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Code of Conduct

Preamble

Orthopaedic Outreach is dedicated to achieving excellence in orthopaedic care through adherence to the highest standards of behaviour, ethics, and business conduct. This Code extends to all members in all contexts, and all aspects of our organisation's operations.

This Code has been developed in recognition that its representatives conduct activities beyond direct clinical care, and in environments and communities heavily represented by vulnerable populations.

Purpose and Scope

Orthopaedic Outreach is dedicated to delivering high-quality orthopaedic care and outreach services to communities in need. This Code of Conduct clarifies the ethical and professional standards that all Orthopaedic Outreach representatives must uphold, and serves as a guide to ensure the highest levels of integrity, accountability, and compliance.

Orthopaedic Outreach fosters a culture of inclusion that respects and promotes diversity at all levels in the organisation. Orthopaedic Outreach does not tolerate discrimination or harassment of any kind, and is committed to fair and equal treatment of all staff and volunteers.

This policy applies to all Orthopaedic Outreach Board Directors, staff, and volunteers.

ACFID (Australian Council For International Development) Quality Principle and Commitment

Quality Principle:

9. People and Culture

Commitments:

9.2 We protect, value, and support our people.

9.2.2 Members enable staff and volunteers to make complaints and report wrongdoing through fair, transparent and accessible procedures.

9.2.3 Members protect the safety, security and well-being of staff and volunteers.

9.3 We manage our people effectively and fairly.

9.3.1 Members are fair, transparent, and non-discriminatory in their management of staff and volunteers.

9.3.2 Members comply with human resource regulatory requirements and legislation.



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9.3.3 Members manage the performance and grievances of their staff and volunteers in a fair and transparent manner.

9.4 We enable our people to conduct themselves professionally and according to our stated values.

9.4.1 Members specify the expectation of professional conduct of all staff and volunteers.

9.4.2 members' staff and volunteers work in accordance with agreed standards of practice.

Integrity and Professional Conduct

- Representatives of Orthopaedic Outreach are obligated to act with integrity and maintain professional conduct in all interactions. This commitment prohibits any actions that may compromise the organisation's mission, including inappropriate influence, financial obligations impacting duties, and the acceptance of gifts or benefits that could influence roles.

1. References

Document ID	Document Title
OO-PO-12	Privacy Policy
OO-PO-23	Anti-discrimination, harassment and bullying policy
OO-PO-01	Policy and Program Manual
OO-PO-11	Human Resources Policy
OO-PO-02	Human Rights Policy

2. Legislative Framework and Standards

Orthopaedic Outreach acknowledges the below listed Australian frameworks to identify, prevent and manage discrimination, bullying and harassment.

- Human Rights and Equal Opportunity Commission (HREOC) Act 1986*
- Racial Discrimination Act 1975*
- Racial Hatred Act 1995*
- Sex Discrimination Act 1984.*
- Anti-Discrimination Act NSW (2023)*



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3. Policy Statement

This Code of Conduct policy applies to all directors, employees, and volunteers, providing a framework of principles for the conducting of all Orthopaedic Outreach activities.

This Code of Conduct does not replace legislation and if any part of it is in conflict, then legislation takes precedence. This policy is based on the following:

- Act and maintain a high standard of integrity and professionalism;
- Be responsible and scrupulous in the proper use of organisation information, funds, equipment, and facilities;
- Be considerate and respectful of the environment and others;
- Exercise fairness, equality, courtesy, consideration, and sensitivity in dealing with other employees, clients, and suppliers;
- Avoid apparent conflict of interests, promptly disclosing to an Orthopaedic Outreach Board Director, any interest which may constitute a conflict of interest;
- Promote the interests of Orthopaedic Outreach;
- Perform duties with skill, honesty, care, and diligence;
- Abide by policies, procedures and lawful directions that relate to your engagement with Orthopaedic Outreach;
- Under no circumstances may directors, employees or volunteers offer or accept money;
- Any employee, who in good faith, raises a complaint or discloses an alleged breach of the Code, whilst following correct reporting procedures, will not be disadvantaged or prejudiced. All reports will be dealt with in a timely and confidential manner.

Orthopaedic Outreach expects co-operation from all directors, employees, and volunteers in conducting themselves in a professional, ethical, and socially acceptable manner of the highest standards.

Any director, employee, or volunteer in breach of this policy may be subject to disciplinary action, including termination, and reporting to authorities as required.

Should a director, employee, or volunteer have doubts about any aspect of the Code of Conduct, they must seek clarification from the Governance and Risk Committee, via the Operational Manager.



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This policy will be regularly reviewed by Orthopaedic Outreach and any necessary changes will be implemented by the Operational Manager.

4. Statement of Commitment

This Code establishes the principles and values that Orthopaedic Outreach is committed to maintaining. Aligned with industry standards, it aims to contribute to the well-being of communities, foster stakeholder trust, and ensure the ethical provision of orthopaedic services. Our commitment extends to the ethical procurement of equipment and supplies, ensuring that all reasonable actions are taken in purchasing and procurement agreements, establishing purchasing mechanisms supporting goods and services that are produced and delivered under certain ethical standards.

5. Definitions

Confidential Information: Any information related to Orthopaedic Outreach that Representatives become aware of, including trade secrets, personal information, and data not in the public domain.

Representatives: Individuals engaged by Orthopaedic Outreach, including employees, contractors, volunteers, and board members.

Stakeholders: Supporters, third parties, and external individuals or organisations with an interest in Orthopaedic Outreach Australasia.

6. Application

Orthopaedic Outreach is committed to actively safeguarding the rights of children. As such, this policy is applicable to individuals referred to hereafter as “Representatives,” including:

- a) All volunteers, employees, and community Leaders, including interns and work experience students.
- b) All contractors (e.g., consultants) engaged to deliver services directly to volunteers or children.
- c) All board directors and committee members, both during and outside normal working hours, when they represent Orthopaedic Outreach.

This Code will be accessible to all Representatives. The policy pertains to the conduct of individuals during their work, including at the workplace, during Orthopaedic Outreach activities, and at related events. It applies whether the conduct is directed towards another Orthopaedic Outreach Representative or a third party. The Code is relevant to situations connected to one's role as an Orthopaedic Outreach representative or any behaviour that impacts or has the potential to impact Orthopaedic Outreach. The Code applies to individuals representing Orthopaedic Outreach, encompassing both regular working and volunteering hours. While Orthopaedic Outreach respects the right of representatives to engage in political activities and maintain personal religious beliefs, it emphasises the importance of a clear distinction between such activities and their role with



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Orthopaedic Outreach. Breach of the policy and/or associated procedures constitutes an act of misconduct and is grounds for appropriate disciplinary action.

Expectations of Representatives

Orthopaedic Outreach holds the expectation that volunteers should be acquainted with the following responsibilities and fulfil their roles to the best of their ability and to the fullest capacity.

5.1 Act with Integrity and Honesty

Representatives at Orthopaedic Outreach are obligated to exhibit fairness and honesty in their interactions with individuals and organisations. Consequently, they must refrain from:

- a) Influencing any person inappropriately to gain advantages or favours;
- b) Putting themselves under any financial or other obligations that may affect their role's performance;
- c) Requesting or accepting gifts or benefits that could compromise or influence them directly or indirectly in their role;
- d) Committing to or engaging in any employment, work, or volunteer role where a conflict of interest arises with Orthopaedic Outreach;
- e) Abusing their position to secure benefits for themselves, family members, or friends.

Orthopaedic Outreach Representatives are required to:

- a) Disclose any interest, whether financial or otherwise, in Orthopaedic Outreach's work when their influence affects a decision being made.

5.2 Fulfilment of Responsibility

Orthopaedic Outreach Representatives are required to carry out their roles with the organisation to the best of their ability. This entails that Representatives must:

- a) Engage solely in professional conduct that aligns with Orthopaedic Outreach's interests and policies, avoiding actions that could bring disrepute to the organisation;
- b) Work in a manner that prioritises personal safety and the safety of others;
- c) Take a proactive approach in safeguarding and advancing Orthopaedic Outreach best interests;
- d) Utilise the organisation's systems and equipment appropriately and for legitimate purposes, including email, messaging, internet access, and technology;
- e) Adhere to all relevant laws applicable to their roles;
- f) Report to their manager or an Executive Team Member if fellow Representatives are not adhering to the Code or Orthopaedic Outreach policies.



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5.3 Adherence to Policies and Procedures

Orthopaedic Outreach Representatives are expected to be familiar with and adhere to all organisational policies. If access to these policies is challenging, Representatives should seek assistance from their team leader for the necessary access. Additionally, mandatory induction training is obligatory upon the commencement of one's role as a Representative, ensuring a comprehensive understanding of the organisation's policies and procedures.

5.4 Compliance with ACFID Code of Conduct

Orthopaedic Outreach is committed to upholding the standards set forth by the Australian Council for International Development (ACFID) Code of Conduct. All members and Volunteers are strongly encouraged to familiarise themselves with this document, ensuring a thorough understanding of ACFID requirements. This commitment to compliance with the ACFID Code of Conduct operates in parallel with the organisation's own Code of Conduct, reinforcing the principles of ethical and responsible conduct in all aspects of engagement.

5.5 Safeguarding for Children

Orthopaedic Outreach is dedicated to ensuring the well-being and rights of children through comprehensive safeguarding measures. Volunteers and staff, hereafter referred to as "representatives," are bound by the following guidelines:

- a) All volunteers, employees, and community leaders, including interns and work experience students, are considered Representatives;
- b) Contractors, such as consultants, engaged to deliver services directly to volunteers or children, fall under the scope of this policy;
- c) Board members and advisory committee members, when representing Orthopaedic Outreach during and outside normal working hours, are included.

This policy is accessible to all Representatives and pertains to conduct during work, at the workplace, during organisation activities, and at related events. It covers interactions with fellow representatives and third parties. While Orthopaedic Outreach respects the personal beliefs and activities of representatives, a clear distinction must be maintained between personal activities, including political and religious affiliations, and their role with the organisation.

Breach of this policy or associated procedures constitutes misconduct and may lead to disciplinary action, including termination of engagement with Orthopaedic Outreach. The policy's application extends to both working and volunteering hours.

Child Safeguarding:

Representatives must adhere to the Child Safeguarding Policy, which includes the following obligations:



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- a) Maintain professional relationships with children, establishing clear boundaries;
- b) Treat all children with respect, irrespective of race, colour, sex, language, religion, political opinion, national origin, disability, birth, or other status;
- c) Avoid inappropriate language or behaviour towards children;
- d) Ensure another adult is present when working in proximity to children whenever possible;
- e) Refrain from consuming alcohol or illicit drugs when working with or in contact with children involved in Orthopaedic Outreach's programs, activities, or events;
- f) Do not exploit or abuse a child, engage in rough behaviour, form inappropriate emotional relationships, or involve children in any form of sexual activity or acts;
- g) Avoid physical contact with a child that is unprofessional, abusive, unnecessary, or culturally insensitive;

The policy outlines aligns with the specific guidelines for photographing or filming children for work-related purposes, emphasising the importance of consent, respectful presentation, and compliance with local traditions. Please refer to OO-PO-03 Child Safeguarding Policy and OO-PO-15 Ethical Stories and Images Policy.

Representatives must provide a valid Working with Children Check as part of their commitment to child safeguarding.

5.6 Prevention of Sexual Exploitation, Abuse, and Harassment

Orthopaedic Outreach emphasises the prevention of sexual exploitation, abuse, and harassment, expecting all representatives to adhere to the following guidelines:

a) Policy Compliance:

Representatives are required to read and comply with Orthopaedic Outreach's Prevention of Sexual Exploitation, Abuse, and Harassment Policy.

b) Incident Reporting:

Any representative who becomes aware of an incident involving sexual exploitation, abuse, or harassment by another representative must promptly report it to Orthopaedic Outreach.

Orthopaedic Outreach maintains a zero-tolerance policy for sexual exploitation, abuse, and harassment. Representatives are strictly prohibited from engaging in such behaviour. Compliance with the Prevention of Sexual Exploitation, Abuse, and Harassment Policy is crucial to creating a safe and respectful environment for all individuals associated with the organisation.

5.7 Respectful Behaviour



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Orthopaedic Outreach places foremost importance on respectful behaviour, and representatives are expected to uphold the organisation's values. Representatives must not engage in:

- a) **Discrimination, Bullying, or Harassment:**
Engage in any form of discrimination, bullying, or harassment.
- b) **Inappropriate or Offensive Behaviour:**
Behave inappropriately or offensively in any professional setting.
- c) **Abuse of Privileged Position:**
Avoid abusing any privileged position in relation to the communities, partners, or any other entities associated with Orthopaedic Outreach.

Orthopaedic Outreach representatives must:

- a) **Respect for Human Rights:**
Respect the human rights of all individuals, irrespective of their background.
- b) **Encourage Diversity:**
Promote and encourage diversity within the organisation.
- c) **Respect for Local Cultures and Customs:**
Show due respect for local cultures and customs in all interactions.
- d) **Demonstrate Respect for Differences:**
Demonstrate respect for people with diverse backgrounds and beliefs.

By adhering to these principles, Representatives contribute to creating an inclusive and respectful environment, aligning with Orthopaedic Outreach's commitment to diversity and cultural sensitivity.

5.8 Use of Orthopaedic Outreach Resources

Representatives of Orthopaedic Outreach are entrusted with the responsible use of the organisation's resources, including money, equipment, and information. In fulfilling this responsibility, representatives must:

Act Responsibly:

Use Orthopaedic Outreach resources, money, equipment, and information responsibly, ensuring that they are utilised for legitimate and authorised purposes.

Accountability:

Maintain accurate records and account for any money, resources, or equipment used in the course of their duties.

Orthopaedic Outreach representatives must not engage in any:

Fraud, Bribery, Corruption, or Money Laundering:

Commit any acts of fraud, bribery, corruption, or money laundering.

Misuse of Funds or Resources:



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Report any suspected misuse of Orthopaedic Outreach funds or resources promptly.

By adhering to these guidelines, representatives contribute to the ethical and transparent use of Orthopaedic Outreach's resources, ensuring the organisation's integrity and commitment to responsible stewardship.

5.9 Use of Confidential Information for Orthopaedic Outreach

- a) Limited Purpose:
Representatives may only use confidential information for the specific purpose for which it is provided, refraining from any other unauthorised use.
- b) Non-Disclosure:
Representatives must not disclose confidential information to third parties or make it available to external entities in any manner, unless required for the express purpose for which the confidential information was shared.
- c) Obligation of Confidence:
A binding obligation exists for representatives to protect any confidential information related to Orthopaedic Outreach.
- d) Approval for Alternative Use:
Prior approval from an Executive Team Member is mandatory if representatives wish to use confidential information for a purpose other than the original or a related one.
- e) Restricted Disclosure:
Representatives must ensure that unauthorised individuals do not gain access to any confidential information.
- f) Continued Responsibility:
This obligation extends beyond the tenure of representatives, maintaining the confidentiality and security of Orthopaedic Outreach's sensitive information even after their departure.

5.10 Customer Relationship Management (CRM) Terms of Use for Orthopaedic Outreach

- a) Privacy Policy Compliance:
Representatives must adhere to Orthopaedic Outreach's Privacy Policy, refraining from sharing any confidential information disclosed to them, as outlined in OO-PO-12 Privacy Policy.
- b) Accurate and Professional Record-Keeping:
Representatives are responsible for recording all information with accuracy and professionalism. Deleting information is only permitted upon supporter request, and intentionally recording incorrect information is strictly prohibited.
- c) Respectful Engagement:
Respectful engagement with individuals in the database is essential. This includes refraining from emailing those who have unsubscribed, making calls during



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reasonable hours, and recording notes that are appropriate and do not cause harm to the reputation of Orthopaedic Outreach or its representatives.

d) Official Use Only:

Information obtained through CRM should only be used in the official capacity as an Orthopaedic Outreach representative. Any use beyond the authorised scope, whether explicit or implicit, is strictly prohibited.

e) Prohibited Personal Storage:

Representatives must not store any CRM information on personal electronic devices or in any other form. If information is inadvertently stored in this manner, Representatives must commit to its prompt destruction.

5.11 Conduct in the Media for Orthopaedic Outreach

a) Media Interaction Approval Process:

Representatives must consult management before accepting any media offers. Approval for media appearances will be granted by the manager, and for significant coverage, approval from the relevant executive member is required.

b) Media Engagement After Approval:

Following approval, representatives may engage with the media only after receiving a briefing or completing internal training provided by Orthopaedic Outreach.

c) Communication Scope:

While interacting with the media, representatives are restricted to discussing their personal role or work. In cases of uncertainty, Representatives should defer questions to their manager for guidance.

d) Truthful Communication:

Representatives must avoid making misleading or false statements regarding other agencies or Orthopaedic Outreach. Honest and accurate communication is essential in all media interactions.

5.12 Social Media Presence

When utilising social media platforms such as Facebook, Instagram, X, and LinkedIn, representatives of Orthopaedic Outreach are required to adhere to the organisation's values and policies as outlined in this document.

Before responding to any request to represent Orthopaedic Outreach officially on social media, representatives must refer to section 5.11 for guidance and approval processes. This ensures consistency with organisational standards and compliance with relevant policies when engaging with the online community.

5.13 Health and Safety for Orthopaedic Outreach



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For Orthopaedic Outreach, representatives must:

- a) Ensure that their actions do not present an unacceptable health or safety risk to others.
- b) Promptly report any significant risks to health or safety in the workplace. This includes identifying and addressing potential hazards to maintain a safe working environment for all stakeholders.

5.14 Drugs, Alcohol, and Smoking or Vaping for Orthopaedic Outreach

For Orthopaedic Outreach, representatives must not:

- a) Use, sell, possess, or distribute any illicit substances.
- b) Behave irresponsibly regarding the purchase or consumption of alcohol.
- c) Improperly use or abuse prescription or over-the-counter medication.
- d) Distribute or sell over the counter or prescription medication to any other person.
- e) Work under the influence of drugs.
- f) Work under the influence of alcohol, except under extraordinary circumstances agreed to by management.

Representatives are expected to:

- a) Refrain from smoking or vaping within a reasonable vicinity of other representatives or members of the public who do not wish to be in contact with smoke.
- b) Refrain from smoking or vaping while in the company of any external stakeholders, such as Partner Organisations, or be filmed or photographed while smoking or vaping.

For the purposes of this section, Orthopaedic Outreach recognises that passive smoking can be hazardous to health and commits to maintaining a smoke-free workplace.

Scope of Authority of Orthopaedic Outreach Representatives

The Orthopaedic Outreach Policy and Program Policy is the primary and overriding source of authority for all representatives and supersedes any other delegations of authority.

Representatives of Orthopaedic Outreach are strictly prohibited from entering into any binding arrangements on behalf of the organisation or in their capacity as a representative without explicit authority. This entails:

- a) Only Executive Team Members possess the authority to engage in legally binding contracts.



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b) However, they may delegate this authority under specific circumstances, provided it is a clear and direct delegation.

Representatives are forbidden from initiating projects or activities without proper authorisation from a team leader with the requisite authority. To ensure accountability, representatives must maintain constant communication with relevant team leaders concerning the extent of their authority.

Representatives acknowledge that Orthopaedic Outreach will not assume liability for any actions taken by them without obtaining specific authority.

Management of Orthopaedic Outreach Representatives

Orthopaedic Outreach pledges to implement the following measures for the well-being of its representatives.

7.1 Inclusive and Diverse Environment

Orthopaedic Outreach is committed to establishing an environment where individuals can thrive. The organisation actively promotes diversity and inclusivity throughout its operations, including recruitment, support, and fair treatment of representatives. Allegations of bullying, harassment, or discrimination will be addressed following the guidelines outlined in the Anti-Discrimination, Bullying, and Harassment Policy.

7.2 Healthy and Safe Workplace

Orthopaedic Outreach is committed to ensuring a healthy and safe workplace by:

- a) Adhering to the organisation's OO-PO-02 Human Rights Policy and relevant legislation.
- b) An established Complaint Procedure to address grievances raised by representatives.
- c) Providing insurance coverage for representatives, encompassing work activities and Orthopaedic Outreach-related travel.

7.3 Support for Effective Role Performance

Orthopaedic Outreach will offer ongoing induction and training support for its representatives. Each representative will have a designated team leader address immediate questions and concerns. Collaborative discussions between the manager, team leader and representative will determine role delineation on activities.

7.4 Reimbursement of Out-of-Pocket Expenses

Orthopaedic Outreach will reimburse pre-approved out-of-pocket expenses reasonably incurred by representatives in connection with authorised Orthopaedic Outreach-related activities, following the guidelines outlined in its Reimbursement Policy.



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Consequences for Breaching this Code.

Orthopaedic Outreach expects representatives to adhere to this Code. As outlined in section 5, violation of the Code constitutes misconduct, and it may result in disciplinary measures and/or the termination of the engagement with Orthopaedic Outreach. The severity of consequences will be determined at the discretion of the individuals to whom the representative is answerable.

Communication and Education of the Code

To guarantee effective communication of these expectations to representatives and stakeholders, Orthopaedic Outreach will develop communication materials about this Policy in the appropriate language and media. This includes:

- a) Making this Code accessible on the Orthopaedic Outreach website to ensure transparency and availability for representatives, partners, and other stakeholders.
- b) When applicable, conducting capacity building and training sessions related to this Code with all partners collaborating with Orthopaedic Outreach to implement programs.
- c) Mandating all new volunteers and employees to undergo training modules pertaining to this Code as part of their role induction.
- d) Requiring all new volunteers and employees to engage in refresher training on an annual basis, covering aspects related to this Code.

Code Review

Orthopaedic Outreach will conduct a review and update of this Code of Conduct periodically (as a minimum every three years) to ensure its relevance and applicability.

Acknowledgement

All representatives will be provided with a copy of the organisational Code of Conduct upon their induction, ensuring they are familiar with their individual obligations as Orthopaedic Outreach representatives. Once familiarised, representatives (and members of Partner Organisations when practicable) are required to sign the organisational Code of Conduct, thereby acknowledging their commitment.

Declaration

In accepting my role as a representative, I commit to carrying out my duties and behaving in accordance with this Code. If there is any uncertainty about any areas of this Code of Conduct, I will seek assistance from my manager or an executive member. I am aware of my obligation to report incidents of malpractice or breaches of conduct to my manager or to an executive member.



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Annexure 1:

Overseas Partnership Engagement Behaviour Protocols and General Behaviour Expectations

Annexure 1 pertains exclusively to representatives participating in an overseas trip with Orthopaedic Outreach. The behaviour of representatives during overseas engagements significantly influences the perception of both Orthopaedic Outreach and partner organisations. Therefore, representatives are expected to uphold the highest standards of integrity and behaviour.

Specifically, representatives:

- a) Language Sensitivity: Will strive to be sensitive and respectful in their use of language.
- b) Sexual Behaviours: Will not engage in open or covert sexual behaviours with any staff, volunteer, member, client, beneficiary, or associate of partner organisations.
- c) Community Interaction: Will not engage in open or covert sexual behaviours with any member of a community in which Orthopaedic Outreach is working.
- d) Romantic Relationships: While representing Orthopaedic Outreach during an outreach visit, will refrain from engaging in a romantic relationship or participating in open or covert sexual behaviours with other members of the trip.
- e) Appropriate Attire: Will wear appropriate attire when working within a community.

Additionally, representatives shall:

- a) Compliance with Instructions: Follow all reasonable instructions and requests from trip leaders.
- b) Active Participation: Actively participate in the trip program.
- c) Consultation with Team Leaders: Discuss with team leaders before carrying out any activity separate from the visit.
- d) Health Consultation: Must consult with their health professional before the visit to discuss any necessary vaccinations or medication and to ensure fitness for travel.
- e) Medical Information Disclosure: Disclose all medical information on the mandatory medical form to the best of their knowledge and keep this form up to date at all times.



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f) First Aid Recognition: Recognise the limited role of a First Aid Officer and take responsibility for seeking professional help in cases of illness and injury.



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1.0	03 Jan 2024	Beth Hickey/ Graham Hextell			Initial Version	Initial Version
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