



# **Workplace Code of Conduct**

**Approved – EMT 10 March 2011**

## WORKPLACE CODE OF CONDUCT

### **1. Purpose**

We are committed to working with each other to create an organisation which is supportive, has clear accountabilities and in which each person knows what is expected of them.

This Code describes the principles of good conduct and standards of behaviour that we can expect of each other and the community can expect of us.

### **2. Scope of Code**

This Code applies to all employees, volunteers, students, and contractors while they are working for Council. It does not apply to employees employed by contractors under the control of the contractor; however it is Council's expectation that contractors will require their staff to meet the intentions of this Code. Where specifically identified these standards also apply to you after you have left Council's employment.

### **3. Statement of general duty of all Council staff**

Your overriding responsibility as a member of Council staff is to work for the good of the community and to deliver services to the community, as described in Council's decisions, plans, policies and strategies.

You are expected to devote your full attention and energy to your work responsibilities while on duty for Council.

### **4. Obligations under the employment relationship**

As an employee of Council, you have the following obligations under employment law as part of your employment relationship:

- to comply with all reasonable and lawful directions of a manager or supervisor which are related to your duties or employment with Council,
- to act in good faith and not act in a way which conflicts with the interests of Council or the proper performance of your duties,
- to protect the property and goodwill of Council,
- to act honestly and truthfully answer all questions asked by a manager or supervisor which relates to your employment or duties,
- to perform your duties in a proper and competent manner and to use reasonable care and skill in doing so, and;
- to take reasonable care to protect the health and safety of yourself and others.

Additionally, Council retains legal ownership of all intellectual property you produce in the course of your duties.

Council has the following obligations towards you as its employee:

- to be considerate in its dealings with you and treat you fairly
- to not damage the relationship of trust and confidence with you without reasonable cause, and;
- to act in 'good faith' towards you.

## 5. **VALUES** ...*Who We Are, What We Do*

Our values drive how we go about our work, how we work with our communities and customers and with each other. You are expected to demonstrate the values in you work with others.

**Positive** ...We are positive and enthusiastic in how we work together.

**Innovative and Improving** ...We will try new ideas and aim to improve.

**Accountable** ...We are accountable for what we do.

**Genuine** ...Our actions will match our words.

**Open** ...We are open and constructive in how we communicate and solve problems.

**Respectful** ...We are respectful to each other at all times.

**Supportive** ...We are supportive of each other.

## 6. **General principles for your conduct**

1. You should act according to all laws of the State and the Commonwealth Governments.
2. You are required to be fair, honest, impartial and proper in your actions and decisions and act responsibly in performing your duties.
3. You have a duty of care to yourself, your co-workers, community members and anyone with whom you come into contact as part of your duties with Council. You are expected to exercise reasonable care and diligence in the performance of your duties and to take responsibility for your decisions, actions and behaviours.
4. Your behaviour and working relationships with other staff, Councillors and community members should be consistent with the Values and Council's Equal Opportunity and Bullying, Discrimination and Harassment Policies.
5. You must not improperly use any official powers, position or information you have, and you must ensure any conflict of interest which may arise is managed according to Council's Conflict of Interest Policy for Council Officers.
6. You must not seek, expect or accept any gift, reward or benefit for yourself or any member of your family in the performance of your duties or position with Council except as provided for in Council's Gifts and Hospitality Policy.

7. You should use reasonable judgement to ensure that public resources are not wasted, abused or used improperly or extravagantly.
8. You should respect Council's policies, decisions, procedures and rules and carry out official Council decisions and policies faithfully and impartially.
9. It is your responsibility to ensure that Council equipment and assets are maintained in a safe and functional manner. Equipment is only to be used for the purpose for which it was intended and according to any instructions which may have been issued.
10. You are not permitted to use Council property, unless agreed in your Conditions of Employment, for personal use. Equipment or property is not to be removed, given away, borrowed or destroyed unless authorised by the relevant manager in accordance with Council's relevant Asset Disposal Policies.
11. You should use information in an impartial and considered manner, and protect confidentiality at all times, both in written and verbal communication. This duty extends beyond your term of employment with Council.
12. You are to ensure that your appearance is neat, clean and appropriate for your particular area of work. Where Council provides you with a uniform, it should be worn in accordance with Council requirements. You should be aware that while wearing a uniform to and from work, there is a community perception that you are on duty and you should conduct yourself in a professional and responsible manner.
13. Consistent with Council's Customer Service Standards, you will wear some form of identification as a Council employee which includes your name while on Council business.
14. If you are an on-going or fixed term staff member, and are employed by other employers while employed with Council, you are required to apply for approval to do so to ensure these other duties or activities do not conflict with your responsibilities to Council. Approval for other employment will not be unreasonably withheld by Council. This does not apply if you are a casual employee.
15. You should notify your manager or director of any charges for an indictable offence or any findings of guilt for all offences which may affect your employment or impair your obligations as an employee. An indictable offence is a serious crime which is generally tried before a judge and jury including but, not restricted to, burglary, theft, fraud, indecent assault, drug trafficking offenses, murder, or manslaughter. You do not need to report charges for summary offenses such as road traffic offences, minor assaults, property damage or offensive behaviour which are not related to your employment or employment relationship. If you are unsure whether any particular matter is related to your employment you should seek advice from your manager or the Manager Human Resources.
16. You should also notify your manager of any loss or expiration of any professional registration, qualification, license or certification relevant to your position.

17. You are expected to continually look for and take opportunities to improve your level of competence, maintain your knowledge and support the development of skills and competence of colleagues. You will be supported to do this formally through performance feedback and review and professional development opportunities.

## **7. Supporting appropriate conduct**

You are responsible for ensuring you understand and follow this Code. Your manager or direct supervisor will assist you with advice and support in doing this by answering questions, providing feedback and discussing the Code with you.

If you have honestly and faithfully carried out your duties in accordance with this Code, you can expect Council to publicly support you against any unfair or unfounded allegations relating to your public or professional duties.

Serious or repeated breaches of this Code will be dealt with as disciplinary matters.

Members of the community and other staff may approach managers, directors or the CEO with concerns about the conduct of Council staff. On these occasions, the responsible senior officer will discuss the concern with the person reporting it and the staff member concerned to determine whether there are grounds for further investigation. If there is evidence that there may have been a breach of the Code, the relevant director will determine appropriate action. Advice should be sought from the Manager Human Resources.

Any malicious or vexatious complaint or allegation from a staff member against another staff member will be treated as a breach of this Code.

## **8. Relationship with other Council Policies**

This Code of Conduct draws on a range of Council policies. Where there is an inconsistency, the original policy will be taken as the authority.

- Conflict of Interest - Council Officers Policy
- Prevention, Detection and Dealing with Fraud Policy
- Alcohol and Other Drugs in the Workplace Policy
- Discrimination, Bullying and Harassment Policy
- Equal Opportunity Policy
- Customer Service Standards
- Charter of Human Rights and Responsibilities
- Gifts and Hospitality Policy
- Procurement Policy and Procedures
- Internet and Email Use Policy
- Information Privacy Policy

- Media Relations Policy
- Employee Uniform and Dress Code Policy
- Whistleblowers Protection Policy
- Councillors Code of Conduct (to the extent it describes officers' behaviour)

A breach of any of these policies will be considered a breach of this Code.

## **9. Further help?**

This Code of Conduct does not cover every situation or anticipate every eventuality. If you are unclear or have any doubts or uncertainties about any aspect of workplace behaviour or conduct you should talk with your manager or director about the appropriate way in which to deal with the issue.

Copies of the relevant policies are available on the intranet or in hard copy form at worksites without intranet access.