



Code of Conduct

1. I understand that I am expected to:

- (a) actively support EveryMan's Purpose, Mission, and Vision.
- (b) uphold the EveryMan's organisational Values.
- (c) comply with EveryMan's policies and procedures, with the best interests of the people who use the service and the reputation of the organisation in mind.
- (d) treat clients and all employees with respect and courtesy and will model respectful behaviour when dealing with challenging behaviours from clients, colleagues, or other professionals.
- (e) refrain from engaging in personal or sexual relationships with clients.
- (f) refrain from taking clients to my home and avoid making any statements or actions of familiarisation which may encourage a client to come to my home.
- (g) refrain from accepting or providing clients with gifts or financial or material assistance directly from personal resources.
- (h) familiarise myself and comply with EveryMan policies in relation to gifts and refrain from buying from or selling goods to clients.
- (i) maintain an awareness of the impact my behaviour has on others and strive to avoid communicating in a manner which clients may find abusive, intimidating, sarcastic or patronising.
- (j) listen with understanding and help clients to communicate what it is they need help with
- (k) give my time and attention to ensuring that my work is carried out efficiently and effectively during working hours.
- (l) comply with EveryMan's confidentiality and privacy policies and procedures.
- (m) refrain from attending meetings on behalf of or act as a spokesperson for EveryMan without prior authorization from the CEO or his delegate.
- (n) ensure that the standard of my work and personal conduct are in accord with EveryMan's values and contribute positively to EveryMan's reputation and public image.
- (o) always act with sufficient care to ensure my own safety and the safety of clients, employees of EveryMan, contractors and employees of other agencies and members of the public
- (p) ensure the currency of my Working With Vulnerable People registration, driver's licence, and motor vehicle registration and insurance if used for work purposes.
- (q) Refrain from consuming alcohol at work or on the premises when on duty, unless at an approved EveryMan function
- (r) Refrain from taking or being affected by illegal drugs at work or on other premises when on duty.
- (s) dress appropriately for the conditions and performance of duties and exercise good judgement regarding clothing and personal appearance.
- (t) follow any reasonable and lawful direction given by any EveryMan employee or member of the Board of Directors who has the authority to give that direction..

- (u) to demonstrate and practice honesty and integrity, and refrain from knowingly providing false or misleading information to EveryMan in the normal course of the organisation's business
- (v) to exercise good judgement and not to engage in any form of conduct in relation to clients, other staff, or members of the public, which is likely to harm, or cause offence, embarrassment or fear, or which is likely to bring EveryMan into disrepute.

2. Please tick to indicate that you have read and understand:

- read all items from (a) to (s) above
- EveryMan's No Gossip policy attached to this form.

REPORTING A DISCOVERED CONFLICT OF INTEREST

Where a conflict between the code of conduct and any procedure is discovered to exist, it is the responsibility of the staff member discovering the conflict to bring it to the attention of the Chief Executive Officer immediately. The Chief Executive Officer must then bring this to the attention of the Board with a recommendation to address this conflict.

I have read and understand the Code of Conduct. I understand that failure to abide by the Code of Conduct may lead to the termination of my employment at EveryMan Australia.

Signature

Print name

Date

No Gossip policy

BACKGROUND

Gossip is somewhat inevitable in the workplace, but it can destroy trust and be detrimental to teamwork. Not only can it affect the people you work with, but it can also influence how people outside of EveryMan – clients, staff or management of other agencies, members of the public - view our organization and our programs. If a client or a colleague hears you talking about other staff, they might start wondering if you're talking that way about them too.

We've all gossiped, yet most of us say we don't like it. Remember, gossip is something we choose to do – and we can choose NOT to do it. Perhaps not all gossip is negative, but if it was mostly positive, we wouldn't need a policy. We enter into gossip by choice – we can opt out of it too. When you don't take action to stop gossip, you collude with it, and become responsible for it as much as the person driving the conversation.

PURPOSE

To establish an appropriate code of conduct which guides professional behaviour and, as much as possible, prevents harm to EveryMan employees.

SCOPE

Apply to all staff members, Board members, students, and volunteers.

RESPONSIBLE PERSONS:

CEO and managers to enforce and all staff members to comply.

POLICY

EveryMan staff will adhere to the following no gossip policy and procedures in all business directly and indirectly related to the organization. EveryMan has a **zero tolerance** for gossip.

DEFINITION

For the purposes of this policy, gossip is talk about a person who is not present:

- which contains conjecture, rumour or opinion presented as facts,
- which is predominantly derogation, criticism, and other forms of negative judgement,
- which is intended to diminish the value, credibility, or reputation of that person for the other participants,
- where authentic acknowledgement of strengths and positive qualities is noticeably absent,
- by someone who is not authorised, qualified or necessarily and sufficiently informed to be able to present that opinion as a fact to the other participants,
- where it is inappropriate for the remarks to be made to a specific person (e.g. case worker complains to a client about the program manager; coordinator makes comments about a team member to another team member),
- where the remarks are not an authentic component of a workplace discussion intended to progress the management of workplace matters, and
- where the gossip is not intending to raise the complaints being expressed with that person, or any person responsible for that person's workplace performance and conduct.

GOSSIP, COMPLAINTS AND DEBRIEFING

On occasion, a staff member may need to talk to someone about an interaction with a colleague which has caused them distress. In this case, the need to provide support to the staff member to address both the cause and effect of the distress is paramount in distinguishing that conversation from gossip.

The conversation is likely to be an informal complaint/debrief, in which case it should be regarded a workplace discussion intended to progress the management of a workplace matter. At the very least, the person should be directed to workplace options for addressing the matter, e.g. a formal or informal complaints process, completing an incident report, contacting our EAP provider or other support.

WHAT ARE THE NEGATIVE CONSEQUENCES OF GOSSIP?

Gossip is negative as it results in:

- anxiety among staff as rumours circulate without any clear guide to what's fact and what isn't,
- growing divisiveness when people take sides,
- harm to reputation and advancement opportunities for the person gossiped about,
- harm to gossipers reputations and advancement opportunities when they're seen as unprofessional,
- lost productivity from time wasted in gossiping,
- erosion of trust and morale, and impacts staff engagement with team/workplace activity,
- enabling and entrenching of ulterior workplace gossip culture,
- undermining of staff willingness to hold colleagues to account for acting against workplace agreements and guidelines (e.g. Code of Conduct), and
- attrition as good staff impacted by gossip culture leave.

In order to create a more professional workplace, we are making a commitment to change EveryMan's culture and practice to be gossip-free. Ending gossip means ending a particular type of communication – whether it's talk, email, direct messages in Slack, or phone texting.

WHAT'S REQUIRED OF ME?

To contribute to EveryMan being a gossip-free workplace, all employees are expected to:

- refrain from speaking about another person, or insinuate their name, when that person is not present, unless the conversation is a component of a process for managing specific work matters, and has a positive focus – seeking solutions, acknowledging strengths, valued personal qualities or contributions to the workplace.
- refrain from participating when a person who is not present is being discussed in a negative way,
- ask if the other person intends to discuss their concerns with the person or with a supervisor who is authorised to take appropriate action. if the answer is no, identify the conversation as gossip and stop participating in it.
- refrain from responding to or use negative electronic communications to pass on private or derogatory information about any person involved with EveryMan – whether a client or member of their family, an EveryMan staff member or an employee of a government agency or another service provider.
- refrain from gossiping about people at work outside of business hours. If you want to express negative opinions and feelings, choose someone not involved with EveryMan.

- use the proper channels to report to a person authorised to take corrective action in relation to any EveryMan employee engaging in conduct which is incorrect, against procedures, disruptive or unethical.
- sign EveryMan's Code of Conduct to indicate, among other things, that they have read and understand this No Gossip policy

FORMAL RESPONSE

While it's always our preference for staff to commit to being gossip-free as an expression of their values and their commitment to an above-the-line professional practice, we understand that sometimes gossip which exposes other staff or the organization to a risk of harm may require a more formal performance management approach. Should this level of gossip occur, we will have no hesitation in exercising EveryMan's policies and procedures to respond and manage those incidents.