



activ

we believe in **you**

Code of Conduct and Ethics

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Introduction

Dear all,

At Activ, we enable people living with disability, to pursue the life they choose. To do this we help create opportunities for independence; whatever that means for each individual customer. This is a role I take to heart and one I am sure you do too.

Activ's Code of Conduct and Ethics (the Code) sets the expectations for how we live and breathe our values and meet our aims and responsibilities as a disability services provider. Sometimes doing the right thing can be difficult but the values that underpin our business are something that we all have to work hard to protect.

Our Code provides a practical set of requirements to help you make decisions in your day to day work, whatever you do and wherever you do it. It also outlines what is expected of you and your rights while you are working at Activ.

The Code applies to everyone – staff, employees, volunteers, work experience placements, managers, Directors of Activ and contractors – and sets a clear standard of what we expect of you in all your Activ-related activities. Because not every situation is covered in the Code, it is important that we follow the spirit of the document, not just the words. When in doubt, ask your manager or one of the contacts listed throughout the Code for guidance.

If you know of, or suspect, any breaches of this Code, I expect you to bring your concerns to the attention of your supervisor, manager, a member of the HR or Executive teams or myself. If you prefer, you can report concerns anonymously through the See Something, Say Something hotline, either online or at the numbers listed at the back of the Code or through the Whistleblowers Procedure. You can expect Activ to investigate the matter and protect you from any form of retaliation when you report a concern honestly and in good faith.

Thank you for your continued dedication to Activ and your commitment to making a difference in the lives of people living with disability. Because we act ethically in all areas of our work, we can take pride in what we do and in our reputation as a service provider.

By conducting ourselves and carrying out our roles in a professional and ethical manner at all times, we are reflecting our values, and the expectations outlined in the Code of Conduct and Ethics. This will help us create a positive organisational culture and result in a professional, safe and healthy work environment and positive outcomes for our customers.

Danielle Newport
Chief Executive Officer



Administrating this Code

We commit to this Code and its ongoing review

Each of us reads and commits to the Code when we begin work in or with our business. We are also required to review and accept this code and to maintain knowledge on what is expected at Activ.

You are expected to participate in training on the Code throughout your employment/appointment and will be asked to acknowledge your understanding and commitment to the expectations outlined in this document. Specific roles and appointments may have detailed requirements on how frequently the Code needs to be reviewed and reacknowledged.

The Chair of the Governance and Nominations Committee will instigate a review of the Code on behalf of the Board on an annual basis and specific requirements to acknowledge changes will follow this review.

We understand there are consequences for breaching this Code or Activ's policies and procedures

Activ takes its commitment to the Code very seriously. Breaches of the Code may lead to disciplinary action which may include termination of your employment/appointment. Not following a policy or procedure referred to in this Code will be also be treated as a breach of this Code.

If you break the law you may also be held personally and criminally liable for your

actions.

We report breaches of this Code or related policies / procedures

If you identify a breach or potential breach of this Code, you must immediately report it to your supervisor, manager, a member of the HR or Executive teams or the CEO.

You can also report your concerns anonymously through the See Something Say Something hotline or you can use the Whistleblowers Procedure.

Activ will address any grievance, issue or concern in a thorough, confidential and efficient manner.

Breaches of the Code are taken seriously, and staff are assured that no victimisation or retribution will be tolerated against them when they are communicating a genuine organisational concern, making a complaint or helping to resolve an issue. Anyone concerned about retaliation should raise the matter with a member of the HR or Executive teams.



Our Responsibilities

We understand our responsibilities under this Code

Our Code applies to behaviours, activities and practices both during your day-to-day work and when you are representing Activ at functions, in the community and at out of hours activities which may impact Activ and its reputation. It applies to everyone working in or with our business.

By agreeing to work or volunteer for Activ, you are agreeing to abide by the spirit and letter of this Code.

This Code should be read in conjunction with other relevant Activ policies and procedures, as they might change from time to time. This will help you fully understand all your responsibilities.

Supervisors and managers must take all reasonable steps to ensure that anyone reporting to them understands this Code and complies with it at all times.

Our Code sets the standards of conduct you can expect from Activ and those we can expect from you

Together with our values, our Code is part of all decisions that we make, and guides how we act, conduct ourselves, communicate and carry out our work with Activ.

This Code helps us understand the kinds of activities that are appropriate and are expected of us, and the kind of activities that are not acceptable in our organisation.

Don't assume questionable activities are okay just because they haven't been mentioned in the Code.

How to make the right/good decisions

If you are confronted with a situation or an issue and are unsure of its appropriateness, you should:

Stop before you act and consider how to approach the situation.

Think whether the action is consistent with our Values and our Code.

Ask for help if you are unsure.

The following questions can help you to decide if an activity is right/a good decision:

- Does it seem right?
- Is it consistent with our values?
- Is it safe and in line with our health and safety standards?
- Is it in line with our policies, standards and procedures?
- Is it fair?
- Is it legal?
- Does it align with Activ's Customer Promise?
- Would my behaviour or decision be supported by my team members?



- Would I be comfortable telling my family member, work colleagues or friend to make the same decision?
- Would I feel okay if I read about it in the newspaper or saw it on the evening news?
- Would other people at Activ, our customers or their families, feel okay if they read about it in the newspaper?

If the answer to any of these questions is 'no', don't proceed. You may be facing a situation or considering behaviours that may be in breach of the Code and should seek further advice or guidance from your supervisor, manager or a member of the HR or Executive teams before taking any further action.

If it doesn't feel right, then it probably isn't

It is each person's responsibility to ensure they act in a manner that is consistent with this Code.

It is important to remember that breaches of this Code can result in disciplinary action up to and including the termination of employment.

On behalf of the Board, the Executive team is responsible for putting the Code into practice throughout Activ and ensuring that behaviours and actions meet the expectations outlined in this Code.

If you know of, or suspect, any breaches of this Code, you are expected to bring your concerns to the attention of your supervisor, manager, a member of the HR or Executive teams or the CEO. You can also report concerns through See Something, Say Something hotline or by using the Whistleblowers Procedure.

We always act consistent with our values

Our Code is underpinned by the Activ Values. The Activ Values represent what our organisation stands for and provide a basis for appropriate standards of behaviour.

As a values-driven organisation, you are expected to go beyond simply complying with minimum standards of personal conduct. The goal is to make every decision and every action something that everyone at Activ can be proud of.

Our actions and decisions are guided by our core beliefs and Values. At Activ we:

Share a Passion for People



We are fully committed to supporting, encouraging and empowering our customers, staff and volunteers to be what they truly can be and have empathy for every individual circumstance.

Are Customer Driven



We are responsive to the needs, values and aspirations of our customers, their families, our colleagues and the community. We build our organisation around the customer experience.

Lead with Courage



We have the optimism and drive to lead from anywhere. We push ourselves to reach new heights and to step out of our comfort zone.

Listen Loudly



We are active listeners, ensuring we clearly understand, and act upon what we hear. We create an environment of open, honest, two-way communication, respect others' ideas and opinions and the different ways in which individuals communicate.

Create Together



We are team players. We cooperate and align our efforts to fulfil our purpose and achieve the highest level of customer satisfaction. We are pathfinders and creative in our solutions. We build effective relationships to achieve positive outcomes for all.

Learn and Grow



We are a learning organisation. We are experienced and understand the specific needs of our customers but constantly challenge ourselves to achieve better outcomes.

Our Conduct under the Law



We obey all applicable laws, rules and regulations

We follow the applicable laws, rules and regulations that apply to our business in everything we do. Nothing justifies unlawful behaviours or practices within our business.

Breaking the law is never okay, even if your intent is for the good of the organisation, customer or individual.

Not knowing the law is no excuse for breaking it.

Familiarise yourself with, and follow, all the laws, rules and regulations that apply to your job. Be alert to unlawful practices and make sure you act ethically and legally.

Check with your supervisor or manager if you don't know the laws, rules and regulations that apply to your job.

We are open and honest in our dealings with all organisations

When dealing with other organisations including state and federal government authorities, you must always act in an honest manner. Ensure that all information that is provided is accurate and appropriate for its purpose and that all representations made comply with all applicable laws and regulations.

We keep full and accurate records and reports about our business and services

We keep accurate and complete records to meet our service, legal and financial obligations and to manage our business.

If you have any responsibility for creating or keeping records, ensure they are accurate and complete, and that you follow the corporate procedures relevant to your job. Never falsely record information about Activ's services, assets, employees, customers or hide information about assets, liabilities, funding or expenses.

All Activ taxation, accounting, insurance, payroll, financial and legal matters must be documented and recorded accurately in a timely manner. Activ is committed to collecting this information in an efficient, value-adding manner which ensures compliance with legislation and will ensure sound business decisions are made.



Our Conduct within Activ

Safety and quality of service are a top priority

We are all accountable for safety and the delivery of high quality supports to customers. No job is so important that we can't take the time to do it safely. We have safe and healthy workplaces and always look for ways to improve.

It is important that you take care in every aspect of your job to help ensure we can all stay safe at work. It is everyone's responsibility - including contractors, suppliers and visitors - to be aware of and comply with our safety and health standards, procedures and practices.

Refer to our **Occupational Safety and Health (OSH) Policy and Quality Policy** for the standards we follow on workplace safety and health and quality of service delivery.



We avoid actual, potential or perceived conflicts of interest

You are expected to act in the best interests of Activ at all times and not be in conflict with this expectation.

A conflict of interest exists when relationships, actions or interests outside of Activ interfere, might interfere, or even appear to interfere, with your duties or Activ's business interests.

You have a responsibility to act honestly, to identify and then disclose a situation involving an actual, potential or perceived Conflict of Interest.

It is expected that you are not involved in, and do not become involved in any conduct or activity that may compromise your ability to make impartial business decisions or provide professional quality support and which, in turn, could harm or adversely affect the organisation's operations, business or reputation.

If you are concerned that you are involved in an activity that might compromise your ability to perform your role, you need to declare the conflict.

Avoid conflicts. Don't:

- Take part in outside business transactions, or have a financial or personal interest, that may interfere with your duties to Activ without prior approval from the Governance and Risk Manager.
- Take part in outside work or business or be a member of a group or sit on a company's board that is in competition with (or has opposing interests to) Activ or interferes with your performance at Activ without prior approval from Activ.
- Use work time for personal gain.
- Have a family member report to you, either directly or indirectly, through your reporting line.
- Provide support to a customer who is related to you in any way.
- Give preferential treatment when providing supports and services to customers.
- Take a customer to your house at any time or for any reason either during or after work hours.

- Take part in, or influence, any financial, administrative or human resources process concerning your family members or friends.
- Give preferential treatment to relatives or friends or to organisations in which your relatives or friends have a financial or other interest.

Refer to our **Conflict of Interest Policy** for more information involving rules around managing actual or potential conflicts.

We always declare when we become aware of an actual, potential or perceived Conflict of Interest

Through completion of a Declaration form, we are all required to register any perceived or actual conflicts of interest when we begin work in or with our business. Through this process, our Governance team reviews all registered conflicts and will raise issues of potential concern. Steps may be put in place to remove or reduce the risk related to registered conflicts. You are required to follow any rules put in place to manage these risks.

Throughout your time with Activ, you must submit a new declaration at any time an actual, potential or perceived conflict of interest arises that you haven't already declared.

It is your responsibility to ensure that you understand this requirement and what it means if your circumstances change.

If you want to pursue business interests outside your employment with Activ - which involves influencing or business decision making, or will impact your ability to make impartial decisions (such as serving as a director of another organisation) - you are required to obtain written approval from Activ.

Anyone who has an actual, potential or perceived conflict must not take part in discussions and decision-making related to the conflict unless allowed by the applicable decision-makers.

Refer to our **Conflict of Interest Policy** for more information.



We protect confidential information and use information and records properly

As part of your work, you may learn confidential information about our staff, employees, customers, volunteers or our organisation. We are always required to maintain the confidentiality of this information except when it has stopped being confidential (other than as a result of you breaching your obligation of confidentiality), we have permission to disclose it, or if it is required to be disclosed by law.

Do:

- Make sure you understand confidentiality requirements as they relate to your role.
- Keep all records in a confidential way (eg. in locked cupboards and electronically with secured access).
- Respect and protect the personal information and privacy of others: staff, employees, customers, volunteers, suppliers and students.

- Understand what rights customers, staff and employees have in relation to their records and your obligations around these records.
- Only collect and keep information that is allowed by law and necessary to operate our business.
- Only access records that are relevant to your role.

Refer to our **Privacy Management Manual and our Records Management Manual** for more information.

We obtain authorisation before releasing information

Only those staff authorised to release Activ information can do so. If you are an authorised person, then you must ensure that the information is factually correct and meets Activ’s legal obligations.

If you are unsure whether you are authorised to release information, you are responsible for confirming this with your manager or supervisor before releasing any information.

Never:

- Share any confidential information that you know about, due to working at Activ, with anyone from outside the organisation unless you are authorised to do so.
- Make statements to the media in Activ’s name without appropriate permission.
- Allow unauthorised people access to confidential information.
- Share information from a staff member or employee’s personnel file unless you are authorised to do so. Personnel files are available only to appropriate people on a ‘need-to-know’ basis and in compliance with applicable laws.
- Access customer information without appropriate approval. Specifically, unless you have approval, you may not view the file of a customer you are not providing services to or, if it is a customer you are providing services to, you may only do so if it is necessary for the provision of those services.

- Share information about a customer where they have not given their consent to do so.
- Use any confidential information you receive due to working at Activ for your own personal benefit or the benefit of your friends or family.

As part of our work we may receive confidential information about other people or organisations. Be aware that you might have obligations regarding this confidential information. For example, there may be a confidentiality agreement that restricts what we can do with the information we receive.

Make sure you check with your supervisor, manager, or a member of the Governance, HR or Executive teams about what information can be disclosed and to whom it can be disclosed, inside and outside of Activ.

Refer to our **Privacy Management Manual and Media and Public Comment Policy** for more details.



We take action to prevent, identify and respond to fraud, corruption and dishonest behaviour

Fraud happens when someone acts dishonestly to make money illegally or to get an unfair advantage. Examples of dishonest behaviour include stealing, forgery, bribery, identity theft, misuse of assets, taking kickbacks and making false reports.

Corruption occurs when there is an offer, or acceptance, or provision, of anything of value, directly or indirectly, to influence action or inaction, where without this influence the action or inaction would not normally occur.

Under no circumstances may anyone employed or engaged at Activ directly or indirectly offer, request, provide or accept any monetary reward, services, gifts, hospitality, entertainment, products or any other similar items, for the receipt or provision of any business information or guidance, or contract award or amendment, from any organisation, or their employees, which may have an affiliation with Activ.

At Activ we do not tolerate fraud, corruption and dishonest behaviour in any form towards anyone within or external to, our organisation.

We are each responsible for identifying and preventing this behaviour. Report any suspected such behaviour to your supervisor or manager. If this creates a conflict for you or you feel uncomfortable, contact a member of the HR or Executive teams including the CEO, or you can report your concerns anonymously through the See Something, Say Something hotline or

follow the Whistleblowers Procedure.

You're protected from any form of punishment or retaliation when you honestly report suspected cases of fraud or dishonest behaviour.

Refer to our **Whistleblower Policy** for more information.

We protect and properly use property belonging to Activ and our customers

We protect Activ's property and use it efficiently because theft, carelessness and waste can damage Activ and impact the service and supports provided to our customers.

We also protect and properly use property owned by our customers.

Do:

- Use Activ's property appropriately and with permission.
- Take care whenever you use property belonging to Activ or a customer.
- Immediately report all property damage to your supervisor or manager, no matter how minor.
- Get permission from your supervisor or manager before using company property for anything other than official company business.
- Immediately notify your supervisor, manager or a member of the HR or Executives teams if you notice any unusual or suspicious activity.

We use Activ's assets and resources for the

benefit of our customers and organisation. If you have control of or access to, funds, assets, equipment, property or goods, you are accountable for them. This means you have a responsibility to safeguard and use Activ's property properly and use it correctly and with the appropriate authority.

Refer to the **Customer Property Procedure** to ensure correct management of Customer Property.



We use our computer systems, email and internet appropriately

Our computer systems, email, and internet are for business use. Some personal use is okay as long as it's outside of business hours and does not interfere with Activ's business.

The information you view and share – whether for business or personal use – must be appropriate, respectful and according to our rules at all times.

When using social media on behalf of the organisation, using Activ's name on social media or accessing and commenting on Activ's social media pages, it is your responsibility to ensure you comply with

company policies and never bring Activ into disrepute.

Activ will periodically monitor the use of systems, email, social media and the internet to ensure systems remain up to date and that all activity complies with our policies.

Don't:

- Email confidential Activ information to anyone else without permission from your supervisor or manager.
- Share or access confidential information relating to staff or customers that isn't directly related to your role.
- Access inappropriate content on emails or the internet.
- Misuse social media or make disparaging comments about Activ.
- Open emails or click on links that look suspicious – if in doubt please contact the ICT team for advice.
- Install software onto your work computer without permission from your supervisor/ manager and the ICT team.
- Let anyone else use your password at work.
- Take any action that undermines the integrity of our data and systems.

Refer to our **ICT Electronic Communications Policy** for more information.



Our Conduct with Customers, Partners, Contractors, Suppliers

We act fairly, honestly and respectfully in all dealings

Activ's success depends on our relationships with customers, partners, funders, contractors, suppliers and competitors. These external relationships can be damaged if we don't deal with people fairly, honestly and respectfully.

Never take advantage of anyone through any kind of unfair practice. Examples of unfair practices include manipulating or hiding information or twisting the facts.

It is expected that you continually support and protect Activ's reputation in your dealings, both inside and outside of the organisation, and never do anything that will cause Activ public embarrassment or bring Activ into disrepute.

Activ expects that our customers, partners and suppliers follow standards of conduct consistent with ours.

We do our job to the best of our ability each day

Activ values its customers, families and carers and is committed to establishing long term relationships by enabling them to live the life they choose. We do this by delivering high quality, professional support and advice each day.

During your time with Activ, it is expected that you will look for opportunities to maintain and improve skills and experience related to your role.

It is expected that all staff, employees, volunteers, work experience placements and directors carry out their duties with a high degree of care and diligence at all times and bring the full benefit of knowledge, skills and qualifications to the job each day.

It is expected that we all contribute to practices that lead to good governance and look for ways to reduce risk and ineffective activities in all aspects of our roles.

Our customers have the right to expect quality, ethical support in each and every interaction. You are required to undertake all duties for customers with care and diligence and ensure dealings are ethical, professional and lawful.

You are also responsible for taking immediate action if you see behaviour towards staff, employees or customers which does not meet our service and support expectations. You should report your concerns to your immediate supervisor or anonymously through the See Something Say Something hotline or by using the Whistleblowers Procedure.

We only give and accept modest gifts and invitations in the spirit of business courtesy and relationship management

You may only give to, or accept gifts and invitations from, organisations or people who deal with Activ if the gifts:

- Do not influence, have the potential, or are perceived to influence how you carry out your job
- Are appropriate for the occasion and have been disclosed to your line manager
- Are not cash
- Are of a modest value (ie. less than \$50 in value)
- Do not violate any applicable laws
- Do not violate this code or any other policy or procedure of the organisation.

Check with your supervisor or manager if you're unsure about whether you should give or receive a gift.

If you receive a gift, you are required to contact your supervisor or manager and arrange to have the gift listed on the Gift Register. By doing this, we help to prevent conflict of interest and any inappropriate behaviour.

Refer to our **Conflict of Interest Policy** for more information.

Key Contacts

If you are looking for advice, or you know or suspect any violations of this code, you should first consider speaking to your supervisor or manager. If you are not comfortable doing this or you are not satisfied with the response you receive, there are several other ways to report your concerns.

Frequently Used Ways

| | |
|-----------------------------|---------------------------------------|
| Supervisor/ Manager | Please refer to Directory of Services |
| Operations Manager | Please refer to Directory of Services |
| HR Team | HR@activ.asn.au or (08) 9387 0555 |
| Governance and Risk Manager | (08) 9387 0555 |

Executive Team

Please contact Activ on (08) 9327 0555 to confidentially speak to a member of the Executive team.



Anonymous Report

To report a concern or complain anonymously,
follow these steps:

See Something Say Something (can be used for Whistleblower concerns)

Please quote our organisation ID: ACTV2017
Online at www.yourcall.com.au/report

Telephone 1300-790-228 AEST office hours (excluding national public holidays)
Email activ@yourcall.com.au

Whistleblower Misconduct Report Form - Available on the Intranet at <https://activ8/>

