

CODE OF ETHICS AND CONDUCT

Policy Description

Application:

This code applies to all Prahran Place staff, CoM members, volunteers, users and third parties involved in any activity on behalf of Prahran Place, who are required to notify Prahran Place when other interests conflict with the best interests of Prahran Place or where conduct could be deemed unethical and/or illegal. Prahran Place will not tolerate any wrongdoing or impropriety at any time.

Background:

Prahran Place has a legal and moral responsibility to operate in the best interests of the community it serves. All people representing our organisation through governance, operations or participation, are bound to demonstrate the values and to act in a professional manner at all times.

Prahran Place is founded on the ethical principles of practice from a range of social theories. Our staff, volunteers and CoM members have a right and responsibility to understand and explore these theories, to deliver best practice on behalf of our organisation. Effective ethics and appropriate behaviour is a team effort involving the participation and support of everyone involved at Prahran Place.

Objectives:

Prahran Place will promote a trustworthy and honest atmosphere to reinforce the vision of ethics and standard of conduct within the organisation. Our ethical principles are based on:

- a respect for basic human rights.
- a respect for the individual and the right to self-determination.

- a respect for different cultures and religions in society.
- a commitment to empowerment and participatory democracy.
- a commitment to collaborative working relationships and collective action.
- an acknowledgement all relationships and activities with children are based on their consent (whenever possible).

The following standards outline our expectations in relation to ethical practice, and how you should conduct yourself, to meet these expectations:

We Act with Honor and Integrity

ETHICAL PRACTICE

Understand our ethical principles and use them as a guide to how we make decisions, use good judgement and, treat each another and our clients.

EXPECTED CONDUCT

- Publicly and privately support the organisation and each other, acknowledging the strengths and weaknesses of others and acting with courtesy and respect.
- Act honestly and in good faith at all times in the interests of the organisational objectives, ensuring all stakeholders, particularly those who are recipients of services, are treated fairly according to their rights.
- Perform duties to the best of our abilities, considering skills, experience, qualifications, and position, and act in a safe, responsible, and effective manner.
- Be punctual and reliable in attendance and duty.
- Comply with the prescribed terms and conditions of our employment/engagement.
- Notify the organisation of any inability to attend duty as early as possible so as not to inconvenience others or delay the work of the organisation.
- Endeavour to ensure personal and financial interests do not conflict with your duty to Prahran Place, and where a potential or actual conflict arises, disclose it to the PEO or CoM Chair.

- Undertake no personal or business activities for personal gain while at the organisation or while conducting business of the organisation.
- Communicate our commitment to professional conduct in key locations in our organisation, including media, online platforms, and facilities.

We Foster a Culture of Respect, Dignity and Safety

ETHICAL PRACTICE

We create a culture of inclusion and respect, where our policies, practices and actions ensure everyone is treated fairly, with dignity and without prejudice, in an open and safe environment.

EXPECTED CONDUCT

- Treat everybody in our organisation with respect, reflecting on the way they want to be treated to ensure they know they are welcome.
- Value people for who they are, their interests, abilities and needs, finding a place for every individual to flourish and grow in our organisation.
- Honour diversity within our organisation, showing interest and open mindedness towards people for their individual backgrounds and beliefs.
- Avoid using language which might isolate or diminish individuals based on their age, culture, socio-economic status, education, physical or mental health, gender, sexual orientation, or other personal factors.
- Be open to, and accepting, others having different experiences, skills, attributes and views on life and work.
- Recognise the lived experience of others is different from our own and we cannot assume to know the challenges they may face.
- Take reasonable care of your own health and safety and the safety of others, and follow all reasonable instructions, policies, and procedures about safety.
- Make sure you are always fit to safely perform your duties, unimpaired by drugs, alcohol, fatigue, or other substances.

We Protect our Assets and Information

ETHICAL PRACTICE

We protect, secure, and use our assets and information for appropriate business purposes, including physical assets, electronic assets, information systems, intellectual property and confidential business information.

EXPECTED CONDUCT

- Respect and safeguard the property, assets and confidential information of the organisation, the public, and your colleagues.
- Maintain confidentiality regarding any information gained through our work, and not divulge personal information or contact details of staff, CoM, or service users. Staff and CoM may be requested to sign the Conflict of Interest Register Form.
- Ensure all transactions, agreements, and records flowing from relationships with Prahran Place'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.
- Seek authorisation for use of Prahran Place trade secrets and marketing, operational, personnel, financial and technical information integral to the success of BNC.
- Do not use Prahran Place assets or business relationships for personal use or gain.

We Uphold the Law

ETHICAL PRACTICE

Comply with all applicable laws, regulations, and policies and take reasonable steps to ensure others make decisions which are consistent with these obligations.

EXPECTED CONDUCT

- Take responsibility for understanding and following laws, regulations and Prahran Place policies and procedures which apply to you. Misunderstanding or being unaware of requirements does not relieve you of an obligation to comply.
- Complete all relevant training and development programs, so you understand what is required of you.

We Safeguard Child Safety

ETHICAL PRACTICE

Providing a child safe environment where children are safe and feel safe, and where their voices are heard about the decisions which affect their lives

EXPECTED CONDUCT

- Please refer to our Child Safety Code of Conduct

We Honour the Rights of our Customers and Community

ETHICAL PRACTICE

We conduct ourselves, our work, and our business, in a manner which reflects our commitment to an individual's basic human rights and social justice principles.

EXPECTED CONDUCT

- Acknowledge the principles and values underlying our approach to professional boundaries in relationships with Prahran Place users. It is the responsibility of all staff therefore to behave, both at work and outside, in ways which uphold their own credibility, safety, and Prahran Place reputations.
- Work to promote equity, access, participation, and the rights of people within the community.
- Recognise the barriers people face and work to reduce these barriers for individuals and our local communities.
- Foster inclusion and provide advocacy for those sectors of the community facing disadvantage, impeded access to education, and under-representation.
- Be responsible for supporting the safety, participation, wellbeing, and empowerment of children in our organisation.
- Encourage all to voice their ideas and opinions and participate in relevant activities - especially in activities and issues which are important to them.
- Establish an understanding of what disadvantage is, why people are disadvantaged, and who is affected in the local community.
- Recognise and respond to specific issues of language, culture, age, gender, sexual identity, disability, financial disadvantage, and social and/or geographic isolation.

- Plan and undertake special measures to ensure the inclusion of disadvantaged groups within their community.