

### Policy Statement

Lower North Shore Community Transport (**LNSCT**) respects the rights of its employees, contractors, volunteers, clients and the communities in which it operates, and has a set of standards that it requires staff to abide by throughout their employment. This Code of Conduct (Code) sets out these standards.

All employees, contractors and volunteers, including the LNSCT Management Committee, are required to work in an ethical and lawful manner, to the best of their ability and in a manner that is respectful of people and property.

All employees, contractors and volunteers are required to familiarise themselves and comply with this Code throughout their employment and report any activity which an employee believes to be unlawful, unethical or contrary to the vision, purpose and values of LNSCT.

All new employees, contractors and volunteers will be provided with a copy of the Code as part of their induction process and will be required to sign a copy of the Code every year.

### Your Responsibilities

The Code is based on the following principles which you should abide by:

- Report all observed or suspected fraud, corruption or theft.
- Report all observed or suspected harassment: verbal and/or physical.
- Have respect for the law under which you carry out your duties of employment.
- Perform your duties with professionalism, objectivity, honesty, integrity and compassion, and in the best interests of the people who access LNSCT services.
- Show respect for all persons and their rights.
- Observe fairness, respect and equity in all your dealings with clients, stakeholders, and Government and non-Government representatives.
- Avoid real or perceived conflicts of interest.
- Ensure the appropriate use of official, private and confidential information.
- Maintain appropriate standards of confidentiality regarding any information gained through your work with LNSCT.
- Ensure the efficient and effective maintenance and use of resources, property and equipment.

**If you become aware of a breach of the Code, you must immediately report the matter to the LNSCT General Manager. If the matter concerns the General Manager, you must immediately report the matter to the LNSCT President.**

### Duties and Procedures

While conducting your duties with LNSCT, you are required to:

#### *In respect of **Disclosure**:*

- Immediately report breaches of the Code and/or any suspicious or criminal behaviour to the General Manager.
- Immediately notify the General Manager if, during the course of your employment, you are charged with an offence with a possible penalty of imprisonment for 12 months or more or convicted of any criminal offence which may impact on your capacity to carry out your duties.
- Immediately notify the General Manager if you lose any demerit points on your driver licence.
- Notify the General Manager if you have been required to attend for Jury Duty.

Making a report does not constitute a breach of anyone's rights and must not be done vexatiously or frivolously. Reporting any of these matters to the General Manager will not immediately result in any disciplinary action being taken.

The General Manager will:

- Deal with any reports confidentially.
- Ensure that the person concerned is informed about the matter under consideration and is given the opportunity to present their case.
- Have no personal interest in the matter to be decided, not be biased as to the outcome, and always act in good faith.
- Ensure that a fair decision is reached objectively and the rules of natural justice are followed.
- Adequately justify and document any decision that affects LNSCT's employees, contractors, volunteers and clients.
- Ensure any decision and action is made in a timely manner.

#### *In respect of **Personal and Professional Behaviour**:*

- Maintain and develop your knowledge of LNSCT, its vision, purpose and values, and commit to relevant ongoing professional development.
- Understand and follow all LNSCT policies, procedures, operational manuals, guidelines and practice frameworks relevant to your duties.
- Know and understand the duties of your position as set out in your job description.
- Work towards the attainment of agreed objectives and outcomes established with your manager, including the performance appraisal, planning and review process.
- Provide the highest possible standard of duty of care and report all incidents and/or accidents in an accurate and timely way.
- Support your colleagues and clients in appropriate and collaborative ways.

## CODE OF CONDUCT

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### *In respect of **Workplace Behaviour and Personal Conduct:***

- Ensure the use of alcohol and drugs does not result in unsatisfactory work performance, impairment of judgment or unacceptable behaviour. The consumption of alcohol and/or illicit drugs is not permitted while undertaking your duties. At out-of-hours work-related functions, staff must limit alcohol intake.
- Ensure your conduct does not wilfully distract or otherwise prevent other staff from performing their duties as a result of bullying or harassing behaviour.
- Ensure behaviour and performance is appropriate when representing LNSCT.
- Ensure health and safety standards are maintained while working.

### *In respect of **Personal Presentation and Dress Standards:***

- Create a professional and identifiable appearance for clients, service providers, and the public in general. If applicable to your role, branded apparel and identification badges are to be worn by employees, contractors and volunteers at all times.
- Promote a positive working environment with limited distractions caused by inappropriate dress. You are expected to dress in a manner that is normally acceptable in similar business establishments.
- Maintain high standards of personal hygiene and presentation. Grooming and personal hygiene affect both the public's impression of LNSCT as well as internal morale.

### *In respect of **All Persons and Their Rights:***

- Support and ensure the rights and dignity of clients are safeguarded and upheld.
- Treat all clients, members of the public, colleagues and stakeholders with dignity and respect and ensure that your conduct is not discriminatory.
- Develop and maintain cross-cultural competency, awareness and skills applicable to your duties, especially in relation to Aboriginal and Torres Strait Islander culture.

Examples of unacceptable conduct include:

- Offensive, abusive, belittling or threatening behaviour directed at any individual or group.
- Restricting access to training or promotional opportunities on the basis of age, gender, disability, marital status, spiritual beliefs, pregnancy, sexual preference, race, or ethnic or national origin.
- Any behaviour of a sexual nature, especially harassment and inappropriate language.
- Refusing to make any reasonable adjustment to enable a person with a disability to perform a job.
- Any restrictive practices.

LNSCT operates under a principle of equal opportunity. All staff will receive equal treatment in relation to recruitment and selection for vacancies, promotion, transfer and termination of employment, learning and development opportunities, workforce organisation, and terms and conditions of employment.

*In respect of **Providing Advice, Making Decisions and Use of Authority:***

- Ensure that any advice provided is truthful and based on an accurate and balanced representation of all known relevant facts and should, if necessary, identify the consequences of all known options realistically available.
- Ensure reasonable steps have been taken to obtain all necessary information to make a decision and be reasonably satisfied that the material is factually correct and relevant.
- Not use official duties, status or powers of authority to improperly influence a decision or action.

*In respect of **Privacy and Confidentiality:***

- Ensure there is a legitimate need to record any personal information, the information is factual, and any information collected is kept secure and not disclosed to anyone who does not have a legitimate right to know.
- Not reveal personal information such as home addresses, email addresses or telephone numbers to enquirers, even when they claim to be a relative or friend. You are expected to offer to take the enquirer's details and pass them on to the person concerned.
- Not falsify a client's record or information for personal gain or on behalf of a client.
- Maintain client and organisational confidentiality at all times including storage and location of client files and documented communications with other agencies.

*In relation to your own privacy when conducting your duties:*

- All information, data and files that are created, accessed or stored using LNSCT's information technology systems remain the property of LNSCT.
- You should expect no personal privacy when using LNSCT information technology systems for emailing or accessing the internet.

*In respect of **Conflict of Interest:***

- Promptly declare any private interests which conflict, or might reasonably be thought to conflict, with your duties.
- Not engage in private employment that may negatively affect work performance or create a conflict of interest with your duties at LNSCT. This includes not using contacts with any clients of LNSCT to attempt to sell products, conduct direct marketing or promote personal enterprises.
- Notify the General Manager if your personal views conflict with the performance of your duties, or you believe you cannot act impartially, and attempt to resolve the conflict in favour of the public interest.

*In respect of **Gifts and Benefits**:*

- Do not ask for or encourage the offer of personal benefits or gifts in connection with your duties or your association with LNSCT. Politely refuse gifts or benefits which may bring your integrity and impartiality, or that of LNSCT, into question.
- Do not accept an offered gift or benefit, except where it is of no significant or lasting real value, or where the cultural values of the person or group would suggest that the gift should be accepted. If you unavoidably accept a gift, you must immediately advise the General Manager. Such gifts will be deemed the property of LNSCT.

Examples of acceptable gifts include:

- A low-value gift or token at Christmas time to an employee from a client.
- Normal hospitality when visiting client families or communities.
- Flowers or chocolates as a thank you for speaking at an event or seminar when representing LNSCT.
- A gift where you are satisfied that acceptance does not compromise your role at LNSCT.

If you accept a gift for personal benefit from a person or organisation in return for favourable treatment of the donor, you will be subject to disciplinary action, including potential termination of employment.