

WCS Code of Conduct

Purpose

The WCS Code of Conduct:

- provides the standards for the way we work, behave and perform at WCS
- safeguards the rights and interests of all staff and service users
- ensures our decisions, actions and professional conduct reflect the vision and values of WCS.

Scope

The Code of Conduct applies to anyone who works for WCS including part-time, full-time, casual and fixed term employees, volunteers, student placements and any others who have been engaged to provide services for or on behalf of WCS, such as contractors and consultants. For the purposes of this policy, 'staff' includes persons engaged to work for WCS under any of these arrangements.

The Code applies whenever a WCS staff member is representing WCS. This may include times when a staff member is engaged outside normal working hours, for example, work functions, work activities or in the community representing WCS.

Policy

WCS expects staff to observe the Code of Conduct as a condition of their engagement. This includes:

- demonstrating honesty, integrity, quality and trust in everything they do
- leading by example, positively influencing others and supporting those who also demonstrate these values and associated behaviours
- reporting immediately any instances where they believe these values are threatened or have been compromised.

How do I know if my conduct complies with the Code of Conduct?

The Code of Conduct provides basic guidance and minimum expectations regarding staff conduct.

Staff are expected to consider the impact of their actions and act upon their best judgement to maintain WCS's and their own reputation. If in doubt, staff should seek clarification from a manager, a Director or a People and Culture (P&C/human resources) representative.

What will happen if I breach the Code of Conduct?

If a staff member does not comply with the principles or the spirit of the Code of Conduct or any of WCS's policies and procedures, WCS may consider this a breach and investigate further.

Breaches of the Code of Conduct or any other policies and procedures may result in disciplinary action, ranging from a verbal warning through to termination of employment for serious breaches.

Serious breaches include, for example:

- serious instances of harassment, sexual harassment, discrimination or bullying
- assault
- serious safety breaches
- theft or serious misuse of WCS resources
- actions resulting in serious damage to WCS property and/or reputation
- serious breach of WCS's policies, procedures or the law
- conviction, or finding of guilt, under a territory law or a state or Commonwealth law, involving reportable conduct
- failure to notify the Ombudsman of reportable conduct including allegations and offences or convictions
- abusive conduct or neglect towards a vulnerable person
- threat of assault to another person.

Upholding the Code

On commencement, all staff are required to sign the Code of Conduct Agreement (attached) to acknowledge that they have read, understood, and agree to abide by, the Code of Conduct.

Responding to allegations of breaches of the Code of Conduct

In the event that a supervisor receives a report of a potential breach of the Code of Conduct in relation to one of their team members, the supervisor is responsible for immediately taking action to investigate and manage the situation.

Note: An 'allegation' is an express assertion that perceived conduct may breach the WCS Code of Conduct. It can be made with or without proof.

They must:

- refer to the Managing Alleged Misconduct Procedure for information
- consult with P&C before commencing the process.

See attached page for Code of Conduct and Agreement form.

References

The following related documents are available in the Organisation Hub, on the WCS Intranet. See, in particular, the topic pages [Integrity and Responsibility](#) and [Workplace Culture and Conduct](#).

- Managing Alleged Misconduct Procedure
- Bullying, Harassment and Discrimination Prevention Policy
- Conflict of Interest Policy and Procedure
- Child Protection and Reporting Policy and Procedures
- Preventing and Responding to Violence, Abuse, Neglect or Exploitation of Vulnerable Persons Policy and Procedures
- Privacy Policy, Information and Knowledge Management Policy
- Investigation Process

Policy review

Current version

Service line Service area	Corporate Services People and Culture	Version	1.3
Process owner	Director, Corporate Services	Date of issue	May 2021
Approved by	Sharon Flanigan	Scheduled review date	May 2023

Modification history (including current version)

Version	Date	Author	Approved by	Description of changes
1.3	May 2021	David Hannaford, Senior HR Advisor	Sharon Flanigan, Director, Corporate Services	Additional examples of 'serious breach' to meet Vulnerable People legislation and Child Protection issues. Included definition of 'allegation' and minor changes to text.
1.2	April 2019	David Hannaford, Senior HR Advisor	Sharon Flanigan, Director, Corporate Services	Standardise text in the third person, consistent with other WCS HR policies.
1.1	Jan 2018	Sharon Flanigan, Manager, People and Culture	Jennie Seppings, Director, Corporate Support	A comprehensive policy detailing compliance requirements and consequences of non-compliance. No changes to the actual Code.

The Code of Conduct

Woden Community Service's (WCS's) Code of Conduct requires that staff, in the course of their work with WCS, must:

1. **Behave** honestly and with integrity.
2. **Act** with care and diligence.
3. **Treat everyone** with respect and courtesy, and without discrimination, bullying, intimidation or harassment.
4. **Comply** with all applicable Australian laws and WCS' policies, guidelines and procedures.
5. **Comply** with any lawful and reasonable direction given by someone in WCS who has authority to give the direction.
6. **Respect** and **maintain** appropriate confidentiality and privacy of staff, service users, and others who have relationships with WCS.
7. **Disclose**, and take reasonable steps to avoid, any conflict of interest (real or apparent) relating to your employment or the interests of WCS.
8. **Use** WCS' resources in a proper manner and only for their intended purpose.
9. **Maintain** appropriate behaviour on social media, and not refer to WCS in any manner that may damage its reputation.
10. **Not** provide false or misleading information in any situation.
11. **Not** make improper use of inside information, or of your duties, status, power or authority, to gain or seek to gain a personal benefit or advantage.
12. **Always** behave in a way that upholds WCS' vision, purpose, values and behaviours, goals, integrity and good reputation.
13. **Report** suspected breaches of the Code of Conduct immediately or as soon as possible.

Agreement

As a person engaged by Woden Community Services (WCS), I have read, understood, and agree to abide by, this Code of Conduct.

Name: _____ **Signature:** _____ **Date:** _____