



## Code of Ethics and Conduct

### Policy Statement

Connect Inner West Community Transport Group ('Connect') is committed to ensuring that all staff, volunteers and governing body members act ethically, responsibly and in the best interests of the organisation at all times.

Connect will ensure that individual interests conflicting with the interests of the organisation are identified and managed so that they do not affect the services, activities or decisions of the organisation.

All governing body members, staff, volunteers and contractors are required to notify the organisation when other interests and/or commitments conflict with the best interests of the organisation. Declaration and management of conflicts of interest are specifically required for governing body members and all staff.

### Key Definitions

*Organisational values:* the guiding statement that the organisation uses to convey the culture of the organisation, to positively influence the way staff work and the decisions they make on behalf of the organisation.

*Workplace ethics:* the set of moral principles that guide workplace behaviour.

*Privacy:* the commitment and legal obligations of an organisation to keeping personal, sensitive or health-related information secure and restricted to those who require access to it for the purposes of delivering services required by their role.

*Workplace confidentiality:* the restriction of information acquired as part of a job within the organisation until such time as it is officially released.

### Procedures

All staff, volunteers and governing body members will sign an agreement to adhere to the Code of Ethics and Conduct on joining the organisation.

The Code of Ethics and Conduct requires Connect personnel to commit to:

## **Connect Values**

- Honesty and integrity by:
  - acting honestly at all times
  - being transparent when making decisions or giving advice
  - ensuring all actions can withstand scrutiny
- Respect and courtesy
  - acting fairly and equitably
  - respecting others, their values and their rights
  - respecting privacy and confidentiality
  - creating a safe work environment that is free of violence, discrimination, harassment or victimisation.

## **Standards of work**

All individuals will perform their duties as well they can and at the highest level of professional conduct. They are accountable for their work and their interactions with others.

- Accountability by:
  - working within the goals and objectives of the organisation
  - following the rules, policies and procedures of the organisation
  - acting within the law
  - undertaking all duties in a diligent manner
  - not acting in a way that brings them or the organisation into disrepute
- Personal behaviours by:
  - working cooperatively as a member of the team
  - supporting colleagues and treat everyone with respect and courtesy
  - discussing ethical concerns with colleagues and managers
  - projecting a positive image of the organisation
  - not being absent from duties without an appropriate reason
  - maintaining confidentiality

## **Conflict of interest**

Connect will ensure that individual interests conflicting with the interests of the organisation are identified and managed so that they do not affect the services, activities or decisions of the organisation.

This is addressed in the Connect '*Conflicts of Interest*' Policy that requires all staff, volunteers and Board members to:

- act impartially and without prejudice
- declare any potential or actual conflict of interest
- do not accept gifts or benefits that would influence a decision.

## **Confidentiality and privacy**

All staff, volunteers and Board members must respect and keep confidential internal matters of the organisation, and respect the privacy of others.

Detailed guidance on these issues is in the Connect '*Privacy*' policy.

## **Use of resources**

Resources include physical, financial and technological resources as well as intellectual property. Connect personnel must:

- recognise the resources that belong to the organisation
- use all work resources efficiently and only for appropriate purposes
- respect and safeguard the resources.

## **Harassment and bullying**

Harassment and bullying are unacceptable and contrary to ethical behaviour. Additionally, harassment on the basis of a person's sex, race, ethnic religious background, age, pregnancy, marital status, disability, transgender (transsexual) status or sexuality breaches anti-discrimination and human rights law.

Harassment in the workplace can take many forms. It can be obvious or subtle, direct or indirect. It includes:

- sexual or suggestive remarks or gestures
- displaying or circulating sexually suggestive, offensive or degrading/insulting material (e.g. on walls, computer screen savers, email)
- making fun of someone, spreading rumours, and unwelcome practical jokes
- obscene or unsolicited telephone calls, letters, faxes or email messages
- invasion of personal space, unnecessary physical contact
- continually ignoring or dismissing someone's contribution
- pushing, shoving or jostling or assault
- threats, insults, name calling, inappropriate language
- creating a hostile feeling or environment, even when there are no direct attacks being made on a person
- using workplace resources to harass, threaten or abuse an intimate partner or family member within or outside the workplace.

Complaints concerning harassment or bullying should be actioned according to the Connect Grievance Procedure.

## **Reporting unethical behaviour**

If a person believes that the behaviour of any staff member, volunteer or Board member is unethical they must report it to the Executive Officer.

Unethical behaviour is defined as:

- workplace behaviour that is contrary to Connect codes of ethics or conduct, or other workplace policies
- workplace behaviour that violates any law, or is corrupt conduct or misconduct
- mismanagement of resources or fraudulent behaviour
- behaviour that creates a danger to public health or safety or the environment.

## Policy History

Record of policy development		
Version	Date approved	Date for review
3	30 August 2021	30 August 2024

Responsibilities and delegations	
This policy applies to	Board members, Staff, Volunteers & Contractors
Specific responsibilities	General Manager
Policy approval	General Manager (Board Informed)

Policy context – this policy relates to:	
Standards	NDIS Terms of Business NDIS Code of Conduct Aged Care Quality Standards National Disability Insurance Scheme (Supports for Participants) Rules 2013
Legislation	National Disability Insurance Scheme Act 2013 Privacy Act 1988 Privacy and Personal Information Protection Act 1998 (NSW) Australian Consumer Law
Contractual obligations	NDIS Commission TfNSW