

GOAL:

The goal of the code of conduct is to outline the parameters that consumer members of Benalla Health's Community Advisory Committee (CAC) will communicate to the broader community and within Benalla Health.

DEFINITIONS:

- *Confidential Information:* Any material that is passed to the Community Advisory Committee (CAC) from Benalla Health will be considered confidential unless stated otherwise.
- *Communication:* May include presentations to community groups and other public forums, conference papers, newsletter contributions etc.

PRINCIPLES:

1. ATTENDANCE:

- 1.1 Members should attend all CAC meetings, where possible. When attendance is not achievable the appropriate steps should be taken to make an apology to the Benalla Health executive office.

2. COMMUNICATION & CONFIDENTIALITY:

- 2.1 All members of the CAC have a duty to clarify any issues before speaking publicly about such matters. Clarification can be sought from the Chair Person or the Manager Quality and Risk.
- 2.2 Concerns regarding the professional behaviour of Benalla Health staff should be directed to the Chief Executive.
- 2.3 Members of the CAC are also required to comply with Benalla Health's Privacy Policy and Code of Conduct.
- 2.4 The Committee and its members must ensure that the confidentiality of consumers and Benalla Health staff is maintained and all information that may identify individuals is kept confidential.
- 2.5 All members of the CAC have a responsibility to assist with two-way communication between Benalla Health, consumers and consumer groups.
- 2.6 A long-term working relationship based on mutual trust will be established and fostered between the CAC and Benalla Health.
- 2.7 The CAC may communicate with community groups where the best interests of consumers, the community and Benalla Health will be served.
- 2.8 All consultations with community groups will be conducted in accordance with the Consumer Participation Plan and agreed to by the CAC.
- 2.9 Individual CAC members will not make public comment on matters that have been referred to the Committee for confidential discussion.
- 2.10 All records, documents, papers, statistics and/or plans in whatever medium, acquired during the conduct of the CAC, that relate to confidential

information, remain the exclusive property of Benalla Health and will not be copied or distributed.

- 2.11 Comments made by the CAC members and consumer and community participants during meetings will not be attributable to specific members in meeting documentation or to external parties without the express consent of the individual member.
- 2.12 When an individual resigns their membership of the Committee, they must return any confidential documents or items gained at any time as a result of membership to the Committee.

3. MEETING ETIQUETTE:

Members should:

- (a) Come prepared;
- (b) Advise the executive office if unable to attend or will be late;
- (c) Raise issues through the Chair;
- (d) Ensure all members views are valued and able to be heard;
- (e) Speak in turn and not interrupt while another person is speaking;
- (f) Pay attention while another is speaking and
- (g) Keep questions brief.

4. DISMISSAL AND GRIEVANCE:

- 4.1 CAC members may resign at any point in time. Notice to resign should be forwarded to the executive office.
- 4.2 Members will be responsible for notifying of their inability to attend meetings. If members miss more than 3 consecutive meetings without a valid reason, then they are deemed to no longer be a member of the Committee.
- 4.3 A member who does not respectfully abide by the code of conduct will be dismissed.

AGREEMENT:

I _____ understand and agree to abide by this code of conduct.
CAC Member Name

Signature: _____ **Date:** _____