

## GTT Staff Code of Conduct

### Introduction

Employees of Gateway To Training (GTT) are employed for the benefit of the community and are expected to act in the public interest. The purpose of GTT's Code of Conduct is to provide an ethical framework for the decisions, actions and behaviour of its employees and to ensure that all employees are aware of their ethical obligations.

This Code applies to all permanent and temporary full-time, part-time and casual employees of GTT, including those on leave.

Employment at GTT requires standards of professional behaviour from employees that promote and maintain public confidence and trust in the work of GTT. The community (both within GTT and outside) is entitled to expect the business of GTT to be conducted with diligence, efficiency, economy, respect, impartiality and integrity.

GTT employees are expected to always behave in ways that promote the safety, welfare and wellbeing of children and young people. They must actively seek to prevent harm to children and young people, and to support those who have been harmed.

To meet this expectation, all employees need to abide by the following principles when conducting their work.

### General Principles

#### 1 Responsibility to GTT

Employees are to implement the policies and decisions of GTT in an impartial manner. In particular, employees must comply with any relevant legislative, industrial and administrative requirements.

#### 2 Respect for the Law

As an employee of GTT, you have a responsibility to:

- 2.1 exercise your powers lawfully.
- 2.2 respect and obey the law.
- 2.3 carry out all reasonable, lawful work instructions. If you consider that an instruction is unreasonable or unlawful, you should communicate this to the person giving the instruction and provide a reasonable opportunity for them to respond. If you still object, you may seek advice at a higher level.

You should accept that you may not personally agree with all decisions made by GTT's management, however these personal views should not interfere or be seen to interfere with the performance of your duties. GTT's management team should however be open to positive and constructive questions about their instructions and respond appropriately.

- 2.4 disclose to an appropriate authority (eg Executive Office, SILO President, the police or the Crime and Corruption Commission) suspected or known fraud, corrupt conduct, maladministration, or serious and substantial waste of GTT resources by another employee.

### **3 Respect for People**

As an employee of GTT, you have the responsibility to:

- 3.1 treat your colleagues, clients and the public fairly, equitably, sensitively and consistently. In this regard, employees should perform their duties in a professional and responsible manner.
- 3.2 respect the dignity and rights of others and be tolerant of other people's views which may differ from your own.
- 3.3 not harass or discriminate against colleagues, clients or members of the public on the grounds of sex, gender, marital status, pregnancy, age, race, ethnic or national origin, physical or intellectual impairment, sexual preferences, or political or religious conviction. This is in accordance with the principles of equal opportunity.
- 3.4 not be physically or verbally intimidating or abusive to other employees, clients or members of the public.
- 3.5 avoid patronage and favouritism.
- 3.6 ensure that your decisions are reasonable, fair and appropriate to the circumstances, based on a consideration of all the relevant facts, and supported by adequate documentation.
- 3.7 act, dress and communicate appropriately. Your behaviour, language and dress at work reflect the respect you have for yourself and others.
- 3.8 be responsive to reasonable demands of the community and GTT management.

### **4 Respect for Children and Young People's Safety and Protection**

As an employee of GTT, you have the responsibility to:

- 4.1 avoid situations where you are alone in an enclosed space with a client.
- 4.2 when physical contact with a client is a necessary part of the training or learning experience, exercise caution to ensure that the contact is appropriate and acceptable. You must always advise the client of what you intend to do and seek their explicit consent.
- 4.3 not develop a relationship with any client that is, or that can be interpreted as having, a personal rather than a professional interest in the client.
- 4.4 not have a romantic or sexual relationship with a client.

## 5 Integrity and Public Interest

As an employee of GTT, you have a responsibility to:

- 5.1** use the powers, influence and resources available to your official position properly.
- 5.2** maintain proper confidentiality of official information.
- 5.3** disclose any potential or actual conflicts of interest. Conflicts of interest exist when it is likely that you could be influenced, or could be perceived to be influenced, by a personal interest in carrying out your duties of employment. Some possible related interests that may give rise to a conflict of interest include financial interest; personal beliefs or attitudes that influence the impartiality of advice given; personal relationships; and secondary employment.

You may often be the only person aware of the potential for conflict and it is therefore your responsibility to avoid any interest that could compromise the impartial performances of your duties, and disclose any potential or actual conflicts of interest to the Executive Officer.

Conflicts of interest that lead to biased decision-making may constitute corrupt conduct.

- 5.4** not accept a gift or benefit that is intended to, or is likely to, cause you to not act in an impartial manner in the course of your duties. All appropriate gifts accepted by GTT staff (ie that they do not compromise the impartiality of the organisation) over the value of \$20.00 must be recorded in GTT's Gift Register and its receipt tabled at the next staff meeting.
- 5.5** notify the Executive Officer if you have been charged with or convicted of an indictable offence.

If an employee has been charged with an indictable offence, the Executive Officer will decide whether the charge directly affects the proper performance of the employee's duties. The decision is not to consider the guilt or innocence of the employee but to ensure the effective operation of GTT.

- 5.6** use confidential and sensitive information appropriately and responsibly. You may sometimes have access to information of a personal, commercial or strategic nature that is not available to the general public. This information may be about other employees, clients, SILO Committee members or GTT policy. Official information must only be used for the work-related purpose intended and not for personal benefit.

Unless authorised to do so, you must not disclose or use any confidential information without official approval. You must also make sure that confidential information, in any form (eg electronic or hardcopy) cannot be accessed by unauthorised people.

- 5.7** be aware of interpersonal situations that could influence professional judgements. You have a responsibility to protect the interests of clients. If you are a trainer, you also have a responsibility to respect the trust involved in the trainer-student relationship; to accept the constraints and obligations inherent in that responsibility; and to assess student work fairly, objectively and consistently.

## 6 Diligence

As an employee of GTT you have a responsibility to:

- 6.1 perform your duties to the best of your ability.
- 6.2 carry out your duties in a professional, competent and conscientious manner, always seeking to improve your own performance and GTT's service delivery.
- 6.3 provide a relevant and responsive service to clients, other employees and members of the public, providing all necessary and appropriate assistance and to exercise due care, particularly if members of the public or clients rely on the information provided.
- 6.4 act responsibly and be accountable for your official decisions and conduct.
- 6.5 provide your colleagues and GTT's management with advice that is honest, impartial, accurate, comprehensive and complete, irrespective of your personal views.
- 6.6 take reasonable care to avoid causing injury to another person.
- 6.7 gain approval from the Executive Officer prior to commencing any form of outside employment. You may undertake paid or voluntary outside professional and consultative work provided that:
  - no conflict of interest exists or is likely to exist in the future
  - your outside employment does not adversely affect the performance of your GTT duties and responsibilities
  - your outside employment does not bring GTT into disrepute
- 6.8 present to work in a fit state so that you can carry out your normal work duties.

All employees are responsible for ensuring that no employee commences or continues work if they appear to be affected by alcohol, illegal drugs, medication or other substances which may lead to a safety risk or an inability to carry out normal work duties.

## 7 Economy and Efficiency

As an employee of GTT you have a responsibility to:

- 7.1 use GTT resources efficiently and effectively for official purposes only. Resources include property, facilities, materials, equipment, financial resources, human resources, knowledge, intellectual property, virtual resources and official information.

**Private Use of Communication Systems** – If you need to make and receive private telephone calls, emails or other communication during the course of your daily work, it is expected that you will keep the length and frequency of these to a minimum.

You should not during work hours make private use of online services and social media. However, you may do so in your breaks as long as the sites visited are appropriate.

- 7.2 make decisions relating to the use of GTT resources that are reasonable; appropriately authorised; and can withstand scrutiny.
- 7.3 treat GTT property with due care and ensure it is secured against theft and misuse.