



P23 HR Code of Conduct Policy

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1. Introduction

- 1.1 Cancer Council NSW (Cancer Council) recognises the importance of a work environment which actively promotes its values of:
 - 1. We build connections
 - 2. We make a difference
 - 3. We stand up and speak out, and
 - 4. We are continuously exploring.
- 1.2 This Code of Conduct describes the standards of behaviour expected from Cancer Council's workers in their dealings with suppliers, clients, co-workers, and the general public.
- 1.3 The document owner is the Director, People & Culture.
- 1.4 This policy may be reviewed and varied from time to time in accordance with the relevant legislation requirements and to meet the ongoing needs of the organisation.

2. Application and review

- 2.1 This policy will commence on 22 October 2024 and will be reviewed on or before 27 June 2027. It replaces all other versions of this policy.
- 2.2 This policy applies to all Cancer Council workers, including casual employees and contractors, and volunteers. Non-compliance may result in disciplinary action, including termination of employment. Whilst they are required to comply with this procedure, which may be updated and amended from time to time, it does not form part of any employee's contract of employment or other contract and does not create or confer any entitlement, legal right or enforceable benefit.

3. Approach

- 3.1 This Code of Conduct aims to provide an ethical framework for decisions and actions. It is not possible for this Code to address all ethical questions or behaviour that workers may encounter. Workers therefore need to be aware of, and comply with, relevant legislation and Cancer Council policies and guidelines as they relate to Cancer Council's business. Managers will assist all workers in maintaining an awareness of standards of conduct and in resolving ethical dilemmas. However, this does not remove any worker's responsibility for being accountable for their own actions and decisions.

4. Objectives

- 4.1 The objective of this policy is to ensure all Cancer Council workers understand and comply with behavioural expectations as set out in this policy.

5. Definitions

5.1 In this policy:

Worker means any person Cancer Council employs or engages, including paid employees, volunteers, contractors, consultants, student, and intern placements.

6. Statement of values

6.1 Values define Cancer Council. They underpin how its people deal with each other, with other organisations and the communities it serves. They also form the basis for its vision, planning and priorities. Cancer Council's values are:



- 01. We build connections** - Our strength comes from weaving our relationships with each other, people living with cancer and their friends/families, communities, donors and partners together.
- 02. We make a difference** - Our work changes the path of cancer and improves quality of life. Through positive actions, we are determined to create better outcomes for our community.
- 03. We stand up and speak out** - We are driven by our vision of a cancer free future and face it with the same grit and determination that people living with cancer, their loved ones and communities do.
- 04. We are continuously exploring** - If we sit still, cancer isn't going anywhere - our imaginations energise our everyday pursuit to improve, do better to push us closer to our goal.

7. Personal and professional behaviour

7.1 To demonstrate commitment to the highest ethical standards, all workers are required to:

- perform their duties impartially, with professionalism, objectivity and integrity
- promote inclusive behaviour, and not discriminate, harass, bully or engage in inappropriate workplace conduct
- work effectively, efficiently and economically
- be honest and fair in dealings with supporters, stakeholders, clients, suppliers, co-workers, management and the general public
- display the appropriate image of professionalism in the workplace
- ensure clothing and appearance are neat and tidy
- promptly report any violations of law, ethical principles, policies and this Code, and
- refrain from any form of conduct which may cause any reasonable person unwarranted offence or embarrassment or give rise to the reasonable suspicion or appearance of improper conduct or biased performance.

7.2 Other expectations are covered in this policy.

8. Attendance and punctuality

8.1 Workers should attend work on their ordinary days of work. Workers are expected to be punctual and work for the full day (or as otherwise agreed with their manager from time to time). Workers must report planned or unplanned absences from work as soon as is reasonably practicable and provide supporting evidence where requested. Planned absences must have manager approval in accordance with the Leave Policy.

9. Standard of performance

9.1 Workers should endeavour to maintain and enhance their skills and expertise and keep up-to-date with the knowledge associated with their particular field or area of work. High standards of performance and focus on Cancer Council's vision are expected. Workers should not allow outside work or other commitments to interfere with their performance.

10. Fairness and equity

10.1 Workers should undertake their work and make decisions consistently, promptly and fairly. This involves dealing with matters in accordance with approved procedures, in an impartial, non-discriminatory manner.

10.2 Workers should apply the principles of procedural fairness/natural justice and reasonableness when exercising discretionary powers.

11. Conflicts of interest

- 11.1 A conflict of interest exists where there is a conflict between the personal interests of an individual and their responsibility to Cancer Council, or where the professional judgment of the individual may be influenced, or perceived to be influenced, by their own interests. It is the responsibility of workers to ensure that these interests do not create a conflict of interest.
- 11.2 For more information, see the P02 Conflict of Interest Policy.

12. Use of resources

- 12.1 Cancer Council resources (including funds, staffing, computers, photocopiers, equipment, stationery, travel and motor vehicles) must be used effectively and economically on work-related matters. Workers are responsible for safeguarding Cancer Council property.
- 12.2 The resources provided by Cancer Council that are required for completing work-related activity are significant. Workers therefore have a responsibility to ensure that these resources are managed effectively and without harm to the community or the environment.

13. Public comment

- 13.1 Although Workers have the right as private citizens to express their personal views through public comment on political and social issues, they must follow the Media and Social Media Policy and Procedure. Public comment includes public speaking engagements, comments in the media, views expressed in letters to newspapers, online services (such as social media) or in publications.
- 13.2 Unless Workers have received media or social media training at Cancer Council NSW, they should not speak to media or on social media on behalf of Cancer Council. Requests for external statements should be referred to the Marketing and Communications Unit.
- 13.3 Workers may make an official comment when authorised to do so or when giving evidence in court. Cancer Council's Media and Social Media Policy and Procedure must be followed in any dealings with the media. If a Worker is required to make an official comment, please contact the Marketing and Communications Unit to seek approval and receive appropriate training.
- 13.4 Workers must not access, use, disclose or release any internal Cancer Council documents or privileged information unless they need to do so in the course of their work or are authorised to do so. They must protect the privacy of client information as required by Cancer Council's Privacy Policy.

14. Confidentiality

- 14.1 Confidential information must not be disclosed other than appropriately in the course of work, when required by the law or when authorised. Workers must ensure that

confidential information in any form (e.g., documents, computer files) cannot be accessed by unauthorised persons. It should be securely stored overnight or when unattended. Confidential information must not be discussed except appropriately in the course of work and must not be misused to gain personal advantage.

- 14.2 Information about Cancer Council employees, Board members, volunteers or clients is subject to Cancer Council's Privacy Policy, privacy and other workplace legislation and guidelines. In some instances, information regarding an individual's employment will be provided to external bodies (e.g., Australian Retirement Trust Superannuation and the Australian Taxation Office) and Cancer Council will confirm details held by financial institutions if a person has applied for a loan/credit (subject to their consent).

15. Alcohol & other drugs

- 15.1 The use and misuse of alcohol & other drugs can affect the work performance of people at Cancer Council and jeopardise the safety and welfare of colleagues. Workers must not perform their work, remain in the workplace or undertake work-related activities if they are impaired by alcohol or drugs. Workers have an obligation to behave appropriately when representing Cancer Council at events and functions and alcohol consumption should be limited.
- 15.2 Alcohol may be consumed at workplace functions in certain circumstances, including at an official Cancer Council function or at an approved official business function where workers may be in attendance as a guest. In these circumstances, moderation must be exercised, and workers are expected to act professionally and responsibly as per the Cancer Council Code of Conduct. Workers may return to work as required provided there is no impairment for work.
- 15.3 Suitable non-alcoholic beverages should be served at all Cancer Council functions. Whenever alcoholic beverages are present, non-alcoholic beverages are to be equally accessible and featured as or more prominently than alcoholic beverages.
- 15.4 Cancer Council funds must not be used to purchase alcohol for workers or anyone else in the community unless an exception is provided in writing by the CEO. Alcohol may be provided at a function, and this should be at the discretion of the Division Director and paid for independently of Cancer Council.
- 15.5 For more information, see the P20 Alcohol & Other Drugs in the Workplace Policy.

16. Smoke free workplace

- 16.1 Workers should be aware that there is a genuine risk they may damage Cancer Council's public authority and credibility if they are observed smoking tobacco or using electronic cigarettes, particularly at or near a Cancer Council building, shop, vehicle or event. Smoking tobacco or using electronic cigarettes is not permitted inside or within 100 metres of any Cancer Council office, shop, vehicle or event, unless there is an officially designated smoking area within that boundary.
- 16.2 Regardless of location, workers must not smoke or use electronic cigarettes if they are wearing any clothing, or other item, or carrying any equipment or items that may link them to Cancer Council.

17. Breaches of this code of conduct

- 17.1 Cancer Council workers hold a position of trust and are therefore accountable for their actions. Consequences of inappropriate behaviour and breaches of this Code are described in the various employment legislation and regulations, and in corresponding policies.
- 17.2 Managers have a responsibility to address a possible breach of this Code by any person as soon as they become aware of it. Each case should be determined on the facts and circumstances when deciding on the appropriate action to take. If the matter is serious or the person has failed to follow a reasonable direction, it should be reported to a manager reporting to the Executive, or to People and Culture (P&C).
- 17.3 Workers are also expected to report possible breaches by colleagues to their manager. If the possible breach is by a manager, then it should be reported to an Executive and/or P&C.
- 17.4 The factors that managers, Executive and P&C need to consider when deciding what action to take include:
- seriousness of the breach
 - the likelihood of the breach occurring again
 - whether the person has committed the breach more than once
 - the risk the breach poses to other people, and
 - whether the breach would be serious enough to warrant formal disciplinary action.
- 17.5 If an investigation proves that the Code of Conduct has been breached, the outcome can include management or remedial action, or disciplinary action ranging from a formal warning to summary dismissal.

18. References/related documents

- [P20 Alcohol & Other Drugs Policy](#)
- [P36 Work Health & Safety Policy](#)
- [P43 Fraud and Corruption Control Policy](#)
- [SOP39 Fraud Investigation Procedure](#)
- [P02 Conflict of Interest Policy](#)
- [P21 Bullying, Harassment and Discrimination Policy](#)
- [SOP21 Bullying, Harassment and Discrimination Procedure](#)
- [P52 Sexual & Sex-based Harassment and Discrimination Policy](#)
- [P25 Grievance Policy](#)
- [SOP49 Grievance Procedure](#)
- [P14 Intellectual Property Policy](#)
- [P09 Information Security Policy](#)
- [P08 IT Acceptable Use Policy](#)
- [P38 Board Code of Conduct Policy](#)
- [P19 Media and Social Media Policy](#)
- [P45 Whistleblowing Policy](#)

19. Document history & version control

Version control			
Document name	P23 Code of Conduct Policy		
Document owner	Division – People and Culture		
Commencement date	22 October 2024	Approved by	<ul style="list-style-type: none"> • ELT – 15 July 2024 • Governance, Nomination and Remuneration Committee – 2 September 2024 • Board – 22 October 2024
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Document history			
Version #	Commencement date	Summary of changes	
1	April 2021	Minor edits and new	
2	22 October 2024	Section 6 – Statement of values updated to incorporate CCNSW's new values Section 18 – References/related documents intranet links included Section 19 - Document history & version control - New section Minor edits to all other sections.	