



CODE OF CONDUCT POLICY

Scope & Purpose

The purpose of this Code is to set out the standards of behaviour expected of members, employees and volunteers of Reading Friends Australia Ltd (RFA) and to ensure that members, employees and volunteers, as well as the people they come into contact with whilst carrying out their duties, are treated in a manner that is consistent with the mission, values, culture and legal obligations of RFA. This Code applies to all members, employees and volunteers of RFA.

Definitions

A Code of Conduct is a set of rules, regulations, policies and guidelines which members, employees and volunteers are expected to comply with when carrying out their duties and/or delivering the services of RFA.

Policy

RFA prides itself on the professionalism and ability of its members, employees and volunteers to meet community needs and expectations. RFA strives to be a leading service provider and to facilitate a safe, healthy and positive environment for all parties involved.

All members, employees and volunteers are expected to:

- Comply with all relevant Commonwealth, State and Local Government legislation.
- Comply with all rules, regulations, policies and procedures of RFA – refer to the RFA Policy Manual and in particular the Volunteer Agreement, Confidentiality Policy and this Code.
- Comply with all reasonable instructions and decisions made by RFA.
- Maintain a high degree of ethical behaviour, integrity, honesty and professionalism whilst carrying out duties and interacting with community members and other RFA colleagues.
- Comply with any policy or reasonable instruction given to them by an authorised person at the site(s) they visit – eg schools, libraries.

All members, employees and volunteers are expected to not:

- Discriminate against, harass or bully any RFA member, employee or volunteer, or any community member they interact with.
- Engage in fighting, disorderly conduct or aggressive or intimidatory behaviour with or towards an RFA colleague or community member they interact with.
- Steal, damage or destroy RFA property, the property of RFA colleagues or community members they interact with.
- Work under the influence of alcohol or controlled or illegal substances during the course of their duties.



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ABN 52 655 762 262

- Bring alcohol or controlled or illegal substances onto RFA premises or vehicles or the premises of organisations in the course of their duties – eg schools.
- Smoke on RFA premises, in RFA vehicles or on the premises of organisations in the course of their duties where such organisations have a no smoking policy.
- Accept cash, benefits, gifts or payments in kind where such acceptance could create a conflict of interest – refer to the Conflict of Interest Policy.

Dress Code

All members, employees and volunteers are expected to dress to:

- Comply with workplace health and safety laws and regulations in regard to appropriate clothing relevant to their work activities.
- Present a clean, neat and tidy appearance at all times suitable to their position.
- Wear their ID badge and uniform (if supplied) and maintain the uniform in good condition (clean, not damaged).
- Consult with their manager or supervisor if unsure as to the appropriate clothing for their position.

Privacy and Confidentiality

All members, employees and volunteers are expected to comply with the Privacy & Confidentiality Policy in the gathering, storage and retrieval of personal, confidential or RFA information.

All members, employees and volunteers are expected to respect the privacy and confidentiality of information provided to them by children or their families.

Dealing with Aggressive Behaviour

Any form of aggressive, threatening, intimidatory or abusive behaviour is not acceptable to RFA.

Where a member, employee or volunteer is confronted by a person exhibiting such behaviour and is unable to calm them, they should take reasonable steps to vacate the area, seek assistance from an RFA colleague or person nearby, or contact the Police.

Child Protection

In the course of their duties, members, employees and volunteers are expected to:

- Behave respectfully, courteously and ethically towards children and their families.
- Listen and respond to the views and concerns of children, particularly if they communicate (verbally or non-verbally) that they do not feel safe or well.
- Promote the human rights, safety and well-being of children.
- Demonstrate appropriate professional and personal boundaries when interacting with children.



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- Consider and respect the diverse backgrounds, cultures and needs of children.
- Create an environment that promotes and enables participation by children and is welcoming, safe and inclusive for children and their families.
- Involve children in making decisions on relevant activities, tasks and processes wherever possible.
- Identify and mitigate (where appropriate) risks to children's safety and wellbeing as required by RFA's Risk Assessment Policy.
- Contribute to RFA's policies, discussions, learning and reviews about RFA projects, activities, policies and procedures regarding children.
- Respond to and report any concerns of child harm or abuse promptly and in accordance with relevant legislation (eg to the Office of Children's Guardian) and RFA's Child Safety Policy.

Use of RFA computers, telephones, technology

In some circumstances, Computers, telephones and access to the internet and email may be provided to members, employees and volunteers for genuine work-related purposes.

Unauthorised access and/or misuse of RFA property, equipment, technology and information is not acceptable.

Members, employees and volunteers are expected to:

- Use RFA property, equipment, technology and information for approved work purposes only.
- Not share personal or confidential information with RFA colleagues or any other person unless it is in the course of their duties.
- Not share log in details such as username or password with RFA colleagues or with any other person.

Breach of The Code of Conduct

Where RFA considers that a member, employee or volunteer has breached any part of this Code, it will consider taking appropriate disciplinary action. This might result in termination.

Where RFA considers disciplinary action to be appropriate, it will be conducted in accordance with the Disciplinary, Disputes and Grievances Policy.

Nothing in this Code prevents RFA from taking reasonable action to protect its interests whether a breach of the Code has occurred or not.

References

RFA Child Safety Policy
RFA Confidentiality Policy
RFA Disciplinary, Disputes & Grievances Policy
RFA Health, Safety & Wellbeing Policy
RFA Constitution