

Staff Code of Conduct

The Deaf Society conducts its business according to the highest standards of honesty, integrity, respect and fairness when dealing with all of our stakeholders, including customers and employees. The Deaf Society requires that our employees also meet these high standards.

The Deaf Society also expects all stakeholders to treat our employees with courtesy and respect.

The Deaf Society has obligations to comply with all federal, state and local government laws and regulations and we require all our employees to do the same.

The following Code of Conduct sets out the standards of behaviour that the Deaf Society believes should be met by all employees. Appropriate disciplinary action will be taken where these standards are not met. In cases where the breach involves serious misconduct, this may result in instant dismissal. In cases where a breach of the policy involves a breach of any law, then the relevant government authorities will be advised.

1. Staff members will act honestly, in good faith and in the best interests of the Deaf Society.
2. Staff members understand that their primary responsibility is to the Deaf Society.
3. Staff members will exercise due care and diligence in fulfilling their roles at the Deaf Society.
4. Staff members will provide an appropriate and positive role model for stakeholders.
5. Staff members will promote a positive image of Deaf people and create awareness of Deafness in the community.
6. Staff members have an obligation to comply, at all times, with the spirit as well as the letter of the law.
7. Staff members will ensure they treat all employees and customers with courtesy and respect.
8. Staff members will not engage in harassing or bullying behaviour towards other employees or customers. Staff members will ensure that their dealings with all staff members and customers are fair and equitable.
9. Staff members will not discriminate against fellow staff members and customers on the basis of irrelevant characteristics such as age, disability (physical or intellectual), gender, marital status, pregnancy, race or sexual orientation.
10. Staff members will declare any conflict of interest that arises between their role/s and outside activities or between elements of their role/s within the Deaf Society.
11. Staff members will ensure they are aware of any organisational policies and procedures as set out in the policy manual and ensure they comply with them.
12. Staff members will not use drugs or alcohol on the premises or come to work while affected by either drugs or alcohol.
13. Staff members will not use the internet to access or send sexually explicit material.
14. Staff members will not use organisational information or work time for private gain.
15. Staff members will comply with the Deaf Society confidentiality agreement.

16. Staff members will ensure they have honest dealings with all stakeholders.
17. Staff members will not misappropriate organisational funds or property, or the funds or property of customers.
18. Staff members will ensure the highest quality and best practice service delivery to customers.
19. Staff members will not falsify reports.
20. Staff members will not breach copyright, and will ensure they acknowledge other people's work and ideas.
21. Staff members will ensure they always put safety first and do their utmost to comply with the organisational WHS (Work Health and Safety) requirements.
22. Staff members will ensure they comply with all environmental laws and standards.
23. Staff members will deliver all Deaf Society services in accordance with the service standards that relate to their department or to the Deaf Society as a whole, such as the 12 Disability Services Standards, the Australian Quality Training Framework, the ASLIA Code of Ethics, the Trade Practices Act, etc.
24. Staff members will have a commitment to permanent self scrutiny and self awareness, and be prepared to take feed back in a positive and objective manner.
25. Staff members will not condone, permit or fail to report any breaches of this code by other employees.
26. Staff members will promote a team spirit amongst all Deaf Society employees
27. Staff members will not accept bribes, or benefits (gifts of no significant value from customers may be accepted provided that absolute transparency is ensured and management is consulted).
28. Staff members will handle complaints in a fair, confidential and positive manner, following Deaf Society complaints handling guidelines.
29. Staff members will never make retribution against any person (that is, treat them badly in any way) because that person has raised a concern, given feedback, made a complaint or raised a grievance, or even discussed the possibility of making a complaint or raising a grievance.
30. Senior staff will keep staff members informed of issues of relevance to them or their position.
31. Senior staff will exercise objectivity when giving acknowledgements or disciplining staff.
32. Staff members will only use social media in an appropriate way, following the Deaf Society Computer policy.

All employees are required to read and indicate that they understand and will abide by the Deaf Society Code of Conduct when they commence work with the organisation.