

Code of Conduct

1 Purpose

The purpose of this Code of Conduct Policy document is to provide guidance on acceptable standards of behaviour and how all CTC employees are expected to conduct their duties while working towards fulfilling CTC's vision to be “a leader for innovative employment solutions and a socially conscious organisation, resulting in supportive communities and thriving businesses with skilled and motivated people”.

2 Scope

This policy document applies to all CTC employees including people acting on the behalf of CTC including casual, contracted and volunteer employees.

3 Policy Statement

CTC expects that all persons who work for or on behalf of CTC will conduct themselves in a manner that demonstrates respectful, ethical, and lawful behaviour at all times, that is also consistent with the highest integrity and consideration of others.

This policy document aims to establish a common understanding of the standards of behaviour expected of all employees of CTC. This Code does not attempt to provide a detailed and exhaustive list of what to do in every aspect of your work. Instead, it sets out standards of behaviour expected and provides a broad framework that will help you to decide on an appropriate course of action when you are faced with an ethical issue.

4 Procedure

This policy document provides examples of appropriate behaviour. These examples are intended to demonstrate the principles of the Code however, they are not exhaustive and have limitations. If you are unsure about an issue, then you should discuss the matter with your direct supervisor or the General Manager.

1.1 Reporting of Misconduct/Breaches of Policy

The Department of Communities, Child Safety, and Disability Services must be notified of any misconduct/breaches of policy as documented in the Service Agreement. The first point of contact is the Contract Manager responsible for the oversight of CTC's Service Agreement with the Dept.

1.2 Structure of the Code

The content of the Code has been organised under the following headings:

- Working within the Law
- Working with Others
- Working with Integrity
- Working with Diligence
- Working with CTC Resources

These headings correlate with the five ethical values described in the Public Sector Ethics Act (1994):

- Respect for the law and system of government
- Respect for persons
- Integrity
- Diligence
- Economy and efficiency

1.2.1 *Working within the law*

This principle assumes a system based on the tenets of responsible parliamentary government and the rule of the law. It is acknowledged that respect for the law and system of government does not detract from the rights of employees to engage in free inquiry and active criticism on matters of public concern.

You will acknowledge the laws of the state. You will not engage in behaviours that are of a criminal or illegal nature, if whilst employed with or working on behalf of CTC and engage in criminal or illegal behaviours you will be counselled in accordance with CTC's Disciplinary Policy.

1.2.2 *Working with others*

This principle requires that all CTC employees and representatives treat people honestly and fairly whilst behaving respectfully, ethically, and lawfully at all times, to ensure proper regard for the rights and obligations of people are met.

CTC employees and representatives of CTC are to acknowledge responsibility and accountability for their behaviour at all times.

As an employee or representative of CTC, you will be responsive, courteous and respectful when communicating and associating with people. You will treat all persons justly, irrespective of their gender, sexual orientation, race, ability, religion, marital status, age, political conviction or other grounds. All employees and representatives of CTC will protect the privacy of others and maintain appropriate confidentiality.

All employees and representatives of CTC will not engage in behaviours that could be interpreted as bullying, including but not limited to intimidating, insulting, offensive, degrading, or humiliating behaviours directed towards others to achieve personal gains. Employees and representatives of CTC will not engage in harassing or discriminatory behaviours directed towards others at any time during their association with CTC.

1.2.3 Working with integrity

Employees and representatives of CTC are placed in a position of trust, and as such CTC requires that all employees and representatives maintain and enhance public confidence in the integrity of CTC. When engaging in decision making processes all employees and representatives of CTC will maintain honest and impartial conduct whilst observing procedural fairness to ensure socially just outcomes.

Employees and representatives of CTC will not intentionally or otherwise use their official powers or position to actively engage in coercive behaviours for their own personal gain, to the detriment of others.

Employees and representatives of CTC must declare any existing or potential conflicts of interest, if and when they arise.

Employees and representatives of CTC must not accept financial gifts from people who they are working with.

Employees and representatives of CTC must not accept ownership of or take kudos for other people's work.

All employees and representatives of CTC are to report genuine suspicions of fraudulent or corrupt conduct or maladministration to the appropriate manager or external authority (Whistleblowers Protection Act 1994).

1.2.4 Working with diligence

All employees and representatives of CTC must acknowledge their responsibility to conduct themselves in a professional manner whilst ensuring their work performance continues to reflect best practice in the type of work.

All employees and representatives of CTC will continue to achieve high standards of practice within all aspects of work roles.

All employees and representatives of CTC will consider the health and wellbeing of people with whom they are working with.

All employees and representatives will not engage in drug or alcohol use whilst working, or behaviours that are deemed to be irresponsible or affect your performance whilst acting in an official capacity.

1.2.5 Working with CTC Resources

All employees and representatives of CTC are required to ensure resources are not wasted, abused or used improperly. Permission needs to be gained in order to use CTC's resources outside of CTC.

1.3 Concerns

If you have any concerns about the way in which others are applying the code, you may seek clarification or remedial action through any Grievance and Appeals Procedure current at the time.

5 Responsibilities

5.1 Compliance with this policy

All people referred to in the scope are required to comply with this policy. If this policy is not complied with, disciplinary action may be taken. For further information refer to the Disciplinary Action Procedure.

6 Related Policy Documents

6.1 Policies

PO-044 Complaints Policy
PR-030 Complaints Procedure

6.2 Procedures

PO-016 Disciplinary Policy