputy Chair, as applicable).
- The Chief Executive may advise the panel but will not be a decision-making member.
- Additionally, the panel may engage external and independent expertise to provide advice and/or assist with investigation of the complaint.

### **Role of the panel**

The panel will:

- Provide the Board member about whose behaviour the complaint has been made with a written statement of the allegation(s) and the opportunity to explain his/her actions and/or

to make a written submission on the allegations.

- Undertake a thorough and balanced assessment of the available evidence regarding the alleged breach, the relevant circumstances prevailing at the time of the alleged breach and any other factors deemed relevant to making a fair and reasonable judgement on the matter.
- Provide the Board member and the complainant with a reasonable opportunity to put their case, or to show cause, at a hearing, at which they may be accompanied by a representative of their choice, but who may not be an HCA Board or staff member.
- Ensure an accurate written record is made of the hearing and engage an independent person to take minutes of the proceedings, if necessary.
- Upon completion of its investigation, prepare a written report for the Board summarising the substance of the complaint, the response of the Board member, including the written record of the hearing (if applicable), details of the panel's assessment of the complaint and recommendations regarding action to be taken.
- Provide the Board member with a reasonable opportunity to comment in writing on the contents and findings contained in the report and on the appropriateness of the action recommended. The complainant is not able to comment, as natural justice attaches to the Board member and not the complainant.

#### **Outcome of the complaint**

- The report delivered to the Board is final. The final report will be presented at a Board meeting in confidence. The Board will consider all the documentation provided, and make a decision on the recommendations put before it.
- The Chair (or Deputy Chair) of the Board must convey the Board's decision to the Board member and the complainant together with a copy of the final report. The Board's decision is final and there is no right of appeal.
- Should there be a finding that there has been a breach of this Code of Conduct, the Board will determine the appropriate course of action. The Board has the authority to impose any or all of the following:
  - a. Request the Board member make a formal written apology in relation to the breach
  - b. Request the Board member undertake a particular training course or receive appropriate instruction relevant to the breach
  - c. Remove the Board member from the Board
  - d. Expel the Board member from membership of the association.

Policy name:	Board Code of Conduct
Type:	Board
Category:	Governance
Responsible Officer(s):	Board chair, board directors, chief executive
First issued:	June 2009
Last reviewed:	Ratified at the 1 May 2017 Board meeting
Next review due:	
Applicable legislation:	
Related policies:	
Related procedures:	