

**Document Title: Code of Conduct Policy**

**Purpose** This Code of Conduct ("The Code") has been developed to ensure that all staff and participants at Monkami are aware of their responsibilities and obligations. The Code outlines the minimum standards of performance and behaviour expected of all persons whether on site or in the community. The Code is further supported by the organisation's specific policies and procedures.

---

**Scope** This policy and procedures applies to all employees and volunteers.

Employees include permanent staff, casuals, contractors (and students on placement).

Volunteers include registered Monkami volunteers and Board members.

This Code of Conduct does not replace state or federal legislative frameworks or professional codes of ethics or Awards.

---

**Mission Statement** To provide each adult quality services and the opportunity for individuals with a disability to develop skills that will enable them to live with the greatest degree of independence within their own community.

---

**Responsibilities** It is the responsibility of all Individuals to adhere to the Code. Individuals must promptly bring it to the attention of their Manager or Manager, People and Culture in instances where they are aware of an alleged breach of the Code. Confidential assistance may be sought from an individual's Manager or Manager, People and Culture. The Protected Disclosures Policy and Procedure is available to all employees and volunteers.

It is the responsibility of Managers to document any reports, concerns or questions in relation to breaches or possible breaches of the code of conduct, and take corrective action. People and Culture can be consulted if required.

People and Culture and CEO are responsible for ensuring any breach of the Code of Conduct is promptly addressed and any consequential action is followed up.

**Codes of Conduct**

**Demonstrating Responsiveness** **Responsiveness** – Individuals should demonstrate responsiveness by:  
i. providing frank, impartial and timely advice to internal and external parties;  
and

- ii. providing high quality services to the people we support at Monkami Centre Inc; and
- ii. identifying and promoting best practice.

**Services to the community**

Individuals should provide services to the community in an equitable, prompt and professional manner. They act within the level of their authority and in accordance with the relevant policies.

**Contributing to improvements**

Individuals are committed to continuous improvement and adopt a best practice approach to the performance of their work. They identify and actively promote appropriate strategies, methods and processes that lead to improved performance.

**Demonstrating Integrity** **Integrity** – Individuals should demonstrate integrity by:  
i. being honest, open and transparent in their dealings; and

- ii. using powers responsibly; and
- iii. reporting improper conduct; and
- iv. avoiding any real or apparent conflicts of interest; and
- v. striving to earn and sustain community trust of a high level.

**Honesty at work** Individuals act honestly in the performance of their duties. They are open and transparent when making decisions. They give honest advice based on available facts and data. They ensure their advice is up to date.

**Using powers at work** Individuals use their power in a responsible way. They do not use their power to provide a private benefit to themselves, their family, friends or associates. They exercise power in a way that is fair and reasonable, and family or other personal relationships do not improperly influence their decisions. They respect the rights and dignity of those affected by their decisions and actions.

Individuals observe the highest standards of integrity in financial matters and

**Financial probity** comply with the requirements of relevant financial management legislation, policies and procedures. They maintain a strict separation between work-related and personal financial matters and only use or authorise the use of Monkami financial resources or facilities for work-related purposes.

**Official Information** Individuals with access to official information ensure it is only used for official purposes and in an approved manner. Official and personal information is handled according to relevant legislation, Monkami policies and procedures and the National Disability Insurance Scheme 2013 (the Act).

Individuals only disclose official information or documents acquired in the course of their employment when required to do so by law, in the legitimate course of duty, when called to give evidence in court, or when proper authority has been given. In such cases comments are confined to factual information only.

**Public comment** Individuals only make public comment when specifically authorised to do so in relation to their duties. Such comment is restricted to factual information and avoids the expression of personal opinion. Public comment includes providing information or comment to any media (electronic and print), the internet and speaking engagements.

When making a comment in a private capacity, Monkami employees ensure their comments are not related to any Monkami activity that they are involved in or connected with as a Monkami employee and make it clear they are expressing their own view. They ensure personal comments do not compromise their capacity to perform their role in an unbiased manner, and that their comments are not seen or perceived to be an official comment.

**Reporting unethical behaviour** Individuals comply with legislation, policies and lawful instructions in the performance of their work. Individuals are obligated to immediately report, to an appropriate workplace authority, behaviour that violates any law, rule or regulation or represents corrupt conduct, mismanagement of Monkami resources, or is a danger to community health or safety or to the environment. Individuals inform their employees of their rights and responsibilities under protected disclosure and similar legislation. All employees must be provided with Monkami's Protected Disclosure Policy and Procedure prior to commencement of employment.

**Conflict of interest** Individuals declare and avoid conflicts of interest to help maintain community trust and confidence.

A conflict of interest can be actual, potential or perceived. This relates to circumstances where the Individual is or could be directly influenced or where

it is perceived the Individual(s) might be influenced.

Individuals ensure their personal or financial interests do not influence or interfere with the performance of their role. They seek to ensure the interests of family members, friends, or associates do not influence or could be perceived to influence their performance in the job.

If an individual is unsure about a possible conflict of interest they seek advice from their Line manager.

**Other  
employment**

Individuals only engage in other employment where the activity does not conflict with their role as a Monkami employee. Employment includes a second job, conducting a business, trade or profession, or active involvement with other organisations (paid employment or voluntary work). Managers or supervisors can assist Individuals to determine if such activities will cause an actual or perceived conflict of interest.

Individuals are required to advise the Manager People and Culture prior to the acceptance of additional employment and must seek before engaging in any other paid employment.

Approval or rejection will be provided in writing by the Manager People and Culture.

**Public trust**

Individuals seek to build and maintain a high level of trust within the organisation and the community. They behave in a manner that does not bring themselves or the organisation into disrepute.

Individuals avoid conduct in their private life that may adversely affect their role or which may bring the organisation into disrepute.

**Criminal  
offences**

Individuals must advise the Manager People and Culture if they are 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. Individuals are required to advise the Manager People and Culture the next business day of a pending change to their CrimCheck status.

A Police check (CrimCheck) is required before commencing employment/work at Monkami for all Individuals, and a repeat check is required after every 3 years of employment/work.

A Statutory Declaration is required annually which must confirm no status change to the original CrimCheck of nil disclosable outcomes.

This requirement complies with the standards set by the NDIS Quality Safeguards Commission. (Refer to the Integrity Checking Policy and Procedure

**Drugs and Alcohol**

for more information).

Individuals carry out their work safely and avoid conduct that puts themselves or others at risk. This includes the misuse of alcohol, drugs or other substances when at work or when engaged in work related activities.

The misuse of alcohol, prescribed drugs, over the counter medication/s, and other substances is an issue for both employers and employees as it impacts on both work and personal life and in some cases the reputation of their organisation of employment.

Monkami has a zero tolerance to illegal drugs. This includes either commencing duties affected or performing any duties whilst affected by illegal substances. (Refer Drug and Alcohol Policy).

Individuals who are on medication that could affect their work performance or the safety of themselves or others are to inform their manager or supervisor to ensure any necessary precautions or adjustments to work can be put in place.

**Demonstrating Impartiality**

**Impartiality** – Individuals should demonstrate impartiality by:

- i. making decisions and providing advice on merit and without bias, caprice, favouritism or self-interest; and
- ii. acting fairly by objectively considering all relevant facts and fair criteria; and
- iii. implementing Monkami policies/procedures and programs equitably.

**Decisions and advice**

Individuals make decisions and provide advice that is free of prejudice or favouritism and is based on sound judgement. Before making a decision or providing advice, Individuals consider relevant information and the impact on the organisation, community and other funded bodies. Their decisions are not affected by personal influences.

**Gifts and benefits**

Individuals do not - for themselves or others seek or accept gifts or benefits that could be reasonably perceived as influencing them.

Individuals who are unsure about accepting a gift or benefit seek advice from their Line Manager or the Manager People and Culture.

Individuals deal with issues consistently, fairly and in a timely manner. Individuals use fair criteria, and consider all relevant information in dealing with

**Acting fairly**

issues.

Being fair means being just and working within commonly accepted rules.

---

**Demonstrating  
Accountability**

**Accountability** – Individuals should demonstrate accountability by:

i. working to clear objectives in a transparent manner; and

ii. accepting responsibility for their decisions and actions; and

iii. seeking to achieve best use of resources; and

iv. submitting themselves to appropriate scrutiny.

**Working to clear objectives**

Individuals understand the objectives of their role. Managers and supervisors provide encouragement, support and a clear sense of direction and purpose. Individuals who are unclear about their goals discuss this with their manager or supervisor.

**Being responsible for decisions and actions**

Individuals make decisions and take actions within the scope of their authority that are lawful and consistent with relevant legislation and organisation policy and the National Disability Insurance Scheme (NDIS) Act 2013 (the Act).

They consider any impact of their decisions or actions on the organisation, community and other funded bodies/organisations.

**Work  
resources**

Individuals use work resources and equipment efficiently and only for appropriate purposes as authorised by the organisation.

Individuals seek to achieve value for money and use resources in the most effective way possible. They identify opportunities for improvement to achieve best possible efficiency and responsiveness.

Work resources include physical, financial, technological and intellectual property. Intellectual property includes copyright, trademarks, registered designs, patents (including patented business systems), and trade, business or company names, and all other proprietary rights, and any rights to the registration of such rights, including proprietary rights developed or created by employees in the course of their employment.

The organisation retains ownership of all these work resources.

**Open to**

Individuals implement Monkami policy in an open and transparent manner. They maintain accurate and reliable records as required by relevant legislation, policies and procedures. Records are kept in such a way as to ensure their security and reliability and are made available to appropriate scrutiny when

scrutiny required.

**Ability to meet essential requirements**

Individuals must notify the organisation of any loss, suspension of, or change to, a registration, accreditation, licence or other qualification that affects their ability to meet relevant essential requirements or to perform their duties.

Notification is directed to the Manager People and Culture on the next business day following the individual becoming aware of any changes.

Individuals ensure they are aware of and comply with all legislation relevant to the performance of their duties.

**Compliance with legislation**

**Demonstrating Respect**

**Respect** – Individuals should demonstrate respect for colleagues, people that Monkami support, by:

- i. treating them fairly and objectively; and
- ii. ensuring freedom from discrimination, harassment and bullying; and
- iii. using their views to improve outcomes on an ongoing basis.

**Fair and objective treatment**

Individuals promote an environment that encourages respect. Individuals are fair, objective and courteous in their dealings with the team members, Management, people Monkami support, and, the community.

**Privacy and Confidentiality**

Individuals understand the importance of privacy and confidentiality. Confidential information requires special treatment and protection. Those people who provide confidential information to Individuals have the right to expect this information will be treated as confidential. Individuals with access to confidential information ensure it remains confidential, and at all times act in accordance with legislation and organisational policies relating to dealing with private information.

**Maintaining confidentiality**

Individuals receive and manage information in such a manner that its confidentiality will be maintained and that it will not be used to advantage a prospective employer or business, or disadvantage Monkami.

**Equity and diversity**

Individuals follow the spirit as well as the letter of the law relating to discrimination, harassment, bullying and victimisation. Individuals create an environment that is free of discrimination, harassment and bullying. Valuing and promoting diversity is an important element of demonstrating respect.

**Improving outcomes**

Individuals are conscientious and efficient in their work. They use their knowledge and expertise to deliver a high quality service, as well as identifying opportunities to improve service outcomes.

Individuals contribute both individually and as part of a team and engage constructively with their colleagues on work related matters. They share information with team members to support delivery of the best and most appropriate service outcomes.

**Demonstrating Leadership**

**Leadership** – Individuals should demonstrate leadership by actively implementing, promoting and supporting these values and the Monkami Organisational Values of: Integrity; Respect; Compassion; Fairness; Knowledge.

**Lead by example**

Individuals model the behaviours based on the Monkami Values and at all times act in an ethical manner. Leadership is about positive influence, inspiring and empowering others.

Providing sound advice, delivering high quality services and encouraging best practice demonstrates responsiveness.

Being honest, using powers correctly, identifying and dealing with inappropriate conduct, avoiding conflicts of interest and developing and maintaining community trust demonstrates integrity.

Making decisions that are free of bias, considering all relevant facts and ensuring policies and programs are implemented fairly demonstrates impartiality.

Being transparent, responsible, using resources efficiently and inviting scrutiny demonstrates accountability.

Treating others fairly, eliminating abuse, discrimination, harassment and bullying, and focusing on improving outcomes demonstrates respect.

**Managing staff**

Managers and supervisors should provide a safe, encouraging and supportive work environment that recognises and values diversity, abilities and contributions. They give their employees or people they manage a clear sense of direction and purpose.

They set realistic goals, timelines and workloads, and provide adequate resources and appropriate information to complete work. They trust their people they manage to manage their work autonomously but also provide them with support when needed. They address any performance issues promptly, directly and confidentially with the individual concerned.



They treat Individuals fairly and consistently when making selection decisions and allocating work. They assess performance and provide constructive feedback and development opportunities. They consult genuinely with the people they manage, and adhere to industrial and legal obligations.

They understand and respond to legitimate concerns of the people they manage, and encourage work arrangements that enable Individuals to achieve a work-life balance.

Individuals work co-operatively with their colleagues. . They support and learn from them and accept differences in personal style.

They respect, and seek when necessary, the professional opinions of team members in their area of competence, and acknowledge their contribution.

**Demonstrating Commitment to human rights**

**Human Rights** – Individuals should respect and promote the human rights set out in the *Charter of Human Rights and Responsibilities* by:

i. making decisions and providing advice consistent with human rights; and

ii. actively implementing, promoting, educating and supporting human rights.

**Understanding human rights**

Individuals understand human rights as these apply to their work.

**Making decisions and providing advice consistent with human rights**

Individuals ensure their own decisions, advice and policy development properly considers the human rights set out in the Charter, and respects the human rights of others, aligning with Monkami’s Statement of Purpose.

**Implementing human rights**

Individuals deliver services and programs and act in a manner that is consistent with the Charter and Monkami’s Purpose.

**Protecting human rights**

Individuals seek to protect the human rights of team members, and members of the Victorian community by raising concerns regarding circumstances that could breach those rights, and reporting any suspected breaches in accordance with procedures established by the organisation.

**Zero Tolerance to all forms of abuse and neglect**

The organisation has zero tolerance to all forms of abuse and neglect. The organisation is committed to mandatory reporting of all allegations and suspicions of abuse and neglect through organisational procedural mechanisms and to relevant law enforcement agencies. Policy development from recruitment through to workforce management and training stipulates

---

and demonstrates commitment to a culture of zero tolerance to abuse and neglect.

Abuse is a violation of a person's human rights and has a number of forms such as financial abuse, emotional abuse, physical abuse, sexual abuse and neglect. Abuse can be perpetrated by support workers, supervisors, managers, people with a disability, family members, carers and community members.

Abusive behaviour includes, but is not limited to:

**Financial abuse:**

The misuse of a person's assets, property, possessions and finances without their consent. It includes:

- denying a person the use of their own assets, property, possessions and finances
- theft, fraud, exploitation and pressure in relation to assets, property, possessions and finances
- obtaining assets through deception

This includes financial abuse perpetrated by other people with a disability.

**Emotional / Psychological abuse:**

Actions or behaviours that reject, isolate, intimidate or frighten by threats, or the witnessing of family violence, to the extent that the person's behaviour is disturbed or their emotional/psychological wellbeing has been, or is at risk of being, seriously impaired.

This includes:

- rejecting, isolating, terrorising and ignoring behaviours
- denying cultural or religious needs and preferences
- emotional abuse perpetrated by other people with a disability
- when a person subjects another person to behaviour that may result in psychological trauma such as bullying, harassment, humiliation and/or threats

Actions that involve the inappropriate use of physical contact or force against a person.

**Physical abuse:**

This includes:

- Threats of physical abuse made to a person with a disability by another person
  - Excessive use of physical force or illegal restraint by a staff member
-

---

- Physical abuse perpetrated by other people with a disability, as well as by caregivers or staff.

**Spiritual:** religious abuse is abuse administered under the guise of religion, including harassment or humiliation, which may result in psychological trauma. Religious abuse may also include misuse of religion for selfish, secular, or ideological ends.

**Sexual abuse:** Actual or attempted unwanted sexual actions that are otherwise forced on a person against their will or without their consent, through the use of physical force, intimidation and/or coercion (grooming behaviours).

**Neglect:** The failure to care adequately for a person with a disability to the extent that the health, wellbeing and development of the person is significantly impaired or at risk. This includes restriction of foods, clothing, aids, equipment, communications, medication, access to necessary and reasonable support networks and opportunities.

---

**Breaches of the Code of Conduct** Individuals should be aware that Monkami views breaches of its Code of Conduct very seriously and consequential actions may apply. These actions will depend on the nature of the breach and can include:

- Disciplinary action which may include termination of employment.
- Legal action.

---

**Related Documents and Forms**

- Code of Conduct Acknowledgement Form
- Monkami Centre Inc. : Organisation Values
- Recruitment and Selection Policy and Procedure
- Staff Induction Policy and Procedure
- Integrity Checking Policy and Procedure
- Drug & Alcohol Policy and Procedure
- Bullying and Harassment Policy and Procedure
- Complaints and Grievance Policy and Procedure
- Internal Investigation Policy and Procedure
- Conflict of Interest Policy and Procedure (To be developed)
- Employee Assistance Program Policy and Procedure
- Information Technology Policy and Procedure
- Consultation Policy and Procedure
- Record Keeping Policy and Procedure
- Social Media Policy and Procedure

- 
- Electronic Signature Policy and Procedure
  - Termination Policy and Procedure
  - Discipline Policy and Procedure

---

### Resources

- NDIS Quality and Safeguards Commission – Code of Conduct
- NDIS Quality and Safeguards Commission Resources
- Department of Human Services, Service Agreement
- Victorian Equal Opportunity and Human Rights Commission
- Fair Work Commission [www.fwc.gov.au](http://www.fwc.gov.au)
- Safe Work Australia <http://www.safeworkaustralia.gov.au/sites/SWA>
- EAP Provider's link – <http://www.myeap.com.au>

---

### Related Legislation

- NDIS Act 2013
  - *Charter of Human Rights and Responsibilities*
  - *Fair Work Act 2009 (Cwlth)*
  - *Equal Opportunities Act 2010 (VIC)*
  - *Privacy Act (amended 2018)*
  - Information Privacy Act 2000 (VIC)
  - Occupational Health and Safety Act 2004 (VIC)
  - Protected Disclosure Act 2012
-