

## WINDA-MARA ABORIGINAL CORPORATION CODE OF CONDUCT

for

Members, Directors, Employees, Volunteers, Contractors, Visitors, Clients & Participants

Winda-Mara Aboriginal Corporation (WMAC) values its members, clients, staff, volunteers, contractors, and visitors who are involved with the Corporation. WMAC believes that people who are engaged by or interact with the Corporation deserve to be treated professionally and with respect. Equally all staff and members deserve to have a safe place of work. To affect the above Winda-Mara has developed this Code of Conduct.

### Winda-Mara Aboriginal Corporation (WMAC) Code of Conduct applies to:

- Members and the Board of the WMAC
- Employees of the WMAC
- Volunteers for WMAC
- Contractors of and engaged by the WMAC
- Non WMAC members/Stakeholders appointed to Working / Steering Groups established by WMAC
- Non WMAC members attending WMAC meetings as participants, guests and / or observers
- Clients, participants, guests, and visitors to WMAC or those involved professionally with WMAC Staff

### Under the CEO, management will:

1. Be responsible for the overall welfare and wellbeing of staff and volunteers.
2. Be accountable for managing and maintaining a duty of care towards staff and volunteers; and
3. Nominate a Child Safety Champion to provide support/guidance to staff, volunteers, children, young people, and their carers regarding Boori (child) safety matters when required.

### Persons to whom this Code of Conduct applies must at all times:

- a) Behave professionally, honestly and with integrity, and maintain a respectful relationship with others when participating at work and in meetings with others.
- b) When working on behalf of WMAC treat everyone with respect and courtesy, and without harassment.
- c) Not be involved or act in a rude or insulting manner, this includes verbal and non-verbal aggression such as abusive, threatening, or derogatory language and/or physical abuse, bullying or intimidation towards others.
- d) Act with care and diligence in carrying out any activities on behalf of WMAC.
- e) Work towards the achievement of the aims and purposes of the organisation.
- f) Be responsible for relevant administration of programs and activities in their area.
- g) Maintain a duty of care towards each other and others involved in these programs and activities.
- h) Be professional in their actions.

- i) When attending WMAC meetings, or meetings with other persons when representing WMAC, treat everyone with respect and courtesy, and without harassment. Rude or insulting behaviour, including verbal and non-verbal aggression such as abusive, threatening, or derogatory language and/or physical abuse or intimidation towards others is not acceptable.
- j) Disclose and take reasonable steps to avoid any conflict of interest (real or apparent) when acting on behalf of or representing WMAC. (see Human Resources Manual on Conflict of Interest)
- k) Use WMAC resources in a proper manner.
- l) Not make improper use of inside information gained through membership of WMAC or in carrying out or participating in activities on behalf of WMAC.
- m) At all times behave in a way that upholds WMAC's values as well as the integrity and good reputation of WMAC.
- n) Comply with Victorian Charter of Human Rights and Responsibilities legislation and the Equal Opportunity Act 2010 and Racial and Religious Tolerance Act 2001 as covered under the Victorian Equal Opportunity and Human Rights Commission.
- o) Work collaboratively with members, clients, and participants of WMAC and other persons when participating in activities of WMAC or in which WMAC is involved.
- p) Not use information and communication technologies such as email, mobile phones, text or instant messaging and websites to engage in behaviour that could reasonably be considered to have a negative impact on another person, cause them harm or make them feel belittled whilst acting on the behalf of WMAC or utilising WMAC equipment.
- q) Make sure that confidential information of WMAC in any form remains confidential and is not disclosed or used unless authorised to do so by legislation, clients, and managers or in accordance with any other WMAC policy.
- r) Comply with WMAC rules, by-laws, Codes of Practice, this Code of Conduct, and any policies adopted from time to time. (also see Human Resources Manual)
- s) Treat all WMAC property, computers, tractors, mowers, vehicles, and all other equipment with respect, ensuring that it is operated safely, correctly and within the parameters of its design and purpose.
- t) Ensure that all WMAC property is not wilfully nor negligently damaged or destroyed.
- u) Comply with the reasonable and lawful directions of their managers and senior staff, ensuring that duties and work are attended to in a professional and timely manner.
- v) Attend work at the allotted time and be appropriately dressed, observing any dress or safety codes.

### **In addition to the above and specifically when Working with Children (Boori's) and Young People**

1. All people involved in the care of Boori's on behalf of Winda-Mara Aboriginal Corporation will:
2. Treat children and young people with respect and value their ideas and opinions.
3. Act as positive role models in their conduct with children and young people.
4. Respect the privacy of children, their families, and teachers/carers, and only disclose information to people who have a need to know; (with parental permission required)
5. Be respectful of any children photographed or videoed at WMAC events – as children are a part of many activities - footage taken for promotional purposes will require the consent of parents and the child and shall be mindful of the best interests of the child.
6. Recognise and be mindful of their legal duty under the Child Safe Standards to report any suspicion that a child's safety is at immediate risk. You must contact the police if you believe a child has been abused or is at immediate risk of abuse (telephone 000).

## No person shall:

1. Shame, humiliate, oppress, or degrade children or young people.
2. Unlawfully discriminate against any child.
3. Have or arrange inappropriate contact with children or young people.
4. Work with children or young people while under the influence of alcohol or illegal drugs.

## What happens if you breach this Code of Conduct?

If you breach this Code of Conduct you may face disciplinary action, including and up to termination of employment or cessation of engagement with the organization. Issues regarding inappropriate conduct with children have potential for police reporting.

## Acknowledgement

I acknowledge that I have read and understand the above WMAC Code of Conduct, and I understand my obligations as an Employee / Volunteer / Director / Member of the Winda-Mara Aboriginal Corporation and with regard to reporting requirements on child safety and will abide by this Code of Conduct.

Name: \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

### **Make a Positive Impression**

- Be tidy and professional looking.
- Turn up to work and meetings on time
- Follow dress code and wear their uniform or an identification badge.
- Greet clients and co-workers with a smile.
- Offer to assist clients and visitors who appear in need and offer to escort them to their destinations.

### **Respect and Caring**

- Keep all client information secure and confidential.
- Never discuss clients and their care in public areas.
- Listen to clients and visitors with empathy; be courteous and do not use jargon.
- Keep noise to a minimum; never "talk over" a client.
- Treat other employees as professionals deserving courtesy, honesty, and respect.
- Welcome new employees.
- Knock and wait for response before entering a client's or manager's room.

### **Innovation**

- Actively participate in process and service review, use continuous improvement as the tool for identifying innovative and creative ways to improve service delivery and process improvement.
- Identify possible solutions to problems.
- Offer suggestions.
- Follow up and follow through to get problems resolved.
- Take a personal interest in meeting the needs of the clients.

### **Dedication**

- Take pride in Winda-Mara as if you own it.
- Accept the responsibilities of your job and be accountable to deliver.
- Support your co-workers. Do not chastise or embarrass fellow employees.
- Participate in staff meetings and WMAC events.
- Be an ambassador for the WMAC.
- Adhere to policies and procedures of WMAC.
- Arrive to work on time.
- Do the right thing.
- Pick up litter and dispose of it properly.
- Use protective clothing, gear, and procedures when necessary.
- Practice safety and infection control procedures, in particular hand washing.

### **Exceptional Service**

- Our job is to serve our clients and provide high quality service with care and courtesy.
- Treat clients as if they are your most beloved relative
- Anticipate client need and expectations – Support clients in a way that empowers them to lead and make decisions and recognise that family-led decision making is consistent with the right of self-determination (Principles and Practice Community Wellbeing)
- Demonstrate enthusiasm and a high degree of professionalism while performing your job.
- Make a difference.
- Consider the safety and wellbeing of clients and co-workers in all actions.