
Code of Ethical Conduct

Policy

Document information

Next Review due: Dec 2023

Version	Owner	Author/Subject Matter Expert	Details
01	Head of People and Culture		Initial publication
1.1-0615	Head of People and Culture		
02-0319	Head of People and Culture	Trisha Vollmer	Changes to WHS section and information regarding acceptance of gifts. Cross references checked and updated. Updated to new template.
02-1221	General Manager of People Excellence	People Service Champion	Updated department name from People and Culture (P&C) to People Excellence (PE).

Table of Contents

1 Purpose..... 3

2 Scope..... 3

3 Honesty and Integrity..... 3

4 Confidentiality of Information 4

5 Conflict of Interest..... 4

6 Overpayments 4

7 Intellectual Property and Copyright 4

8 Payments, Gifts or Entertainment 4

9 Work, Health and Safety Responsibilities 5

10 Inclusion and Diversity..... 5

11 Relationships With Customers 5

12 Abiding by the Law and This Code..... 5

13 Failure to Comply With This Code..... 6

14 Resources 7

1 Purpose

The purpose of this document is to set out the framework of minimum standards of personal and professional conduct that is expected of all New Horizons employees, directors, contractors and volunteers. These standards:

- are consistent with our values
- uphold the public reputation of the organisation
- govern our conduct and responsibilities.

This ethical framework / policy is intended to help deliver on an environment in which we, as New Horizons employees, can excel regardless of race, religion, age, disability or gender.

2 Scope

This Code of Ethical Conduct applies to all New Horizons' employees, directors, contractors, volunteers and their behaviours as they may occur:

- in connection with work, even if they occur outside of normal working hours
- during work activities
- at work related events, for example conferences and work related social functions
- via social media, where employees and directors interact with colleagues and their actions may affect them either directly or indirectly.

By executing, (either electronically or physically) this document, the party is confirming their commitment to adhere to the requirements of the policy as outlined below.

3 Honesty and Integrity

- I will not make statements, promises or commitments that I do not believe to be true or which I or New Horizons do not intend, or are unable, to honour.
- My conduct will be such that my honesty is beyond question. In all communications, I will adhere to the truth, and will not knowingly make false statements, nor mislead directly, indirectly or by omission.
- I will at all times deal fairly and in good faith with the service users and their families, work colleagues and other stakeholders including, but not limited to, funding bodies, advocates, suppliers and customers.
- I will treat all people with respect and dignity and will undertake my duties with care and diligence, and will uphold and model the values of New Horizons.
- I will make decisions ethically and fairly without bias and using the best factual information available.
- I will protect the reputation and assets of New Horizons and will exercise judgement accordingly.
- My personal dealings will be kept separate from my business dealings.
- I will not use the name of New Horizons, nor any information obtained in the course of my employment or as a result of my position with New Horizons, to further any personal transaction or gain.
- I will use goods, services and facilities provided to me by New Horizons strictly in accordance

with the terms on which they are provided, and will ensure that such goods and facilities are properly protected against loss, damage and wastage.

- I will not use my position / role for unauthorised financial or personal gain.

4 Confidentiality of Information

- I will respect the privacy of others in accordance with the Privacy Act 1998.
- I will only access information necessary to fulfil my work duties. If I am unsure I will check with my manager.
- I will take care to ensure that personal and sensitive information relating to customers and their families, my work colleagues, suppliers and the confidential operations of New Horizons is properly protected and not disclosed to third parties, unless allowed or required under relevant law or regulation, or with the permission of New Horizons or the person concerned.

5 Conflict of Interest

- My primary business loyalty is to New Horizons.
- I will immediately and fully disclose to my supervisor or line manager any personal matters or private work / secondary employment that may lead to actual or perceived conflicts of interest.
- I will always act professionally in my dealings with service users and their families, customers, suppliers and other stakeholders.
- I will not be influenced by or give favourable treatment to others in any way that would conflict or compromise the best interests of New Horizons.

6 Overpayments

- I will immediately and fully disclose to my supervisor or line manager that any overpayment, (including but not limited to salary, expense payment etc.) has occurred.
- I will co-operate in the process for the repayment of all monies owed to New Horizons.

7 Intellectual Property and Copyright

- I understand that any literary work, (e.g. policy and procedures), computer program, invention, design, patent, copyright, trademark, improvement or idea I develop in the course of my employment is the sole property of New Horizons and New Horizons will, unless otherwise agreed, have the exclusive right to use, adapt, patent and otherwise register it.
- I will immediately and fully disclose to my supervisor or line manager any literary work, (e.g. policy and procedures), computer program, invention, design, patent, copyright, trademark, improvement or idea I develop whilst employed by, or have a relationship with New Horizons that is not undertaken during normal business hours, i.e. whilst being paid by New Horizons, so that New Horizons can ascertain whether the material / product was discovered, developed or produced outside of the course of my employment.

8 Payments, Gifts or Entertainment

- I will not accept or provide any gift, cash payment or entertainment in breach of this Code.
- I will not offer, accept, promise or offer a bribe, in any form, from any person, either directly or

indirectly.

- I will not use my employment status or position at New Horizons to seek personal gain from service users, families or those doing business or seeking to do business with New Horizons.
- I will not accept or provide any gift in breach of this Code.
- I may accept token gifts if the market value of the gift is less than \$50 (or equivalent) provided that such gifts are not given in return for any consideration. Where the gift could be greater than the nominated value of \$50.00 I will raise this with an ELT member so a decision can be made as to the conditions as to how the item could be accepted.
- I will not allow a customer to pay for subsidiary items such lunches, drinks, movies etc.

9 Work, Health and Safety Responsibilities

- I acknowledge my obligation to comply with the Work, Health and Safety Act 2011, (Act).
- I will take reasonable care for the health and safety of all people at my workplace and who may be affected by my acts or omissions whilst at work.
- While at work, I will co-operate with New Horizons as my employer or other persons as far as is necessary to enable compliance with any requirement under the Act or any regulations that is imposed in the interests of work health safety and welfare all people.
- Where approved to work from an alternative location as part of an agreed arrangement, I will ensure the environment is safe, with adequate facilities, emergency preparedness and safe work practices.

10 Inclusion and Diversity

- I acknowledge that I work with a diverse range of people.
- I understand that employees, directors, contractors and volunteers are required to respect diversity in the workplace and contribute to an inclusive culture by accepting and embracing individual differences.
- I understand that unlawful discrimination, vilification and victimisation will not be tolerated and may result in disciplinary action up to and including termination of my employment or engagement as a director, contractor or volunteer.

11 Relationships With Customers

I acknowledge that I:

- will not develop personal relationships with customers and former customers, including relationships of a sexual nature
- will immediately and fully disclose any pre-existing relationship with a customer and take steps to ensure that the relationship does not directly or indirectly conflict with any interest of New Horizons at any point in time.

12 Abiding by the Law and This Code

- I will abide by the law, this Code of Ethical Conduct and comply with all New Horizons policies and procedures.

- To ensure appropriate action can be taken, I will immediately report any knowledge of actual or potential breaches of:
 - the law
 - New Horizons' Code of Ethical Conduct
 - New Horizons policies and procedures.
- I understand that New Horizons is creating a positive and productive working environment and therefore acts of gross misconduct and unreasonable behaviour may result in disciplinary action. This includes, but is not limited to:
 - any form of abuse, bullying, harassment, threatening, humiliating or discriminatory acts
 - working while under the influence of alcohol or chemical substances
 - falsification of records
 - stealing, misappropriation or fraudulent activities
 - acts of negligence such as failure to follow behaviour management, medication, nutrition or similar health, safety and welfare procedures.

13 Failure to Comply With This Code

All employees, directors, contractors and volunteers of New Horizons are required to act responsibly in the event of becoming aware of behaviour that may be contrary to the Code of Ethical Conduct and required standards of behaviour and report such conduct to the appropriate level of management where necessary.

Where it is established that an employee, director, contractor or volunteer has breached the Code of Ethical Conduct, they may be subject to disciplinary action, up to and including termination of their employment contract or engagement.

Acknowledgement and Acceptance

If unable to e-sign on Rover Discovery, please complete the below section and forward a signed copy of this Code of Ethical Conduct via email to: peopleexcellence@newhorizons.org.au

I, _____ have read and understood this Code of Ethical Conduct.
(Insert full name in BLOCK letters)

I understand that if I breach any law, provision of this Code or policy, the breach will be investigated and may result in disciplinary action being taken, up to and including, the termination of my employment with New Horizons and / or referral to the Police, or the appropriate statutory authority.

(Signature of employee)

____/____/_____
(Date)

14 Resources

<p>Which supporting documents can I refer to?</p>	<p>Acceptable Use of ICT policy Conflict of Interest policy Our Workplace Health and Safety policy Enterprise Risk Management policy Working at New Horizons policy Privacy and Confidentiality policy EEO and Workplace Diversity Management policy Whistleblower Protection policy Grievance Management Policy and Procedure</p>
<p>What relevant legislation and external documents apply?</p>	<p>Privacy Act 1988 Work, Health and Safety Act 2011 NSW Crimes Act 1900 Health Records and Information Privacy Act 2002 Disability Inclusion Act 2014 Aged Care Act 1997 (Cth) NDIS Practice Standards Aged Care Quality Standards Australian Community Industry Standard (ACIS) 4.0 Australian Service Excellence Standards National Standards for Mental Health Services 2010 headspace Model Integrity Framework (hIMF) United Nations Convention on the Rights of Persons with Disabilities</p>
<p>Where can I get additional information or resources about this topic?</p>	<p>Please contact peopleexcellence@newhorizons.org.au</p>