
POLICY AND PROCEDURE NAME: **Code of Conduct**

Preamble / Context

MACE Incorporated (MACE) is committed to maintaining, developing and respecting the Statement of Purpose and Values which guide it. This Code of Conduct will be the foundation for employees, volunteers, contractors, service users and clients for mutually respectful relationships in all dealings with each other and the wider community.

Policy Statement

This policy aims to clarify and elaborate for all employees, volunteers, contractors, service users and clients the values which guide MACE, and the conduct expected of them in the performance of their duties and participation in use of the facility / programs.

This Code is to ensure that:

- values underpinning MACE are upheld
- public trust in MACE is assured
- there is confidence in the integrity and professionalism of activities offered by MACE

Scope

The policy applies to all employees, volunteers, contractors, service users and clients within the organisation, including participating in MACE-related activities across all MACE sites.

Purpose

The purpose of this Policy is to articulate MACE's commitment to provide a safe working and learning environment, and to enhance the well-being of all MACE employees, volunteers, contractors, service users / clients and the wider MACE community.

The Code cannot address all possible issues which individuals may face in their role or participation at MACE. Therefore, if there is any doubt as to the applicability of the Code, or as to the appropriate course of action to be adopted in particular circumstances, the individual regardless of level (non-supervisory or supervisory), must promptly discuss the matter with the appropriate person (their manager/ supervisor).

Procedure

Personal and Professional Behaviour

In its commitment to high standards of personal and professional behaviour, MACE is guided by a fundamental concern for respect and equity; that employees, volunteers, contractors, service users and clients co-operatively exercise the highest levels of personal and professional behaviour in their daily work and all dealings with MACE.

In performing their duties all employees, volunteers, contractors and service users / clients must:

- uphold the Statement of Purpose, Values and procedures adopted by MACE, including this Code
- act equitably, fairly and reasonably
- comply with all applicable statutory and industrial requirements applying to the operation of MACE and in relation to specific roles
- respect the confidentiality of information entrusted to them in the course of their role
- maintain appropriate standards of conduct and behave in a way that upholds the reputation and name of MACE
- treat participants, learners, volunteers, contractors, other employees, service users, clients and members of the public with respect, impartiality, courtesy, compassion and sensitivity with due regard for their needs, dignity, and aspirations
- maintain knowledge and understanding of their area of expertise for the efficient performance of their duties
- exercise their best professional and ethical judgement, making decisions fairly, objectively and without bias, using factual information available, and where appropriate documenting those decisions
- maintain a co-operative and collaborative approach to all working relationships
- exercise positional and supervisory power and responsibility properly, respecting the dignity, rights and entitlements of all individuals
- ensure efficient and effective use of MACE resources
- be accessible to participants, learners, volunteers, contractors, other employees, service users / clients and members of the public for meetings and consultations so facilitating a constructive learning environment, effective teaching and the effective operation of MACE
- act responsibly by becoming aware of possible unethical behaviour or wrongdoing perpetrated by another individual. Responsible action may include making a report to a delegated senior MACE manager / supervisor in accordance with the MACE Protected Disclosures Policy

Responsibilities of Managers and Supervisors

MACE Managers and Supervisors will exercise their responsibilities ethically and fairly, observing individual and collective responsibility and in accord with MACE policies and procedures.

Managers and Supervisors have management responsibility for the smooth functioning of MACE operations and for the implementation and application of MACE policies within their area of responsibility.

In discharging their responsibilities, Managers and Supervisors must:

- uphold the standards of Personal and Professional Behaviour as set out in the Personal and Professional Behaviour section of this Code
- apply procedurally fair practices in their dealings with employees under their supervision, participants, learners, service users / clients and members of the public
- deal with any conflicts that arise between participants, learners, volunteers, contractors, other employees, service users / clients and members of the public, ethically, professionally and carefully, recognising that situations of this nature can be serious
- resolve any such conflicts reasonably, promptly, as close to source as feasible and where possible, to the satisfaction of all parties, such that the effective functioning of their area of responsibility is not impaired
- familiarise themselves with and ensure they understand MACE's equal opportunity principles, privacy obligations, and occupational health and safety requirements and model, apply and uphold them in the workplace.

Authorisation

Chief Executive Officer

MACE Incorporated

Responsibility

The CEO is responsible for ensuring that proper procedures are adhered to in development and consultation for this policy.

Definitions

As identified in the chart below.

Item	Definition
OHS Act 2004	While the duty of care of employers under the 2004 OHS Act is more or less the same as what it was under the 1985 Act, the definition of health was amended. The definition of 'health' is now as follows: "health" includes psychological health. This means that the employer must address workplace hazards such as bullying, stress and fatigue. So while there are no regulations, WorkSafe Victoria has guidance on bullying, which is an acknowledged, and serious, hazard in workplaces.

Officer	People who can makes decisions, or participate in making decisions that affect the whole, or a substantial part, of a business or undertaking. It is a requirement of Health and Safety legislation that any officer of an organisation must exercise due diligence to ensure that the organisation complies with its health and safety duties. This means they must ensure that the organisation has appropriate systems of work in place and they must actively monitor and evaluate health and safety management within the organisation.
Statement of Purpose	Means Statement of Purpose as set out in the MACE Strategic Plan and Business Plan.
Values	Means Values as set out in the MACE Strategic Plan and Business Plan.
Workplace	A place where work is carried out for a business undertaking, and includes any place where an individual goes, or is likely to be, while at work. Health and safety legislation applies to all of these locations.

Related Documents

- Bullying and Harassment Policy PP025
- Volunteers Policy PP079
- Code of Practice PP024
- Privacy Policy PPO26
- Occupational Health and Safety Policy PPO58
- Occupational Health and Safety Act 2004 Victoria
- Incident/Hazard Report Form PP022
- MACE Strategic/Business Plan (*Statement of Purpose and Values*)