

1. ORGANISATION

1.0.03 CODE OF CONDUCT



INTRODUCTION

Why have a Code of Conduct?

- 1 This Code of Conduct outlines the standard of behaviour expected of employees and volunteers of Jesuit Social Services. It is designed to help you understand your responsibilities and obligations, and provide guidance if you are faced with an ethical dilemma or conflict of interest in your work.
- 2 You will be given a copy of this Code when you begin working or volunteering for Jesuit Social Services and asked to agree to its contents when you sign your letter of offer or register as a volunteer. Familiarise yourself with it and observe its provisions. Employees who breach the standards of conduct detailed in this Code may face disciplinary action.
- 3 A Code of Conduct cannot cover every situation. If you are unsure of the appropriate action to take in a particular situation, discuss the matter with your colleagues, supervisor and/or manager.
- 4 Jesuit Social Services has also implemented a range of other policies that should be read in conjunction with this Code of Conduct. These are:
 - a. Jesuit Social Services Anti-Discrimination, Harassment and Bullying Policy
 - b. Jesuit Social Services Equal Employment Opportunity Policy.

These policies have been included in your induction pack and can also be found on the intranet.

PERSONAL AND PROFESSIONAL BEHAVIOUR

How Should I Serve Jesuit Social Services?

- 5 You have a principal responsibility to implement and administer the policies and programs of Jesuit Social Services. If you hold views on particular matters that differ from those of Jesuit Social Services, such views must not interfere with the performance of your duties and you are encouraged to discuss this with your program manager.

How Should I Serve The People And Families With Whom I Work?

- 6 Treat all people with whom you have contact in the course of your work fairly, and with courtesy and sensitivity. Act with propriety and be able to demonstrate this in relation to any advice or service you give. You must be able to justify any decisions you make and actions you take.

- 7 Strive to assist Jesuit Social Services to maximise service delivery out of each funded dollar and avoid waste and extravagance in the use of these limited funds. Where possible, identify improvements to administrative systems and procedures to achieve optimal effectiveness, efficiency and responsiveness.
- 8 To obtain a full understanding of the personal and material resources available at Jesuit Social Services, all staff must undergo a full orientation of the organisation. This is to be done at the beginning of employment with Jesuit Social Services and each staff member and manager should ensure that this orientation is completed.
- 9 Volunteers are also requested to participate in an orientation of the organisation, which will be arranged by the Volunteer Co-Ordinator.

How should I treat colleagues?

- 10 Always treat your colleagues with respect, and seek where necessary, the professional opinions of colleagues in their area of competence, and acknowledge their contribution. Discussion around work issues should never be abusive, personal or derogatory, and an awareness of issues around the use of position and power should be maintained, where relevant. Criticism or correction should be done in a confidential and private manner.
- 11 Treat all colleagues fairly, involve them in decisions that affect them, and provide equal opportunity to develop their skills. Jesuit Social Services is a busy organisation. Levels of stress and pressure may, at times, strain your relationship with other staff members. Interact with other staff members in a positive, humane fashion. Discuss concerns in an assertive rather than an aggressive manner and encourage, through modelling, the application of assertive behaviour.

Please see the Jesuit Social Services Anti Discrimination, Harassment and Bullying Policy

How should I treat funding bodies?

- 12 We should at all times act in a professional manner to funding bodies. While at times there can be tensions in a relationship with some government departments, our attitudes and behaviours must be courteous and cooperative. Notwithstanding the need at times for firmness, persistence and assertiveness, rudeness and lack of self-control are unacceptable behaviours.

What is expected of me?

- 13 Perform your duties diligently, impartially and responsively, to the best of your ability.
- 14 Comply with direction given by a person delegated and authorised to do so.
- 15 Be responsible for making yourself aware of Jesuit Social Services Policies and Procedures relevant program specific information and complete the Induction Program. Talk to your Manager about your responsibilities in this.

- 16 Be self-directed in your own personal and professional development and be actively involved in your supervision.
- 17 Observe relevant occupational health and safety requirements, and act to remove or bring to the attention of your manager any situation that is, or may be, a health or safety hazard.
- 18 Your activities outside working hours must not diminish public confidence in Jesuit Social Services or affect your ability to perform your duties.

Who is protected against discrimination or harassment?

- 19 Jesuit Social Services will not tolerate any discrimination or harassment by any employee or volunteer against any other person in any situation related to the organisation.
- 20 You must not harass anyone or discriminate on the grounds of sex, sexual preference, age, marital status, pregnancy, the state of being a parent, childless or a de facto spouse, race, colour and national extraction, lawful religious or political belief or activity, or impairment. The principles of the Victorian and Commonwealth Equal Employment Opportunity and Anti-Discrimination legislation are fully supported.

Please see the Jesuit Social Services Anti Discrimination, Harassment and Bullying Policy.

Can I consume alcohol or use drugs while I am at work?

- 21 No. The consumption of alcohol or improper use of drugs or other substances must not adversely affect your work performance or official conduct. On occasion, Jesuit Social Services Management may sanction or provide alcohol for approved functions.

What do I need to understand about unethical conduct?

- 22 Unethical conduct will not be tolerated. Unethical conduct includes the violation of any law, regulation or rule covering operations of Jesuit Social Services. It also includes conduct that might endanger the health and safety of others.
- 23 In particular, the following behaviours will not be tolerated and may result in dismissal:
 - a. purchasing, supplying, and/or using illicit drugs with young people and the families and program participants with whom we work;
 - b. engaging in sexual relationships or conduct with young people and the families and program participants with whom we work;
 - c. purchasing and/or supplying stolen property, or property that is reasonably suspected of being stolen, from the young people and families with whom we work;
 - d. engaging in any form of sexual harassment towards staff, volunteers, or the young people and families and program participants with whom we work.

- e. assaulting any member of staff, volunteer, program participants or the young people and the families with whom we work. (eg physical, sexual, verbal, written)
- f. any financial misappropriation

Please see the Jesuit Social Services Anti Discrimination, Harassment and Bullying Policy.

Should I report unethical conduct?

- 24 Jesuit Social Services is a values based organisation. Our expectation is that all staff behave ethically. If staff witness unethical conduct they have an obligation on behalf of the organisation to report such conduct. Jesuit Social Services does not tolerate taking of reprisals against those who come forward to disclose such conduct.
- 25 Staff are encouraged to continue to raise appropriate matters at any time with their managers/team leaders. As an alternative, you may make a disclosure of improper conduct or detrimental action in accordance with our Dispute and Grievance Procedure.

Please see Jesuit Social Services Dispute and Grievance Procedure.

How should I report unethical conduct?

- 26 Comply promptly with all lawful directions you are given by management and supervisors. If you have grounds for complaint arising out of such directions, whether ethical or otherwise, you should discuss and attempt to resolve the matter with your supervisor. If you are still dissatisfied, you may lodge a personal grievance to have the matter resolved. You must continue to carry out any lawful directions that you may be given until the matter is resolved.
- 27 You will be protected against discrimination or victimisation for reporting unethical behaviour or wrongdoing provided your claim is reasonable and you have reported the matter to an appropriate person. This may be the CEO of Jesuit Social Services, your supervisor or manager or Jesuit Social Services Grievance Adviser

Please see Jesuit Social Services Equal Opportunity Policy

- 28 If you have a complaint of sexual harassment or discrimination you may approach one of the nominated Anti-Discrimination, Harassment and Bullying Contact Officers

Please see Jesuit Social Services Anti-Discrimination, Harassment and Bullying Policy

What should I do if I am charged with a criminal offence?

- 29 Any criminal offence of which you have been found guilty either prior to commencing, or during your employment, at Jesuit Social Services must be reported to the CEO. All employees and volunteers will be required to

undergo a Police Records Check and Working with Children Check prior to commencement of employment. If you are charged with any criminal offence immediately advise the Program Manager and/or the CEO.

How Should I Handle Official Resources?

- 30 Use the facilities and other resources of the organisation only to carry out the functions of the organisation and maintain them properly. This includes use of the internet and e-mail on systems provided by Jesuit Social Services.

Please see the Internet Use Policy

- 31 Jesuit Social Services retains the copyright of work produced by you during your employment unless the CEO grants specific approval by prior arrangement.

USE AND RELEASE OF INFORMATION

Can I Make A Public Comment?

- 32 Public comment includes public speaking engagements, comments on radio and television and expressing views in letters to the newspapers or in books, journals or notices where it might be expected that the publication or circulation of the comment will spread to the community at large.
- 33 Comments made on behalf of Jesuit Social Services should be authorised by the CEO. Individuals should refrain from public comment that is critical of the operation or management of Jesuit Social Services.
- 34 Obtain prior approval from your program manager before addressing or chairing seminars organised by professional conference organisers where the invitation is based upon your position in the organisation.
- 35 Any fee received for any seminar participation in your professional capacity will be paid to Jesuit Social Services unless specifically exempted in writing from this requirement by the CEO.

How Should I Handle Official Information?

- 36 All information concerning service users, parents, carers and other service providers disclosed in the course of service delivery is confidential and cannot be disclosed to any third party, except where:
- a. with the service user's written permission (or where the service user cannot give permission, the permission of the appropriate carer), referrals are to be made and other professional consultation is sought;
 - b. failure to disclose information would breach the terms of the worker's employment (such exception must be notified to the service user);
 - c. there is a statutory requirement or court order (eg threat of harm to self or another and crimes against children).
- 37 Confidential information may only be used for proper purposes in delivery of services by Jesuit Social Services. Even within the organisation it should only be disclosed to colleagues on a need to know basis.

Please see Jesuit Social Services Privacy Policy.

- 38 Act and advise with honesty and integrity in all aspects of your duties. If you believe an aspect of Jesuit Social Services policy or administration may have unforeseen consequences or otherwise requires review, then bring it to the attention of your manager or the CEO.

CONFLICT OF INTEREST

What About Conflict Of Interest?

- 39 You must disclose potential conflicts of interest to management when dealing in the course of official duties with relatives, close friends or business acquaintances. In particular, be aware of conflicts that could arise if you are on committees or boards of management of other organisations whose operations compete with Jesuit Social Services.
- 40 In exercising any financial delegation, it is imperative that you can demonstrate that you placed the organisation's interest before your own. Where those interests are, or appear to be, in conflict, you will notify the CEO prior to discharging your financial delegation.
- 41 It is not possible to define all potential areas of conflict of interest. If you are in doubt as to whether a conflict exists, raise the issue with a manager or the CEO.
- 42 Do not use your position to obtain a private benefit for yourself or for someone else. Family or other personal or working relationships should not improperly influence your decisions.

FINANCIAL PROBABILITY AND ACCOUNTABILITY

How Should I Handle Financial Matters?

- 43 Jesuit Social Services spends a significant amount on our services and programs and has many different sources of funds. We all have an obligation to ensure we are financially responsible. All staff need to ensure that in all financial matters there is full accountability and responsibility in spending.
- 44 If you have specific financial responsibilities, observe the relevant legislative and regulatory requirements and be familiar with and practice Jesuit Social Services Financial Administration policies.

Assets – Physical and Intellectual

- 45 Staff may only use the facilities and other resources of Jesuit Social Services to carry out the functions of the organisation. It is our expectation that all assets will be cared for and maintained properly.
- 46 Jesuit Social Services retains the copyright of work produced by you during your employment. You will only retain the copyright of the work on written

approval of the CEO and if you can demonstrate that you did not use Jesuit Social Services' time, name, information resources in producing the work.

OUTSIDE EMPLOYMENT

Can I Also Work Outside Jesuit Social Services?

47 The CEO should be informed of any outside employment or the conduct of any business, trade or profession that could interfere with the proper performance of official duties or give rise to a conflict of interest.

GIFTS

48 Any fees or gifts received for any seminar participation or public speaking engagement will be passed onto Jesuit Social Services.

Please see Jesuit Social Services Media, Publicity and Public Speaking Policy

49 Staff should not accept inappropriate favours, gifts or hospitality for services performed in connection with our duties. If in doubt, consult with your manager or supervisor.

EMPLOYMENT AFTER LEAVING JESUIT SOCIAL SERVICES

What Should I Do Once I Leave Jesuit Social Services?

50 Once you have left Jesuit Social Services for other employment, you should not use confidential information obtained during your employment to advantage your prospective employer or disadvantage Jesuit Social Services in commercial or other relationships with your prospective employer.

RESPONSIBILITY

- Executive
- Senior Management Group
- Staff

RELATED DOCUMENTATION

- 1.0.04 Privacy Policy and confidentiality
- 1.0.11 Media, Publicity and Public Speaking Policy
- 2.0.14 Grievance Dispute Procedure
- 2.0.36 Anti-Discrimination, Harassment and Bullying Policy
- 2.0.35 Equal Employment Opportunity Policy
- IT Policy
 - 5.0.03 Internet Use
 - 5.0.04 Email Use
 - 5.0.10 Private use of JSS Computers