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# Staff Code of Conduct Policy & Procedure

APPROVED BY: Pathways SouthWest Board of Management

APPROVAL DATE: February 2019

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VERSION: 8

THIS POLICY & PROCEDURE APPLIES TO: Pathways SouthWest Board of Management, Staff, Students, Volunteers, Consumers, Carers, other Stakeholders and the General Public

## Staff Code of Conduct

### Policy & Procedure

#### Policy

This policy outlines the required standard of conduct for staff of Pathways SouthWest Inc. It will assist to understand your responsibilities and in determining the appropriate course of action when faced with an ethical issue.

Note: Staff refers to employees, volunteers and students on placement.

#### Procedure

**All staff are required to adhere to the following:**

1. When performing your duties, you will be guided by the relevant legislation, delegations, policy, guidelines and this Code to assist you to make sound decisions.
2. Where you are faced with a matter that is not easily addressed by existing legislation, delegations, policy, guidelines or this Code, you are encouraged to work through those matters with a member of the Management team.
3. Carry out duties in a safe and competent manner, in accordance with the relevant job description, the policies and the constitution of Pathways SouthWest.
4. Represent and promote Pathways SouthWest in a positive manner and refrain from public criticism or negative comment about the organisation. This includes all social media outlets for example Facebook, Twitter, blogs or other forms of social media (but is not limited to these).
5. Only the Chief Executive Officer and the President are authorised to make any representation of Pathways SouthWest to the media.
6. Perform duties in accordance with relevant legislative, industrial and administrative requirements. This includes but is not limited to Mental Health Act 2014, Carers Recognition Act 2004 (WA), Carer Recognition Act 2010 (Cwlth), National Mental Health Standards, Occupational Safety and Health Act 1984, Residential Tenancy Act 1987, Disability Services Act 1993, Australian Health Practitioner Regulation Agency (AHPRA) registration.
7. Treat clients, volunteers and staff with courtesy and respect.
8. Maintain work relationships based upon organisational values (Hope, Courage, Respect, Humility & Responsibility) so that everyone has trust and confidence that relationship boundaries are not crossed.
9. Ensure all relevant information obtained whilst carrying out organisational duties is kept confidential.
10. Treat equipment and goods that are owned, leased or otherwise in the control of Pathways SouthWest, with respect and care at all times.
11. Will not use or be under the influence of alcohol and/or illicit drugs, when carrying out work duties.

12. Be of a neat and tidy appearance that is safe, appropriate and culturally acceptable to the type of work, being carried out (to meet all OHS requirements for example when gardening wearing PPE i.e. closed in shoes, hat and sunscreen).
13. Gifts or benefits which exceed \$15 in value must not be accepted. Gifts of either money or lottery tickets must not be accepted.
14. Any conflict of interest, either actual or potential, must be reported to the line manager immediately. It is an individual staff member's responsibility to identify if possible areas of conflicts of interest may exist (Could include trading in goods and/or services with clients). Exceptions to this trade prohibition will be considered by the Board of Management on the submission of a written application
15. Staff are bound by this code of conduct for a period of six months following cessation of employment with Pathways SouthWest. Adherence to confidentiality is to continue after cessation of employment.
16. Publicly and privately support the organisation and each other, acknowledging the strengths and weaknesses of others and acting with courtesy and respect.
17. Act honestly and in good faith at all times in the interests of the organisation, ensuring that all stakeholders, particularly those who are recipients of services, are treated fairly according to their rights as outlined in the National Standards .
18. Perform their duties in a safe and competent manner, in accordance with their job description, organisational policies and constitution. They shall act in a safe, responsible and effective manner.
19. Comply with the prescribed terms and conditions of their employment/engagement.
20. Carry out their duties in a lawful manner and ensure the organisation carries out its business in accordance with the law, and recognise both legal and moral duties of their role.
21. Respect and safeguard the property of the organisation, the public and colleagues; and observe safe work practices so as not to endanger themselves or others. [Refer to Occupation Health and Safety Policies for more information.]
22. Maintain confidentiality regarding any information gained through their work and not divulge personal information or the address or phone numbers of Staff, Board or service users. [Refer to Freedom of Information Policy for additional information.]
23. Ensure that all transactions, agreements and records that flow from relationships with Pathways SouthWest's stakeholders will be accurately and openly recorded in the organisation's books and records, and no entries will be made which obscure the true nature of a transaction.
24. Ensure that Pathways SouthWest will market its services with integrity and accuracy.
25. Undertake no personal or business activities for personal gain while at the organisation or while conducting business of the organisation: procedures associated with such activities will not be carried out on the organisation's computers without open and express permission of a higher authority.

**STAFF CODE OF CONDUCT POLICY & PROCEDURE**

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26. Discuss issues where appropriate with other staff and line manager to determine whether or not a contemplated action is ethical.

**Related documents:**

Freedom of Information Policy

Occupational Health and Safety Policy

Staff Disciplinary and Termination Policy and Procedure

Whistleblowing Policy (in preparation)

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

Witnessed: \_\_\_\_\_ Date: \_\_\_\_\_