

## PREAMBLE TO THE CODE

The Australian Association of Practice Managers Ltd (AAPM) is the professional organisation representing those persons engaged in the management of healthcare facilities. AAPM's primary roles are of advocacy for its members and provision of training and professional development activities within the healthcare sector.

AAPM actively promotes the highest standards of management within the healthcare sector.

The Code of Ethical Conduct defines the behavioral standards AAPM expects from its members, including members who are employed by an organisation for provision of personal services or retained as a consultant to organisations within the industry.

## CODE OF CONDUCT

Every member (including Fellows, Ordinary Members and Associate Members) of AAPM shall employ their intelligence, skills and position to ensure that the contribution made by the profession to the healthcare industry and society is both beneficial and respected.

In accordance with this commitment, members shall at all times uphold the following principles:

### The Australian Association of Practice Managers Ltd

ABN 91 101 067 615

Email: [national@aapm.org.au](mailto:national@aapm.org.au)

Website: <http://www.aapm.org.au>



Australian Association of Practice Managers Ltd  
excellence in healthcare management

# Code of ethical conduct



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# 1. COMPETENCY

## Members have a responsibility to:

- Work with honesty, integrity, respect and in good faith.
- Maintain an appropriate level of professional competence by on-going development of their knowledge and skills through AAPM educational programs or programs provided by other sources appropriate to the profession.
- Accept only work they are competent to perform, and when necessary obtain, seek or recommend independent expert advice.
- Be aware of, and conversant with, Codes of other professional bodies.
- Perform their professional duties in accordance with the law.
- Provide expert opinion objectively after appropriate analysis and within limits of their competence and expertise.
- Provide consultative services that ensures complete, clear and precise reports and recommendations are made using appropriate analysis of all relevant, applicable and reliable information.

# 2. CONFIDENTIALITY

## Members shall:

- Respect and maintain the confidentiality of information acquired in the course of their professional duties, and ensure policies are in

place to prevent disclosure of such information, except when authorised or legally required to do so.

- Ensure that their employees and associates are also bound by this provision, and monitor employee activities to ensure compliance to these confidentiality requirements.
- Refrain from using information obtained in the course of their work for unethical or illegal advantage, personally or through a third party.

# 3. CONFLICT OF INTEREST

## Members shall:

- Conduct relationships in a manner which gives assurance to all parties concerned that their position will not be compromised.
- Disclose to potential clients or employers any direct or indirect personal interest which might cause conflict.
- Communicate information fairly and objectively.
- Neither accept nor offer gifts or benefits with the expectation of influencing decision making.
- Not seek to promote themselves in a self-laudatory manner.
- Not publicly criticise other members working in, or having an interest in, the same profession.
- Not endorse products, services, presentations, publications or any other material other than those produced by AAPM and endorsed by the Board of Directors.

# 4. MEMBERSHIP OF AAPM

Membership of AAPM is a privilege and carries responsibilities to AAPM.

## Members:

- Shall not misuse their authority and/or office within AAPM for personal gain.
- Shall uphold the standing of AAPM and not intentionally injure the reputation of the organisation.
- Shall avoid actual or apparent conflict of interest within AAPM and shall advise the appropriate parties of any potential conflict.
- Shall assist other members of AAPM to develop skills and competencies in the practice of ethical business.
- Shall have regard for the interests of AAPM in carrying out their professional duties in the healthcare industry and the community.
- Shall not hold themselves out, in the course of their private consulting work, as representing AAPM other than in a manner permitted by AAPM.

# BREACH OF THE CODE

Conduct of any member, which is found by the National Board to be contrary to the principles of this Code of Ethical Conduct, may result in disciplinary action or the expulsion of the member from AAPM, and/or the forfeiture of any awards of AAPM, as determined by the National Board or its delegates.