

INTRODUCTION

The Board of The Junction Works Ltd (TJW) is committed to upholding the legal and human rights of employees, volunteers, service users and other stakeholders and to ensure the organisation operates in an ethical manner and without conflict of interest.

PURPOSE

We're all responsible for making TJW a successful and great place to work. We do this through our behaviour, actions, decisions, the quality of our work, and how much we enjoy doing it. The Code of Conduct helps guide us in our day-to-day work and interactions. It ensures everyone is clear on what is and isn't acceptable at TJW.

SCOPE

This policy applies to everyone at TJW including employees, volunteers, students, labour hire personnel, board members, contractors and consultants.

When does the Code of Conduct apply?

- When on TJW premises or the premises of people who use our services.
- At work functions organised by TJW.
- When representing TJW.
- While on work-related travel.
- Outside of work time, including social media activity, when your behaviour may impact on TJW's reputation or affect other people at, or related to work.

OVERVIEW

At TJW, the Code of Conduct defines behaviour standards, boundaries and guides every decision we make. Please ensure that you familiarise yourself with this policy so that you understand the what, how and why of our Code of Conduct, including your responsibilities.

Further information is available for additional Code of Conduct responsibilities within our disability programs and services: [Code of Conduct - NDIS](#).

When this policy, or its associated procedures, are not followed it may result in disciplinary action, including the termination of employment, for TJW employees, or other appropriate legal action for non-employees.

SPECIFICATIONS

The behaviour, standards, and boundaries expected of TJW people are summarised below:

- Behave in a way that demonstrates our values.
- Act with honesty, integrity, and fairness.
- Treat everyone with respect and value diversity.
- Respect and keep safe the people who use our services.
- Respect professional boundaries.
- Maintain a safe working environment.
- Act in compliance with the law, TJW policies and procedures as well as the inherent requirements of your role.
- Respect and maintain privacy and confidentiality of all information regarding the people who use our services and/or TJW business matters.
- Respect and responsibly use TJW resources and information systems.
- Engage in professional and honest working relationships.
- Report behaviour that doesn't reflect our Code of Conduct. Early reporting is key to preventing harm towards vulnerable people, including children, young people and people with a disability.
- Sign our Code of Conduct at the time of being engaged with TJW. It is then completed on an annual basis as part of training.

1. Behave in a way that demonstrates our values.

- Respect - We embrace the diversity of all people
- Integrity - We are honest, ethical and compassionate in our actions
- Excellence - We adapt and strive to produce the best results
- Creativity - We are flexible now and imaginative about the future
- Vitality - We are filled with energy, confidence and belief

2. Act with honesty, integrity, and fairness.

- Be accountable for your own decisions and actions.
- Act in the best interests of TJW and perform your duties with care and diligence and in a manner that upholds TJW values and reputation.
- Project an appropriate professional image to the people who use our services, the public and other stakeholders.
- Behave in a manner that is appropriate to your position and ensure your conduct does not cause embarrassment to TJW, the people who use our services, or other stakeholders, or negatively impact the reputation of TJW.

- Wear clothing that is suitable for the duties of the position and respect the cultural and ethnic backgrounds of the people who use our services and other stakeholders.
- Immediately notify TJW if you are charged with, or convicted of, a criminal offence that could interfere with or impact on your employment, including the reputation of TJW, or if any professional certification or licence required for your work is suspended or cancelled.

3. Treat everyone with respect and value diversity.

- Be responsive and work collaboratively with other TJW people and all stakeholders.
- Act in a non-discriminatory manner that promotes a harmonious working environment and treat everyone with dignity, respect, courtesy and fairness.
- Respect the beliefs and values of the people who use our services, other stakeholders, and all TJW people.
- Do not engage in any form of bullying, harassment, racism, discrimination or any other unlawful or inappropriate behaviour.

4. Respect and keep safe the people who use our services.

- All TJW people occupy a position of trust with those who use our services and must act to preserve that trust, ensure their safety, and respect their dignity.
- At all times respect the privacy, rights, requests, and decisions of the people who use our services, their carers/families, and other stakeholders.
- Respect the rights of the people who use our services to exercise choice and control over their own lives or business according to their values and preferences. TJW has specific policies that govern restrictive practice.
- Report any situation where a person or child is being, or has been, harmed or abused or that may indicate other improper or unlawful conduct.
- Ensure discussions of any personal or commercial matters concerning the people who use our services, their families, or other stakeholders, are conducted discretely to protect confidentiality, and only with those who have a legitimate reason to be involved.

5. Respect professional boundaries.

- Maintain professional boundaries with people who use, or have used our services, or other TJW people or stakeholders. Apply caution with any such relationships including the use of social media. Do not engage in any inappropriate relationship or sexual contact. Seek guidance from your manager if in doubt about what is appropriate or inappropriate.

- Advise your manager of any past social contact with people who use our services to ensure there is no conflict of interest.
- Do not exploit a position or perceived position of power over a person who chooses to use our services.

6. Maintain a safe working environment.

- Protect yourself and others in the workplace from reasonably anticipated harm, and report and escalate matters in a timely manner to the appropriate person according to procedures.
- Wear clothing and footwear that is appropriate for your work and that meets Work Health, Safety and Wellbeing requirements.
- Act in accordance with the Work Health, Safety and Wellbeing legislation and related policies and procedures of TJW. Use any security and safety equipment provided as required.
- Be fit for work when performing your duties. This includes not being under the influence of alcohol or illicit drugs, and not being impaired by medications (prescribed or otherwise).

7. Act in compliance with the law, TJW policies and procedures as well as the inherent requirements of your role.

- Follow reasonable and lawful instructions.
- Be familiar with and comply with all legislation, TJW policies, procedures, and guidelines that relate to your role.
- Obtain and maintain all probity checks as required by governing legislation as well as those required by TJW to support best practice.
- Seek guidance from your manager if unclear about your responsibilities.
- All adults in NSW are required to report information to police if they know, believe or reasonably ought to know that a child (under 18 years) has been abused.
- An adult in child-related work will commit an offence if they know another adult in the organisation poses a serious risk of abusing a child (under 18 years), and they have the power to reduce or remove the risk, and they negligently fail to do so.

8. Respect and maintain privacy and confidentiality of all information regarding the people who use our services and/or TJW business matters.

- Avoid a breach of privacy in the collection and distribution of information.

- Store securely any private, confidential, or sensitive information - hard (e.g., paper format) or soft (online or stored on a device), and only discuss with people authorised to have access to it, either within or outside TJW.
- Only access information, hard or soft format, when you have a legitimate purpose.
- Protect any private, confidential, or sensitive information or documents and prevent release to unauthorised people.

9. Respect and responsibly use TJW resources and information systems.

- While carrying out your duties, ensure you use any TJW resources (physical, financial, or intellectual) effectively, economically, and securely for the business of TJW and not for the benefit of unauthorised third parties or personal benefit. Your manager may authorise occasional and reasonable personal use of TJW resources.
- Only sign documents that commit TJW to any agreement when you have authority under the TJW Delegations.
- Make no statements or comments to the media or other external bodies regarding any aspect of TJW business unless authorised.
- Ensure the security of information technology and communication systems. Do not disclose or borrow others' passwords or access codes.
- Ensure you use TJW email, internet, facsimile, telephone, and other information systems appropriately. Do not put at risk the integrity of the systems or the reputation of TJW by accessing, receiving, or sending sexually explicit, suggestive, harassing, or discriminatory material.

10. Engage in professional and honest working relationships.

- Avoid conflicts of interest. Report any actual, potential, or perceived conflicts of interest in writing to your manager and co-operate in their resolution. This includes any secondary employment as we need to ensure any such job/s do not cause a health and safety risk (such as fatigue) or where the combined hours worked with TJW and the secondary employer is in breach of the relevant industrial instrument.
- Compete fairly and ethically for all business opportunities. Under no circumstances seek, make, offer, or accept payments or other considerations for the referral of any applicant for TJW services.
- Respect copyright, authorship and acknowledgment of work done by others in publishing or providing information to others.
- Declare to your manager any invitations, gifts, money, or other benefits that are offered or received through your work at TJW.

- For paid employees, your first professional responsibility is to your work at TJW. Other work commitments may detract from your ability to perform your normal duties. Notify and seek authorisation from your manager for any paid or unpaid work external to TJW.

11. Report behaviour that doesn't reflect our Code of Conduct.

- While it can sometimes feel challenging, it is essential that you speak up if you see or become aware of something that does not align with our Values and this Code of Conduct.
- Early reporting is key to preventing harm towards vulnerable people, including children, young people and people with a disability.
- Ensure that all forms of reportable incidents are completed within the required timeframes as outlined in the relevant legislation as well as TJW policy and procedure.

What is the role of managers?

The following responsibilities relate to anyone who manages people.

- Conduct fair and equitable processes for investigations and resolution of reports of Code of Conduct breaches.
- Respect privacy and confidentiality and protect against victimisation.
- Make fair, transparent, and consistent decisions regarding any reports of non-compliance with any TJW policy.
- Explain, monitor, and evaluate the application of this policy within their area of responsibility.
- Act upon any reports of possible non-compliance with this policy.

RELATED POLICY AND DOCUMENTS

TJW policies, procedures and supporting documents:

- Code of Conduct Acknowledgement Form
- Delegation of Authority
- Policy Good Governance
- Policy Clinical Governance Framework
- Policy Risk Management Framework
- Policy Conflict of Interest
- Policy Whistleblowing
- Policy Workplace Health and Safety (WHS)

- Policy Feedback, Disputes and Complaints
- Policy Diversity and Inclusion
- Policy Fraud and Corruption
- Policy Child Safety
- Policy Participant Safeguarding and Health & Wellbeing
- Policy Privacy
- Procedure Bullying and Harassment
- Procedure Performance and Misconduct
- Procedure Ethics and Professional Boundaries
- Procedure Learning and Professional Development
- Procedure Equal Opportunity and Inclusion
- Procedure Incident Management
- Procedure Hazard Management
- Procedure Workplace violence

Federal

- [Fair Work Act 2009 \(Cth\)](#)

New South Wales

- [Work Health and Safety Act 2011 \(NSW\)](#)
- [Work Health and Safety Regulation 2017 \(NSW\)](#)
- [Children and Young People \(Care and Protection\) Act 1998 \(NSW\)](#)
- [Children's Guardian Act 2019 \(NSW\)](#)

Other helpful documents

- [Code of Conduct – NDIS](#)