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Drafted by	CEO
Responsible person	Board Chair
Version	1.0
Approved on	May 2014
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CODE OF CONDUCT

INTRODUCTION

Nintirri Centre Inc is committed to achieving best practice governance whilst ensuring that it is a flexible and dynamic organisation responding to the needs of the community and therefore has a secure, long-term future.

PURPOSE

This policy sets out the expected behaviour of all Board members, staff and volunteers involved in the Nintirri Centre Inc. This includes:

- organisational values
- transparency, accountability, privacy and confidentiality
- anti-discrimination, access and equity.

POLICY

Organisational Values

Nintirri Centre Inc has identified through consultation with the Board, staff, volunteers and community a number of core values that underpin the organisation's vision and mission. This includes:

- **collaboration** and **partnerships**
- **transparency** and **accountability** whilst respecting the **privacy** of individuals and the **confidential** nature of certain information
- **diversity, openness, compassion, acceptance** and **inclusivity**
- **fun, connection to passion, sharing** and **learning**.

Recognised values assist us by:

- Providing a framework for how we treat one another.
- Helping us make sense of our working life and how we fit in the big picture.
- Providing a framework for achieving the vision and increasing the effectiveness of the organisation.
- Creating an environment conducive to job satisfaction as well as finding work that is exciting and challenging.
- Differentiating one organisation from another.

Recognising and using our values in day-to-day life is becoming increasingly important because:

- We live and work in stressful times; values give us guidelines for our behaviour.

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- They provide the basis for achieving culture change.
- They help enable people and organisations to succeed.
- They impact on professional practice.
- They can provide a measurement of success for individuals.
- They can provide some stability through change i.e. which values are remaining and/or how do we implement the change in line with our values?

Transparency, Accountability, Privacy and Confidentiality

Nintirri Centre Inc recognises that transparency and accountability are pillars of good governance, and so strives to proactively make information available about the operation of the organisation. However, the organisation collects and administers a range of information for a variety of purposes and some of this information is restricted in its circulation for commercial, privacy, or ethical reasons. Nintirri Centre Inc values the privacy of its stakeholders including Board members, staff and clients and recognises that there is some information that must remain confidential to ensure this occurs.

Nintirri Centre Inc will place restrictions on the information it holds when the information:

- is commercial in confidence
- concerns the privacy of its staff, volunteers, clients or customers
- requires protection to safeguard the intellectual property of the organisation.

Staff dealing with restricted material will be instructed in the recognition of material falling under these categories. Any information on which restrictions have been placed shall be, as far as possible, clearly identified on the document or file. Where categories of information, rather than individual documents, are restricted, this restriction will be conveyed to staff and volunteers dealing with this information.

Anti-Discrimination, Access and Equity

Nintirri Centre Inc has a moral and legal responsibility to provide an environment for all stakeholders including Board members, staff, contractors, clients and the community that is free from discrimination. Nintirri Centre Inc endorses diversity, supports equal rights and does not advocate, support or practice discrimination based on race, religion, age, national origin, language, sex, sexual orientation, or mental or physical handicap.

Nintirri Centre Inc recognises that we have a culturally and linguistically diverse society and therefore has a legal and moral responsibility to ensure the organisation provides equal access in all of its activities, including service provision, employment opportunities, provision of information, training, development and events. To achieve, this Nintirri Centre Inc will adopt the following service delivery principals:

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- *Access:* As a service provider, Nintirri Centre Inc will make services available to everyone who is entitled to them, free of any form of discrimination on the basis of a person's country of birth, language, culture, race or religion.
- *Equity:* As a service provider, Nintirri Centre Inc will develop and deliver services on the basis of fair treatment of all those clients who are eligible to receive them.
- *Communication:* As a service provider, Nintirri Centre Inc will use all necessary strategies to inform eligible clients of the services available, their entitlements, and how they can obtain them. Providers shall also consult with their clients regularly about the adequacy, design and standard of services.
- *Responsiveness:* As a service provider, Nintirri Centre Inc will be sensitive to the needs and requirements of clients from diverse cultural and linguistic backgrounds, and be responsive as far as practicable to the particular circumstances of individuals.
- *Effectiveness:* As a service provider, Nintirri Centre Inc will focus on meeting the needs of clients from all backgrounds.
- *Efficiency:* As a service provider, Nintirri Centre Inc will optimise the use of available public resources through a user-responsive approach to service delivery that meets the needs of clients.
- *Accountability:* As a service provider, Nintirri Centre Inc will have a reporting mechanism in place that ensures it is accountable for implementing access and equity objectives for its clients.

RESPONSIBILITIES

The Board, staff and volunteers are all required to sign a confidentiality agreement (see Attachment A).

With regards to anti-discrimination, access and equity:

1. *The Board will:*
 - 1.1. Regularly review the leadership and commitment given to eliminating discrimination through active promotion of the organisation's Anti-Discrimination Policy.
 - 1.2. Monitor performance of the board and the CEO in ensuring that this policy and procedure is being implemented.
2. *The CEO will ensure that:*
 - 2.1. The organisation's practices and processes incorporate precautions against discrimination in such areas as recruitment, client selection, and program delivery.
 - 2.2. Reasonable accommodations are made to allow diverse groups to access benefits provided by the organisation.

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- 2.3. Where appropriate, weight is given to the culture and experiences of individuals from disadvantaged groups.
- 2.4. Where appropriate, delegate responsibility for compliance to officers with responsibility for particular sections.
- 2.5. Oversee the performance of subordinate officers in these matters.
- 2.6. Review and report to the Board, as appropriate, on the effectiveness of the management systems established to remove discrimination.
- 2.7. Analyse material breaches and identified compliance system weaknesses for systematic trends and ensure that any adverse trends are addressed.
- 2.8. Promote a culture of effective policy compliance across the organisation.
3. *All staff and volunteers at all levels will:*
 - 3.1. Ensure they are aware of the organisation's policy against discrimination.
 - 3.2. Where appropriate, suggest ways in which practices, systems and procedures could be improved so as to reduce the likelihood of discrimination occurring.

PROCEDURES

1. Transparency, Accountability, Privacy and Confidentiality

Specific examples of how transparency, accountability, privacy and confidentiality will be dealt with in the organization include:

1.1. *Board Records*

- 1.1.1. All Board deliberations, and the deliberations of the Board's sub-committees, shall be open to the public, except where the Board or the sub-committee passes a motion to make any specific portion confidential.
- 1.1.2. All Board minutes, and the minutes of the Board's sub-committees, shall be open to the public once accepted by the Board, except where the Board passes a motion to make any specific portion confidential.
- 1.1.3. All papers and materials considered by the Board shall be open to the public following the meeting at which they are considered, except where the Board passes a motion to make any specific paper or material confidential.

1.2. *Client Records*

- 1.2.1. All client records shall be available for consultation by the client concerned or by their legal representatives.
- 1.2.2. No client records shall be made available to any other person outside the organization, unless with the consent of the client concerned
- 1.2.3. Within the organisation, client records shall be made available only to those persons with responsibilities for that client, except that client records shall be made available to the Board when requested but should be, where possible, rendered anonymous.

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1.2.4. Client records will be stored separately and securely so as to ensure they cannot be readily accessed by unauthorised persons.

1.3. Staff Records

1.3.1. All staff records shall be available for consultation by the staff member concerned or by their legal representatives.

1.3.2. No staff records shall be made available to any person outside the organisation other than with the consent of the staff member concerned.

1.3.3. Within the organisation, staff records shall be made available only to those persons with managerial or personnel responsibilities for that staff member, except that staff records shall be made available to the Board when requested.

1.4. Nintirri Member and Funding / Sponsorship Records

1.4.1. All member and funding / sponsorship records shall be available for consultation by the members and funding / sponsorship organisations concerned or by their legal representatives.

1.4.2. No member and sponsorship records shall be made available to any other person outside the organisation other than with the consent of the member or organisation concerned.

1.4.3. Any member shall be entitled to receive on request a list of members with contact addresses, except where this right is qualified in the organisation's constitution.

1.4.4. Within the organisation, member and funding / sponsorship records shall be made available only to those persons with managerial or personnel responsibilities for dealing with those members and funding / sponsorship organisations, except that member and funding / sponsorship records shall be made available to the Board when requested.

1.5. Administrative records

1.5.1. All records and materials not falling into the categories above may be released to the public at the discretion of the CEO, who shall take into consideration:

1.5.2. a general presumption in favour of transparency

1.5.3. the relevant provisions of the Associations Incorporation Act regarding information to be made available to members

1.5.4. The marketing, commercial, legal, and administrative interests, priorities, and resources of the organisation, including commercial confidentiality and copyright issue.

1.6. Restrictions

1.6.1. Nintirri Centre Inc will place restrictions on the information it holds when the information:

1.6.1.1. is commercial in confidence

1.6.1.2. concerns the privacy of its staff, volunteers, clients or customers

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1.6.1.3. requires protection to safeguard the intellectual property of the organisation.

1.6.2. Staff dealing with restricted material will be instructed in the recognition of material falling under these headings.

2. Anti-Discrimination, Access and Equity

2.1 All Nintirri Centre Inc staff shall, wherever feasible, have adequate support and training to provide services and information accessible to all people.

2.2 Nintirri Centre Inc will ensure its programs are designed and constructed to provide equal access for all users.

2.3 Nintirri Centre Inc, in its role as an employer, will ensure all people have equal access to advertised positions, interviews, equipment, office accommodation, staff training and promotion.

2.4 Nintirri Centre Inc shall, wherever feasible, assess proposals for any new (or substantially revised) policies or programs for their direct impact on the lives of people from a range of cultural and linguistic backgrounds prior to any decision to pursue such proposals.

2.5 Any new (or substantially revised) policies or programs that impact in different ways on the lives of people from different cultural and linguistic backgrounds shall, wherever feasible, be developed by Nintirri Centre Inc in consultation with people from those backgrounds.

2.6 Nintirri Centre Inc shall, wherever feasible, for any new (or substantially revised) policies or program initiatives have a communication strategy developed and sufficiently resourced to inform people from relevant cultural and linguistic backgrounds of these changes.

2.7 Nintirri Centre Inc shall provide resources so that publicly available and accessible information on its policies and programs is, where necessary, communicated appropriately to people from a range of cultural and linguistic backgrounds, and especially to those identified as having a high level of non-compliance.

2.8 Nintirri Centre Inc shall institute complaints mechanisms that enable people (regardless of cultural and linguistic backgrounds) to address issues and raise concerns about its performance.

2.9 Nintirri Centre Inc shall require that any agents, contractors, or partners of Nintirri Centre Inc deliver outcomes consistent with this policy, and shall, in bidding for tenders or contracts, budget, where appropriate, for special provision for linguistic and cultural diversity.

2.10 Nintirri Centre Inc shall, where necessary and feasible, provide for the special

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needs of clients from diverse cultural and linguistic backgrounds by providing language assistance through the use of interpreters or facilitators.

2.11 Nintirri Centre Inc shall, where necessary and feasible, provide for the special needs of clients in remote areas through developing outreach and community liaison arrangements.

2.12 Nintirri Centre Inc shall consider cultural diversity issues in the design and delivery of any training programs it provides.

2.13 Nintirri Centre Inc staff shall, where necessary, receive ongoing cultural diversity training so that they develop knowledge and skills to work effectively from a cultural framework.

2.14 Nintirri Centre Inc shall, where necessary and feasible, provide information in languages other than English, and through print, electronic media, and disability-appropriate methods of communication.

2.15 Nintirri Centre Inc shall, where appropriate, consult with other providers and government agencies to ensure co-ordination of services appropriate to clients' needs.

2.16 Nintirri Centre Inc shall promote diversity in the membership of its boards, committees and working groups.

2.17 Nintirri Centre Inc shall keep in its client data collection record, where appropriate, such data as birthplace, whether a person's first language spoken was English, Aboriginal or Torres Strait Islander background, Australian South Sea Islander background, date of birth, year of arrival in Australia; birthplace of parents; sex; and religion (the collection of data will not always include all these items, as the relevance of these data items will vary depending on the service delivery context).

2.18 Nintirri Centre Inc shall protect the privacy of individual clients when collecting this data. Consideration will be given to:

- 2.1.1. collecting only data essential to the particular service delivery or evaluation purpose
- 2.1.2. guaranteeing anonymity
- 2.1.3. ensuring that all data collection proposals are non-intrusive.

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RELATED DOCUMENTS

- Attachment A Confidentiality Agreement
- Policy 2.0 Board Charter
- Policy 3.0 Risk Management
- Policy 4.0 Internal Communication and Responsibilities
- Policy 5.0 Financial Management and Control
- Policy 6.0 Marketing, Communication and External Stakeholder Engagement
- Policy 7.0 Human Resource Management
- Policy 8.0 Planning
- Policy 9.0 OHS
- Policy 10.0 Environmental Sustainability
- Policy 11.0 Health and Wellbeing Policy
- Policy 12.0 Volunteering
- Policy 13.0 Policy and Procedure Process

AUTHORISATIONS

<Signature of Chair>
<Name of Chair>
<Date>

<Signature of CEO>
<Name of CEO>
<Date>

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ATTACHMENT A

Confidentiality Agreement

I agree to hold confidential all information that Nintirri Centre Inc has placed restrictions on, and to release it to persons outside the organisation only when authorised by the organisation and subject to any conditions set by the organisation.

I undertake to:

- Access information held by the organisation only when necessary to the performance of my assigned duties.
- Make copies of restricted information only when necessary to the performance of my assigned duties.
- Ensure that the storage and handling of restricted information minimises the risk of its diversion into unauthorised channels.
- Take reasonable care to properly secure confidential information on my computer and will take steps to ensure that others cannot view or access such information.
- Not disclose my personal password(s) to anyone without the express written permission of my line manager, or record or post it in an accessible location, and will refrain from performing any tasks using another's password.
- Notify my line manager if I have reason to believe that my access codes and/or passwords have been compromised.

Employee:

Name _____

Signed _____

Date _____

Witness:

Name _____

Signed _____

Date _____