

Policy Number:	Date Issued: Aug 2022	
Version number: 0.1	Date Approved: June 2024	Next Review due: June 2026

Code of Ethics and Conduct

Purpose

This Code of Ethics and Conduct outlines MoWSA’s expectations for workers. The purpose of this policy and procedure is to document and apply a code of ethics and conduct to the workplace which is consistent with the mission, values, and objectives of MoWSA.

This policy and procedure underpins how we engage with our peers, our customers and our community.

It ensures that we provide a positive safe and productive working environment for all workers.

It ensures that we strive to provide the best possible service and we care about getting it right for our customers every single time.

This policy relates to:

Service standards	ACQS Std1 (2)(a)(b)(c) (5)
Legislation and other requirements	<i>Equal Opportunity Act 1984</i> <i>Freedom of Information Act 1991</i> <i>Work Health and Safety Act 2012</i> <i>Public Interest Disclosure Act 2018</i> <i>Disability Discrimination Act 1992</i>
Contractual requirements	

Scope

This policy and procedure applies to all contractors and voluntary and paid workers.

Policy Statements

All staff, volunteers and Board members agree to adhere to the Code of Ethics and Conduct on joining the organisation.

Principles underlying the code of ethics

- Every individual, regardless of any individual differences, has the right to reach their full potential, provided that doing so does not infringe on the rights of others.
- Every individual is protected against discrimination on the basis of sex, age, race and disability.
- Social inclusion is a human right and encourages individuals to play an active role in society. An inclusive society is based on the fundamental values of tolerance and embracing diversity.
- Every society has a responsibility to treat their members equitably and to make reasonable adjustments, for those who are disadvantaged.
- MoWSA recognises First Nations people and their right to self- determination.
- MoWSA is committed to ensuring that the interests of individuals that conflict with the interest of the organisation are identified and managed so that they do not affect the services, activities or decisions of the organisation.

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Substantiated breaches of the Code of Ethics and Conduct may be subject to disciplinary action.

Procedures

The Code of Ethics and Conduct is consistent with the organisation's values and requires MoWSA workers to commit to these behaviours:

Respect and Courtesy

- Act fairly and equitably
- Respect others, their values and their rights
- Respect privacy and confidentiality
- Create a safe work environment that is free of violence, discrimination, harassment, or victimisation

Honesty and Integrity

- Act honestly always
- Be transparent when making decisions or giving advice
- Ensure all actions can withstand scrutiny

Conflicts of Interest

- All paid and voluntary workers are required to notify the organisation when other interest/s and or commitments conflict with the best interests of the organisation.
- Declaration and management of conflicts of interest are specifically required for Board members and Executive Leadership Team.
- This Policy requires that all workers and Board Members:
 - act impartially and without prejudice or prejudgement
 - declare any potential or actual conflict of interest; and
 - do not accept benefits that would influence a decision

Working with Customers

When interacting or working with people using the services of MoWSA all paid and voluntary workers will:

- always treat service users with respect, and be mindful of their rights to privacy and confidentiality
- always show respect for people's cultural or religious sensitivities or requirements, and ensure the responsiveness of the service to their particular needs and circumstances
- be aware of personal boundaries and never enter into an inappropriate relationship with a customer.

Standards in the workplace

All MoWSA paid and voluntary workers are required to:

- perform their duties as best they can, and at the highest level of ethical conduct
- promote teamwork by sharing appropriate information and knowledge with co-workers
- be accountable for their actions and their interactions with others.
- attend at the times agreed, notifying the team if absence is required

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- comply with the requirements of their agreed roles, paying appropriate attention to quality and detail in their activities
- participate in training as required
- provide accurate and honest information to Branch Officers/Managers about duties completed and challenges experienced
- follow instructions and requests that are reasonable and lawful and within their capability and training
- report any suspected corrupt or fraudulent practices of others. Any worker making a report will be protected from reprisal in line with the *Public Interest Disclosures Act 2018*.
- observe the requirements for conditions of employment and safety as described in MoWSA Workplace Health and Safety Policy
- perform their duties unaffected by alcohol or drugs
- maintain a harmonious, co-operative and productive environment, respectful of diversity
- ensure they do not use their position to exert inappropriate influence over others
- act within the law
- not act in a way that brings them or the organisation into disrepute
- not speak with the media on matters concerning the organisation without prior approval from Central Office (*refer Media Policy*).

Property and resources

Workers will:

- only use organisational materials, facilities, funds, people and equipment for authorised purposes
- not remove any MoWSA property (including food, commodities and meals) without authorisation
- return to MoWSA upon request (and in any event upon termination of volunteer placement or employment within MoWSA), all property belonging to MoWSA which is under their possession or control
- conserve and efficiently use resources through recycling, energy saving and waste minimisation.

Information

Workers will:

- observe the organisation's policies regarding privacy and confidentiality
- not misuse information obtained at work either for financial reward or gain, or for taking advantage of another person.

Confidentiality and privacy

Workers will:

- respect and keep confidential information regarding customers, only sharing information which is required to provide our service or to protect the welfare of customers
- respect and keep confidential internal matters of the organisation, and respect the privacy of others
- not use or take advantage of confidential information that has been obtained over the course of their duties after leaving MoWSA.

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Breach of policy

Workers found to have breached the code following investigation may be subject to disciplinary action.

Policy Responsibilities

GMSO	Responsible for monitoring
Senior Managers	Responsible for implementation

Policy Delegations

Review of policy and policy compliance	CEO
Approving policy and policy changes	Board

Documents

- Volunteer Handbook
- Organisation Culture Governance Policy