



Code of Conduct

I. Policy Statement

The Code of Conduct sets out the actions, behaviours and conduct expected of employees, volunteers, board members, independent contractors and other representatives (referred to in the code of conduct as 'stakeholders') acting on behalf of the organisation in any capacity in their dealings with all other persons with whom they interact in the course of carrying out their duties.

This policy affirms the organisation's belief in responsible social and ethical behaviour from all stakeholders and clarifies the standards of behaviour that the organisation expects of all stakeholders. The organisation expects that its stakeholders will always display the highest standards of professional and personal conduct in serving the needs of customers and stakeholders.

The Code of Conduct is to be read in conjunction with all other organisational policies and procedures, employment contracts and relevant industrial instruments.

2. Scope

The organisational Code of Conduct applies to all stakeholders acting on behalf of the organisation and provides the framework of principles for conducting business, dealing with other stakeholders, clients and suppliers.

The Code of Conduct does not replace legislation and if any part of it is in conflict, then legislation takes precedence.

3. Obligations

All stakeholders have an obligation and duty of care to:

- Comply with prevailing community standards of equity, justice, fairness and compassion in dealing with others within and beyond the organisation.
- Perform duties in a responsible and professional manner, with due regard for organisation policies and other legal requirements and obligations.
- Exert responsible stewardship of organisation resources.
- Promote and protect the organisation's reputation in the wider community.
- Act appropriately when a conflict arises between our self-interest and our duty to the organisation.

4. Behaviour

4.1 Personal Conduct

All stakeholders are expected to:

- Treat everyone with courtesy, respect, kindness, consideration, and sensitivity to their rights.
- Refrain from all forms of harassment and discrimination based on gender, race, religious belief, political affiliation, pregnancy, disability, sexual orientation or illness.
- Always act honestly, in good faith, and respectful of the trust placed in us.
- Respect each individual's rights to privacy and keep personal information in confidence.
- Consider the impact of our decisions and behaviour on the well-being of others.
- Refrain from acting in any way that would unfairly harm the reputation and career prospects of other stakeholders.
- Refrain from allowing personal relationships to affect professional relationships.
- Seek advice from an appropriate manager where a colleague's behaviour is perceived to be in breach of the Code, and report any suspected corrupt, criminal or unethical conduct to the Chief Executive Officer (CEO) or in the case of a Board member the Board Chair.

4.2 Performance of Duties

All stakeholders are expected to:

- Maintain strict attendance and good time keeping.
- Attend work during the scheduled hours as directed, unless given express permission to be absent by the appropriate manager and record attendance in the manner required by the organisation.
- Comply with all legislation, contractual obligations, regulations, policies and procedures as varied from time to time applicable to the performance of the duties allotted to the employee and comply with all reasonable and lawful instructions made or issued for the direction of guidance.
- Ensure that records and documents required in accordance with Policies, Procedures and Work Instructions are completed with diligence and stored appropriately.
- Carry out their duties professionally, skilfully and competently and to the best of their ability.

4.3 Professional Conduct

All stakeholders are expected to:

- Perform duties diligently, impartially, conscientiously, with integrity, and to the best of our ability.
- Take responsibility for the health and safety of ourselves and others when carrying out our duties.
- Keep up to date with advances and changes in the body of knowledge and the professional and ethical standards relevant to our area of expertise.
- Strive to always achieve the highest product, service and professional standards.
- Comply with any relevant legislative, industrial or administrative requirements.
- Foster teamwork and collegiality among all stakeholders, and always give due credit to the contributions of others.
- Maintain adequate documentation to support any decisions made.
- Take no improper advantage of any official information gained in the course of our employment.
- Refrain from allowing personal political views and/or affiliations or other personal interests to influence the performance of duties or exercise of responsibilities.

4.4 Relationships with Clients, Contractors & Stakeholders

All stakeholders are expected to:

- Be prompt and courteous when dealing with clients, contracts and other stakeholders, staff or other agencies and members of the public.
- Use courteous and professional language in all communication with clients, general public, other agency staff, contractors and other stakeholders.

5. Public Comment / Media Releases

All media releases without exception, relating to organisational activities, programs and services, must be approved in writing by the CEO or the Board Chair. All contact with the media, whether instigated by the media or a staff member, must be, without exception, cleared in advance with the CEO or the Board Chair.

No comment to the media shall be made on behalf of the organisation without the express permission of the CEO/Board Chair. When stakeholders are expressing personal comment, it is to be made clear to the media that the comments do not necessarily represent official organisational policy or opinion.

6. Stewardship of organisation resources

All stakeholders are expected to:

- Use organisation technical and physical resources properly, responsibly and for legitimate purposes only.
- Seek permission before using organisation property for personal purposes.
- Use resources in a manner that causes no harm to the community or environment.
- Strive to always obtain value for organisation money spent and avoid waste and extravagance in the use of organisation resources.
- Secure all organisation property against theft or fraud.
- Maintain the integrity and security of all organisation intellectual property.
- Maintain the security, integrity and confidentiality of all relevant organisation commercial and other information.

7. Protection and promotion of the organisation's reputation

All stakeholders are expected to:

- Promote the organisation wherever possible in our professional dealings with others.
- Refrain from representing ourselves as spokespersons, or acting for or on behalf of the organisation unless authorised to do so (and when in doubt seek advice from the CEO or Board Chair).
- Refrain from engaging in any activity that may compromise the organisation's integrity and reputation.

8. Dealing with conflicts of interest

All stakeholders are expected to:

- Ensure that our financial and other interests and actions do not conflict or seem to conflict with the obligations and requirements of our organisation position – or advance our own interests over those of the organisation.
- Avoid any financial or other interest or undertaking that could directly or indirectly, compromise the performance of our duties.
- Take all suitable measures to avoid or deal appropriately with any situation in which we may have or been seen to have a conflict arising out of our relationship with others within or beyond the organisation.
- Notify the CEO or Board Chair, as appropriate, of the existence of an actual or potential conflict of interest.
- Declare our relationship when participating in decisions affecting another person with whom we have a personal relationship.

9. Acceptance of Gifts and Benefits

When acting for the organisation, all stakeholders must not do anything which could compromise either his or her or the organisation's position. A stakeholder must not solicit gifts or benefits that might in any way compromise or influence him or her in the capacity as a stakeholder of the organisation.

Gifts or benefits offered to a stakeholder may be accepted in accordance with the organisation's Gifts Procedure provided there is no possibility that the stakeholder may be, or might appear to be, compromised in the process or where the gift or benefit could be seen by others as either an inducement or reward which might place an employee under an obligation. A stakeholder is required to comply with the requirements of the organisation's Gifts Procedure.

10. Compliance and breaches

All stakeholders must comply with this Code of Conduct and report any breaches to the CEO/Board Chair, as appropriate.

Stakeholders whose conduct falls below the standards outlined in the Code will be counselled accordingly and/or disciplined in accordance with organisational disciplinary procedure.

II. Consequences of Non Compliance

Failure to comply with this Code:

- In the case of an employee, may result in the implementation of the Performance Counselling Procedure up to and including termination of employment.
- In the case of a volunteer, after implementation of an internal investigation and following a consultation process may result in termination of engagement.
- In the case of an independent contractor, after implementation of an internal investigation and following a consultation process may result in termination of contract.
- In the case of a Board member, further action by Board Chair.
- and, where appropriate, legal action will be taken.

Statement

I (*enter name*) hereby agree to perform my duties to the required standards of behaviour, and understand the consequences should I not perform my duties to these standards.

Signature: Date: / /