



# Code of Conduct

For Employees, Volunteers, Members and  
Management Committee Members

*Older Men Supporting Older Men*



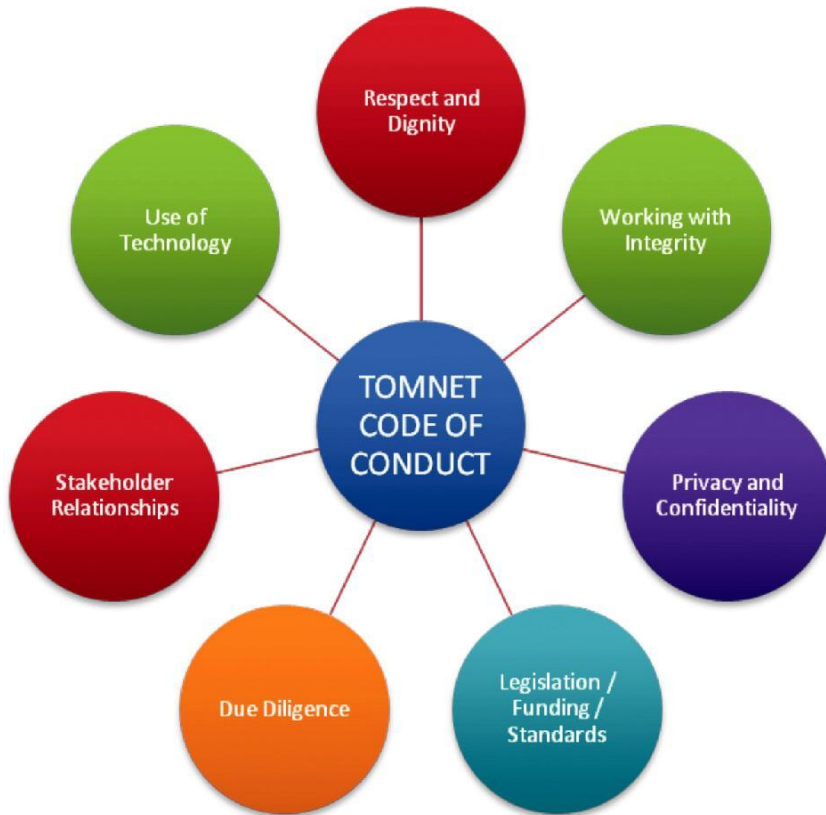
## TOMNET Mission

*The TOMNET Mission is to*

- *Value older men, regardless of their circumstances.*
- *Provide peer support networks that respond to and reflect individual needs.*
- *Promote the role of older men supporting older men.*
- *Respect each others differences*

This Code of Conduct describes some of the standards expected of all employees, volunteers, Members and management committee Members.

Together, employees, volunteers, Members and management committee Members are expected to promote and support this Code of Conduct.



## **Standard 1 – Respect and Dignity**

All employees, volunteers, Members and Management Committee Members must treat colleagues, service users and the public fairly and with dignity and respect, acknowledging that they come from a wide range of backgrounds with a variety of views and expectations that may differ from your own.

- It is important to understand and respond to the legitimate rights, entitlements, needs and aspirations of service users.
- You must actively seek to provide, or assist with access to services, information and resources that meet those needs and aspirations, within available resources and funding guidelines.
- You must conduct official relationships with colleagues and service users in line with:
  - Any laws, policies and procedures relevant to the rights of service users and the provision of services.
  - Any laws, policies and guidelines relevant to workplace and team behaviour.
  - All requirements to not engage in any misconduct.

You may show respect and dignity to others by:

- Using courteous language and terms of address that do not promote unfair stereotypes.
- Ensuring your behaviour is professional and not improperly discriminatory, offensive, abusive, belittling or threatening.
- Using appropriate conflict management skills when dealing with aggressive or agitated co-workers or service users.
- Responding to service user requests in a timely manner to ensure quality service provision.
- Ensuring service users are aware of and have access to advocacy for support or when lodging a grievance.

## Standard 2 – Working with Integrity

All employees, volunteers, Members and Management Committee Members will conduct their interactions with colleagues, service users and the public with the highest standards of conduct and professionalism.

To achieve this, you must not:

- Discriminate against another employee, volunteer or community Member on the basis of sex, age, race, religion, disability, pregnancy, marital status or sexual preference.
- Engage in fighting or disorderly conduct, or sexually harass other employees, volunteers, service users or community Members.
- Steal, damage or destroy property belonging to the organisation, its employees, volunteers, service users or community Members.
- Work or represent the organisation intoxicated or under the influence of controlled or illegal substances.
- Bring controlled or illegal substances to the workplace.
- Smoke or consume alcohol whilst on the organisation's premises or in its motor vehicles.
- Accept benefits or gifts, which give rise to a real or apparent conflict of interest.

A conflict of interest can include a potential or actual conflict between private interests and public duties. Where a conflict occurs, the conflict must be resolved in favour of the public interest, utilising *B.2.3 Conflict of Interest Policy* to analyse, declare and register conflicts of interest.

For example, employing relatives or friends to provide a service paid for by a service user; or using a supplier who employs one of your close relatives to supply goods or services



### **Standard 3 – Privacy and Confidentiality**

Personal information collected by an employee, volunteer, Member or Management Committee Member must only be collected if it relates to the provision of a service. You must explain why you are collecting it, what you will use it for, and to whom the information is normally disclosed.

You must protect personal information provided by a service user, employee or volunteer and ensure that it is securely stored against:

- loss
- unauthorised access or use
- modification or disclosure
- misuse.

You must use personal information only for the purposes for which it was collected unless the person consents to other use, or it is permitted by law.

Do not disclose personal information to another party unless the individual is aware of, and has consented to, the disclosure.

Keep information about all service provision confidential within the organisation. Do not disclose information either directly or indirectly to the organisation or to external parties unless authorised by the Program Manager.

Personal information will be stored in locked filing cabinets to which only the Program Manager and Members of the Executive Management Committee have access.

For further information on privacy and confidentiality, see X.2.1 *Privacy and Confidentiality Policy*.



#### **Standard 4 – Legislation/Funding/Standards**

All employees, volunteers, Members and Management Committee Members must comply with Federal and State legislation relevant to the services provided by TOMNET.

This includes but is not limited to legislation related to the Associations Incorporations Act, Anti-Discrimination, Human Rights, Workplace Health and Safety, Equal Employment Opportunity and Disability Services.

Funding Service Agreements will be strictly adhered to and outcomes planned for and achieved within their due deadlines.

Financial reporting to Funding bodies will take place pursuant to the signing of the Service Agreements in the form required by the Funding Bodies and as amended by them from time to time. Quarterly BAS statements will be produced and the Program Manager will report quarterly to Funding Bodies.

Audited financial accounts will be provided to the Funding Bodies in accordance with the requirements of the Service Agreements.

Where applicable, Standards will be implemented and complied with in order to continuously improve the quality of our services. The Department of Communities' Standards for Community Services form a benchmark for quality service provision at TOMNET.

All employees, volunteers and Management Committee Members have a responsibility to help us to achieve these standards and to ensure compliance with all policies, procedures and requirements under these Standards.



## **Standard 5 – Due Diligence**

As employees, volunteers, Members and Management Committee Members, you are expected to have an understanding of the principles of merit, equity and natural justice and how they apply to your job.

You must not use your official position, status or authority to seek to improperly influence a decision or action that requires the exercise of independence and impartiality.

During the provision of service to the community, you are expected to provide honest, impartial and comprehensive advice when requested, regardless of your personal views on the matter.

You are expected to make decisions within the limits of your delegation and act with independence and impartiality when this is a feature of the work to be performed.

You must make responsible decisions, taking actions and providing resources consistent with funding guidelines and as a direct response to service delivery.

Examples of improper use of authority include:

- Using your status or position to improperly influence another person to obtain a promotion for you or another person.
- Falsifying or improperly editing or destroying official documents in breach of legislation.

You are expected to understand and apply the principles of natural justice as it applies to your position and work environment when making a decision or taking action that could adversely affect a person's rights or interests.



## **Standard 6 – Stakeholder Relationships**

We value our relationships with our stakeholders highly and work to maintain and grow these relationships at every opportunity.

Employees, volunteers, Members and Management Committee Members must ensure that they develop and maintain appropriately professional relationships with service users, their families, visitors and guests.

Employees and volunteers must not ask for or encourage the giving or receiving of personal gifts, cash or benefits for themselves or their colleagues by any service user, relative, visitor or supplier for services. They must not accept gifts that may give rise to a potential or actual conflict of interest.

If gifts or cash from any of the above persons are offered, the Program Manager must be notified that an offer has been made and rejected. This policy should be strictly adhered to so as to ensure protection of both employees/volunteers and clients.

Employees and volunteers must not solicit their own business enterprise, political agenda, religious beliefs or accept discounts or special terms on purchase of goods or services from any of the above mentioned persons unless the discount or special terms is also available to the general public. Solicitation for a private charity is also prohibited.

For further information on gifts, benefits and solicitation see *K.7.4 Handling Donations, Gifts and Service Users Money Policy*.

## Standard 7 – Use of Technology

Unauthorised access and use of confidential information can severely damage the reputation of the organisation and undermine personal privacy.

All employees, volunteers, Management Committee and Members must adhere to the relevant policies outlining the access, use, content, destruction and forwarding of information regarding the organisational network (email, intranet) and public information services networks (internet).

This means that:

- You must not use organisationally owned communication and information devices, systems or networks for inappropriate activities, such as accessing, downloading, storing and distributing pornography.
- Some incidental personal use of these communication and information devices may be allowed, provided that it is legal, does not impact on your ability to do your job, is not related to private work, does not erode public confidence in TOMNET and complies with our policies.
- Employees must not share their password/s with another employee or service user or share another employee's password/s.
- Personal use of mobile phones, internet and email must be limited to a minimum.
- Personal or confidential information must not be divulged via the internet or email.
- The internet must not be used to access websites or send emails of an explicit sexual nature or in any manner that breaches the *N.1.2 Prevention and Management of Discrimination and Harassment Policy*.

We welcome feedback from service users, Members, government bodies and the public on our services and the staff, Members and volunteers who provide them.



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