Purpose:
The Code of Conduct and Ethics Policy sets out the ethical principles and professional standards of conduct all staff and volunteers employed by Activ are expected to adopt in the course of their employment, and in the performance of their duties.

Scope:
This policy applies to all staff and volunteers and is additional to the legal, moral and duty of care obligations required.

Policy Statements:
Activ is committed to maintaining a Code of Conduct and Ethics that outlines the standards of behaviour expected of staff and volunteers; their rights; and ethical standards expected of them to promote sound professional behaviour in order to safeguard the welfare of our Clients and the integrity of Activ.

Our organisational values, moral imperatives and ethical principles will form the basis for the development of this code.

Failure to adhere to the Code of Conduct and Ethics can result in disciplinary action that may lead to the termination of employment and/or volunteer work with Activ.

Definitions:
Activ: Means the legal entity Activ Foundation Inc.
Client: A Client is defined as a person with a disability who receives disability support services from Activ.
Code of Conduct: “Activ’s Code of Conduct Expectations and Rights” provided at Attachment A.
Code of Ethics: A set of principles by which behaviour can be judged to be right or wrong. “Activ’s Code of Ethics for Staff and volunteers” is provided at Attachment A.
Staff: All permanent, part-time, contract and casual staff in the employ of Activ.
Volunteer: Anyone, including a Board member, who without compensation or expectation of compensation beyond reimbursement performs a task at the direction of and on behalf of Activ.

Procedure:
The Chief Executive Officer in consultation with the Leadership Team will issue and maintain a Code of Conduct and Ethics that will apply to all Activ staff and volunteers.

Performance Standards:
- All staff and volunteers fully understand and comply with the Code of Conduct and Ethics.
- All staff and volunteers have access to the Code of Conduct and Ethics.
- Alleged breaches of the Code of Conduct and Ethics are reported to a staff member’s or volunteer’s immediate supervisor.
Consultation Process:
Leadership Team, Managers and Staff

Implementation Responsibility:
General Managers, Managers and Staff

Attachment
Attachment A: Activ's Code of Conduct and Ethics for Staff and Volunteers
Our Purpose: ................................................................................................................. 4
Our Values: doing it the Activ way ................................................................. 4

**Code of Conduct** ........................................................................................................... 5
- Expectations ........................................................................................................ 5
- Service to Families and People with Intellectual Disability (Clients) ........... 5
- Conduct Towards Clients .............................................................................. 5
- Conduct Towards Commercial Customers and Partners ....................... 5
- Conduct Towards Fellow Staff and Volunteers ......................................... 6
- Compliance with Policy and Lawful Directions ......................................... 6
- Conflict of Interest ............................................................................................ 6
- Dress Standards ................................................................................................... 6
- Use of Alcohol and Drugs ............................................................................... 7
- Use of Official Information ........................................................................... 7
- Contact with the Media and the Public ....................................................... 7
- Occupational Health and Safety ................................................................. 7
- Use of Activ Property and Equipment ........................................................ 7
- Use of Activ Vehicles ..................................................................................... 8
Rights ......................................................................................................................... 8

**Code of Ethics** ........................................................................................................ 10
- Duty of Care ...................................................................................................... 10
- Financial Probity and Accountability ............................................................ 10
- Diligence ............................................................................................................ 10
- Punctuality ......................................................................................................... 10
- Wastage and Extravagance ........................................................................... 10
- Courtesy to Clients and the Public ............................................................... 11
- Criminal Offences ........................................................................................... 11
- Gifts and Favours ............................................................................................. 11
- Invitations .......................................................................................................... 11
- Fairness ................................................................................................................ 11
- Political Participation ....................................................................................... 11
- Outside Employment ....................................................................................... 11
- Work Environment .......................................................................................... 12
- Participation in Seminars and Related Activities ....................................... 12
- Reporting of Unethical Behaviour ............................................................... 12
- Equal Employment Opportunity ................................................................. 12
- Occupational Health and Safety ................................................................. 12
- Access and Equity ............................................................................................ 12
- Copyright and Intellectual Property ............................................................ 12
- Research ............................................................................................................. 12
- Patronage or Favouritism .............................................................................. 13
- Confidentiality after Leaving Activ ............................................................. 13
Attachment A

Foreword
In order to achieve Our Purpose – “to provide a range of services for people with disability enabling them and their families to pursue a better life”, all staff and volunteers are expected to be familiar with, abide by, and uphold the Code of Conduct and Ethics at all times.

The Code of Conduct and Ethics sets the standards for the way we work at Activ and the values we hold as an organisation. It provides a practical set of guiding principles to help you make decisions in your day to day work, whatever you do and wherever you do it, and outlines the expectations and rights of all Activ staff and volunteers. The Code of Conduct and Ethics is supported by relevant legislation and policies that can be found on Activ’s intranet.

By conducting ourselves and carrying out our role in a professional and ethical manner at all times, we are reflecting our values, and the principles contained in this Code of Conduct and Ethics. This will contribute to a positive organisational culture and result in a professional, safe and healthy work environment.

This Code of Conduct and Ethics has been endorsed by myself and the Leadership Team.

Tony Vis
Chief Executive Officer

Our Purpose:
To provide a range of services for people with disability enabling them and their families to pursue a better life.

Our Values: doing it the Activ way …
Activ’s values are centred around teamwork: the core belief that everyone can help each other grow. Our actions and decisions are guided by our core belief and values.

Teamwork - Everyone can help each other grow
Compassionate - having empathy with others and a passion to enable them
Pragmatic - being resourceful and creative in finding practical solutions
Respectful - showing thoughtful concern for the rights and interests of others
Persistent - being committed and having enthusiastic drive
Code of Conduct

Expectations

Service to Families and People with Intellectual Disability (Clients) and Relationships with Other Organisations

It is expected that you will:

- treat families, people with intellectual disability, and people from other organisations with respect and dignity;
- be fair, reasonable, equitable and responsive in your dealings with families and people with intellectual disability;
- perform your duties with professionalism and integrity;
- be conscientious in the performance of your duties and exercise honesty, integrity and sensitivity in your work;
- be alert to areas in which services could be improved or in which difficulties are experienced;
- strive to continually improve the services provided;
- provide an environment that is free from harassment or discrimination on the grounds of gender, marital status, sexual preference, pregnancy, race, age, impairment, religious or political conviction.

Conduct towards Clients

It is expected that you will:

- immediately report any incident that appears to involve mistreatment of or cruelty;
- not engage in mistreatment of, cruelty or inappropriate behaviour in any form;
- not sexually harass or discriminate against clients on the grounds of gender, marital status, sexual preference, pregnancy, race, age, impairment, religious or political conviction;
- not strike or use physical force against clients;
- never swear, shout or be verbally abusive in any way towards clients;
- display a positive attitude towards clients and their families;
- respect clients rights and opinions and encourage client participation in decisions which affect them;
- give clients the opportunity to gain knowledge and learn new skills;
- ensure that clients are informed of their rights and responsibilities and what clients can do if they have a grievance with an individual or Activ;
- maintain confidentiality on matters of a personal nature that relate to clients;
- not take advantage of clients or their families in financial or other matters.

Conduct towards Commercial Customers and Partners

It is expected that you will:

- value our customers and partners and treat them with courtesy, respect and honesty;
deliver quality products and services in accordance with the customer’s requirements and timelines;
act on customer complaints immediately and endeavour to resolve them to the satisfaction of the customer.

Conduct towards Fellow Staff and Volunteers
It is expected that you will:
treat staff and volunteers with respect and courtesy, not sexually harass or discriminate against them on the grounds of gender, marital status, sexual preference, pregnancy, race, age, impairment, or religious or political conviction;
only discuss concerns involving another staff member/volunteer with that staff member/volunteer and/or management, not with other staff members/volunteers;
maintain confidentiality on matters of a personal nature relating to staff/volunteers;
not allow personal relationships, inside or outside the work environment to adversely affect your work performance or that of other staff/volunteers.

Compliance with Policy and Lawful Directions
It is expected that you will:
comply with Activ’s policies and procedures;
obey any lawful direction given by your supervisor or any other person having the authority to give direction;
adhere to legislative and contractual obligations placed on Activ.

Conflict of Interest
It is expected that you will:
not allow private interests to adversely affect your performance or impartiality;
not give preference to any person or organisation as a result of any private association with that person or organisation;
make an immediate disclosure to your supervisor when it is considered that a conflict of interest might arise for you or other families of staff;
advise your supervisor or manager where any benefit has been offered or received from an outside source;
not seek to unduly influence any person to obtain promotion, transfer or other advantage.

Dress Standards
It is expected that your dress and personal presentation will:
enhance the community perception of Clients;
be appropriate to the work setting, giving full effect to occupational health and safety requirements;
enhance the professional and business standing of Activ;
comply with Activ’s Dress Code Policy.
Use of Alcohol and Drugs

It is expected that you will:

- attend the workplace free from the influence of illicit drugs and alcohol, and not consume alcohol or drugs that may affect your performance in the workplace;
- notify your supervisor of any medication that you have prescribed that may effect your performance;
- report concerns about working with other staff/volunteers you perceive to be a safety risk due to drug/alcohol use to the manager/supervisor as soon as possible;
- drink only in moderation and within legal limits when representing Activ at official functions;
- recognise that Activ has a smoke-free policy and that smoking is limited to designated areas and recognised breaks.

Use of Official Information

It is expected that you will:

- not use information gained about Activ's operations to improperly gain any kind of advantage for yourself or for another person or organisation;
- not pass on information gained about Activ's families, Clients or customers to other people or organisations without the necessary consents being obtained.

Contact with the Media and the Public

It is expected that you will:

- not contact or discuss issues pertaining to Activ with the media without the appropriate authorisation in accordance with the Media Relations policy;
- not comment publicly on issues pertaining to Activ without authorisation in accordance with the Public Comment policy.

Occupational Health and Safety

It is expected that you will:

- co-operate in ensuring that the highest possible health and safety standards are maintained through all Activ's activities;
- take reasonable care to ensure your own safety at work and avoid adversely affecting the health, safety and welfare of any other person;
- use or wear any protective equipment or clothing required to be used or worn;
- immediately report any situation at the workplace which may constitute a hazard to any person;
- report any accident or incident immediately.

Use of Activ Property and Equipment

It is expected that you will:
use Activ property and equipment for its intended purpose;
ensure that Activ property and equipment is properly cared for and maintained;
not give away, lend, destroy, or otherwise dispose of Activ property unless the action is authorised, regardless of the age of the property or damage to the property.

Use of Activ Vehicles

It is expected that you will:

- not drive Activ vehicles when under the influence of alcohol or drugs;
- only drive Activ vehicles when authorised by Activ and legally licensed to do so;
- use Activ vehicles for their authorised purpose;
- not allow unauthorised drivers to drive Activ vehicles;
- ensure that Activ vehicles are regularly and properly cleaned and maintained;
- not smoke in Activ vehicles;
- drive Activ vehicles with care and safety at all times and in accordance with Activ policies and the road traffic code;
- promptly settle any fine incurred as a result of traffic and parking infringements occurring while you are a driver of an Activ vehicle;
- report all damage to an Activ vehicle in your control and vehicle malfunctions to Fleetcare (our fleet manager) as soon as practicable, no matter how small;
- report any driving convictions to your manager at the time of the offence

Rights

You have a right to:

- work in an environment which, as far as is practical, is free from exposure to hazards;
- refuse to work where there is a risk of imminent and serious injury or harm;
- be given clear expectations of required performance;
- object to directions which you believe, on reasonable grounds, are illegal, improper or against your particular religious beliefs or philosophy;
- work in an environment that is free from harassment or discrimination on the grounds of gender, marital status, sexual preference, pregnancy, race, age, impairment and religious or political conviction;
- equal opportunity in employment and to have applications for positions treated on merit;
- raise grievances in an atmosphere which is not threatening and without fear of retribution in accordance with the Staff Workplace Issues Policy and Procedures;
- have all grievances and allegations made by or against you dealt with in a confidential and prompt manner.
- participate in public life, including joining trade unions, political parties and interest groups;
- be given adequate training and equipment to do the job;
- be treated with respect and dignity and receive clear and honest communication from supervisors and managers;
have information about you kept confidential unless you give permission for it to be passed on;

fairness and equity in the way management administers the policies and procedures of Activ;

access the Board to express a grievance when the internal Workplace Issues process has been properly followed and your grievance:
  o asserts that the Chief Executive Officer has breached a Board policy to your detriment, and/or;
  o asserts that the Board has not provided adequate protection of your human rights;
  o provides verifiable evidence of this.

Access to the Board is via the Chairperson and the Board reserves the right to appoint an independent third party to mediate the matter or to investigate and recommend an appropriate course of action.
Code of Ethics

Ethics are a set of principles by which behaviour can be judged to be right or wrong. Our Code of Ethics sets the minimum standards of behaviour expected of Activ staff and volunteers.

Guidelines on the Code of Ethics for Activ staff and volunteers

The guidelines are intended to ensure that staff and volunteers of Activ will deliver services in accordance with ‘Our Purpose’ and the following principles:

1. Staff and volunteers should perform their duties with professionalism and integrity.
2. Staff and volunteers should effectively and efficiently serve our Clients.
3. Fairness and equity must be observed by our staff and volunteers in dealings with Clients and stakeholders.
4. Real or potential conflicts of interest are to be avoided.

Duty of Care

Staff and volunteers are expected to practice both General Duty of Care and Occupational Duty of Care at all times. General Duty of Care refers to avoiding doing anything that would foreseeably cause harm to any person. Duty of Care is a requirement that a person, acts reasonably towards others and the public with reasonable attention and caution to avoid acts or omissions that could expose people, for whom there is responsibility, to a reasonably foreseeable risk of injury or harm.

Financial Probity and Accountability

Staff and volunteers must ensure that in financial matters, including the handling of monies, they are fully accountable for all transactions or advice. Staff and volunteers undertaking financial responsibilities, must observe all relevant legislative and regulatory requirements, and Activ’s financial policies and procedures.

Diligence

Staff and volunteers must perform their duties diligently in order to contribute effectively to achieve the desired performance of their workplace. Any staff member who is negligent, careless, indolent, inefficient, or incompetent in the discharge of her/his duties will face disciplinary action.

Punctuality

Staff must be punctual in attendance, be on duty for the whole of normal working hours and must inform their manager if they will be absent from work.

Wastage and Extravagance

Staff and volunteers must strive to attain value for money and avoid wastage or extravagance with usage of Activ’s resources. Facilities and other physical resources must be used for their appropriate purpose and maintained appropriately. If possible, staff and volunteers should identify improvements to systems and procedures to achieve effective and efficient use of Activ’s resources.
Courtesy to Clients and the Public
Staff and volunteers must be courteous and polite at all times in dealings with clients and the public.

Criminal Offences
Any criminal offence or driving conviction of which a staff member or volunteer has been found guilty either prior to commencing, or during employment with Activ, except where the offence is covered by a prescribed spent convictions scheme, must be advised to their manager who shall report it to the Chief Executive Officer. If a staff member or volunteer is charged with any criminal offence punishable by imprisonment or is subject to legal proceedings in a civil court, the staff member or volunteer must immediately advise their manager who shall report it to the Chief Executive Officer.

Gifts and Favours
It is unacceptable for staff and volunteers to encourage gifts or favours for services provided in connection to their official duties for themselves or their family. Staff and volunteers can accept gifts or favours up to the value of $50 if they are given freely. Gifts cannot be in the form of cash or negotiable instruments. When a gift or favour is received, staff and volunteers must declare it to their manager. If staff and volunteers believe that a gift is given to induce favoured treatment, their manager must be advised immediately, who shall report to the Chief Executive Officer. Gifts valued over $50 will remain the property of Activ.

Invitations
Staff and volunteers are sometimes invited by other organisations to attend events. Staff and volunteers may accept invitations in consultation with their manager if their attendance will be regarded as mutually reciprocal or will enhance networking. In accepting invitations, staff and volunteers must be aware that they are representing Activ.

Fairness
Staff and volunteers must treat all people fairly, with sensitivity and involve them in decisions that affect them. Staff and volunteers must be responsible for any decisions made and ensure that they have observed the legal requirements, established the facts and avoid improper exercise of powers.

Political Participation
Staff and volunteers may participate in a political party but must advise the Chief Executive Officer when they are endorsed as a candidate for a political party or as an independent in an election.

Outside Employment
Before engaging in outside employment or in the conduct of a business, trade or profession, staff and volunteers must consult with their manager to ensure the outside employment will not adversely affect their ability to perform their contract of employment, or give rise to a conflict of interest.
Work Environment

Activ aims to foster and maintain good working relations. Staff and volunteers must respect, and seek when necessary, the opinions of other staff and volunteers and acknowledge their contribution.

Participation in Seminars and Related Activities

Staff and volunteers must obtain the prior approval of the Chief Executive Officer, via their manager, before presenting at seminars organised by professional conference organisers during normal working hours. Any payment or fee received for seminar participation must be paid to Activ, unless you have obtained exemption, in writing, of this requirement from the Chief Executive Officer.

Reporting of Unethical Behaviour

Staff and volunteers must report any unethical behaviour or wrongdoing by any other staff member, volunteer or third party to an appropriate senior officer, without the fear of reprisal. Unethical behaviour may include any action that a staff member or volunteer believes is a violation of the law, policy, or regulation, or represents gross mismanagement, or is a danger to health or safety.

Equal Employment Opportunity

Activ is committed to fairness and non-discrimination to maintain standards of equity, ethical conduct and accountability. All staff and volunteers must ensure that Activ’s work environment is free of discrimination and harassment.

Occupational Health and Safety

Activ is committed to a healthy, safe and secure work environment and staff and volunteers are expected to become familiar with Occupational Health and Safety Regulations and legal obligations that impact on the way in which they undergo their duties. No smoking is permitted in Activ’s facilities, including offices, workplaces and motor vehicles.

Access and Equity

Activ will ensure that all Clients, staff and volunteers regardless of race, culture, religion, gender or language are equally able to benefit from, and participate in, its activities. Staff and volunteers should assist in identifying and eliminating any barriers to full access and equity so that Activ can communicate more effectively with its Clients.

Copyright and Intellectual Property

Activ retains the copyright of any work or intellectual property produced by staff and volunteers during their employment. Staff and volunteers may retain the copyright or intellectual property of work only upon approval by the Chief Executive Officer, or if they can substantiate that Activ’s time, name, information or resources were not used in its production.
Research
Staff and volunteers must obtain the prior approval of the Chief Executive Officer Director, via their manager, for any research or evaluation of Activ’s services by them or external people.

Patronage or Favouritism
Staff and volunteers must ensure that they do not use their position or power to influence a personal gain for themselves, their family or friends.

Confidentiality after Leaving Activ
Staff and volunteers who leave Activ should not use confidential information obtained during employment to advantage a prospective employer or disadvantage Activ in its operations.