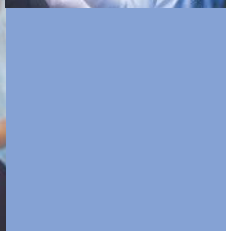
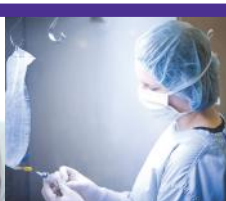


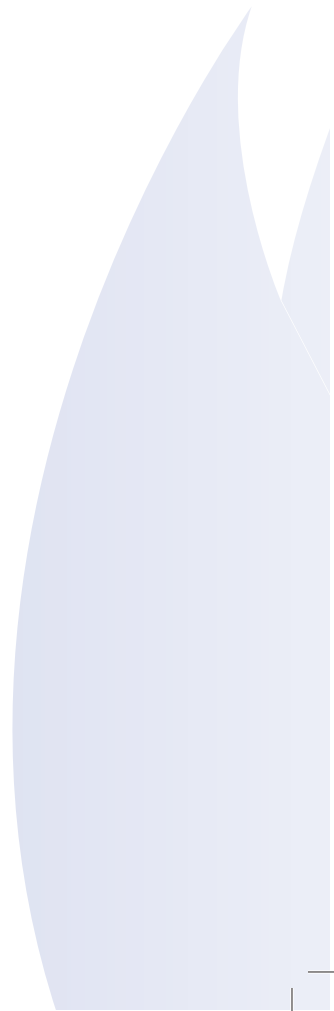


# St Vincent's Health Australia Code of Conduct



## Our Mission

As a Catholic healthcare service we bring God's love to those in need through the healing ministry of Jesus. We are especially committed to people who are poor or vulnerable.





## Our Values

Compassion

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Justice

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Integrity

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Excellence

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## Foreword

In the process of bringing God's love to those in need through the healing ministry of Jesus we face two major challenges: excellence in what we do and how we do it. This Code of Conduct is all about how we do what we do with excellence.

The St Vincent's Health Australia *Code of Conduct complements the Code of Ethical Standards for Catholic Health and Aged Care*<sup>1</sup> and Ethical Framework of Mary Aikenhead Ministries.

The Code describes our mission and our values of compassion, justice, integrity and excellence which are derived from our Catholic tradition and the teaching of Jesus. It helps us understand how we should act, treat one another and behave within the organisation.

We will only be excellent if we hold each other to the highest standards of behaviour in all that we do. The Code is aimed to help us know how to be the best we can be by outlining policies and expectations covering how we all behave in the workplace.

The Code covers all our employees, volunteers, independent contractors, visiting medical practitioners, agency staff and students. The Code also forms part of our employment contracts/terms of engagement with St Vincent's Health Australia.

I am sure, like me, you aspire to excellence in all you do and part of delivering that aspiration will be seen by how well we live out this Code in our daily lives.

Let's do our best to make St Vincent's a great place to work.

Cheers and God Bless

### **Toby Hall**

Group CEO, St Vincent's Health Australia

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<sup>1</sup>Code of Ethical Standards for Catholic Health and Aged Care Services in Australia, Catholic Health Australia, 2001

## Application of the Code

This Code applies to anyone who is employed by, works with, or represents St Vincent's Health Australia (in any capacity) including employees, visiting medical practitioners, contractors, agency employees, students, volunteers and consultants.

Employees of St Vincent's Hospital Sydney, Sacred Heart Health Service and St Joseph's Hospital Sydney should read this Code in conjunction with the New South Wales Department of Health's Code of Conduct and if appropriate with any Code of Conduct of the specific Local Health District.

'St Vincent's Health Australia' refers to all facilities and services owned or managed by St Vincent's Health Australia.

## Compliance with the Code

It is the responsibility of all employees to understand and uphold the standards and principles prescribed in this Code and all relevant St Vincent's Health Australia policies. Our duty also extends to supporting others to do the same, continually observe the Code, and report any known or suspected breaches of which we may become aware. Behaviours that breach the spirit or the stated requirements of the Code may result in disciplinary action, which may include termination of employment/engagement.

## Our Identity

### Our Mission

As a Catholic healthcare service we bring God's love to those in need through the healing ministry of Jesus. We are especially committed to people who are poor or vulnerable.

### Our Vision

We lead through research driven, excellent and compassionate health and aged care.



## Our Creed

We believe in the dignity of all people because each one is created in God's image. We are committed to justice and compassionate care for all.

## Our Values

Our values, based on the Gospels, reflect the healing ministry of Jesus, and act as a point of reference for our decision making which is fundamental to our Catholic identity. Our values provide direction as to the type of organisation we aspire to be and the kind of behaviours we regard as appropriate to help achieve our aspirations. Our values underpin all that we do and are demonstrated through our everyday actions, giving our mission and vision life.

- **Compassion:** Our care is an act of love. We are present and accompany people when they are most in need
- **Justice:** To act with courage and speak in pursuit of what is right and just
- **Integrity:** Ensuring our actions and decisions are transparent and aligned with our values
- **Excellence:** Our care is safe evidence based and continually seeking to improve

## Our Behaviours

Our values are evident in the ways in which we behave, care for our patients and residents and interact with others. Some examples of our values in action include:

### Compassion

- **Mercy:** We reach out to the most vulnerable in our community
- **Hospitality:** We welcome all people to our services and facilities
- **Empathy:** We are open to one another in times of joy and in times of need

### Justice

- **Human Dignity:** We recognise the dignity and worth of every person, treating them fairly and without being judgemental
- **Person-Centred:** We provide holistic care that meets the unique needs of each person
- **Respect:** We treat others as we would wish to be treated ourselves



## Integrity

- **Honesty:** We are truthful and principled, with ourselves and with others, in all we say and do
- **Unity:** We foster teamwork and collaboration, joined in a common purpose, in a spirit of harmony
- **Reflective Practice:** We consider our actions, behaviour and decisions in light of our mission

## Excellence

- **Innovation:** We embrace learning and we are open to change
- **Accountability:** We take responsibility for our actions and exercise good stewardship of the resources entrusted to us
- **Safety:** We create a climate of confidence and trust ensuring that we act in a manner that prevents harm

## Our Care

Our care is:

- Provided in an environment underpinned by our mission and values
- Holistic and centred on the needs of each patient and resident
- High quality, safe, and continuously improved to ensure best practice
- Innovative and informed by current research using contemporary techniques and technology
- Delivered by a team of dedicated people who are supported in a continuing development of their skills and knowledge
- Committed to a respect for life in accordance with the Gospels

## Responsibilities

All individuals are expected to act professionally and ethically, demonstrating an understanding and commitment to the Code of Ethical Standards for Catholic Health and Aged Care Services in Australia in carrying out their duties at St Vincent's Health Australia. The Code is not intended to be read as a set of rules and it cannot address all possible situations an individual may encounter. As a member of St Vincent's Health Australia, each of us has a personal responsibility and accountability to exercise good judgement and obtain guidance when we are in doubt.

Our leaders are expected to demonstrate a commitment to:

- the mission, vision and values of St Vincent's Health Australia and perform their duties in a manner that upholds the *Code of Ethical Standards for Catholic Health and Aged Care Services in Australia*

- uphold and promote the standards and spirit of the Code of Conduct and ‘model the way’ for employees which demonstrates a commitment to the mission, vision and values of St Vincent’s Health Australia
- ensure individuals understand, have access to, and comply with, the St Vincent’s Health Australia Code of Conduct, policies, procedures and relevant legislation, and
- set an example for others and recognise individuals who demonstrate the expected behaviours.

## Attendance

We believe our professionalism and personal commitment has a great impact on the quality of our care, as well as patient and resident satisfaction. St Vincent’s Health Australia requires all employees to be punctual and attend work as required by their terms of engagement or employment with individual breaks taken in accordance with their respective work or engagement arrangements. It is important that individuals demonstrate accountability for their attendance by following divisional/facility specific protocols for recording attendance on arriving and leaving work, as well as, reporting and accounting for all absence(s) as soon as practicable.

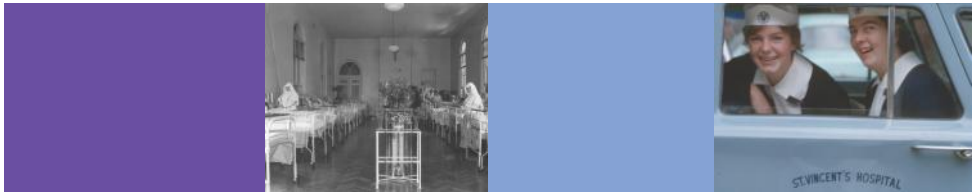
## Complaints and issues resolution

At St Vincent’s Health Australia, we respect the views and opinions of all individuals. We regard all issues and complaints as important and entitled to be handled promptly, fairly, consistently and in a professional manner. As a general principle, and as appropriate to do so, employees are encouraged to resolve an issue at the local level either by discussing the matter directly with the person involved or with their manager or supervisor.

Employees should also refer to divisional/facility Complaints/Dispute/Issues Resolution Procedures. These guidelines are developed to assist individuals work through problems at an early stage, providing information on the various channels or methods of raising issues/complaints (both formally and informally) and how matters are to be addressed within the organisation.

## Compliance with the law

As an organisation operating across three states, we are subject to laws and regulations in all the locations within which we operate and commit to informing and educating employees of their obligations in a timely manner. As a member of St Vincent's Health Australia, you are expected, as a condition of your engagement with the organisation, to understand the legislation applicable to you in undertaking your duties with, or for, St Vincent's Health Australia. Employees are required to abide by St Vincent's Health Australia policies and procedures, instructions and/or lawful directions that relate to their work at, or with, St Vincent's Health Australia.



## Confidentiality

Confidential information includes all non-public information about St Vincent's Health Australia or its stakeholders (for example: records relating to patients, employees, our operations, our suppliers etc.). As a member of St Vincent's Health Australia, we have an obligation to ensure confidentiality of all information, materials, dealings accessed or acquired during the course of our work is maintained (unless specifically authorised) and that information is not misused. Some ways of maintaining confidentiality include ensuring that information that is confidential is only shared with authorised recipients, information is not used for any purposes other than for performing work at St Vincent's Health Australia, or complying with laws that govern the use and disclosure of information, including privacy laws. It is very important that we understand that our obligation to protect the confidentiality of information continues to take effect even after the cessation of our work/contract/employment with St Vincent's Health Australia.



## Conflict of interest

A conflict of interest exists when it is likely, or could be perceived, that an employee could be influenced by a professional and/or personal interest whilst undertaking their role with St Vincent's Health Australia.

A good definition of conflict of interest is where there is a potential for an individual's loyalties to be divided.

As employees of St Vincent's Health Australia, we must act in good faith, subscribe to the course of highest integrity and act in the best interest of the public. It is therefore important for us not to participate in activities that involve a conflict between our duties and responsibilities, or which are prejudicial to St Vincent's Health Australia. Any individual employed by, or undertaking work for, St Vincent's Health Australia must make decisions in the best interests of St Vincent's Health Australia, as conflicts of interest that lead to biased decision making may constitute unethical and/or (in some instances) fraudulent conduct.

## Criminal history reporting

An employee or any individual, as required by the Group Pre-Employment/ Appointment Safety Checks Policy, shall immediately inform their manager if charged or convicted with a criminal offence. All new employees will be subject to a national criminal history check prior to starting employment with St Vincent's Health Australia.

## Environment and sustainability

We have an obligation and commitment to behave in a way that takes into account our responsibilities to the broader community and the environment we share by ensuring the environmental impact of our facilities is well managed and, where possible, reduced. There is a strong connection between observing our mission and treading lightly upon the earth. As individuals and as an organisation we need to be aware of the impact our operations have and what we can do to minimise this.

## Equal Employment Opportunities and non-discriminatory practices

St Vincent's Health Australia values and takes pride in diversity and continually strives to build an inclusive workforce that remains respectful and appreciative of each other's differences.

We are an equal opportunity employer and do not tolerate any form of unlawful discrimination, harassment, treating someone less favourably, bullying, victimisation, other unacceptable or offensive conduct whether made directly (e.g. in person) or indirectly (through another medium e.g. making derogatory comments about a person to another, posting comments on social networking forums, etc.).

As employees of St Vincent's Health Australia, we shall work cooperatively, support and learn from each other and accept and respect the differences in our opinions and our personal styles of interaction. We each have a personal responsibility to contribute to a work environment that is fair, transparent in its operations, impartial, and to ensure individuals are treated with dignity, courtesy and respect.

## Fraud, theft and corruption

St Vincent's Health Australia promotes an organisational culture that does not tolerate acts of fraud, theft or corruption by its employees.

All employees have a responsibility for the proper management of St Vincent's Health Australia's resources. Fraud can take many forms, but it always involves deceit. Theft is an act of stealing or taking something that does not belong to you without permission from its rightful owner or manager. Regardless of who benefits, any act that involves fraud, theft or misappropriation of property, money, resources or services of St Vincent's Health Australia, including that of its employees, residents, clients or suppliers is strictly prohibited and will not be tolerated.

Our Group Fraud Control Policy and Whistleblower Protection Policy set out the requirements for governing fraud, theft and corruption risks, and provide specific guidance in relation to roles and responsibilities of all employees in the identification, prevention and escalation of fraud and corruption risks and events.

## Fundraisers and sponsored/facility organised functions

As fundraising is governed by legislation in each state, appropriate approval is required prior to conducting any fundraising activities. Employees attending any sponsored or facility organised event are expected to represent the organisation in accordance with the Code of Conduct.

## Gambling

Betting and gambling in any form is not permissible in any St Vincent's Health Australia facility. Exceptions may be made in certain instances if approval has been obtained from the Group Chief Executive Officer/ member of the Executive. Examples of instances where approval may be granted include raffles conducted by auxiliaries or other fundraising bodies within St Vincent's Health Australia facilities, tipping competitions or special day events (e.g. Melbourne Cup sweeps).

## Gifts and hospitality

Both the giving and receiving of gifts and/or hospitality have the potential to impact our operations. In all circumstances where gifts are offered, the values of integrity and fairness must be upheld, and the receipt of gifts should not alter the manner in which patients, suppliers, employees and/or other stakeholders are treated. The acceptance (or giving) of gifts, services and hospitality is related to the issue of conflicts of interest and can leave St Vincent's Health Australia vulnerable to accusations of unfairness or partiality. The giving and receiving of gifts and hospitality in relation to work are governed by the relevant policies on gifts and benefits.

## Intellectual property

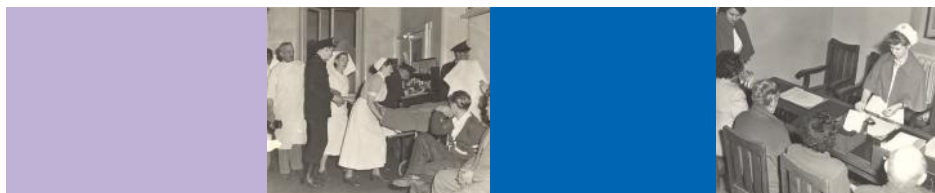
Unless governed by law or agreed in writing, any intellectual property developed by an employee during, or as a result of, their employment or engagement with the company is the sole property of St Vincent's Health Australia. An employee may retain the copyright of work produced only if approved by the Group Chief Executive Officer or their delegate.



## Media and public representation

St Vincent's Health Australia respects an individual's freedom of expression and the right to share insight and express one's opinion. In so doing, employees must exercise personal responsibility and care during or outside of work (including comments made online, through social networks and/or other media) to ensure that any information, casual comment or actions by an individual does not reveal any private or confidential information, or contravene our values, misrepresent or cause reputational damage to St Vincent's Health Australia or its stakeholders.

Only authorised employees/spokespersons nominated by the St Vincent's Health Australia Board, the Group Chief Executive Officer or their delegate may speak or make representations (via public comment on news/media networks) on behalf of St Vincent's Health Australia. Any request for an interview or public comment by media representatives must be referred to the media and communications manager in your region.



## Other employment (outside St Vincent's Health Australia)

Full time employees may engage in outside employment or in the conduct of a business, trade or profession following written approval from the Chief Executive Officer or their delegate. Consideration of requests to engage in outside employment would principally be concerned to establish whether the outside employment would interfere with the proper performance of official duties without risks to an individual's health and safety or whether it would give rise to a conflict of interest.

Part time employees who engage in employment outside of St Vincent's Health Australia must notify their manager that they are employed by another organisation and take all reasonable steps to ensure employment outside of St Vincent's Health Australia does not pose a risk to their health and safety or interfere with the full and proper performance of their St Vincent's Health Australia duties.



## Political participation

Employees who participate in political activities shall ensure this involvement does not conflict with their responsibility to serve the organisation in a politically neutral manner when engaging in their work duties.

## Privacy

Whilst working at St Vincent's Health Australia, we may come across information that may be private, personal or sensitive in nature relating to the organisation's operations (e.g. financial documents), our colleagues (e.g. employment records), patients, residents or clients (e.g. clinical records), suppliers or other stakeholders. Our stakeholders entrust us with such private and sensitive information and it is our duty to honour this commitment.

As a member of St Vincent's Health Australia, you are expected to protect and maintain the privacy of such information by complying with relevant privacy laws.

## Professional attire

All employees are required to maintain a professional image through high standards of grooming and personal presentation. The requirement to be appropriately groomed and well-presented also extends to contractors and subcontractors who attend St Vincent's Health Australia services/facilities. Employees are to wear a full issue of uniform where one is provided. While on duty, dress and appearance shall be neat, clean and appropriate to the nature of the work to be undertaken and in compliance with relevant organisational policy (e.g. uniform, PPE and infection control).

## Providing references – verbal and written

To ensure confidentiality and reliability of the information provided, the relevant manager or human resources representatives are the only persons authorised to give out information relating to an employee's work history and work performance when such a request is made by an employee.



## Smoking

St Vincent's Health Australia offers a smoke free workplace within its premises (including car parks) and company vehicles. Smoking is only permitted in designated smoking areas (where one is provided by the facility and allowed by legislation) and during designated breaks.

For the comfort of all, employees are asked to minimise residual odour of tobacco prior to returning to the work area as the smell of cigarette smoke on your person may be offensive to non-smokers, patients and residents who are generally vulnerable and unwell.

## Substance misuse

The consumption, distribution or possession of alcohol and other (illicit or illegal) drugs, which may adversely affect performance or conduct and therefore jeopardise the safety and welfare of oneself or others including patients/residents/clients, is not permitted during or prior to attending work or work related activities. It is the responsibility of individuals to notify their manager or supervisor if they are consuming medications/prescription drugs that may affect their ability to perform their work.

St Vincent's Health Australia recognises that there may be occasions when alcohol is provided as part of an official work function or event. It is a shared responsibility between St Vincent's Health Australia and individual employees that the consumption of alcohol during such occasions is reasonable such that it does not affect anyone's health, safety, wellbeing and/or enjoyment of oneself and others.

## Use of official resources

Having due regard for the resources we use in our work and using them efficiently and appropriately is the personal responsibility of each employee. Resources in this instance include, but are not limited to, materials (or equipment) or funds that are available to an individual to carry out their work. All such resources must be used effectively, economically and solely for legal and authorised purposes. Requests to use resources outside of St Vincent's Health Australia work shall be pre-approved by the manager or supervisor.

St Vincent's Health Australia may obtain corporate (i.e. discounted) rates on some services and/or supplies (e.g. travel, accommodation,

stationery). It should be noted that such services and supplies have been made available for the purpose of carrying out work related activities only.

St Vincent's Health Australia recognises that employees, from time to time, may need to access or use company resources for private use to enable them to better manage their balance between work and other personal commitments. Employees who wish to make, or expect to receive, personal telephone calls should take care to ensure these are kept to a minimum (and only during authorised breaks) whilst at work and it does not impact on the operations of their work area or their work. We must avoid the personal use of telephones or other company resources (e.g. computers) that are located in public areas to ensure our standard of service delivery is not compromised and is in compliance with relevant Information and Communication Technologies (ICT) policies. It is vital we understand that the availability of such resources is not an entitlement but a privilege and any abuse or misuse of resources may result in withdrawal of access to such privilege.

## Work Health and Safety (WHS)

St Vincent's Health Australia is committed to providing a work environment that is safe, appropriate for work, mitigates risk to one's health and that promotes wellbeing of its employees. We aim to achieve this through an effective WHS system that is fully integrated into our daily activities. Working safely is a condition of employment and everyone is accountable for meeting health and safety requirements. All employees are expected to comply with the Group Work Health and Safety Policy and take reasonable care in ensuring:

- their own safety and that of others
- compliance with relevant legislation, organisational policies and work practices, and
- active participation in WHS training and reporting any WHS matters.

## Whistleblower Protection

We do not tolerate improper conduct by employees or officers, nor the taking of reprisals against those who come forward to disclose such conduct or a related breach. St Vincent's Health Australia supports the making of disclosures and encourages employees to maintain awareness of the SVHA Group Whistleblower Policy. While we are encouraged to report and express our concerns, it is crucial that this is done in a fair,

honest and respectful manner. If you make a report in good faith, you will not be disadvantaged in any way, even if the reported conduct is later found not to be in breach of the Code.

## Further assistance and information

If you need more information or are unsure of St Vincent's Health Australia's expectations or your obligations, we encourage you to speak with your manager, Director of Mission or local human resources representative.

Further recommended reading and additional sources of information include:

- intranet
- group, divisional and facility policies
- *Code of Ethical Standards for Catholic Health and Aged Care Services in Australia* (Catholic Health Australia, 2001)(ii)
- *Integrity in the Service of the Church: A resource document of principles and standards for lay workers in the Catholic Church in Australia* (National Committee for Professional Standards, 2011)(iii)

## References

- *Fair Work Act 2009 (Cth)*
- *Anti-Discrimination Act 1991 (Qld)*
- *Racial Discrimination Act 1975 (Cth)*
- *Sex Discrimination Act 1984 (Cth)*
- *Disability Discrimination Act 1992 (Cth)*
- *Tobacco and Other Smoking Products Amendment Act 2004 and Amendments*
- *Work Health and Safety Act 2011*
- *NSW Department of Health [www.health.nsw.gov.au](http://www.health.nsw.gov.au)*

<sup>i</sup> *Code of Ethical Standards for Catholic Health and Aged Care Services in Australia, Catholic Health Australia, 2001*

<sup>ii</sup> Copies are available through Directors of Mission and Group Mission Leader

<sup>iii</sup> Copies are available through Directors of Mission and Group Mission Leader

## Definitions

**Bullying** – Bullying is repeated unreasonable behaviour that could reasonably be considered to be humiliating, intimidating, threatening or demeaning to a person, or group of persons, which creates a risk to health and safety.

**Discernment** – the act or process of exhibiting keen insight and good judgment.

**Disciplinary action** – action taken as a result of the disciplinary process and is always the outcome of a substantiated allegation or assessment which may involve warnings, expectation of performance and/or termination.

**Discrimination** – when a person is treated unfavourably because of a particular protected attribute (e.g. sex, marital status, pregnancy, parental status, breastfeeding, age, race, impairment, sexual orientation, religion, medical history, political belief, trade union activity, lawful sexual activity; or association with, or relation to, a person identified on the basis of any of the above attributes).

**Employee** – including engagements as a director, employee, visiting medical practitioner, contractor, subcontractor, labour hire company, outworker, apprentice, trainee, student, facilitator or volunteer.

**Fraud** – the intentional use of false representations or deception to avoid an obligation, or gain unjust advantage.

**Gift** – includes entertainment, hospitality, travel or other benefit or an item of property, whether of a personal nature or otherwise. For example, ornate and precision display items, clocks, furniture, figurines, works of art, jewellery, personal items containing precious metals or stones and fine art work.

**Group Chief Executive Officer** – the position title of the highest ranking executive reporting to the Board of Directors of St Vincent's Health Australia who is principally responsible for the overall management and operations of the St Vincent's Health Australia group (including entities managed through agreement by St Vincent's Health Australia), the Catholic Negotiating Alliance, and St Vincent's Private Hospital Sydney.

**Harassment** – repeated behaviour by an individual, that is directed at an individual or group of individuals; and is offensive, intimidating, humiliating or threatening; and is unwelcome and unsolicited; and a reasonable person would consider being offensive, intimidating, humiliating or threatening for the individual or group of individuals in all the circumstances.

**Intellectual property** – an invention, original work, the results of scientific research or a product development, which can be protected under legislation and common law depending on the type of intellectual property involved. Examples include: computer software, illustrations, written documentation.

**Interest** – used in relation to declaring personal interests or conflicts of interest. The term ‘interest’ means direct or indirect personal interests. Interests may be pecuniary (i.e. financial or economic forms of advantage) or non-pecuniary (i.e. non-financial forms of advantage).

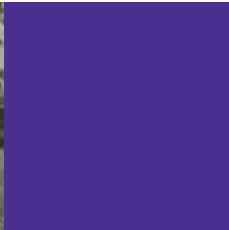
**Lawful** – warranted or authorised by the law, or alternatively, neither contrary to nor forbidden by the law.

**Manager** – a general term meaning a person with supervisory or resource management responsibilities at any level within St Vincent’s Health Australia.

**Misconduct** – behaviour that does not conform with the required standards of workplace conduct that could, if proved to be a criminal offence or a disciplinary breach, provide reasonable grounds for terminating an individual’s services, if the individual is or were the holder of an appointment.

**Professional** – standards of conduct established by organisations representing professions that apply to individuals in their professional capacity.





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## **Addition to St Vincent's Health Australia Code of Conduct Attachment 'A': Our responsibilities – child safety**

**All staff, volunteers and board members (personnel) of St Vincent's Health Australia and its associated facilities are required to observe child safe principles and expectations for appropriate behaviour towards and in the company of children. At St Vincent's Health Australia we may come into contact with children as either patients or as visitors in our aged care and health facilities.**

**All personnel of St Vincent's Health Australia and its associated facilities are responsible for supporting the safety, participation, wellbeing and empowerment of children by:**

- taking all reasonable steps to protect children from abuse
- treating everyone with respect
- listening and responding to the views and concerns of children, particularly if they are telling you that they or another child has been abused and/or are worried about their safety or the safety of another
- promoting the cultural safety, participation and empowerment of children with culturally and/or linguistically diverse backgrounds (for example, by having a zero tolerance of discrimination)
- immediately reporting any allegations of child abuse to your immediate manager, the Chief Executive Officer/Manager of your facility or the Group General Manager Corporate Governance SVHA to ensure any allegation is appropriately dealt with and notified to the relevant authorities.

- reporting any child safety concerns to your immediate manager, the Chief Executive Officer/Manager of your facility or the Group General Manager Corporate Governance SVHA
- reporting to the relevant authorities in your state and immediately advising your immediate manager, the Chief Executive Officer/Manager of your facility or the Group General Manager Corporate Governance SVHA if you believe a child is at immediate risk of abuse.

**In relation to children (either as patients or visitors in SVHA facilities) all personnel must not:**

- develop any 'special' relationships with children that could be seen as favouritism (for example, the offering of gifts or special treatment for specific children)
- exhibit behaviours with children which may be construed as unnecessarily physical • put children at risk of abuse (for example, isolating children without adequate support)
- attend to activities of a personal nature if a child can do the activity for themselves, such as toileting or changing clothes
- engage in open discussions of a mature or adult nature in the presence of children (for example, personal social activities)
- use inappropriate language in the presence of children
- discriminate against any child on the basis of culture, race, ethnicity or disability
- continue contact with a child (patient or visitor) outside of SVHA and/or the professional or therapeutic setting (for example, no babysitting). Chance contact, such as seeing people in the street, is not considered inappropriate
- initiate or respond to online contact with a child or their family unless there is a reasonable professional rationale for the contact (for example, the provision of follow up health information), and
- ignore or disregard any suspected or disclosed child abuse.