

	Preston Neighbourhood House Inc. ABN 66 801 857 062	
	Code of Conduct Policy and Procedures	
Procedure Authorised by:	Chief Executive Officer	Version: 002 Approved by the Board of Governance on: 17 November 2020 Review Date: Nov 2022
Responsible Person:	Chief Executive Officer	
Staff Involved:	All Staff, Volunteers and Board Members	

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POLICY

- 1. Introduction
 - 1.1 *Bridge Darebin* is a place where everyone is welcome.
 - 1.2 As valued members of our team, it is expected that all *Staff, Volunteers and Board Members* will comply with our *Policies and Procedures* to ensure the well-being of everyone involved with *Bridge Darebin*.
 - 1.3 We are all required to:

- 1.3.1 Behave in a professional manner that supports the *Purpose, Mission and Values of Bridge Darebin*
- 1.3.2 Comply with relevant legislation
- 1.3.3 Comply with *Bridge Darebin's Policies and Procedures*
- 1.4 This document sets out *Bridge Darebin's* expectations in respect of conduct of *Staff, Volunteers* and *Board Members*, and in the case of misconduct, how non-compliance will be addressed. This document should be read together with the policies referred to above.
- 1.5 *Staff, Volunteers and Board Members* and *Contractors* are required to abide by the site rules in workplaces not controlled by *Bridge Darebin*.
- 1.6 Words that are capitalised and italicised are defined terms, and their definitions are contained in the Policy and Procedures Policy.

2. Policy

2.1 *Bridge Darebin:*

- 2.1.1 Values diversity and inclusion
- 2.1.2 Expects *Staff, Volunteers* and *Board Members* to observe acceptable standards of behaviour
- 2.1.3 Does not tolerate bullying, harassment, discrimination, victimisation, vilification or violence
- 2.1.4 Values choices, behaviours and actions that uphold the values and good reputation of *Bridge Darebin*
- 2.1.5 Requires *Staff, Volunteers* and *Board Members* to respect and comply with its *Policies and Procedures*
- 2.1.6 Respects the environment and promotes compliance with the environmental sustainability practices in place at *Bridge Darebin*
- 2.1.7 Is committed to:
 - a) Providing a respectful and fair working environment for all
 - b) Providing a safe and healthy working and learning environment for all, and eliminating risks to health and safety
 - c) Protecting commercially sensitive and confidential information/records, including personal information relating to *Staff, Volunteers* and *Board Members* and *Service Users* which is protected by privacy laws
 - d) Ensuring that *Bridge Darebin's* assets and resources such as finances, facilities, equipment, vehicles and information systems are used efficiently and effectively and in accordance with *Bridge Darebin's* policies/delegations of authority

3. Related Documents

- 3.1 Delegations Policy and Procedures
- 3.2 Legislative Compliance Policy and Procedures
- 3.3 Company Vehicles Policy and Procedures
- 3.4 Health and Safety Policy and Procedures

- 3.5 Public Communications Policy and Procedures
- 3.6 Document and Information Management Policy and Procedures
- 3.7 External Complaints Policy and Procedures
- 3.8 Service User Policy and Procedures
- 3.9 Affirmative Action Policy and Procedures
- 3.10 Conflict of Interest Policy and Procedures
- 3.11 Discrimination, Bullying and Harassment Policy and Procedures
- 3.12 Environmental Sustainability Policy and Procedures
- 3.13 Internal Complaints and Disputes Policy and Procedures
- 3.14 Privacy Policy and Procedures
- 3.15 Staff Management and Support Policy and Procedures
- 3.16 Volunteer Policy and Procedures
- 3.17 Whistleblower Policy and Procedures

4. Authorisation – Signature of Board Secretary



Signature

..... Date 24/11/20.....

Name Ana Ibanez.....

Procedures

1. Responsibilities

- 1.1 It shall be the responsibility of the Chief Executive Officer and *General Managers* to ensure implementation of these policies and procedures.
- 1.2 It is the responsibility of all *Staff, Volunteers* and *Board Members* and *Contractors* to follow these procedures.

2. Workplace Behaviour

- 2.1 We are all required to:
 - 2.1.1 Treat *Service Users, Staff, Volunteers* and *Board Members* and *Contractors* with courtesy, respect and consideration
 - 2.1.2 Not discriminate, harass, bully, intimidate, vilify, victimise, act or threaten to act violently towards *Service Users, Staff, Volunteers, Board Members, Contractors* or members of our community
 - 2.1.3 Raise any grievance in accordance with our Internal Complaints and Disputes Policy and Procedures when we believe we have witnessed/experienced unacceptable workplace behavior

3. Health and Safety

- 3.1 We are all required to:
 - 3.1.1 Promote a positive safety culture and openly challenge unsafe behaviour
 - 3.1.2 Promptly report accidents, incidents, near misses and noncompliance in accordance with the Health and Safety Policy
 - 3.1.3 Integrate health and safety considerations into our day-to-day activities
 - 3.1.4 Ensure we know what to do if an emergency occurs at our place of work

4. Confidentiality and Privacy

- 4.1 We are all required to:
 - 4.1.1 Take steps to protect confidential information and only use the information for the purpose authorised by *Bridge Darebin*
 - 4.1.2 Collect, use, store, handle, update and destroy information, in line with the Document and Information Management Policy and Procedures

5. Drugs and Alcohol

- 5.1 No one must drink alcohol or use drugs at this workplace, except:
 - 5.1.1 For legitimate medical reasons: You must notify your supervisor if prescribed medication is likely to effect your behaviour and therefore work health and safety. Your manager may assign you other duties while you're taking the medication
 - 5.1.2 At workplace-based social events
- 5.2 Responsible social events can be held at this workplace (such as Christmas parties). To help ensure everyone remains safe:
 - 5.2.1 Everyone is expected to act responsibly
 - 5.2.2 Food and non-alcoholic drinks will be provided

- 5.3 Each person must ensure that they are not, by the consumption of drugs or alcohol, in such a condition as to endanger their own safety or that of others at this workplace.
- 5.4 This includes not coming to work if, after drinking or using drugs outside work, your ability to work safely remains impaired.
- 5.5 Your manager must, if they have reasonable grounds for believing that you are incapable of safely performing your duties or may be a risk to others due to the effects of drugs or alcohol, arrange for you to be removed safely from the workplace and, if necessary, make arrangements to assist you to arrive home safely.
- 5.6 Each person must comply with this Code, including by agreeing to leave the workplace if so directed by their manager.
- 5.7 Affected persons will not to be permitted back into the workplace until they are deemed to be free of any influence of drugs or alcohol.
- 5.8 If an individual affected by alcohol or other drugs is sent home to recover, they will not be paid for the lost time.
- 5.9 If anyone is found to breach this policy, management will undertake disciplinary action upon return to work, including, depending on the circumstances, by providing a formal warning, encouraging the person to get treatment, suspension or dismissal.
- 5.10 *Bridge Darebin* will identify all workplace factors that may influence someone to misuse drugs or alcohol, and use the risk management model referred to in the Risk Management Policy to eliminate drug or alcohol use or control the risks from them.
- 5.11 *Bridge Darebin* will consult with *Staff*, *Volunteers* and *Board Members* and the Health and Safety Officer on this issue.
- 5.12 *Bridge Darebin* will provide regular training and information about the effects of drug and alcohol use on personal and work health and safety, and on the components of this policy.

6. Assets and Resources

- 6.1 We are all required to:
 - 6.1.1 Use and maintain *Bridge Darebin's* assets and resources to support *Bridge Darebin's* optimal operation
 - 6.1.2 Use *Bridge Darebin* assets and resources for the benefit of *Bridge Darebin* only
 - 6.1.3 Report damage or defects to assets and resources to a manager
 - 6.1.4 Report suspected or actual misuse of or fraudulent activity of *Bridge Darebin's* assets or resources to a manager

7. Acceptable Use of Electronic Media

- 7.1 The following are *Bridge Darebin's* guidelines for acceptable use of the computer network, including internet and email, by *Staff* and *Volunteers*.
- 7.2 Access to internet and email is provided to *Staff* and *Volunteers* for the primary purpose of assisting them in carrying out the duties of their employment.
- 7.3 *Staff* and *Volunteers* may use the internet and email access provided by *Bridge Darebin* for:
 - 7.3.1 Any work and work-related purposes
 - 7.3.2 Limited personal use (see below)
 - 7.3.3 More extended personal use under specific circumstances (see below).

- 7.4 Where *Staff* and *Volunteers* use computer equipment or computer software at the premises of *Bridge Darebin* or use computer equipment or software belonging to *Bridge Darebin*, a *Manager* may access any data on that equipment to ensure that *Bridge Darebin's* policies are being adhered to. Such data should not be regarded as under all circumstances private in nature.
- 7.5 Limited personal use of computer, internet and email facilities provided by *Bridge Darebin* is permitted where it:
- 7.5.1 Is infrequent and brief
 - 7.5.2 Does not interfere with the duties of the *Staff Member* or *Volunteer* or their colleagues
 - 7.5.3 Does not interfere with the operation of *Bridge Darebin*
 - 7.5.4 Does not compromise the security of *Bridge Darebin* or of its systems
 - 7.5.5 Does not compromise the reputation or public image of *Bridge Darebin*
 - 7.5.6 Does not impact on the electronic storage capacity of *Bridge Darebin*
 - 7.5.7 Does not decrease network performance (e.g. large email attachments can decrease system performance and potentially cause system outages)
 - 7.5.8 Incurs no additional expense for *Bridge Darebin*
 - 7.5.9 Violates no laws
 - 7.5.10 Does not compromise any of the confidentiality requirements of *Bridge Darebin*
 - 7.5.11 Does not fall under any of the “unacceptable use” clauses outlined below.
- 7.6 Examples of what would be considered reasonable personal use are:
- 7.6.1 Conducting a brief online banking transaction, or paying a bill
 - 7.6.2 Sending a brief personal email, similar to making a brief personal phone call
- 7.7 Permitted extended personal use
- 7.7.1 It is recognised that there may be times when *Staff* and *Volunteers* need to use the internet or email for extended personal use. An example of this could be when a *Staff Member* or *Volunteer* needs to use the internet to access a considerable amount of material related to study they are undertaking.
 - 7.7.2 In these situations it is expected that:
 - a) The *Staff Member* or *Volunteer* advise and negotiate this use with their manager beforehand in order to obtain the manager’s approval
 - b) The time spent on the internet replaces all or part of a *Staff Member* or *Volunteer's* break/s for that day, or that they adjust their timesheet accordingly for that day.
- 7.8 Access to electronic data
- 7.8.1 The Bridge may need to access any and all information, including computer files, email messages, text messages and voicemail messages. *Bridge Darebin* may, in its sole discretion, authorise its *Staff* to inspect any files or messages recorded on its electronic media at any time for any reason. Where use of *Bridge Darebin's* equipment or software requires the use of a password, this should not be taken to imply any right of privacy in the user. *Bridge Darebin* may also

recover information that a user has attempted to delete, and *Staff* and *Volunteers* should not assume that such data will be treated as confidential.

7.9 Unacceptable use

7.9.1 *Staff* and *Volunteers* may not use internet or email access (including internal email access) provided by *Bridge Darebin* to:

- a) Create or exchange messages that are offensive, harassing, obscene or threatening
- b) Visit websites containing objectionable (including pornographic) or criminal material
- c) Exchange any confidential or sensitive information held by *Bridge Darebin* (unless in the authorised course of their duties)
- d) Create, store or exchange information in violation of copyright laws (including the uploading or downloading of commercial software, games, music or movies)
- e) Transfer material owned by *Bridge Darebin* to other 'third parties' for non-work purposes (basically our material is ours and breach of copyright laws if this material is used for other purposes).
- f) Undertake internet-enabled non-work-related activities such as gambling, gaming, conducting a private business or conducting illegal activities
- g) Create or exchange advertisements, solicitations, chain letters or other unsolicited or bulk email
- h) Otherwise undertake unlawful activities

7.9.2 *Staff* and *Volunteers* may not use *Bridge Darebin's* computers to play games at any time.

8. Use of Mobile Phones

8.1 *Staff Members* and *Volunteers* of *Bridge Darebin* whose duties necessitate use of a mobile phone may be assigned a phone or may be reimbursed for business use of a personal phone under the following circumstances.

8.2 Use of the phone may be approved by the Chief Executive Officer, or their duly authorised nominee, according to the following criteria:

- 8.2.1 A requirement to travel frequently on business away from the office
- 8.2.2 A need for others to communicate with the *Staff Member* or about *Bridge Darebin* business when the *Staff Member* is away from their office
- 8.2.3 A need for the *Staff Member* to communicate with others regarding *Bridge Darebin* business when the *Staff Member* is away from their office
- 8.2.4 A need for the *Staff Member* to have access to mobile internet when away from their office
- 8.2.5 The *Staff Member* supports or is otherwise responsible for programs, services or systems that necessitate frequent and immediate communications throughout the day or after working hours

8.3 The lowest cost plan available to accommodate the particular organisational need shall be used. The need for a phone must be reviewed at least once a year to verify that the

arrangement continues to be justified. The arrangement shall be terminated on resignation, separation or transfer of the *Staff Member*.

- 8.4 Personal use of a *Bridge Darebin* mobile phone, where such use is likely to incur a substantial additional cost for *Bridge Darebin*, is highly discouraged. *Staff Members* are expected to fully reimburse *Bridge Darebin* for any extra costs incurred by *Bridge Darebin* as a result of such usage.
- 8.5 Alternatively, the *Staff Member* may purchase their own telephone and submit a reimbursement request for organisation-related calls. For these expenses to be reimbursed an itemised account will be required.

9. Conflict of Interest

- 9.1 A conflict of interest is a situation that has the potential to undermine the impartiality of a person because of the possibility of a clash between the individual's private interests and the interests of *Bridge Darebin*, which may raise ethical or legal issues.
- 9.2 We are all required to:
 - 9.2.1 Manage conflicts of interest to ensure we never put ourselves in situations that place or appear to place our own personal interests before those of *Bridge Darebin*
 - 9.2.2 Disclose potential or actual conflicts of interest
 - 9.2.3 Ensure other employment does not conflict with your role at *Bridge Darebin* (unless otherwise agreed with *Bridge Darebin*)

10. Integrity, Accountability and Ethical Standards

- 10.1 We are all required to:
 - 10.1.1 Be responsible for our decisions and actions
 - 10.1.2 Act with integrity and in the best interests of *Bridge Darebin* in all that we do
 - 10.1.3 Speak about *Bridge Darebin* in a positive manner and support other *Staff*/volunteers to work together cohesively both internally and publicly
 - 10.1.4 Be honest, fair and trustworthy in all our activities and relationships

11. Legislative Compliance

- 11.1 We are all required to:
 - 11.1.1 Adhere to all accounting procedures of *Bridge Darebin*
 - 11.1.2 Report to the Executive Officer or Board of Management any matters that we believe constitutes misconduct, fraud, corruption, breach of law or similar conduct

12. Environment

- 12.1 We are all required to comply with *Bridge Darebin's* Sustainability Policy, and in our day to day work, ensure that we:
 - 12.1.1 Sort rubbish according to recyclable, hard rubbish, soft plastics and food scraps
 - 12.1.2 Avoid the use of single-use plastic
 - 12.1.3 Turn off all heaters, air conditioners, lights, fans, computers and monitors and any other electrical appliances when not in use
 - 12.1.4 Minimise water usage

13. Misconduct

- 13.1 It is important that *Staff* are aware of behaviour that could amount to misconduct and that all relevant parties are aware of *Bridge Darebin's* policy for dealing with misconduct.
- 13.2 *Bridge Darebin* may discipline a *Staff Member* who engages in unacceptable behaviour.
- 13.3 *Bridge Darebin* expects *Staff Members* to observe acceptable standards of behaviour.
- 13.4 *Staff Members* must not engage in behaviour that amounts to misconduct (including serious misconduct) at the workplace. This includes where *Staff Members* are working on site or off-site, attending a work-related conference or function, or attending a client or other work-related event, including retreats and social events.
- 13.5 Where a *Staff Member* engages in misconduct or alleged misconduct, the processes in this policy will be followed.
- 13.6 Behaviour amounting to misconduct includes, but is not limited to, the following:
- 13.6.1 Failing to obey lawful and reasonable instructions of *Bridge Darebin*
 - 13.6.2 Failing to follow defined policies, procedures and rules
 - 13.6.3 Failing to share relevant information with *Bridge Darebin*
 - 13.6.4 Unacceptable disruptive behaviour
 - 13.6.5 Unauthorised absence from the workplace
 - 13.6.6 Repeatedly being late for work without lawful excuse.
- 13.7 When proven, misconduct may provide a valid reason for termination of a *Staff Member's* employment with notice.
- 13.8 Serious misconduct
- 13.8.1 Whether misconduct amounts to serious misconduct depends on the particular circumstances of a given case. Managers should consider the circumstances fully as they apply to the particular *Staff Member* when determining whether or not the *Staff Member* has engaged in conduct that could be considered serious misconduct.
 - 13.8.2 Behaviour amounting to serious misconduct includes, but is not limited to:
 - a) Willful or deliberate behaviour that is inconsistent with the *Staff Member's* contract of employment
 - b) Theft
 - c) Fraud
 - d) Assault
 - e) Intoxication at work
 - f) Use of derogatory, violent or abusive language
 - g) Physically or verbally abusive altercations
 - h) Failure to observe safety rules
 - i) Concealment of a material fact on engagement
 - j) Obscenity
 - k) Dishonesty in the course of the employment

- l) Criminal conduct including conduct that, if proven, renders the *Staff Member* completely unfit for work.

13.9 The *General Managers* are responsible for ensuring that:

- 13.9.1 The processes in this policy are followed in relation to all instances and allegations of misconduct
- 13.9.2 *Staff Members* that are the subject of any investigation are afforded procedural fairness
- 13.9.3 Confidentiality is maintained to the greatest extent possible.

13.10 *Managers* are responsible for ensuring that:

- 13.10.1 Where appropriate, they try to informally resolve any instances or allegations of *Staff Member* misconduct with the *Staff Member(s)* involved in first instance (in consultation with the Chief Executive Officer)
- 13.10.2 Instances or allegations of misconduct are reported to the Chief Executive Officer
- 13.10.3 All necessary assistance is provided to the Chief Executive Officer or any other person investigating an instance or allegation of misconduct.

13.11 *Staff Members* are responsible for ensuring that they:

- 13.11.1 Comply with this policy and related procedures
- 13.11.2 Report any instances or allegations of misconducts to the relevant manager, or the chief executive officer, as appropriate

13.12 A breach of this code may lead to disciplinary action and possible dismissal. Where *Bridge Darebin* considers that a *Staff Member* has engaged in serious misconduct, *Bridge Darebin* may dismiss the *Staff Member* without notice.

13.13 Each instance or allegation of misconduct will be considered by *Bridge Darebin* on its own merits, and any mitigating circumstances will be taken into account.

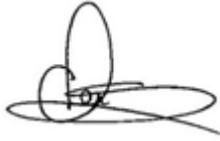
13.14 Where a *Staff Member* is accused of engaging in misconduct, it is open to *Bridge Darebin* to stand the *Staff Member* down on full pay in order to further investigate the matter.

13.15 Investigations into instances or allegations of misconduct will be conducted in accordance with the principles of procedural fairness. *Staff Members* accused of misconduct will be given an opportunity to respond to the allegations against them and may have a support person present at any disciplinary meetings with *Bridge Darebin*.

13.16 Any meetings relating to instances or allegations of misconduct or serious misconduct will be conducted by two members of the Chief Executive Officer, one of whom will act as a note taker.

13.17 If *Bridge Darebin* decides that the appropriate action is to dismiss a *Staff Member*, the *Staff Member* will be provided with the full reasons for the decision.

Authorisation – Signature of Chief Executive Officer



Signature

Date 15/1/21.....

Name: Christine Lombardo.....

Acknowledgement

The Code of Conduct has been established to protect you and all users of *Bridge Darebin*. By signing the below, you agree to adhere to *Bridge Darebin* Code of Conduct and the process for termination should you breach any of the behavioural/laws listed.

In signing this document, I agree that I have read, understood and will uphold *Bridge Darebin* Code of Conduct.

Full name: _____

Signed: _____ Date: _____