

## YMCA Victoria Policy – PS704-G Code of Conduct Policy

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Policy Number	Date Approved	Date Last Amended	Status
PS704-G	13/06/2018	13/06/2018	Current

### 1. PURPOSE

The purpose of this Policy is to establish a clear standard of behavior and conduct which is expected of YMCA Victoria Board members, Sub Committee members, staff, contractors, students, and volunteers. The YMCA Victoria Code of Conduct Policy also outlines the relevance of the YMCA values to the Code of Conduct, and clarifies the consequences of breaching the Code of Conduct.

### 2. SCOPE

This Policy applies to The Young Men's Christian Association of Victoria Inc. and related entities and The Victorian YMCA Youth and Community Services Inc. For the purposes of this document we refer to these entities as the YMCA. All Policies and Procedures must conform to this Policy.

The scope of this Policy applies to all Board members, Sub Committee members, staff, contractors, consultants, students and volunteers.

### 3. POLICY

#### 3.1 Policy Statement

YMCA Victoria recognizes that a positive work environment internally, and strong relationships with our customers and communities externally, cannot be achieved without appropriate conduct being displayed, encouraged and enforced amongst our people.

This Code of Conduct is not intended to be exhaustive, as it is difficult to anticipate and document every behavior that may be considered appropriate or inappropriate.

#### 3.2 Policy Principles

##### 3.2.1 Personal and Professional Conduct

All Board members, Sub Committee members, staff, contractors, consultants, students and volunteers of YMCA Victoria will:

- Act with honesty and integrity, and in accordance with this Code, Australian laws and legislation, any laws and legislation applicable to the location in which work is being performed (eg. international laws), and YMCA Victoria policies and procedures.
- Treat everyone with respect and courtesy; upholding the principles of equal opportunity, not partake in victimization, bullying, harassment, sexual harassment, discrimination or any other anti-social behaviors.
- Be aware of, and act in accordance with the YMCA's mission, vision, and values.
- Recognize that our obligation to abide by this Code of Conduct, and other relevant policies, procedures and guidelines extends beyond our working hours and physical workplace in many circumstances, and comply accordingly. This includes our conduct at work functions, on Social Media, and with work associates.

- Not make vexatious or frivolous complaints or reports about any breaches of this Code, the law, or YMCA Victoria policies and procedures.

### **3.2.2 Performance of Work Role**

All Board members, Sub Committee members, staff, contractors, consultants, students and volunteers of YMCA Victoria will:

- Follow lawful and reasonable directives from the relevant supervisor/management/YMCA Victoria.
- Promote the interests of the YMCA, and act and behave in YMCA Victoria's best interests and value YMCA Victoria's reputation at all times.
- Ensure that usage of personal and work ICT/digital devices meets the behavior standards set out in this Code.
- Uphold YMCA's health and safety responsibilities in accordance with our position requirements and relevant policies, procedures, and legislation.
- Ensure that we do not adversely affect our work performance or cause any risk to the health and safety, of ourselves or others, or breach any of the behavior expectations outlined in YMCA Victoria Policies and Procedures through the use of alcohol, drugs or other substances, illicit/unlawful or otherwise.
- Provide adequate care for, and take all steps to protect the children, young people, and vulnerable people in our care, and ensure our interactions are positive and safe.
- Act diligently and appropriately in reporting any suspicions, concerns, policy and procedural breaches, allegations or disclosures of alleged child abuse to management or threats against the safety of children/young people to internal and external authorities.
- Perform our role with professionalism, prioritizing our time and attention during working hours to our duties, and presenting ourselves in an appropriate manner that will best represent the YMCA.

### **3.2.3 Confidentiality, YMCA Property, and Conflict of Interest**

All Board members, Sub Committee members, staff, contractors, consultants, students and volunteers of YMCA Victoria will:

- Maintain the privacy and confidentiality of all YMCA Victoria information and intellectual property.
- Take reasonable steps to knowingly avoid a conflict of interest or potential conflict of interest, and disclose details of instances where this may occur to the relevant manager, or Board Chair.
- Take all reasonable care in the use of YMCA Victoria's property and protect property in our care.

## **3.3 Breaches of the Code of Conduct**

Any breaches or suspected breaches of this Code of Conduct, the law, or YMCA Victoria policies and procedures must be reported to the relevant Supervisor or Manager (this includes being charged with a criminal offense), including cases where directed to take action that may be a breach or suspected breach of any YMCA Victoria policy, procedure, or the law to the relevant Supervisor or Manager. If the alleged breach relates to our direct Supervisor or Manager, report the suspected breach to the next level of Management, or the Board.

Any breaches of the Code of Conduct, or any other associated policy, procedure or agreement, or relevant legislation may result in disciplinary action up to and including termination of employment. For further information, please refer to the YMCA Victoria Disciplinary and Termination Policy.

Independent contractors and other non–employees who are found to have breached this policy may result in the termination of their contract/engagement with YMCA Victoria.

Breaches of this Code can be raised via the process in the relevant YMCA Victoria policy or procedure.

#### 4. DEFINITIONS

<b>Code of Conduct</b>	A Code of Conduct outlines the standards of behavior expected of people belonging to a certain organization or group.
<b>Conduct</b>	Behavior – revealing itself in actions, responses, words, gestures or choices.
<b>Confidential/Organizational Information</b>	Information, knowledge or communication that is intended to be private including, but not limited to, intellectual property and trade secrets, Information Technology systems, business plans, finance information, software, manuals and client information.
<b>Conflict of Interest</b>	A situation in which an employee or volunteer has a private or personal interest sufficient to appear to influence their objectivity in the performance of their duties; or a situation in which an opportunity exists for an individual to exploit their professional capacity for the benefit of their other interests.
<b>Course of Employment</b>	A legal term that refers to activity of any kind or character that is related to the employee’s duties and work. Whether a certain activity is considered to have occurred during the ‘course of employment’ is determined based on all of the circumstances.
<b>Reasonably / Reasonable</b>	In determining whether conduct or a conduct expectation is reasonable, all of the circumstances of the situation will be taken into account, including the YMCA Values. Determining reasonableness requires consideration of how a reasonable person would act in the same or similar situation.
<b>Social Media</b>	Includes the various online technology tools that enable people to communicate and interact via the internet or mobile network, and share information and resources. Examples of social media include Facebook, Twitter, Snapchat, YouTube, Instagram, blogs and Wikipedia.
<b>Vexatious or Frivolous Complaints</b>	<p>A frivolous complaint is a complaint that has no serious purpose or value and is so trivial or meritless that it would not warrant further action eg. investigation.</p> <p>A vexatious complaint is a complaint intend harass, subdue, annoy or cause harm to the respondent, a vexatious complaint may also be a frivolous complaint. A vexatious complaint is a complaint that abuses the complaint process.</p>
<b>Work Associates</b>	People you have a relationship or connection with, or interact with, through work. A work associate may include, but is not

	limited to, a colleague, a manager, a subordinate, a client, a supplier or a customer.
<b>YMCA Property</b>	Property owned or managed by YMCA Victoria, including all intellectual property, mobile telephone/s, documents, manuals, programs, computer programs, reports, processes and / or improvements made by the employee or volunteer whilst she/he is employed by YMCA Victoria.
<b>YMCA Victoria</b>	Refers to The Young Men's Christian Association of Victoria Inc., its subsidiary entities, and the Victorian YMCA Youth and Community Services Inc.

## 5. ROLES AND RESPONSIBILITIES

<b>Department/Area</b>	<b>Role/Responsibility</b>
People and Culture	Responsible for reviewing and updating the Code of Conduct and designing education or communication tools associated with this policy.
Managers and Supervisors	Responsible for implementing training and awareness raising strategies regarding the Code of Conduct when required. Responsible for role modelling the behavioural standards outlined in the Code of Conduct. Responsible for addressing any instances of non-compliance with the Code of Conduct. Responsible for ensuring compliance with the Code of Conduct.
All Employees, Volunteers, Students, Board Members, Consultants, Contractors and other authorised personnel (including Managers and Supervisors)	Responsible for adhering to the behavioural expectations outlined in the Code of Conduct. Responsible for reporting any instances of non-adherence to the Code of Conduct.

## 6. QUALITY ASSURANCE ACTIVITIES

(LINKS TO [ASSURANCE PLAN](#) AND [RECORDS MANAGEMENT REGISTER](#))

The YMCA Victoria People and Culture Department is responsible for formally reviewing and updating this policy every three years, in consultation with representatives from key stakeholder groups. Minor changes and additions may be made outside of the formal review to ensure the policy remains relevant and current.

Managers and Supervisors are responsible for ensuring compliance with this policy, including sharing this policy with existing and new employees and volunteers. The People and Culture team may monitor compliance through random audits of induction checklists and policy sign-off records.

## 7. SUPPORTING DOCUMENTS

(LINKS TO PROCEDURES, FORMS AND/OR WORK PRACTICES)

There is a suite of documents (policies, procedures, guidelines and industrial instruments) which support or relate to the Code of Conduct, including, but not limited to:

- [YMCA Victoria Staff Collective Agreement](#) and / or relevant Modern Award
- Contract of employment
- [YMCA Victoria Bullying, Harassment and Discrimination Policy](#)
- [YMCA Victoria Disciplinary and Termination Policy](#)
- [YMCA Victoria Diversity Policy](#)
- [Workplace Response to Family Violence Policy](#)
- [YMCA Victoria Occupational Health & Safety Policy](#)
- [YMCA Victoria Safeguarding Children & Young People Policy](#)
- YMCA Victoria Social Media Policy

These supporting documents are designed to be read in conjunction with the Code of Conduct. The Code of Conduct is not intended to replace or supersede these documents.

## 8. APPROVAL AND REVIEW

<b>Approved By</b>	YMCA Victoria Board
<b>Meeting Name:</b>	Board Meeting
<b>Meeting Date:</b>	13/06/18
<b>Effective Date:</b>	13/06/18
<b>Review Date:</b>	13/06/21
<b>Policy Owner:</b>	Group Manager – People and Culture
<b>Contact Details:</b>	<a href="mailto:james.thyer@ymca.org.au">james.thyer@ymca.org.au</a>

### Amendments

Version	Date	Author	Change Description
V9	12/01/2018	Bella Yool	Scheduled formal review – draft for consultation.
V8	14/09/2016	Kate Sanders	Updated section 3.4.12 to include reference to the word 'bribery'.
V7	27/1/2015	James Thyer	GPSC Endorsed 27 January 2015
V6	2014	Deborah Hamilton	General review, inclusion of SCYP references
V5	26.06.2012	Lee Barker	Updates based on comments and feedback from the Board
V4	28.05.2012	Kate Howard	Updates based on comments and feedback from Ian Jungwirth
V3	08.05.2012	Kate Howard	Updates based on comments and feedback from Shona Eland
V2	13.04.2012	Shona Eland	Content updated to ensure Links attached
V1	12.04.2012	Kate Howard	Draft policy