

CULTURAL, DIVERSITY & CONSUMER COMMITTEE (CDCC) Code of Conduct

GOAL:

The goal of the code of conduct is to outline the parameters within which consumer members of Benalla Health's Cultural, Diversity & Consumer Committee (CDCC) will communicate to the broader community and within Benalla Health.

DEFINITIONS:

- Confidential Information: Any material that is passed to the Cultural, Diversity & Consumer Committee (CDCC) 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 CDCC meetings, where possible. When attendance is not possible the appropriate steps should be taken to make an apology. Apologies can be made to the Manager Quality and Risk.
2. COMMUNICATION & CONFIDENTIALITY:
 - 2.1 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.
 - 2.2 Members of the CDCC are required to comply with Benalla Health Privacy Policy.
 - 2.3 Concerns regarding the professional behaviour of Benalla Health staff should be directed to the Chief Executive.
 - 2.4 All members of the Committee have a duty to clarify any issues of confidentiality before speaking publicly about such matters. Clarification can be sought from the Chair Person or the Manager Quality and Risk.
 - 2.5 Members of the CDCC have a responsibility to assist with two-way communication between Benalla Health and consumers and consumer groups.
 - 2.6 A long-term working relationship will be established and fostered between the CDCC and Benalla Health, and that relationship will be based on mutual trust and confidence.
 - 2.7 The CDCC may communicate with community groups where the best interests of consumers, the community and Benalla Health will be served.



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- 2.8 All consultations with community groups will be conducted in accordance with the Annual Consumer Participation Plan and agreed by the CDCC.
 - 2.9 Individual CDCC 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, plans in whatever medium acquired during the conduct of the CDCC 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 CDCC 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 ceases to be a members of the Committee, they must return any confidential documents or items gained at any time as a result of membership to the Committee.
3. DISMISSAL AND GRIEVANCE:
- 3.1 CDCC members may resign at any point in time. Notice to resign should be forwarded to the Manager Quality and Risk.
 - 3.2 Members will be responsible for notifying 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.
 - 3.3 A member who does not abide by the code of conduct will be dismissed.

AGREEMENT:

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

Signature _____

Date _____