

Code of Conduct

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Message from the Chief Executive Officer

As a local government organisation, our job is to understand and represent community priorities and provide services that meet community needs.

At the City of Boroondara, we work on the basis of “customer first” - that is to deliver a positive customer experience that puts customers at the forefront of our everyday interactions and transactions. We pride ourselves on working collaboratively in an innovative, effective, productive, supportive, safe and healthy work environment to deliver the best possible outcomes for the community.

Our Code of Conduct is designed to provide you with a broad framework to establish a common understanding of the standards, values and behaviours expected to guide us to: maintain high standards of behaviour, and, sound decision making. The Code of Conduct contributes to enabling us to work in a professional, constructive and customer focused environment where employees are engaged and proud to work at the City of Boroondara. The Code is one of many resources that help us to ensure that we translate our values into actions to make a positive difference to the community.

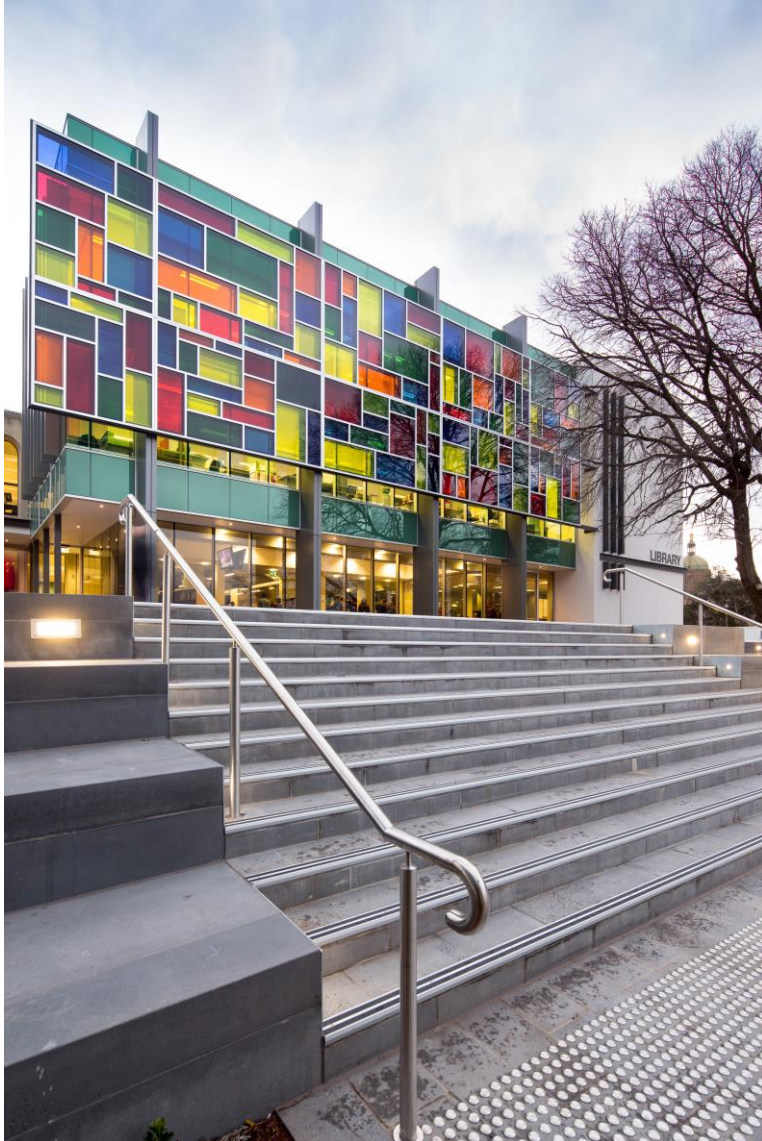
Our Code of Conduct outlines our commitment to the community and each other, whether you work for Council directly, volunteer or contract your services we all work together in alignment with this Code. Our Code of Conduct is also supported with our Human Resources policies, Fraud and Corruption policies, and relevant legislation such as the Occupational Health and Safety Act, Gender Equality Act, Protected Interests Disclosures Act, Freedom of Information and Privacy Acts and Child Safe Standards.

We encourage you to refer to this Code and speak up if something doesn't seem right or doesn't align with our core values. When concerning behaviours are challenged, we demonstrate our integrity, courage, help prevent mistakes and foster innovation through open and transparent communication.

Phillip Storer
Chief Executive Officer



Our values, our Code of Conduct and your responsibility



Our six core values are Treat people with respect, Work together as one, Explore better ways, Own it follow through, Think customer experience and Act with integrity. Our values provide a foundation for our decision making. They reflect ethical practices and contribute to a respectful workplace. They remind us of what is important to the community, and to each other, as we take a creative approach to working together to provide quality customer-centric services.

In addition to our values, our leaders are guided by our five core leadership expectations. These are: Create shared direction, Build trust, Empower others, Inspire possibility and Lead by example. Our leadership expectations have been developed to ensure successful partnerships are created with our employees to ensure quality customer experiences.

Adhering to our Code of Conduct involves living these values. Everyone working for the City of Boroondara - whether you are an employee (permanent or temporary), volunteer, agency staff member, work experience student or independent contractor - must understand and apply our Code of Conduct in everything we do.

Our Code of Conduct describes how people are expected to behave and respond in ethical and professional decision making, actions and behaviours across the organisation.

Guidance on the specifics of how we work comes from a range of policies, procedures and guidelines. The Code of Conduct is not intended to provide guidance on every situation, rather it is principle-based that helps us think about difficult questions, promotes consultation and encourages us to speak up.

Your responsibility is to understand and live our values and adhere to the Code of Conduct and relevant associated policies and legislation. You also have a responsibility to speak up if you are unsure or observe something that does not or may not align with our Code of Conduct.

We are all representatives of the City of Boroondara. Whether you are working onsite at your usual place of work, developing your skills at an offsite training course, or attending a work-related social function, you represent our organisation.

We prioritise integrity in our relationships and decision making and therefore each and every one of us is responsible for upholding our values in everything we do and say.

OUR VALUES & BEHAVIOURS - HOW WE WORK



**TREAT PEOPLE
WITH RESPECT**



**WORK TOGETHER
AS 'ONE'**



**THINK CUSTOMER
EXPERIENCE**



**ACT WITH
INTEGRITY**



**OWN IT, FOLLOW
THROUGH**



**EXPLORE
BETTER WAYS**

WHAT IT IS

I listen, to really understand others' points of view	I share information and invite others' input	I consult, to really understand our customer and community needs	I'm honest and open in my interactions	I take responsibility for my behaviour, actions and outputs	I think ahead, anticipate and adapt to changing needs
I show I care about others' wellbeing, through my words and actions	I plan and think from start to finish, in consultation with my stakeholders	I plan and think from start to finish, in consultation with my stakeholders	I do the right thing, by upholding the standards of our Code of Conduct	I'm confident to make effective decisions in my role	I seek with curiosity, to find the better, simpler or smarter way
I treat people fairly and with compassion	I build joint solutions through genuine conversation	I take pride in serving our customers and community	I speak up, and provide feedback constructively, when things aren't right	I do what I say I'll do	I'm open to new approaches and brave enough to take a measured risk
I recognise and value others' contribution	I respect, and commit to, shared strategies, priorities and decisions	I apply a customer experience mindset to my work with internal customers	I strive to live our values everyday	I show initiative to make things happen	I quickly learn and adapt based on my experiences

WHAT IT ISN'T

I dismiss, or put down, others' ideas and opinions	I put my own agenda ahead of the broader City of Boroondara objectives	I assume I know what our customers and community need, without asking them	I intentionally mislead others through my words or actions	I make excuses or blame others when something goes wrong	I don't speak up, even when I know there's a better way
I do things which put others' safety or wellbeing at risk	I try to collaborate on everything, without considering if it's the right way	I make it easy for us, but hard for our customers	I decide or act for my personal gain	I say "it's not my job"	I change something for change's sake
I'm impolite or rude in my interactions	I consult, without genuine intent to collaborate	I do it the way I've always done it, when it doesn't suit our customers	I allow inappropriate behaviour to go unchecked	I wait to be told what to do	I resist new approaches, because they're unfamiliar or uncomfortable.
I take credit for someone else's work	I withhold information or resources which are important for shared success	I don't keep our customers informed of progress and outcomes	I strive to live our values everyday	I say yes, without being realistic about what can be delivered	I come up with ideas, but don't translate them into action

Ask yourself

Get into the habit of asking yourself questions similar to the examples below. Ask these types of questions to determine if the task/project/action you are about to take meets our Code of Conduct. Think about these questions about your own behaviour and behaviours you are observing in others.

What would <u>other</u> people think?	What do I think?
Is the action consistent with Council's values and behaviours (Our How we work and lead framework)?	How do I feel about this?
What is the impact on our customers? How would they view the situation?	Do I have all the relevant facts/information?
How would this look in the media?	Am I embarrassed or ashamed by this?
Is this consistent with my/ our responsibilities as a staff member/leader/volunteer/contractor?	Are my core values of what is right and wrong compromised by this?
Am I being a good role model for others?	Am I just taking the easy option by not speaking up?
Could I explain this to someone if I had to?	Am I proud of the impact on others of my actions?
If someone moves into my role would my past actions appear transparent, logical and ethical?	Have I been selective so as to manipulate an outcome?
Would a reasonable person think I have used my authority or position improperly?	Could it directly or indirectly endanger someone, cause injury or create and unsafe environment?
Would the public see this decision as honest and impartial?	Does it break the law, breach any codes or standards Council needs to comply with, or go against Council policy?
How would my family members view the situation?	Do I need to seek specialist internal advice to fully understand what is required to ensure these requirements are upheld?

Importantly, what does your intuition tell you? What is your gut feel? If you feel uneasy about the situation then it's probably best to speak up.

Principles of the Code of Conduct

1.0. Professionalism, ethics and integrity

- We conduct our work relationships professionally and impartially and do not misuse our position, privilege, or status for personal gain.
- When making decisions in a team or as individuals we reflect on our core values, ensuring decision making is transparent.
- We work with and prioritise integrity, we do things the right way and give as much consideration to the way we do things as we do to the results themselves.

Putting our customers first

Council's professional standard when interacting with our customers is to provide a customer-centric service model. What does this mean?

We provide a service that is simple, streamlined and in line with customer expectations. We consider the following questions when creating or reviewing a current process or service offering:

- What does the customer want to achieve?
- How would they like to interact with us to achieve this goal?
- Is there a risk to the customer, organisation or staff with what I am doing?

When interacting with our customers we listen respectfully, provide a professional and timely service, and ensure that the customer's enquiry is completely resolved in line with Council policy and procedure.

Personal presentation

There is no 'one size fits all' approach to dressing for work (paid or unpaid) at the City of Boroondara. All employees should dress professionally and in line with the requirements of their position and work environment. All employees must present themselves in a neat and clean fashion ensuring good personal hygiene is maintained, including not attending work when unwell. Dress standards should always reflect appropriate workplace Occupational Health and Safety requirements i.e. appropriate clothing and

footwear, and respect our commitment to equal opportunity and our values.

Where Council provides a uniform, employees must ensure that the appearance of the uniform is in line with this Code and when required the employee must arrange for a replacement uniform if it no longer meets Council's dress standard (i.e. if the material is damaged or heavily worn).

Conflict of interest

Acting honestly and with integrity also means managing conflicts of interest and never putting yourself in a situation that puts, or appears to put, your own personal interests before those of Council and our community. Importantly, a conflict of interest can exist even if no improper action results from it. It is your responsibility to identify and disclose conflicts of interest. If you are unsure about the possible conflict of interest, seek assistance from your Leader or PCD Business Partner.

You must always maintain community trust and ensure that your personal interests do not conflict with your public duty. Council views any failure to declare a conflict of interest as a breach of this Code, which may result in disciplinary action.

Conflict of interest in recruitment or selection processes

If you have a personal interest in an employment/engagement decision-making process (such as a recruitment or promotion decision or a

decision relating to contractors), you must declare your interest in accordance with the Recruitment, Selection and Onboarding Policy and withdraw from the process.

Conflict of interest in employee/contractor management

Personal relationships should not intrude, be seen to intrude on or influence practices in the workplace. If you work with a relative or close associate, you must declare a possible conflict of interest to your Leader and PCD Business Partner, and maintain professional demeanor at all times. In most circumstances, it will not be appropriate for a staff member (including independent contractors) to report directly to, or be supervised by, a relative or close associate.

Who is a close associate or relative?

- Close associate - is someone with an existing close personal relationship (e.g. friend) to a Council employee
- Relative - is a partner, spouse (current or former), and current/former defacto, a child (including adopted, step child or ex-nuptial), parent, grandparent, grandchild, sibling, children of siblings, in-laws and any other blood relative of a Council employee

Conflict of interest and Submissions

As a member of the community you have the right to make a submission under section 223 of the Local Government Act 1989 concerning any proposals to which that section applies. To ensure that there is transparency of decision-making, if you wish to speak in support of any written submission that you have made you must first:

- Advise the Chief Executive Officer in writing that you intend to do so, at least 72 hours before the meeting or hearing at which you are scheduled to speak.
- Preface your oral submission by explaining to those present that you are a member of Council staff but that your employment does not directly touch on the subject-matter of your submission.

Outside employment or unpaid activities

You are not restricted from undertaking paid or unpaid (volunteer) work external to Council as long as there is no conflict of interest (actual, potential, or perceived) and it does not impact on your ability to perform your role effectively at Council or pose a risk to your health, safety and wellbeing.

If you wish to engage in outside employment (paid/unpaid) you must discuss this with your leader in the first instance and obtain approval from your department manager in consultation with PCD prior to commencing the external work. For transparency purposes the Outside Employment (paid/unpaid) Declaration form will need to be completed and submitted to PCD. Search 'outside employment' on BAZ to find this form.

It is understandable that for some casuals who work either work seasonally or only a few times a year it may be difficult to have these discussions prior to commencing the other work; a discussion should take place as soon as possible, so that the outside employment is noted on the personnel file.

If you are unsure if a conflict exists speak to your Leader or PCD Business Partner. Alternatively, if a Leader has been made aware of a potential conflict they must speak with the employee about their obligations and put an agreement in place when required.

For instance, there may be a conflict in work hours that could impact on your capacity to perform your work at Council (i.e. needing to take phone

calls during work hours) or pose a risk to your health and safety (i.e. not having a sufficient rest period between Council employment and your outside employment paid/unpaid).

Although not an exhaustive list, examples of outside employment (paid/unpaid) include tutoring, a family business, running a consultancy or on-line business, a paid or unpaid board position or committee role outside of Council.

It is important to note work undertaken at the City of Boroondara remains the intellectual property of Council. Work created as a Council employee cannot be used as material for any other purpose (e.g. if you own your own consultancy business, work performed as an employee of Council cannot then be used in the performance of any activities associated with your consultancy). In addition, Council equipment (e.g. computers, AV equipment etc.) is not to be used to perform duties related to the employees outside employment (paid/unpaid).

Gifts and benefits

It is common for suppliers or clients to offer promotional products, gifts, invitations to social events, entertainment or meals to employees with whom they are working. It is preferred practice to politely refuse any gift or benefit as there can be significant risks involved with the acceptance of gifts. If a gift or benefit has been offered, you must notify your leader and comply with the requirements of the Gifts and Benefits policy. For further information, search the "Gifts and Benefits procedure manual" on BAZ. This contains helpful examples and the relevant processes to follow.

Communications on behalf of Council

We are entrusted to represent Council on a daily basis, however this does not mean that we have the authority to make a public comment or publicly represent Council without prior approval. If you have been approached for

public comment, you must notify the leader of the Boroondara Communications group and your leader immediately.

Social media

Whether using social media for work purposes, or in a private capacity, you must not do anything that might breach Council policy or cause reputational damage to Council. This could result in disciplinary action. You must familiarise yourself with the "Social Media Policy" which can be found on BAZ.

Use of resources and assets

You must always undertake safe, considered, efficient and lawful use of Council's resources and assets. Assets can include motor vehicles, equipment such as mowers, myki cards and computers to buildings, furniture and white-goods. It also includes budget and expenditure, the use of intellectual property, and acceptable use of the internet, email, and social media both at work and for personal use for all employees.

We are all responsible for thinking sustainably when using Council resources. To find out more contact your Green Office champion (listed on BAZ) or our Environmental Sustainability and Open Spaces team on ext. 4363. It is important to note - that any personal belongings brought into and/or left in the workplace remain the responsibility of the owner.

Information privacy

The Privacy and Data Protection Act (PDPA) 2014, is a Victorian law that gives individuals privacy rights. It also protects how their personal information is handled. Personal information is recorded information or opinions, whether true or not, about an identifiable person. Personal information includes any information linked to a person, including: name, address, sex, age, phone numbers, financial details, marital status, education, criminal record, employment history or images (photos or videos). Council has an obligation around how we collect, store use and

access personal information. As outlined in the PDPA you must understand and comply with the Information Privacy Principles. Search “Privacy” on BAZ for information, tips, and links to Boroondara’s policy and the Information Privacy Principles. If unsure contact the Manager Governance and Legal, ext. 4470 for further information.

Confidentiality

You must maintain the confidentiality of information obtained during the course of your employment and must be handled with care and not be

disclosed to any internal or external parties unless there is a directive to do so in compliance with legislation or policy.

Qualifications relevant to role

Where relevant to your position requirements, you must immediately notify your supervisor if their qualification, professional accreditation, license, Working with Children Check, registration or permit is revoked.

Working with elected Councillors

Councillors will usually make enquiries for action through the Chief Executive Officer, directors or managers. If a Councillor contacts you directly, always remain objective and impartial and don’t feel pressured to respond on the spot especially if you feel you are being directed or influenced. Rather, alert your leader to discuss how best to address the matter to ensure Council resources are not being inappropriately used for political gain. The performance of Council or of other staff are never appropriate topics for discussion with Councillors. If you have questions or are unsure about how to action the request, contact the Manager Governance and Legal on ext. 4022

Disclosure of criminal offences

You must advise your leader immediately if you are charged with a criminal offence, where if found guilty, could reasonably be seen to affect your ability to do your work, or cause reputational damage to Council, render you an unfit or improper person to work in the community or with vulnerable people, or be in conflict with the values detailed within the Code of Conduct. This is your responsibility and ignorance of the law will not excuse you from your obligation.

Lawful directions and diligent application to duties

You should comply with any lawful and reasonable direction of your leader. If the direction is unclear or appears contrary to the Code you should seek clarification from your leader in the first instance. If you are still unsure, contact your PCD Business Partner. Full attention and effort should be applied to work duties during working hours.

Resources available on BAZ

City of Boroondara Policies

- Gifts and Benefits Policy
- Social Media Policy
- Web Policy
- Electronic Communications Policy
- Fraud and Corruption Control Policy
- Privacy Policy (links to the Data Protection Act 2014)

Other

- Conflict of interest - A guide for Council Staff (City of Boroondara guide)

Examples of how we apply the principles of the Code of conduct:

We do:

- Report any suspected misuse or abuse of any Council asset
- Excuse ourselves from a situation where a potential conflict may arise
- Present ourselves in a professional manner maintaining a clean and orderly dress standard
- Respect the privacy of our customers and handle private information with consideration for the Information Privacy Principles. For more information on privacy and related external links, search "Privacy" on BAZ.

We do not:

- Tolerate any corruption, fraud, theft or unauthorised use of Council's property
- Misuse our position or any confidential information or knowledge that we have obtained for personal gain
- Make public comment when not authorised to do so

2.0. Respect for others

- We recognise the need to respect and value diversity in the workplace, and we commit to supporting diversity by providing a work environment where everyone receives fair and just treatment and is free to achieve their best.
- We believe in equal employment opportunity and a workplace free from discrimination, bullying, harassment and occupational violence.
- We do not tolerate disrespectful or aggressive behaviour.
- We are respectful in our conversations and do not use inappropriate words or words to offend others.
- We show respect in our interactions with others irrespective of gender, age, race, culture, ethnicity, disability social and economic status, sexual orientation, political beliefs and family or carer responsibilities.
- We respect and encourage open dialogue, to create a climate for frank and honest discussions.
- We pay attention to others' wellbeing and quickly take action when needed.
- We respect the ability all people have to participate in and contribute to society and our community.
- We endeavour to provide services and access to facilities to all people, in a way that respects their rights under the *Victorian Charter of Human Rights and Responsibilities Act 2006*.

Harassment and bullying

Harassment occurs when someone engages in conduct that would make a reasonable person feel offended, humiliated, or intimidated because of their age, race, religion, sex, or other attribute specified under anti-discrimination legislation.

Bullying is repeated, unreasonable behaviour directed toward an individual or group of individuals that creates a risk to health and safety. There is no place for harassment or bullying at the City of Boroondara. Not only do these behaviours go against our values, they are unlawful and breach the relevant Council policies.

Sexual Harassment

Sexual harassment is defined as any unwelcome behaviour or conduct of a sexual nature that makes a person feel offended, humiliated, or intimidated. The City of Boroondara is committed to providing a workplace free of sexual harassment. It is unacceptable, unlawful and can have significant adverse effects on those individuals that experience it. In some cases, sexual harassment is also a criminal offence.

Bystander intervention

If you observe any breaches of our Respectful Workplace Policy, you have an obligation to report your observations to your leader, a member of the senior leadership team or PCD.

Examples of how we apply the principles of the Code:

We do:

- **Make employment and career development decisions based on merit**
- **Foster diversity and respect for cultural differences**
- **Comply with laws and the principles of human rights and safety**
- **Communicate in an open and transparent way**
- **Be generous in both giving and accepting feedback. Feedback is an important part of our culture. Good feedback is kind, respectful, clear, and constructive and focused on goals/outcomes and values rather than personal preferences.**
- **Display courtesy; listen and accept the individuality of others**

We do not:

- **Tolerate discrimination, bullying, harassment or occupational violence of any kind**
 - **Allow our own stereotypes to influence our treatment of others**
 - **Disrespect or mislead another person**
 - **Walk past disrespectful behaviour or language**
-

Interacting with children and young people

City of Boroondara has zero tolerance for child abuse and neglect. A child refers to a person who is under the age of 18. Council adheres to the Victorian Child Safe Standards and related legislation including Failure to Disclose, Failure to Protect and Grooming offences. Any allegation or incidents of abuse will be treated very seriously and consistently with child protection legislation, regulations and guidelines and in accordance with policy and procedures. Safeguarding children and young people is a shared responsibility within Council. We expect all within our organisation, regardless of their role or level of responsibility, to act to safeguard children and young people from such harm by adopting the appropriate safeguarding behaviours which are set out within our Child Safe Policy.

Employees must maintain the highest standards of professional conduct in their attitude, behaviour and interactions with children and young people. We all play an important role in protecting children and Council is committed to the rights of all children and young people to feel safe and be safe when participating in our organisation's activities, services and programs.

Any physical contact with children and young people must be appropriate to the delivery of our activities, programs and services such as a Maternal and Child Health nurse conducting routine health assessments and based on the needs of the child or young person to assist or comfort a distressed child rather than on the needs of our employees.

While participating in Council youth programs, such as visiting our youth centre employees, must inform the child or young person of their rights and encourage them have their say and participate in the relevant program.

Language and tone of voice used in the presence of children and young people should:

- provide clear direction, boost their confidence, encourage or affirm them
- not be harmful to children and young people – in this respect, avoid language that is:
 - discriminatory, racist or sexist
 - derogatory, belittling or negative
 - intended to threaten or frighten
 - profane or sexual.

Children and young people who are participating in one of our services or programs are only to be photographed (or filmed) while involved in our programs or services if:

- permission has been sought from the child / young person and their parent/care giver prior to being photographed or filmed and appropriate context for the use of the material has been explained
- the child is appropriately dressed and posed
- the image is taken in the presence of other employees

All employees are expected to make a report immediately to Council's Child Safety Officer if:

- they become aware of any allegations of child abuse
- they have a concern for the safety of a child or young person in our services
- they notice an employee whose practice or behaviour is contrary to the expectations of behaviour set out in this Code of Conduct.

If you have a concern about the safety of a child or would like to make a report, you must follow the City of Boroondara's Child Safe reporting process and contact Council's Child Safety Officer immediately. For contact details and further information search "Child Safety Policy" on BAZ.

Resources on BAZ

- Respectful Workplace (City of Boroondara policy)
- Charter of Human Rights and Responsibilities (Legislation)
- Child Safe Standards - Statement of Commitment (City of Boroondara document)
- Reasonable Adjustments Procedure
- Child Safe Policy

Other resources

- Charter of Human Rights and Responsibilities
- OHS Act 2004
- Department of Health and Human Services, 2015. An overview of the Victorian Child Safe Standards Child Safe Standards Victoria

Examples of how we apply the principles of the Code:

We do:

- **Observe child safe principles and support the safety, participation, wellbeing and empowerment of children**
- **Ensure that our approach and interactions with children and young people are sensitive, respectful and inclusive of all backgrounds and abilities.**

We do not:

- **Tolerate any form of sexual behaviour to occur between, with, or in the presence of children or young people participating in any of our activities, programs, services and / or facilities.**
-

3.0. Health, safety and wellbeing

- Health, safety and wellbeing at City of Boroondara is a partnership - safety is everyone's responsibility.
- We are committed to providing a safe work environment for our employees, volunteers, contractors, and visitors and ensuring safe systems of work where applicable.

We continue to build a proactive risk management approach to create a culture where everyone has the knowledge and desire to work safely with the ultimate goal of going home healthy and well. We promote safety and wellbeing through our annual Wellbeing Program that covers both physical and mental health initiatives. All employees, volunteers and contractors are expected to report hazards and incidents, take reasonable care to protect the health, safety and wellbeing of themselves and others, comply with safety requirements, and support a safe working culture and environment.

Smoke-free workplace

City of Boroondara is committed to providing smoke-free environments. Non-smoking areas include Council motor vehicles, buildings, and offices, no smoking areas within five meters of Council building entrances, air intakes and vents.

Drug, alcohol use and fitness for work

Drug and alcohol use may inhibit the performance of duties and therefore create risks to the health, safety and wellbeing of employees, volunteers, contractors and visitors to Council. Employees, volunteers and contractors must not arrive to work under the influence of alcohol, illicit drugs and/or prescribed drugs that may impair the safe performance of duties.

If you are taking prescription medication that may affect your work performance or endanger the health, safety and wellbeing of yourself or others, you must notify your leader and seek medical advice. Managers or

Examples of how we apply the principles of the Code:

We do:

- **Comply with all requirements of health, safety and wellbeing laws, policies, standards and procedures, and assist those working with us to do the same**
- **Report any hazards or incidents so that appropriate action can be taken to prevent, correct or control the situation**
- **Use any equipment provided for Health, Safety and Wellbeing purposes**
- **Comply with reasonable instruction given by your leader in relation to Health, Safety and Wellbeing**

We do not:

- **Attend the workplace if we are unwell**
- **Undertake work outside safe operating procedures**
- **Undertake any work outside of our own competency or skill set where there is a potential or actual risk to health and safety**

Resources on BAZ

- Health, safety and wellbeing policy
- Rehabilitation policy
- Smoke free work environment guideline (City of Boroondara guideline)
- Council's HSW Management System (policies, procedures and guidelines)

Other resources

- OHS Act 2004

directors may authorise the responsible service of alcohol at social functions.

Breaches of this Code

Employees, contractors and volunteers have an obligation to ensure that the Code of Conduct, any of City of Boroondara policies and/or relevant laws are not breached. Where a breach does occur, an employee may be disciplined in accordance with the disciplinary policy and relevant procedures. Unlawful actions may also lead to criminal charges and/or civil action.

Contractors and contracted providers or representatives will be managed according to the terms and conditions set out in their contract.

Raising your concerns

It is our right and our responsibility to raise our concerns if we think that something does not align with the Code of Conduct. We do not need to be directly affected or involved in a situation in order to raise your concerns. Employees who are acting in good faith and who speak up will be supported and will not be subject to disciplinary action for raising genuine concerns.

In raising concerns, we should consider the principles and process of the Workplace Issues and Grievance Resolution policy, which is available on BAZ:

- In the first instance, raise any issues with the person involved. If this is not possible or successful, talk to your leader;
- If the concern cannot be managed in the above steps or if you feel that it has not been appropriately dealt with, you can speak to your leader's leader;
- If your concerns relate to improper conduct or corrupt conduct, you can follow the process governed by the Protected Interests Disclosures Act 2012 and the Welfare Management Procedures for the City of Boroondara - Public Interest Disclosures (Whistleblowers) 2019. Search "Protected Disclosures" on BAZ to learn more; or
- Where you cannot determine the appropriate person to raise the concern, or if the above methods have failed, contact your PCD Business Partner.

Concerns raised and complaints made will be taken seriously and investigated whilst respecting the confidentiality of all those involved, as far as is practical. The process of resolving a concern or complaint should be viewed as an opportunity to improve services, processes, outcomes and culture.

It is important to note that if you raise a concern of a serious nature where there is a risk to health, safety and wellbeing, Council must investigate the matter regardless of any wish to keep the matter between yourself and your leader or PCD Business Partner.

Questions

For queries regarding the Code of Conduct, you are encouraged to speak with your leader or PCD Business Partner. Feedback regarding this policy can be provided to the responsible officer below.

Contact	Contact number	Contact email
Executive Manager People, Culture and Development	9278 4401	PCD@Boroondara.vic.gov.au

References

In addition to the documents referenced within this policy, the following resources will provide further information related to the Code of Conduct and its application. This is not an exhaustive list and other acts/legislation may apply from time to time.

Resources on BAZ

City of Boroondara Policies

- Recruitment and Selection Policy
- Performance Improvement and Disciplinary Policy
- Respectful Workplace Policy
- Child Safe Policy
- Motor Vehicle Policy
- Fraud and Corruption Control Policy
- Councillor Code of Conduct

The nature of your role may require you to comply with a range of additional acts, codes, and practices. Contact your leader for further information and to learn what is required to ensure compliance.

Other resources

- Local Government Act 2020
- Protected Interests Disclosures Act 2012
- Equal Opportunity Act 2010 (VIC)
- Disability Discrimination Act 1992

- Occupational Health and Safety Act 2004
- Gender Equality Act 2020
- Child Safe Standards - Department of Health and Human Services
- Children, Youth and Families Act 2005 (VIC)
- Child Wellbeing and Safety Act 2005 (VIC)
- Commission for Children and Young People Act 2012 (VIC)
- Family Violence Protection Act 2008 (VIC)
- Sex Offenders Registration Act 2004 (VIC)
- Working with Children Act 2005 (VIC)