

# P010 – Code of Conduct

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## 1. Scope

This policy applies to:

- board members
- all staff, including managers and supervisors; full-time, part-time or casual, temporary or permanent staff; job candidates; student placements, apprentices, contractors, sub-contractors and volunteers

## 2. Purpose

To ensure all Directors, employees, volunteers and contractors of District 360 behave appropriately and practice standards of professional and personal conduct that are consistent with District 360 values and uphold the public reputation of the organisation.

**District 360** may amend or vary this Code of Conduct, in its absolute discretion, from time to time.

## 3. Policy Statement

The Code of Conduct outlines the required standard of acceptable conduct and behaviour that is expected of all Directors, employees, volunteers and contractors in the performance of their duties and interactions in the workplace. This required standard of acceptable conduct and behaviour supports District 360 ability to maintain public trust and confidence in the integrity and professionalism of the services provided to the community.

The Code of Conduct and the behaviours outlined within it are fundamental to District 360 building healthy and positive relationships with its clients. The Code of Conduct also governs the way in which employees, volunteers and contractors are to relate to other staff, professionals, clients, visitors and stakeholders.

However, the Code of Conduct is not intended to provide a detailed and exhaustive list of what to do in every aspect of work. Instead, it represents a broad framework that will help guide conduct and behaviour in the performance of duties and interactions in the workplace.

## 4. Responsibilities

### Directors, Employees, Volunteers and Contractors

- Be aware of and comply with the Code of Conduct.
- Report behaviour that may be contrary to the Code of Conduct and required standards of behaviour.
- Role model the required behaviours and standards identified in the Code of Conduct.
- Model our organisational values of Integrity, Respect, Perseverance, Compassion and Celebration.

- Comply with mandatory reporting requirements, including but not limited to, mandatory reports of domestic and family violence, reportable incidents involving children and vulnerable people or other regulatory requirements.

## **Managers**

- Be aware of and comply with the Code of Conduct.
- Role model the required behaviours and standards identified in the Code of Conduct including through the day-to-day management of staff.
- Model our organisational values of Integrity, Respect, Perseverance, Compassion and Celebration.
- Ensure all employees, volunteers and contractors are aware of the conduct and behaviours expected of them as described in the Code of Conduct.
- Ensure all employees, volunteers and contractors have access to copies of the Code of Conduct and other relevant documents and policies.
- Take appropriate steps to resolve conflict that arises in the workplace to ensure a healthy and harmonious work environment.
- Take appropriate action to address breaches of the Code of Conduct by employees, volunteers or contractors.
- Comply with mandatory reporting requirements, including but not limited to, mandatory reports of domestic and family violence, reportable incidents involving children and vulnerable people or other regulatory requirements.

## **Human Resources**

- Provide advice to managers and employees, in relation to the Code of Conduct and its application.
- Role model the required behaviours and standards identified in the Code of Conduct.
- Model our organisational values of Integrity, Respect, Perseverance Compassion and Celebration

# **5. Policy Application**

## **Personal and professional behaviour**

All Directors, employees, volunteers and contractors are expected to maintain a standard of professional behaviour that maintains and promotes confidence and trust in the work of **District 360**.

As Directors, employees, volunteers and contractors engaged by District 360, our personal and professional conduct must strive to create a harmonious, safe and productive workplace which models our organisational values. As Directors, employees, volunteers and contractors of District 360 it is incumbent upon us to:

- Uphold the highest standards of honesty and integrity in the conduct of duties
- Respect the dignity of the public, our clients, volunteers and other employees by treating them with courtesy, honesty and sensitivity to their rights.
- Treat others in the workplace fairly and with respect.
- Exercise our best judgment in the interests of District 360 and our clients.
- Make decisions ethically, fairly and without bias using the best factual information available.

- Comply with any legislative, industrial or administrative requirements, and all lawful and reasonable directions given by persons in authority.
- Comply with all District 360 policies and procedures relevant to the person's position.
- Act responsibly in the event of becoming aware of any unethical behaviour or wrongdoing by any other employee or volunteer and report such conduct or activities to the appropriate level of management.

## **Use of information**

All Directors, employees, volunteers and contractors must:

- Protect confidential information.
- Only access confidential information when it is required for work purposes.
- Not use confidential information for any unofficial or non-work purposes.
- Only release confidential information if authorised to do so. Directors, employees, volunteers and contractors are only permitted to release confidential information in accordance with established policies and procedures. As a guideline, staff shall not give information unless:
  - Required to do so by law.
  - Appropriate authority has been granted to release the information.
  - The information is officially available to the public and is released in accordance with District 360 procedures.

## **Conflict of Interest**

The Code of Conduct should be read in conjunction with the Conflict of Interest Policy and applies to Directors, employees, volunteers and contractors. In addition, the Code of Conduct considers appropriateness of certain personal relationships.

Under no circumstances are employees, volunteers or contractors permitted to develop personal relationships with clients, including after-hours and through the use of digital and social media. This includes where the personal relationship develops within a two-year period once the client is no longer accessing District 360 services. A personal relationship is an association between two or more people that may be based on liking, love, some other type of social commitment or regular business interactions. Personal relationships may include a relationship between two parties that can have the unintentional effect of influencing judgment or behaviour or creating a perception of influencing judgment.

Where an employee, volunteer or contractor has a pre-existing relationship with a client that has been disclosed to and approved by their supervisor or senior manager, they must ensure that they do not disclose any information obtained through their employment with District 360 to the client and that the relationship does not directly or indirectly compromise the performance of their duties or conflict with interest of District 360 at any point in time.

Furthermore, where an employee, volunteer or contractor is involved in a decision relating to the selection, appointment or promotion of a person with whom they share a personal relationship, for example a family member, it must be immediately declared in writing to Management prior to the decision being made. District 360 treats any conflict of interest in this regard extremely seriously and any instance of non-disclosure may result in disciplinary action up to and including termination.

Please also refer to District 360' Conflict of Interest Policy for further information.

## **Use of District 360 resources**

District 360 equipment, funds, facilities and other resources are to be used:

- effectively, economically and carefully; and
- for the benefit of District 360.

Minimal use of telephones, computers, faxes or similar equipment for private purposes is acceptable in accordance with established policy. Occasional, limited use of photocopiers may be permitted with the prior consent of the manager.

## **Public comment**

All Directors, employees, volunteers and contractors must ensure that public comments (either verbal or written) made in a private capacity are not attributed as official comment of District 360. In this regard, Directors, employees, volunteers and contractors are not permitted to use official stationery for private correspondence or for purposes not related to official duties. This prohibition extends to the provision of references for current and/or former staff members.

Directors, employees, volunteers and contractors should only publish information which is considered ethical and lawful.

Furthermore, Directors, employees, volunteers and contractors must abide by District 360 Media and Social Media Policies when using social networking sites and commenting on the organisation in any manner.

### **Acceptance of gifts and benefits**

It is unethical for Directors, employees, volunteers and contractors to solicit any gifts, benefits or additional money for themselves or other District 360 Directors, employees, volunteers or contractors.

Under no circumstances are Directors, employees, volunteers or contractors to accept gifts or benefits, or any inducement which might in any way obligate, compromise or influence District 360 or that person in their official capacity.

The Code of Conduct should be read in conjunction with the Conflict of Interest Service Delivery Policy.

## **Secondary employment**

District 360 employees (excluding senior executives) are permitted to engage in outside employment, provided that this employment does not have a detrimental impact on the employee's ability to meet the requirements of their role, adversely affect the employee's work performance or give rise to a conflict or potential conflict of interest.

Before engaging in work that could potentially raise a conflict of interest, employees must seek written permission from their manager. Approval will not be granted where the secondary employment involves or could involve a conflict of interest with District 360 related duties or could reasonably be perceived by a member of the public to give rise to a conflict of interest.

Management team members are not permitted to engage in any secondary employment and must seek written approval from the CEO before accepting any additional roles.

## Responsibilities after leaving District 360

Directors, employees, volunteers and contractors must not disclose any official information after leaving District 360 that was non-disclosable during their engagement.

Former Directors, employees, volunteers and contractors must not use or take advantage of, personal, confidential or official information that they have obtained during the course of their employment. Furthermore, all Directors, employees, volunteers and contractors must be careful in their dealings with former employees and ensure they do not give them favourable treatment or access to personal, confidential or official District 360 information.

Furthermore, employees, volunteers and contractors must not use their position to advance their prospects for future employment or allow their work to be influenced by plans for, or offers of, external employment which would conflict or compromise in any way the best interests of District 360.

## **6. Failure to comply with the code of conduct**

Where it is established that a Director, employee, volunteer or contractor has breached the Code of Conduct, they may be subject to disciplinary action, up to and including termination of employment or contract.

## **7. Authority**

This Policy has been authorised by the Management Team,

## **8. Other relevant policies**

Staff, especially managers and supervisors, are encouraged to read this policy in conjunction with other relevant District 360 policies, including

- Conflict of Interest Service Delivery Policy
- Performance Management and Review Policy
- Media and Social Media Policy
- Access to confidential Information Policy

## **9. Relevant legislation.**

- The National Disability Insurance Scheme Act 2013 (NDIS Act)
- NDIS Practice Standards
- WA Disability Services Act 1993
- VIC Disability Amendment Act 2017

## **10. More information**

If you have a query about this policy or need more information, please contact the management team at [info@district360.com.au](mailto:info@district360.com.au)

## 11. Review details

Approval Authority	Tanya Johnston
Responsible Officer	Vi Nguyen
Approval Date	14 April 2021
Last updated Date	14 April 2021
Next Review Date*	29 August 2024
Last amended	Updated format, replace District 360 Supports to District 360, change roles / approval process

*\* Unless otherwise indicated, this procedure will still apply beyond the review date.*

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I, \_\_\_\_\_ confirm that I have read and understood the above  
information regarding the code of conduct.  
[Full Name]

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Employee Signature

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Date