

## CODE OF CONDUCT

### Introduction

“Stakeholders” is a collective term used to refer to all employees, staff, volunteers (including Board Members, consultants, contractors, trainees or work experience students performing work for Wesley Mission Victoria (“the Mission”)

This Code of Conduct, (“the Code”) sets out the standards of business, ethical conduct and responsibility of Stakeholders in the way they perform their duties and the service which they provide to customers / clients both internal to the Mission (other departments and divisions) and external (other companies, Governments, and the general public).

The Code is a collective term referring to all conduct that is required from Stakeholders of the Mission. The Code is reviewed and updated on a regular basis. Stakeholders will be advised of variations and will be required to comply with such variations.

The Mission requires and expects compliance with the Code. Any breach will be considered as grounds for disciplinary action which may include a verbal warning, written warning; termination of employment or such other action as the Mission deems appropriate using Wesley Mission Victoria’s Staff Disciplinary Procedure.

Each Stakeholder will receive a copy of the Code of Conduct and is required to comply with its contents and philosophy.

### Purpose

This Code of Conduct sets out the appropriate conduct, desired behaviour and responsibilities required of Stakeholders in the way they perform their duties to maintain and progress the operation of Wesley Mission Victoria and all services associated therewith. The values of community responsibility, teamwork, honesty, trust and integrity are the key to the success of the Mission.

### Scope

This Code of Conduct applies to all Stakeholders as defined in 1.1 above engaged at Wesley Mission Victoria.

### Reference

An acknowledgement of receipt of a copy of the Code of Conduct, signed by the Stakeholder, will be kept on each Stakeholder’s file.

### Principles

The following general principles apply to all Stakeholders at Wesley Mission Victoria.

1. A high standard of personal honesty and integrity is expected. Stakeholders must not lay themselves open to suspicion of dishonesty in any form including deceit, false accounting, fraud or corruption.

2. Stakeholders are responsible for the care of clients and have a duty to ensure that they are treated with due regard for justice and with decency. They should be moderate and courteous in their behaviour whilst on duty, and avoid any action which might bring their conduct into question. They are also expected to treat clients, members of the public and colleagues fairly and reasonably without discrimination. Stakeholders should be particularly careful not to abuse or exploit their position for personal gain.
3. Stakeholders must not put themselves into a position where their duty and their private interests conflict to the detriment of the Mission.
4. Stakeholders must not conduct themselves whilst on or off duty in a manner which might adversely affect their ability to attend, or their performance at, the workplace or otherwise discredit the Mission's public profile.
5. Stakeholders, especially those in more senior positions, must also behave with discretion in matters of public and political controversy. Stakeholders must not disclose without the Chief Executive Officer's explicit permission information which they acquire in the course of their official duties, and must protect information which is held in confidence.
6. Strict attendance and timekeeping are required of staff.

## **Procedure**

### **1. Performance of Duties**

#### Every Stakeholder will:

- 1.1 attend their workplace during the scheduled hours of duty and such other hours as directed, unless given express permission to be temporarily absent by the appropriate Manager or Supervisor concerned, and shall record their attendance in the manner required by the Mission.
- 1.2 Comply with all Legislation, Regulations, Policies, Procedures and Work Instructions as varied from time to time applicable to the performance of the duties allotted to the Stakeholder and comply with all lawful and reasonable instructions made or issued for direction and guidance.
- 1.3 ensure that records and documents required in accordance with Policies, Procedures and Work Instructions are completed with diligence and stored appropriately;
- 1.4 take reasonable care to protect their own health and safety and the health and safety of others and comply with the Mission's Occupational Health and Safety Policy
- 1.5 ensure that the workplace is free from harassment, discrimination and Bullying in dealing with other Stakeholders, clients, volunteers and contractors;
- 1.6 carry out their duties professionally, skillfully, competently and to the best of their ability;
- 1.7 behave in a manner that maintains the trust and integrity expected of a Stakeholder;

- 1.8 take responsibility for ensuring that any subordinate who is directly accountable to him or her performs the specified duties allotted and take all reasonable steps to ensure that such subordinate abides by the terms of the Code;
- 1.9 ensure that work carried out by other Stakeholders for whom they are responsible is performed safely and efficiently;
- 1.10 ensure that in their area of responsibility, all selection processes for appointments are managed using objective criteria.
- 1.11 Abide by the Mission's smoking policy at all times.

## **2. Relations with Clients, Contractors, Volunteers and Stakeholders**

### Every Stakeholder will:

- 2.1 be prompt and courteous when dealing with clients, volunteers, contractors and other Stakeholders, staff of other agencies and members of the public;
- 2.2 use courteous and business like language in all letters, minutes and other communications to or with the public, other agency staff, contractors, clients, volunteers and other Stakeholders;
- 2.3 act in such a way as to ensure that the good name and integrity of the Mission and of other Stakeholders is maintained at all times.

## **3. Confidentiality**

### Every Stakeholder will:

- 3.1 maintain the confidentiality of internal Mission affairs including details of past and present Stakeholders, clients, volunteers and contractors and ensure that the following is observed:
  - a) no person who is or has been employed by the Mission shall disclose information as to the affairs of a client except when the appropriate Manager / Executive Manager has approved such release of information and the Stakeholder is authorised or required by an Act or other law to do so;
  - b) no person shall disclose or release to any unauthorised person any information relating to the business of the Mission.
- 3.2 Only the Chief Executive Officer of the Mission will have the authority to make general or particular exceptions to the requirements of this paragraph.

## **4. Use of Property**

### Every Stakeholder will:

- 4.1 carefully use and preserve all of the Mission's property, authorised to come within the Stakeholder's possession or custody;
- 4.2 not use any property of the Mission except in pursuance of official duties of the Mission or as otherwise duly authorised;
- 4.3 if in charge of any building, works or property owned by Wesley Mission Victoria
  - a) ensure that such building, works or property is or are used only in connection with the official business of the Mission;

- b) ensure that proper care is taken of such building, works or property;
- c) in the event of repairs being required to any such building, works or property, immediately advise the appropriate authority within the Mission.

4.4 The use of a personal mobile phone and text messaging whilst on duty is not permitted, unless otherwise agree by the Manager or Supervisor.

4.5 The use of the Mission Internet and Email Software will be in accordance with his relevant procedural requirements.

## **5. Dress Standards**

Every Stakeholder will:

- 5.1 present themselves in a neat and professional manner wearing clothing appropriate to the role they play in their workplace. Closed shoes must be worn at all times.
- 5.2 comply with any special dress requirements specific to Wesley's workplaces e.g. related to OH&S issues and Food Handling.

## **6. Criminal Offences**

Every Stakeholder will:

- 6.1 behave and act in a way to ensure that they do not become liable to conviction for a criminal offence;
- 6.2 report in writing to their Manager/Executive Manager any occasion on which they are arrested, and/or charged, by police or customs officers, with any criminal or civil offence, and the circumstances thereof, within 24 hours, if practicable, of such an event, or otherwise as soon as possible.

## **7. Intellectual Property**

Every Stakeholder will:

- 7.1 agree to tell the Mission about any discovery made or any secret process, business method, procedure or improvement which the Stakeholder makes, discovers or develops as part of his or her employment at the Mission;
- 7.2 execute all necessary documents and take all reasonable steps at the request of the Mission to ensure that the rights in any such intellectual property are secured for and vested with Wesley Mission Victoria.

## **8. Professional Propriety**

Every Stakeholder will:

- 8.1 be responsible for the care of clients and ensure that they are treated with due regard for justice and with decency. Stakeholders should be courteous and avoid any action which may bring their conduct into question;
- 8.2 treat clients fairly and not abuse or exploit their position for personal gain.

## **9. Conflict of Interest**

No Stakeholder will:

- 9.1 engage in any personal business relationship or circumstances which
- a) may cause a conflict between the interests of the Mission and/or his or her colleagues;
  - b) involves private activity which may result in criminal conviction;
  - c) includes the failure to advise his or her Manager of involvement in a relationship with a client's family or other associates, direct or indirect;
- 9.2 fail to advise the Mission immediately if they believe such a conflict as specified in paragraph 9.1 exists.

**10. Commission or Rewards**

No Stakeholder will:

- 10.1 demand or receive a fee, reward, commission or benefit of any kind, from any person or organisation, for the initiation, conduct, omission or conclusion of any business, by any person or organisation, with Wesley Mission Victoria;
- 10.2 accept any gifts from a client, or relatives or friends of any client, unless prior authority has been given by his or her Manager.

**11. Comments to Media**

No Stakeholder will:

- 11.1 provide any comment, opinion or information to the media relating to the business of the Wesley Mission Victoria or concerning employment with the Mission without being authorised to do so.

**12. Liquor and Drugs**

No Stakeholder will:

- 12.1 be under the influence of alcohol, drugs or any other illicit substances which may affect the performance of their work, whilst undertaking their duties;
- 12.2 bring to the workplace any alcohol, drugs or any other illicit substances as referred to above.

**13. Weapons**

No Stakeholder will:

- 13.1 possess on the premises any unauthorised weapon(s) or article(s) intended for use as such, whether for offensive or defensive purposes.

**14. Miscellaneous**

No Stakeholder will wilfully:

- 14.1 make any false entry in any book, record, or document;
- 14.2 make any false or misleading statement or any statement they know to be inaccurate or significantly incomplete;
- 14.3 omit to make any required entry in any book, record, or document;



- 14.4 destroy or damage any book, record, or document required by law or direction to be kept by the Mission;
- 14.5 furnish any false return or statement of any money or property;
- 14.6 omit to furnish any return or statement required in the course of their duties of any money or property;
- 14.7 steal or fraudulently misappropriate or fraudulently obtain money/goods from the Mission, other Stakeholders, clients, volunteers or contractors;
- 14.8 breach Occupational Health and Safety Policies and Procedures of the Mission, or any relevant legislation;
- 14.9 damage or sabotage any property of the Mission;
- 14.10 assault, abuse or harass sexually or otherwise or discriminate against any other Stakeholder, volunteer, client or contractor;
- 14.11 absent themselves from work for other than an authorised absence;
- 14.12 disclose any information, or supply any document concerning the Mission's business, current or former Stakeholders or clients or the content of the Mission's contracts or procedures, without the express written permission of his or her Manager, unless required to do so by law.

I have read, understood and agree to abide by the Wesley Mission Victoria Code of Conduct.

Name		Signature	
Position		Date	
<i>(Board Member, Staff Member, Volunteer, Student, Contractor)</i>			
Witness		Signature	
Position		Date	
Witness		Signature	
Position		Date	

Please return a signed copy of this document to People and Culture