

YMCA of the NT Policy Code of Conduct

Procedure Number	Date Approved	Date Last Amended	Status
7	10/11/2017	14/08/2019	Final

1. PURPOSE

YMCA of the Northern Territory (YMCA) recognises the importance of a work environment that actively promotes best practice. The purpose of this Code of Conduct is to describe the standards of behaviour and conduct expected from workplace participants in the workplace and in their dealings with customers, suppliers, clients, co-workers, management and the general public.

Whilst the Code of Conduct is by no means exhaustive, it summarises some of YMCA’s most important policies, expectations and standards that apply to all workplace participants.

The Code of Conduct will operate in conjunction with other policies relating to minimum standards of behaviour and conduct and the Letter of Engagement or Contract for Services.

2. SCOPE

The scope of this Policy applies to all Board members, Sub Committee members, educators and volunteers.

For the purposes of this document we refer to these as the YMCA.

All Policies and Procedures must conform to this Policy.

3. Fair, Safe and Ethical Environment

3.1 YMCA has a responsibility to provide a safe, encouraging and supportive work environment that recognises and values diversity, abilities and contributions of workplace participants.

3.2 Workplace participants are entitled to be treated with respect and work in an environment free from discrimination, harassment, bullying or vilification.

3.3 Equally, workplace participants have a responsibility to act with integrity, honesty, transparency and impartiality in their dealings with colleagues, external contacts and members of the wider community.

3.4 Workplace participants, at all times, must:

- Behave in a way that upholds the values of YMCA: honesty, respect, caring and responsibility

- Perform their duties in a safe and competent manner in accordance with relevant Work Health and Safety (WHS) legislation and YMCA policies and procedures
- Take care not to put themselves or other workplace participants at risk or reduce their ability to carry out their duties through unsafe practices and inappropriate behaviour
- Act in the interests of YMCA as a whole, honestly and in good faith
- Use care and diligence in fulfilling their role and in exercising the responsibilities attached to that role
- Maintain and develop the knowledge and skills necessary to carry out duties and responsibilities
- Respect YMCA's ownership of all of its property; including but not limited to funds, equipment, supplies, books, records and confidential information (however described)
- Comply with all applicable legislation and the reasonable and lawful directions of YMCA
- Report any known or suspected instances of inappropriate, dishonest or fraudulent conduct to appropriate YMCA Management
- Report unlawful or unethical behaviour

3.5 Workplace participants must not:

- Victimise those who report unethical behaviour
- Engage in improper and dishonest activity designed to benefit themselves either financially or to the detriment of YMCA, such as theft, corruption and falsification of documentation or other fraudulent activity
- Engage in any other dishonest activity that damages their relationship with YMCA

4 Compliance with the Law

4.1 Workplace participants must:

- Comply with the laws, regulations and Codes relevant to their duties
- Advise their Manager if charged with a criminal offence which is punishable by imprisonment or, if found guilty, could reasonably be seen to affect their ability to meet the inherent requirements of the work they are engaged to perform

4.2 Workplace participants must not engage in criminal activity that is in direct breach of the Code:

- In the workplace, during working hours or when using work equipment or dealing with external contacts
- Outside of working hours in circumstances including, but not limited to, where the crime:
 - Impacts on their ability to fulfil the inherent requirements of their role
 - Damages the reputation of YMCA
 - Represents a conflict of interest
 - Is a breach of a YMCA policy

5. Interacting with Others, the Public and the Media

When interacting with others in the workplace or at any time when representing YMCA, workplace participants must:

- Treat others with courtesy and respect during all interactions at work (including online/electronic interactions) and during all interactions related to work (which may include social activities)
- Consider how their conduct might reinforce inappropriate stereotypes based on gender, race, sexual orientation or any other discriminatory ground, and refrain from such conduct
- Must comply with the Media Relations Policy when planning to speak to the media or if approached to speak to the media
- Ensure that confidential information remains confidential unless it is determined by law or otherwise that the release of the information is appropriate
- Communicate decisions, processes and any information that affects an individual or members of the public in an accurate and timely manner.

Workplace participants must not:

- Make written or oral comments which infer to represent the views of YMCA and which might reasonably be expected to become public, without the appropriate authority to do so
- Discriminate against, harass, bully or victimise workplace participants, external contacts or anyone else that they deal with in the course of their employment or engagement with YMCA

6. Personal Conduct

6.1 Workplace participants are expected to conduct themselves in a professional manner throughout their course of employment or engagement with YMCA.

6.2 Maintain punctuality and regular attendance at work

- If a workplace participant is late or cannot report for work, they are required to contact their Manager and notify of their absence a minimum of two [2] hours prior to the commencement of their shift and/ or as soon as practically possible
- Excessive absence from the workplace that impacts the operation of the business or department in which the employee works in may result in disciplinary action

6.3 Ensure work time is not used for private gain. If a workplace participant is required to leave the premises for personal reasons they are required to advise their Manager well in advance and seek appropriate leave/ approval

- 6.4 Adhere to an acceptable standard of language in the workplace at all times
- 6.5 Behave in an appropriate manner. Physical and verbal violence in the workplace will not be tolerated
- 6.6 Never report for work in circumstances where there is a risk that you could be affected by or 'under the influence' of illicit drugs or alcohol (e.g. if you have ingested or otherwise taken drugs or alcohol the night before or in the period leading up to your next work period). If a workplace participant is taking prescription medication, they must inform their Manager at the commencement of their working day. Workplace participants may be required to produce medical evidence to prove their medication does not affect their capacity to perform their duties in a safe manner without harm to themselves or others
- 6.7 Only smoke during prescribed breaks, within designated smoking areas and out of the full view of patrons

7 Personal Presentation

Workplace participants are required to present themselves in a tidy and professional manner relevant to the nature of their employment, working environment and level of interaction with stakeholders. Workplace participants should refer to the Dress Standards and Uniform Policy.

8 Work Related Events

- 8.1 An appropriate standard of behaviour is expected from workplace participants when attending all work related events, whether in an official capacity or as a member of the community. Whether the event occurs on or off site and inside or outside of working hours, all YMCA policy and procedures apply.
- 8.2 Where an employee is invited to attend an event, the invitation may be accepted under the following conditions:
 - No employee should accept an invitation without first obtaining the approval of their Manager
 - In exceptional circumstances, where it is not possible to seek prior approval, the facts should be reported immediately afterwards
 - The workplace participants behaviour must be appropriate and in accordance with this Code of Conduct and all other YMCA policies and procedures, whether the event occurs off site, onsite or outside or working hours
 - If addressed personally, such an invitation may not be transferred to another employee without the prior consent of the party issuing the invitation and the relevant Executive Manager
 - Invitations involving attendance outside normal working hours may be accepted only on the authority of the Executive Manager

- Following Executive Management approval, YMCA may bear the travel and associated expenses to attend functions

NB The important difference between, for example, attendance in an official capacity at a function organised by the organisation or one of its subsidiaries and the acceptance of hospitality from a private individual or firm should be recognised.

9 Behaviour Outside of Work

9.1 Workplace participants must display the highest standards of ethics, integrity and professional behaviour during their course of employment or engagement, both inside the workplace and outside the workplace where the workplace participant can be perceived as representing YMCA

9.2 Workplace participants should at all times conduct themselves in such a way as to enhance and promote the reputation of the organisation in the wider community. Employees must refrain from engaging in any activity that may compromise the integrity and reputation of YMCA and so must not:

- Bring YMCA into disrepute or damage the interests or reputation of YMCA
- Damage the relationship of YMCA and/or external contacts
- Impact their ability to perform duties safely whilst at work
- Wear YMCA branded attire to events, unless they are attending in an official capacity

10 Conflict of Interest

Workplace participants must:

- Devote all time and attention during working hours to their duties as a workplace participant of YMCA
- Actively prevent all conflicts of interest between their duties as a workplace participant of YMCA and their other/private interests, whether the conflict is actual, potential or perceived
- Report any actual, potential or perceived conflicts of interest to their Manager at the earliest opportunity
- Ensure that they comply with the above conflict of interest obligations in all relevant circumstances including, but not limited to:
 - Personal relationships
 - Employment outside YMCA
 - Recruitment and selection processes
 - Supplier negotiations and agreements

11 Acceptance of Gifts, Benefits and Hospitality

11.1 Workplace participants have the responsibility to behave with integrity and impartiality. This includes responding appropriately to offers of gifts, benefits and hospitality from internal or external contacts.

11.2 Workplace participants must not solicit, accept or offer money, gifts or entertainment which may:

- Influence their business judgment
- Contain any obligation on the recipient or donor
- Be considered extravagant or excessive
- Be considered a secret commission or questionable payment
- Be influenced by any consideration of personal gain

11.3 Workplace participants must notify their direct Manager in the event that gifts, benefits or hospitality are offered and have the potential to breach the conditions detailed.

12 Use of YMCA Property

All YMCA property, including IT resources and electrical devices, must be used efficiently and in accordance with YMCA policies and procedures.

13 Intellectual Property

13.1 Information concerning the activities or proposed activities of YMCA is confidential and must not be used for any purpose other than valid YMCA requirements.

13.2 All information and rights in relation to programs and activities of the YMCA either created by a workplace participant of the YMCA or created by other persons for the YMCA at any time are confidential to the YMCA and remain the property of the YMCA.

13.3 During the course of engagement with the YMCA or at any time afterwards, workplace participants are not able to make use of any of those programs or activities for personal benefit or for the benefit of other persons without first obtaining the prior written permission of the Chief Executive Officer.

14 Confidentiality

Workplace participants, during the course of their engagement with YMCA and after the termination of their services, must not disclose any confidential information to any person relating to YMCA or any organisation or person they have come into contact with as a result of their employment or engagement with YMCA.

15 Internal Contacts

YMCA recognises that relationships with internal contacts will lead to the sharing of business and personal information. All information gained or shared in this way must be respected and treated with confidentiality during and after each parties employment with YMCA and with consideration for the rights and expectations of others.

16 External Contacts

Workplace participants must ensure that any personal or confidential information held relating to external contacts, in any form, will always remain the confidential property of YMCA and will not be disclosed to other parties without the permission of YMCA and the relevant external contact.

17 Information and Systems Integrity

Workplace participants must ensure that corporate documents and/or sensitive and confidential information is stored and disposed of appropriately. Workplace participants must use YMCA IT resources in a manner that does not compromise confidentiality or security considerations.

18 Financial Reporting and Risk

Workplace participants involved in financial reporting processes on behalf of YMCA must exercise diligence and good faith in preparation of information, ensuring:

- Financial reporting is accurate, timely and that it represents a true and fair view of the performance of YMCA
- Maintenance of accurate and reliable records and reports in relation to all financial, accounting and internal controls are in place
- Understanding and managing risk, including fraud risk, is fundamental to the business of YMCA
- business risks are identified, assessed and managed in order to minimise the impact on YMCA and Stakeholders

19 Compliance with the Code

YMCA will monitor compliance with this Code through processes including, but not limited to:

- Analysis of feedback from workplace participants, external contacts and other stakeholders
- Maintaining a robust internal audit programme.

20. Breaches of this Policy

- Any breaches of this policy by a workplace participant may result in YMCA taking disciplinary action against that person, which may include termination of employment or services.
- In circumstances where a workplace participant breaches this policy and it involves a breach of any Australian law, YMCA may notify the police or other relevant government authority.

ROLES AND RESPONSIBILITIES

Department/Role	Responsibility
Children’s Services Management	<p>Is responsible for the development, monitoring, and review of the policy and related systems, ensuring content meets all legislated requirements.</p> <p>To facilitate policy awareness to all educators on the appropriate implementation and use of the policy.</p>
Responsible Persons	<p>YMCA nominated supervisor/ and or service management will oversee the implementation and service adherence of the policy</p> <p>Nominated supervisor/person with management and control will seek individual community feedback and facilitate an active consultation process with service users as appropriate.</p> <p>Is responsible for addressing any instance of non-compliance with this policy- and implementing strategies to help prevent non- compliance with this policy.</p> <p>Responsible for ensuring suitable resources and support systems to enable compliance with this policy.</p> <p>Drive the consultation process and provide leadership and advice on the continuous improvement of the policy.</p>
All employees, volunteers & students	<p>Responsible for meeting the requirements outlined in this Policy.</p> <p>Responsible for raising concerns or complaints in accordance with this Policy.</p>

DEFINITIONS

N/A

LEGISLATIVE AND INDUSTRY REQUIREMENTS

Fair Work Australia Act (Commonwealth)
 Work Health and Safety Act (Commonwealth)

SUPPORTING DOCUMENTS

Work Health and Safety Policy
 Safeguarding Children and Young People Policy
 Contractor Safeguarding Standards
 Recruitment and Selection Policy
 Reporting Policy
 Whistleblower Policy
 Media Relations Policy
 Contract of Employment
 Employee Handbook
 Dress Standards and Uniform Policy

Disciplinary and Termination Policy
 Bullying and Harassment Policy
 Equal Employment Opportunity and Diversity Policy
 Grievance Policy
 Drug and Alcohol Policy
 Social Media Policy
 Internet, Email and Computer Use Policy
 Information and Communication Technology Policy
 Fair Work Australia Act (Commonwealth)
 Work Health and Safety Act (Commonwealth)

APPROVAL AND REVIEW

Approved By: Liz Stiller Executive Manager
Effective Date: 14/08/2019
Policy Owner: YMCA NT Children’s Services

Amendments

Version	Date	Author	Change Description
2	14/08/2019	Y NT	N/A