

# Code of Ethics, Conduct and Professional Behaviour Policy

## Purpose

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

This policy articulates the behavioural standards, ethical principles and professional expectations required to protect clients, co-workers, the organisation and the community. It applies at the workplace, at work-related activities, and in any circumstances where conduct may impact Connect, its clients, employees, reputation, or legal obligations.

Connect may vary, replace or terminate this policy from time to time.

Record of policy development		
Version	Date approved	Date for review
1	16 March 2026	March 2028

Responsibilities and delegations	
This policy applies to	Board members Employees Volunteers Contractors and Consultants
Specific responsibilities	Board: <ul style="list-style-type: none"> <li>• Governance oversight</li> </ul> General Manager: <ul style="list-style-type: none"> <li>• Implementation and enforcement of this policy.</li> <li>• Management of declared conflicts and serious conduct matters.</li> </ul> Workplace participants: <ul style="list-style-type: none"> <li>• Compliance with this policy and related procedures.</li> <li>• Prompt reporting of ethical concerns, conflicts or misconduct.</li> </ul>
Policy approval	General Manager (Board Informed)

Policy context – this policy relates to:	
Standards	Aged Care Quality Standards Aged Care Act 2024
Legislation	Privacy Act 1988 Privacy and Personal Information Protection Act 1998 (NSW) Australian Consumer Law
Contractual obligations	Aged Care Commission TfNSW

## **Ethical Principles and Standards of Conduct**

### **Core Values**

All workplace participants must demonstrate:

- Honesty and integrity;
- Respect, courtesy and fairness;
- Accountability and professionalism; and
- Commitment to safety, inclusion and dignity.
- Creating a safe work environment that is free of violence, discrimination, harassment or victimisation.

### **Professional Behaviour**

All workplace participants must:

- act lawfully and in the best interests of Connect;
- perform duties diligently and competently;
- follow reasonable and lawful directions;
- not engage in conduct that brings the organisation into disrepute;
- maintain a safe, respectful and cooperative workplace.

### **Client and Service User Safeguarding**

Further to the Safeguarding policy.

### **Respect and Boundaries**

Clients and service users must be treated with dignity, respect and fairness. Workplace participants must:

- respect client privacy, autonomy and cultural sensitivities;
- maintain professional boundaries at all times;
- never engage in sexual or exploitative relationships with service users;
- not accept any money or gifts from service users.

### **Abuse and Neglect**

Any form of physical, sexual, emotional, financial abuse or neglect is strictly prohibited. Workplace participants must immediately report suspected or actual abuse to the General Manager, and cooperate with investigations and protective actions.

Where required, Connect will report matters to regulatory or law enforcement authorities and prioritise the safety of affected individuals.

### **Conflicts of Interest and Personal Relationships**

#### **Conflicts of Interest**

A conflict arises where a personal, financial or relational interest could improperly influence, or be perceived to influence, a person's duties. All actual, potential or perceived conflicts must be declared promptly.

## **Personal Relationships**

Workplace participants must declare personal relationships that create:

- supervisory or reporting conflicts;
- influence over employment decisions; or
- access to confidential or personnel information.

Connect may implement measures to manage conflicts, including changes to duties, reporting lines or working arrangements.

## **Use of Connect's Resources and Property**

### **Employer Property**

Employer property includes but is not limited to physical assets, intellectual property, systems and confidential information. Workplace participants must:

- use property only for authorised purposes;
- take reasonable care of property;
- not misuse, damage or remove property without permission;
- return property on request or cessation of employment.

Reimbursement may be required where loss or damage results from misconduct or unauthorised use.

## **Dress Code and Personal Presentation**

### **Health and safety**

Connect is required to remove any reasonably foreseeable risk to workplace health and safety. If Connect considers that a particular item of clothing or jewellery constitutes a foreseeable hazard having the potential to harm health or safety, Connect may take whatever reasonable action it considers necessary to satisfactorily address the situation.

Action may include directing the workplace participant to remove the particular item of clothing or jewellery whilst performing their duties. If it is not practicable to remove the particular item, Connect may direct the workplace participant to leave the workplace. A workplace participant is required to comply with any such direction.

### **Unacceptable attire**

A workplace participant that presents for work wearing unacceptable attire may be directed to go home and change before being permitted to resume work. The following is a non-exhaustive guide to attire that is unacceptable when performing your duties:

- rubber thongs
- house slippers & UGG boots
- ragged or slashed clothing & shoes
- soiled clothes
- shirts, jackets or jumpers displaying suggestive, obscene or crude motifs.

### **Jewellery**

Any item of jewellery that constitutes a foreseeable hazard having the potential to harm health or safety must not be worn in the workplace. In particular, rings and chains or any other hanging pieces that may have the potential to become entangled in machinery or equipment and therefore pose a risk to health and safety.

## **Hair**

Hair should be worn in a neat and tidy fashion. If directed to do so by Connect, a workplace participant must tie back long hair in either a hair net or another similar device.

Any facial hair, sideburns, moustaches, or beards should be neatly trimmed and appropriate to the circumstances and environment in which Connect work may be undertaken. Facial hair must not be of sufficient length to have the potential to become entangled in machinery or equipment and therefore pose a risk to health and safety.

## **Body and facial piercing**

Body and facial piercings may present the potential for harm to health and safety and/or interfere with the work carried out by a workplace participant and may therefore be unacceptable. Management reserves the right to instruct a workplace participant to remove piercings while performing work. A workplace participant is required to comply with any such direction.

## **Grooming**

Workplace participants need to be appropriately groomed including appropriate levels of personal hygiene. Additionally, given some individuals are allergic to certain chemicals, it is requested that workplace participants show appropriate restraint when using any colognes and scents.

## **Nails**

Nails should be neatly trimmed and only nail polish that is in keeping with accepted standards of business dress should be worn. Management reserves the right to instruct a workplace participant to remove any unacceptable nail polish that is not keeping with accepted standards of business dress.

## **Tattoos**

Tattoos of an offensive nature must be covered.

## **Uniform**

A uniform will be provided to you by the Manager, Finance & Administration.

Drivers, Bus Assistants and any other client facing workplace participants supplied with a Connect branded uniform are required to wear it whilst on duty and to take responsibility for its maintenance. The wearing of uniforms for non – client facing staff is optional unless instructed otherwise.

Drivers, Bus Assistants and any other client facing workplace participant must wear sturdy, enclosed shoes whilst carrying out their duties. Workplace participants carrying out duties in the depot must also wear sturdy, enclosed shoes.

In the event an item/s of Connect branded uniform is damaged, it is the staff member's responsibility to bring this to the attention of their supervisor so that a replacement uniform items can be issued where appropriate;

As soon as practicable upon resignation or termination of contract, workplace participants must return in a clean, laundered and undamaged state all Connect issued uniform items.

## **Casual days**

When a 'casual' day is held, it is expected that workplace participants will dress in 'smart casual' clothing.

If it is found that workplace participants are abusing the privilege of 'casual' days then management may, at their discretion, decide to withdraw the privilege.

## **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 General Manager.

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.

### **Breaches of this Policy**

A breach of this policy may result in disciplinary action including termination of employment, and or referral to employment regulators or law enforcement agencies.

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*End of document*

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