



Helping Kids Learn

Our Code of **Conduct**



Issued April 2019

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Message from the CEO

The reputation of Learning Links and the trust and confidence of everyone we deal with is of great importance. It is essential that Learning Links maintains high ethical standards in how we deal with all stakeholders.

All staff are required to comply with this Code of Conduct and the related policies, standards and practices which together comprise the Code of Conduct.

The term staff includes board members, volunteers, students and contractors.

Policy

All staff are required to observe high standards of integrity and honesty and act with due skill, care, diligence and fairness. They are required to comply with all Australian laws.

Compliance

It is the responsibility of management to ensure that the Code of Conduct and standards are communicated, understood and acted upon. Management must positively promote them by personal example and are not entitled to permit exceptions to the required behaviours.

All staff should familiarise themselves with the Code of Conduct and must comply with it. Failure to act in compliance with the Code of Conduct is likely to result in disciplinary action, including termination of employment, against the staff member committing the breach and anyone who condones it.

Standards of Conduct

Child Safety

Learning Links provides an open, welcoming and safe environment for children and everyone participating in our programs.

We seek advice and guidance from children, parents, and work colleagues so these standards are maintained.

Acceptable behaviours

DO	Be a positive role model to children in all of your conduct with them.
DO	Set and maintain clear boundaries about appropriate behaviour between yourself and the children at Learning Links.
DO	Follow the Learning Links Keeping Children Safe Policy.
DO	Ensure as far as practicable that adults are not left alone with a child.
DO	Ensure you provide children with an environment in which they can feel safe.
DO	Be aware of any inappropriate professional interactions in the workplace and act if any are observed.
DO	Report any allegations of child abuse to the Learning Links Child Safety Officers and ensure that any allegation is reported to child protection authorities or the police.
DO	Participate in required training so that you know how to respond when faced with an allegation or disclosure of child abuse.

Unacceptable behaviours

DO NOT	Develop any 'special' relationships with children that could be seen as favoritism.
DO NOT	Use inappropriate language, including swearing, in the presence of children.
DO NOT	Express personal views on cultures, race, or sexuality in the presence of children
DO NOT	Have contact, including social media, with a child or their family outside of our organisation without a Child Safety Officer's knowledge and/or consent.
DO NOT	Do things of a personal nature that a child can do for themselves.
DO NOT	Allow children to use your personal equipment such as mobile phone, laptop, or tablet and make sure all devices are password protected.
DO NOT	Use your personal devices to take photographs of children.
DO NOT	Use any form of physical punishment, or pushing or shoving.
DO NOT	Yell at a child or use threatening language.

Work Health and Safety (WHS)

The safety, health and welfare of staff, contractors, clients/customers, suppliers, and members of the wider community is of prime importance to Learning Links. We strive to create a culture where all staff believe it is essential for themselves and others to work safely.

Acceptable behaviors

DO	Be responsible for my own safety and health and that of my co-workers, contractors, visitors and clients/customers.
DO	Immediately stop any job or task that I believe is unsafe and report it at the time.
DO	Address any hazards when I become aware of them.
DO	Report all WHS incidents and injuries immediately.
DO	Believe that: <ul style="list-style-type: none">• every injury can be prevented• every incident is an opportunity to prevent a reoccurrence• every injury is a result of a behaviour• Zero workplace injuries is achievable.
DO	Be alcohol and drug free while working and refrain from smoking on any Learning Links land, property or workplace.

Unacceptable behaviours

DO NOT	Use equipment that I am not trained or authorised to use.
DO NOT	Walk past an unsafe situation.

Equal employment opportunity, bullying and harassment.

We are all responsible for creating a working environment where everyone is treated with dignity, courtesy and respect. Learning Links is committed to the principles of Equal Employment Opportunity (EEO) and diversity to ensure that staff receive fair and equal treatment in all aspects of their work, and can work in an environment that is free from discrimination, bullying, harassment and victimisation.

Acceptable behaviours

DO	Promote a work environment that values seeking and utilising the contributions of staff with diverse views and experiences.
DO	Know that it is unlawful for you or anyone to discriminate against, harass, or bully others.

Unacceptable behaviours

DO NOT	Display offensive material (including electronic format).
DO NOT	Display unwelcome physical contact such as shoulder massaging or invade an individual's personal space.
DO NOT	Make offensive or demeaning statements, jokes, comments or innuendo.
DO NOT	Make unwelcome remarks or insinuations about a person's appearance, sexual activities, or private life.
DO NOT	Spread misinformation or malicious rumours.
DO NOT	Yell or use abusive, insulting or offensive language or comments.
DO NOT	Unreasonably exclude staff members from workplace activities.
DO NOT	Engage in behaviour that belittles and/or humiliates others.

Conflicts of interest

Conflicts of interest exist when it is likely that you could be influenced (or could be seen to be influenced) by a personal interest in carrying out your duties.

It is your responsibility to avoid conflicts that could compromise the impartial performance of your duties and to disclose potential, actual, or perceived conflicts of interest to your Manager.

Acceptable behaviours

DO	Ensure that our buying and procurement processes are transparent.
DO	Discuss any potential conflicts of interest with your manager.

Unacceptable behaviours

DO NOT	Do business with a supplier because they have given us a gift or benefit.
DO NOT	Work for a competitor without disclosing this to Learning Links.
DO NOT	Set up your own business without disclosing this to Learning Links.
DO NOT	Solicit and/or accept gifts or benefits while performing your work.

Confidentiality

Learning Links is committed to respecting and preserving the confidentiality of information acquired and not releasing any such information to third parties without proper authority.

Under privacy laws there are a number of obligations concerning the personal information we collect from individuals. These include disclosures Learning Links must make to our customers/clients when we collect their personal information, how we may use that information (including restrictions on sharing it with others), what we must do to protect the information and keep it confidential.

Acceptable behaviors

DO	Protect information obtained through our operations belonging to staff, clients/customers, and suppliers in order to ensure that their rights to privacy and their interests are safeguarded.
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Unacceptable behaviours

DO NOT	Make statements or provide information to the media.
DO NOT	Provide information to politicians or government officials.
DO NOT	Release any information regarding a client / customer and/or external parties obtained through your job or through your work-related contacts unless: <ul style="list-style-type: none">• It is within the confines of your clinical/professional supervision• You are authorised to do so• The law requires you to.

Information systems, email & internet use

During your employment you will be trusted with documents and information that belong to Learning Links, our staff, our customers/clients, our suppliers, and other key stakeholders.

Learning links reserves the right to monitor and view any data stored or transmitted using Learning Links facilities.

Acceptable behaviors

DO	Take precautions to prevent unauthorised access to passwords, user identifications, or other information that may be used to access our information systems.
DO	Limit access to information contained in, or obtained from, the systems to only authorised people.
DO	Protect all confidential information from unauthorised disclosure.
DO	Only use the information for the reason it was given to Learning Links.
DO	Only share information with other staff on a need-to-know basis.
DO	Use the Internet responsibly and productively. Internet access is limited to job-related activities only and personal use is not permitted except during your own time.

Unacceptable behaviours

DO NOT	Share, record, copy, transmit, delete, or in any way alter information in Learning Links systems except when required to perform your duties. This applies both during your employment and after you leave.
DO NOT	Share your user IDs and passwords.
DO NOT	Send, forward or save inappropriate information.
DO NOT	Download, retrieve, send or store inappropriate, sexually explicit or racist material on your computer or other Company electronic devices.
DO NOT	Instigate or distribute 'junk or chain' mail.
DO NOT	Store personal data on company systems.
DO NOT	Store organisational information on personal devices.

Social Media

Despite the existence of privacy options, many items published in social media are publicly accessible and it can be difficult to guarantee that sites are fully private. As such always start with the assumption that anything you say can be read by anyone, anywhere, at any time and remember that the Internet has a long memory.

Acceptable behaviors

DO	Exercise good judgement when posting and be aware that inappropriate conduct can negatively affect Learning Links, our clients and yourself. Always apply the following test: "Would my manager, client or customers be happy to see this content published?"
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Unacceptable behaviours

DO NOT	Post malicious, misleading or unfair content about Learning Links, your colleagues, clients, or other stakeholders.
DO NOT	Send racial, sexual, defamatory, threatening or obscene messages to any staff or anyone outside the Company.
DO NOT	Reference Learning Links negatively in any online social medium or public forum.

Integrity, honesty and transparency

Learning Links expects its employees to demonstrate sound moral and ethical principles at work. Integrity, honesty and transparency are the foundations on which employees build effective interpersonal relationships with co-workers, customers, stakeholders, and the community.

Acceptable behaviors

DO	Treat others the way you want to be treated.
DO	Maintain confidentiality and be considerate of the privacy of others.
DO	Acknowledge mistakes honestly and without defensiveness and rectify them promptly.
DO	Take responsibility and be accountable for my own actions.
DO	Fulfill promises to customers and my coworkers.
DO	Be proactive in identifying issues and coming up with solutions.
DO	Ensure that the highest ethical standards guide me in making decisions.
DO	Provide service and support in a safe and competent manner, with care and skill.
DO	Take all reasonable steps to raise concerns about matters that may impact the quality and safety of supports and services.

Unacceptable behaviours

DO NOT	Accept gifts, benefits or favours that may influence or be reasonably seen to influence your decision making.
DO NOT	Conduct yourself in public in a manner that will reflect adversely on Learning Links.
DO NOT	Favour your relatives (nepotism) or people you know (patronage) in your decision-making and provision of service.

Respect

Maintaining a respectful workplace is the responsibility of all employees. All employees need to feel they are valued for who they are; be supported to grow and become the best version of themselves; and be engaged and willing to invest in our organisation.

It is our aim to create a workplace environment where everyone is valued and feels worthy of being here; is recognised for the work they are doing well; and feels safe to take chances and identify actions and improvements that will benefit our organisation and our customers.

Acceptable behaviors

DO	Respect cultural differences and consider each person's values, beliefs, religion, gender, age, and country of origin while approaching each person as an individual.
DO	Respect individual rights to freedom of expression, self-determination, and decision-making.
DO	Respect the privacy of all people.
DO	Provide supports and services in a safe and competent manner, with care and skill.
DO	Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to all people including those with a disability.
DO	Take all reasonable steps to prevent and respond to all forms of violence against; and exploitation, neglect and abuse of all people, including those with a disability.
DO	Earn respect by performing well and meeting or exceeding the standards of the organisation.

Unacceptable behaviours

DO NOT	Engage in behavior that is rude, unpleasant, inappropriate, or unprofessional.
DO NOT	Engage in behavior that causes hurt feelings and distresses, disturbs, and/or offends others.
DO NOT	Use harsh or coarse insulting language.
DO NOT	Do not engage in bullying or other forms of discrimination or harassment, including sexual harassment in or outside the workplace.

Your acknowledgement and acceptance of the Learning Links Code of Conduct

I confirm that:

- I have received and read my copy of the Code of Conduct
- I have had the opportunity to ask questions and discuss any issues of concern in relation to the Code of Conduct with my Manager or a Human Resources (HR) representative prior to signing this document.
- My Manager/HR representative has adequately responded to my questions or issues of concern.

I agree to comply to this Code of Conduct

Name:

Signature:

Date:

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Document control This table outlines the control details for this document.

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