

Consumer and Community Engagement Unit

# Consumer Representative Code of Conduct

Women's and Children's Health  
Network



**Government  
of South Australia**

---

SA Health

## Objective

To create a safe and respectful environment in order to ensure effective functioning Consumer Representatives across the Women's and Children's Health Network (WCHN). This Code of Conduct covers all work conducted with and or behalf of WCHN within physical and online domains. It also extends to work conducted on behalf of the Network such as attending meetings with external stakeholders or conferences/training. It is based on the core values of WCHN and relates with the SA Health Code of Ethics. Three underpinning values of the Code of Conduct are; integrity, respect and accountability. All Consumer Representatives will operate with a zero tolerance approach to violence against women. All Consumer Representatives will comply with the Person and Family Care Charter including by not limited to the four pillars (treat consumers and their families with dignity and respect, communicate information clearly and openly, be actively involved in decision-making and be positive and kind).

## Integrity

As a Consumer Representative I will:

- Act honestly when performing my duties.
- Be reliable and attend meetings, working groups or forums as expected.
- Conduct myself in the role of Consumer Representative in a way that reflects positively my skills as a lived experience Representative.
- Maintain professional boundaries at all times.
- Adhere to all legislative requirements (Work, Health and Safety), the Code of Conduct, Confidentiality agreement and other daily procedures for meetings, working groups or forums.

## Respect

As a Consumer Representative I will:

- Treat the public, community members, staff and other Consumer Representatives with respect, courtesy, with dignity and tolerance.
- Respect others by valuing diversity and not discriminate against anyone based on age, race, sexuality, ethnic origin, religion, political beliefs, caring responsibilities and background.
- Participate in the work of the committee, working groups or forums in good faith.
- Be respectful in communications including those on Social Media to ensure that I do not jeopardise the reputation of the WCHN.

## Accountability

As a Consumer Representative I will:

- Abide by this code of conduct
- Abide by all relevant WCHN policies and procedures and sign confidentiality Agreement
- Acknowledge and accept differences of opinion, including feedback.
- Provide support to and ask for support from WCHN staff and other community members when appropriate.
- Keep the proceedings of WCHN meetings and related operation confidential except in circumstances where there is clear agreement to information that may be shared within agreed networks.
- Convey the views and decisions of the committees that I represent accurately and clearly and **only** speak on behalf of the network through permission by the Director Consumer and Community Engagement
- Provide as much notice as possible of his/her inability to attend a committee meeting or fulfil a task to which the representative has agreed.
- Carry out the set pre-reading and other associated preparatory work provided by the WCHN (where relevant).
- Declare whether they have a conflict of interest in any item of business on the agenda.
- Endeavour to provide timely notice to the Director Consumer and Community Engagement of his/her decision to resign the position.

## Women's and Children's Health Network

Staff of the Women's and Children's Health Network will:

- Support Consumer Representatives with appropriate clerical support and reimbursement in line with SA Health Sitting Fees policy for Non-Employees (where relevant).
- Provide a safe workplace for Consumer Representatives to be able to fulfil the function of their role.
- Give fair and equal opportunities to Consumer Representatives to engage with the decision-making processes of the WCHN including but not limited to design of services, patient-centred health literacy processes, fiscal policy and safety & quality assurance processes.
- Be transparent and open with Consumer Representatives.
- Provide supervision to Consumer Representatives to fulfil their role.