



POLICY DIRECTIVE

CODE of CONDUCT

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Contents	Policy Directive Code of Conduct
	Attachments
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Summary	The Code of Conduct describes the behaviours expected of all members whilst in the service of St John SA. It summarises expectations extracted from multiple policies and procedures, St John SA's value statements and engagement agreements / contracts.
Applies to	All members of St John SA
Review Date	Every 2 years
Status	
Approved by	
Related Documents	<i>Code of Conduct Declaration form</i>

Compliance with this Policy Directive is **mandatory**



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PURPOSE

This Code of Conduct clarifies the standards of behaviour that are expected of all St John SA members (including managers, employees, volunteers, contractors) in the performance of their duties. It gives guidance in areas where members need to make personal and ethical decisions.

All St John SA members must comply with this Code. Members must therefore:

- Consistently engage in personal and professional conduct that upholds the standards and reputation of St John SA
- Abide by and actively model behaviours consistent with St John SA policies, procedures and values
- Act ethically and responsibly at all times
- Be accountable for their actions and decisions
- Conduct themselves in a professional manner
- Understand their responsibilities and obligations, and seek guidance when faced with ambiguous circumstances, ethical dilemmas or conflicts of interest
- Respect the dignity, beliefs, rights and property of others
- Undertake duties with a goal to experience a positive, healthy and safe work environment

MANDATORY REQUIREMENTS

1. Personal and Professional Behaviour Expectations

St John SA member are expected to:

- Perform their duties to the best of their ability and be accountable for their personal performance
- Follow all reasonable instructions given by management
- Comply with lawful directions
- Carry out their duties in a professional, competent and conscientious manner
- Seek suitable opportunities to improve their knowledge and skills, including through regular participation in relevant professional development activities and events
- Act honestly and in good faith when providing advice and services
- Be courteous and responsive in dealings with colleagues, clients and others
- Work collaboratively with colleagues, clients and other key stakeholders
- Be mindful of their duty to the safety of themselves and others, and be aware that if their conduct has the potential to damage St John SA's reputation, even if it is in a private capacity, disciplinary action may result.
- Be conscious of and model behaviours consistent with St John SA core and operational values in their work and working relationships.



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Managers and Supervisors are also expected to:

- Promote a collaborative workplace by developing a positive working environment in which all members can contribute to St John SA's growth and success
- Provide effective leadership by working with members to implement performance and development processes that will drive results, improvement and innovation, and full commitment to quality and service
- Provide ongoing support and regular, constructive feedback to all members
- Establish processes within their area of responsibility that effectively supports member communication, consultation and involvement in decision-making
- Take timely and appropriate action wherever a breach of this Code or other policy may have occurred.

2. Behaviour Outside Hours of Duty

St John SA members are expected to conduct their personal affairs in a manner that does not:

- Affect their work duties
- Exploit their position in St John SA for personal or family gain
- Cause embarrassment to St John SA
- Harm the St John SA brand.

Paid members employed on a full time basis must obtain the Chief Executive Officer's permission before engaging in any other employment or remunerative activity outside of St John SA where that activity might affect the capacity to perform their duties or generate a conflict of interest.

Where approval to engage in other activity is granted, members have a responsibility to ensure at all times that additional employment does not interfere with their work performance at St John SA, and there are no conflicts or potential conflicts of interest.

The Chief Executive Officer must obtain the Board Chairperson's permission before engaging in any other employment or remunerative activity outside of St John SA.

3. Occupational Health and Safety

All members are required to follow all relevant Federal and State/Territory legislation, government and industry regulations and professional standards, St John SA policies and other requirements relating to occupational health and safety.

4. Duty of Care

Duty of care is the responsibility or legal obligation of a person or organisation to avoid acts or omissions or behave in an inappropriate manner likely to cause harm to others. It covers a wide range of matters



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including ensuring premises and equipment are safe, implementing strategies to prevent workplace bullying, and providing member and volunteers with adequate supervision. If actions do not meet this standard of care, the employer and individuals may be deemed to be negligent and damages may be claimed in a lawsuit.

The definition of workers who are owed a duty of care includes paid members, contractors and volunteers.

5. Alcohol and Drugs

The consumption of alcohol and use of other substances / drugs (illicit or otherwise) may impair a person's ability to perform their work duties properly and safely, and can have serious adverse effects on the health and safety of themselves and others. In addition, associated behaviours have the potential to cause damage to organisational reputation.

Members are not permitted to possess, distribute or consume alcohol* or illicit drugs at work or to work while under the adverse influence of alcohol or drugs.

*As provided for within the Alcohol and Drug policy, the CEO may approve the limited consumption of alcohol at St John SA sanctioned social events.

All members are to make themselves familiar with and at all times abide by the St John SA Alcohol and Drug policy and procedure. Unacceptable breaches of policy may result in disciplinary action.

6. Equal Employment Opportunity (EEO)

Equal opportunity means treating people as individuals without making judgements based on stereotypes or on characteristics outlined in anti-discrimination legislation. These characteristics include but are not limited to sex, age, ethnic origin, sexuality, disability, pregnancy, religious conviction, and marital status.

Equal Employment Opportunity (EEO) is about making sure that workplaces are free from all forms of unlawful discrimination and harassment. Member decision-making and conduct must always be consistent with the provisions of anti-discrimination legislation together with St John SA policy and procedure and our commitment to provide a work environment free from unlawful discrimination, harassment and bullying.

In brief, all St John SA members have the responsibility to:

- Respect differences amongst colleagues, customers and others
- Treat everyone fairly (not discriminate against, harass or engage in bullying conduct)
- Refrain from developing, distributing and/or storing material that is fraudulent, harassing, embarrassing, sexually explicit, obscene, intimidating, defamatory or otherwise unlawful or inappropriate
- Act to prevent discrimination, harassment and bullying conduct in the workplace.



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In addition, Managers and Supervisors also have the responsibility to ensure:

- All work practices and behaviours in their area of responsibility are fair and reasonable
- The work environment is free from all forms of unlawful discrimination, harassment and bullying
- Members have equal opportunity to apply for jobs, promotion, higher duties and flexible work hours
- Member have access to fair processes to deal with any complaints and grievances.

Discrimination, harassment and bullying may constitute offences under Federal and State/Territory legislation. A summary of relevant legislation is available at

http://www.hreoc.gov.au/info_for_employers/law/index.html#summary.

7. Working Relationships with Colleagues

St John SA members are expected to work cooperatively with each other, particularly to:

- Support and learn from each other
- Be respectful and accepting of individual differences
- Respect, and proactively seek, the professional opinions of colleagues in their respective areas of competence
- Provide timely and constructive feedback
- Appropriately acknowledge the contributions and concerns of others.

St John SA members must comply with all lawful and reasonable directions they are given and understand that the Fair Work Act 2009 (Cth), amended in 2013 to make bullying conduct unlawful specifies that "reasonable management action" carried out in a reasonable way is not harassment or bullying.

Complaints arising out of such directions should be discussed and attempted to be resolved, with a member's immediate manager. If a resolution is not found St John SA's, Anti-Discrimination Harassment and Bullying Policy or Grievance Handling Policy should be consulted, and procedures engaged as appropriate.

Members must continue to carry out any lawful and reasonable directions that may be given until the matter is resolved.

Members are encouraged to report any behaviour by other members that they consider to be unethical, to a manager or supervisor. This may include behaviour believed to violate a law, rule or regulation or which may represent corrupt conduct, mismanagement of resources or is a danger to health, safety or the environment.



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Members making such a report will be protected against reprisal. Any claim must be based on a reasonable belief, reported to an appropriate person, and not vexatious or malicious - aimed at causing annoyance or embarrassment.

Any member found to have made a malicious or vexatious claim will be subject to disciplinary action.

8. Personal Presentation and Representation

St John SA members must ensure that their personal presentation standards are in keeping with the Dress Code or other relevant policy, which requires member to:

- Maintain a high standard of grooming and personal presentation
- Wear full issue of uniform and an identification badge when working for, and representing St John SA, in programs, services and public settings

Prior to addressing or chairing a conference or seminar (in their capacity as a St John SA member) a member must first:

- Obtain their manager's prior approval
- Pay any fees received for conference or seminar presentations (in paid hours) to St John South Australia unless specifically exempted in writing by the Chief Executive Officer.

9. Use of St John SA's Resources

St John SA members must ensure that all resources within their area of responsibility are used effectively and economically in the course of their duties.

Members must use facilities and equipment including computers, e-mail, internet, mobile phones and all other provided equipment for official purposes only unless permission for limited private use has been given by their manager or provided for in policy.

St John SA generally retains the copyright of work produced by members during their engagement. Members may only retain such work where approved to do so by the Chief Executive Officer or Board Chair, or where it can be clearly demonstrated to the satisfaction of the Chief Executive Officer or Board Chair that St John SA's time, name, information or resources were not used to produce the work.

10. Use and Release of Information

The right of individuals to express personal opinions is acknowledged. However, should members be requested or required to make any public comment in relation to St John SA or any of its programs or activities, they are required to:

- Carefully evaluate what constitutes a personal, as opposed to St John SA viewpoint before commenting on St John SA and social/political affairs in public, and make clear the basis on which they are commenting



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- Maintain confidentiality in relation to sensitive information, including finances and contracts, IT systems, customers and any legal proceedings
- Seek the Chief Executive Officer's approval before approaching or responding to any request for public / media comment

11. Security of information

Members must ensure that sensitive, restricted and confidential St John SA and customer information, and any information of a personal nature, is stored securely and never left unattended or, where it might easily be accessed by a third party or any person who is not authorised to have this access. Particular attention should be directed at:

- Leaving information in an unlocked and unattended office or cabinet
- Leaving information on the screen of an unattended computer
- Allowing another person access to personal passwords
- Failing to close off documents and log off computers at the end of each workday.

Members may disclose official information that is normally permitted to be provided to members of the public seeking that information.

12. Personal information

In the context of the *National Privacy Principles*, personal information is information or an opinion about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion. It includes all personal information regardless of its source.

St John SA may collect, use and disclose any personal information that is necessary for the performance of its work or as required or allowable by law.

Members must ensure that the personal information St John SA holds in relation to them is accurate, complete and up to date.

Members must take reasonable steps to protect personal information from misuse and loss, and from unauthorised access, modification or disclosure.

13. Financial Probity and Accountability

Members must ensure that in all financial matters, including the handling of monies, there is full accountability for any advice or transaction they are involved in.

Members with financial responsibilities must always act in accordance with St John SA's financial policies and observe all relevant legislative and regulatory requirements.



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14. Conflicts Of Interest

A conflict of interest is a situation in which a person has a private or personal interest sufficient to appear to have the potential to influence business decisions or the objective exercise of their official St John SA duties.

St John SA is committed to high standards of ethical conduct and accordingly places great importance on clearly identifying any existing or potential conflict of interest.

Members are required to act in the St John SA's best interest at all times, and not in any manner designed to gain unfair advantage for themselves, their family, or for other individuals including friends and business acquaintances. This particularly applies to obtaining contracts and the purchase of goods and services.

Members must disclose to the Chief Executive Officer in writing via the Conflict of Interest Declaration Form, any pecuniary or other personal interest held by them which could potentially lead to a conflict of interest between their private activities and official duties. Private activities may include employment with a competitor or person or business with competing interests with St John SA. St John SA will work with the member to determine how to manage / resolve any identified conflict.

The Chief Executive Officer must disclose in writing to the Board Chair, via the Conflict of Interest Declaration Form, any pecuniary or other personal interest held by him/her which could potentially lead to a conflict of interest between his/her private activities and official duties.

15. Gifts, Hospitality and Benefits

During the course of work, gifts, hospitality or benefits in a variety of forms may be offered to members by clients, contractors or other business associates. As a St John SA member, you must exercise great care to ensure such offers do not compromise, or give the impression of compromising, your ethical standards and your ability to make impartial and objective decisions.

On occasions, you may be offered hospitality including formal lunches, dinners and attendance at sporting events. Acceptance of such offers must be approved by the relevant level of management as provided within the Gifts, Benefits and Hospitality Policy. Similarly, if you wish to offer formal hospitality, this must also be approved.

Token gifts and benefits such as souvenirs, chocolates, promotional goods (pens, notepads, coffee mugs) and gift vouchers valued at no more than \$100 may be accepted, providing they are not offered regularly and are received in the ordinary course of business.

Members must immediately notify their manager / supervisor and complete the Gift, Benefit and Hospitality declaration form if an offer of a gift or benefit other than a token one is received. Acceptance of the same is only permissible with the relevant level of approval.

Members should never use their position in St John SA to encourage or obtain a private benefit.



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16. Attending Court

From time to time, any adult person may be summonsed, subpoenaed or called as a witness or juror at a court of law or legally constituted inquiry. If this should occur to any St John SA member, they must immediately advise their manager / supervisor and, unless otherwise exempted, attend the court or inquiry as specified.

Paid permanent members attending court in an official capacity, under a subpoena or order, to give evidence or to produce papers during their normal working hours, will be paid wages as per normal. Where any fees are received from the court, such fees must be reimbursed to St John SA up to the amount of wages paid during attendance at the courts.

17. National Police Check (NPC) and Working With Children Check (WWCC)

All St John SA members must have a valid and current National Police Certificate prior to commencement with the organisation. NPC's are to be updated and renewed as provided for under the relevant policy of other lawful requirement.

All Volunteer members and any paid members in roles directly dealing with children, must provide a valid and satisfactory Working With Children Check, which is to be updated every 5 years or as may otherwise be provided under law.

18. Criminal Offences

Members must immediately inform their manager / supervisor if charged with a criminal offence or one which, if found guilty of, would significantly impact upon their legal right to work within the sector or with specific groups (i.e., the young, aged, or vulnerable) or which would seriously contravene specific requirements or clearances within any relevant St John SA policy and procedure (e.g. a charge of drunk driving and removal of licence when a licence is necessary in the normal course of work).

19. Employment after Leaving St John SA

Confidential information obtained during employment should not be used to advantage any prospective employer or disadvantages St John SA.

20. Non Compliance

Non-compliance with the Code of Conduct will be considered a serious breach of policy and may result in disciplinary action. Any resultant actions will be dependent on the nature of the breach but, in the event of a serious matter, may result in termination of the contract of employment or volunteer engagement.



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21. Monitoring and Evaluation

St John South Australia will monitor and evaluate the Code of Conduct Policy at a minimum every two (2) years to ensure the requirements remain relevant and consistent with good business management principles, or as otherwise required by legislative change