

## 1.6 Code of ethics and conduct

Molonglo is committed to ensuring that all Board Members, staff, and volunteers act ethically, responsibly and in the best interests of the organisation and service users.

Molonglo is committed to ensuring that individual interests that conflict with the interests of the organisation are identified and managed so that they do not affect the services, activities, or decisions of the organisation.

All Board Members, staff, volunteers, and contractors are required to notify Molonglo when other interests and/or commitments conflict with the best interests of the organisation. Declaration and management of conflicts of interest are specifically required for Board members and all staff.

### PROCEDURES

1. New Board Members, Staff and Volunteers, will sign an agreement and adhere to the Code of Ethics and Conduct.
2. New Staff and Volunteers will also sign an agreement within the Professional Code of Ethics and Conduct policy.

The Code of Ethics and Conduct requires Molonglo's Board Members, employees and volunteers to commit to the following:

#### Core Values

##### **RESPECT**

We act with kindness and respect, providing a friendly, safe and confidential environment

##### **EMPOWERMENT**

We treat people equally, with dignity and compassion, understanding an individual's right to make their own life choices

##### **EXCELLENCE**

We are dedicated to providing an accountable, reliable and high-quality service.

##### **COLLABORATION**

We partner with our clients in their care and work collaboratively with other services to support them

##### **INTEGRITY**

We are honest, trustworthy and accountable in our work and relationships

#### Standards of duties

All individuals will perform their duties as best they can and at the highest level of professional conduct. They will be accountable for their work and interactions with others.

- Accountability:
  - work within the goals and objectives of Molonglo
  - follow the rules, policies, and procedures of Molonglo
  - act within the law
  - undertake all duties in a diligent manner
  - not act in a way that brings them or the organisation into disrepute
  - keep the anonymity of the domestic violence crisis service address and transitional properties

- Personal behaviours:
  - act cooperatively
  - treat everyone with respect, honesty, and courtesy (this includes staff, volunteers, students, children, young people and parents)
  - project a positive image of Molonglo
  - maintain confidentiality

### **Conflict of interest**

Molonglo is committed to ensuring that individual interests that conflict with the interests of the organisation are identified and managed so that they do not affect the services, activities or decisions of the organisation. This is addressed in the Conflicts of Interest Policy.

This policy requires that all Board Members, Staff and Volunteers:

- act impartially and without prejudice
- declare any potential or actual conflict of interest
- do not accept gifts or benefits that would influence a decision

### **Confidentiality and privacy**

Board Members, Staff and Volunteers must respect and keep confidential internal matters of the organisation and respect the privacy of others.

Detailed guidance on these issues is in the Molonglo policies on Confidential Information and Privacy.

### **Harassment and bullying**

Harassment and bullying are unacceptable and contrary to ethical behaviour. Additionally, harassment on the basis of a person's sex, race, ethno religious background, age, pregnancy, marital status, disability, transgender (transsexuality) or sexuality breaches anti-discrimination and human rights law.

Harassment in the workplace can take many forms. It can be obvious or subtle, direct or indirect. It includes:

- sexual or suggestive remarks or gestures
- displaying or circulating sexually suggestive, offensive or degrading/insulting material on walls, computer screen savers, e-mail
- making fun of someone, imitating someone's accent, spreading rumours, unwelcome practical jokes
- obscene or unsolicited telephone calls, letters, faxes or e-mail messages
- invasion of personal space, unnecessary physical contact
- continually ignoring or dismissing someone's contribution
- pushing, shoving, jostling or assault
- threats, insults, name calling, inappropriate language
- creating a hostile feeling or environment without any direct attacks being made on a person
- intimidating another person

Complaints concerning harassment or bullying should be actioned according to the Molonglo Managing Complaints procedures.

### **Reporting unethical behaviour**

If a person believes that the behaviour of any staff member, volunteer or Board Member is being unethical they must report it to the Executive Officer (EO) or in the case of the EO is being unethical

then the Chair or their delegate (also see Managing Complaints and Grievance and Disputes policies).

Unethical behaviour is defined as:

- workplace behaviour that is contrary to these procedures
- workplace behaviour that violates any law, or is corrupt conduct or misconduct
- mismanagement of resources or fraudulent behaviour
- behaviour that creates a danger to public health, safety or the environment.