



Queensland Police Citizens Youth Welfare Association



A.B.N. 58 009 666 193

You are an employee or volunteer of the Queensland Police-Citizens Youth Welfare Association. The Association has a high profile and because it is linked to the Queensland Police Service, the conduct, appearance and ethics of all of its workers is always under observation by our customers and general members of the community.

CODE OF CONDUCT

A. INTRODUCTION

The Queensland Police-Citizens Youth Welfare Association is responsible for the provision of a wide variety of services to the community of Queensland. It must do that in the best interests of that community. The community is entitled to expect that :

- The provision of QPCYWA services will be conducted with efficiency, impartiality and integrity.
- Branch Managers, branch employees and branch volunteers will adhere to and obey all provisions of relevant statutes, Association Articles, rules, regulations and instructions.
- All actions will be fair, equitable and ethical.

B. CODE OF CONDUCT

1 Authority :

This Code of Conduct is approved by the Manager of the Association and any changes to it requires the written authority of the Manager of the Association.

2 Purpose and scope :

2.1 The purpose of this Code of Conduct is to :

- Inform employees or volunteers of the general standards of conduct expected of them.
- Ensure that embarrassment is not brought upon the QPCYWA or its membership because of a lack of understanding of our standards of conduct.

2.2 This Code of Conduct does not replace any other instructions or orders that appear in the Association Rules or Procedures Manual but is a ready reference to matters therein contained.

2.3 The absence of any specific rule covering any act or omission which tends to bring discredit upon the QPCYWA, its instructors, employees or its volunteers does not mean that such an act or omission is condoned, permitted, or will not result in disciplinary action.

3. Employees and volunteers to know and observe Code :

Employees and volunteers will :

- Familiarise themselves with this Code.
- Ensure that its provisions are observed.

4. Failure to comply with Code of Conduct :

Failure by an employee or volunteer to comply with any provision of this Code of Conduct may render an employee liable to disciplinary action and eventual dismissal or a volunteer to removal from the association.

C. DEFINITIONS :

In this Code of Conduct the following definitions apply :

"Benefit" includes gift, gratuity, remuneration, allowance, fee subsidy, consideration, free service and entertainment.

D. OVERVIEW AND GUIDING PRINCIPLES :

This Code of Conduct outlines general standards of work performance and ethical conduct expected of all employees and volunteers based on the following guiding principles :

- Employees and volunteers must perform their duties bearing in mind their Duty of Care under the legislative requirements of the Child Protection Act.
- Employees and volunteers must perform their duties with professionalism and integrity.
- Employees and volunteers must perform their duties in accordance with the following policies of the QPCYWA:

Privacy Policy
Anti-discrimination Policy
Sexual Harrassment Policy
Child Protection Policy

- Employees and volunteers should efficiently and effectively serve the QPCYWA and the community of Queensland.

- Fairness should be observed by employees and volunteers in all official dealings, including dealings with the public, employees of government departments, staff members and other employees and volunteers.
- Real or apparent conflicts of interest should be avoided. However, employees and volunteers should not be subject to unnecessary restrictions on their private activities purely as a result of their employment with the QPCYWA, where such activities do not involve a conflict of interest or adversely affect their work performance.
- Employees and volunteers should report all cases of fraud, corruption or unethical conduct to the Manager of the Association.
- Employees and volunteers should report all cases of unlawful activity to the Manager of the Association.

E. PERFORMANCE OF DUTIES :

1. General principles :

- 1.1 Employees and volunteers shall perform their official duties in such a manner that public confidence and trust in the integrity, objectivity and impartiality of the QPCYWA is conserved and maintained.
- 1.2 Employees and volunteers have an obligation to act in a manner that will bear the closest public scrutiny.
- 1.3 Employees and volunteers will be aware of Branch instructions regarding the processing of their own transactions where cash settlement is involved.

2. Personal behaviour :

- 2.1 Employees and volunteers will act, and be seen to act, properly and in accordance with both the spirit and the letter of the law and the terms of this Code of Conduct.
- 2.2 Employees should not engage in any employment or calling outside the QPCYWA if such employment :
 - Interferes with their effectiveness in the performance of their duties.
 - Creates or appears to create a conflict of interest.
 - Reflects adversely on the QPCYWA.
- 2.3 Employees and volunteers should not use their association with the QPCYWA for personal gain or advantage.

2.4 Service to the community of Queensland :

Employees and volunteers should :

- Pride themselves on the efficient and effective achievement of the functions of the QPCYWA.
- Adhere to the highest standards of professional competence, integrity and honesty.
- Provide conscientious, effective, efficient and courteous service to all those with whom they have official dealings.
- Be guided by principles of fairness, justice and reasonable compassion.
- Treat all persons with respect and dignity.
- Perform their duties impartially and in the best interests of the QPCYWA.
- Act in good faith in the best interests of the QPCYWA.

2.5 Conduct towards other employees and volunteers :

Employees and volunteers should :

- Treat employees of other businesses, government departments, staff members and other employees and volunteers with respect and dignity.
- Not mistreat staff members and other employees or volunteers.
- Not distract staff members and other employees or volunteers from carrying out their duties.

Examples of unacceptable conduct under this rule are :

- Inducements to infringe this Code.
- All forms of intimidation, improper discrimination and harassment, including sexual, racial and religious discrimination or harassment.

2.6 Employees will :

- Ensure the confidentiality of personal particulars in relation to staff, members, clients and other employees or volunteers in accordance with community expectations and the Commonwealth Privacy Act
- Not allow personal relationships, both inside and outside the QPCYWA, to adversely affect their work performance or that of other employees or volunteers.

2.7 Use of alcohol and drugs :

Employees and volunteers should not :

- At any time, allow the consumption of alcohol or restricted or dangerous drugs to adversely affect their work performance.
- Consume alcohol while on duty except subject to the Branch Manager's or Association Manager's approval and conditions.
- Consume alcohol when a requirement to go to work is reasonably foreseeable and imminent.

2.8 Directions :

- Employees or volunteers shall not (directly or indirectly) make improper use of, or allow the improper use of, property of any kind belonging to the QPCYWA, including property leased to the QPCYWA, for anything other than officially approved activities.
- Employees or volunteers shall ensure that facilities, physical resources and other property belonging to the QPCYWA are given due care and maintenance.
- The use of QPCYWA computers is restricted. These restrictions are set out in the Association Procedures Manual.

2.9 Lawful directions :

Employees or volunteers shall obey any lawful direction, instruction or order given by:

- The Branch Manager.
- The Manager of the Association.
- Any person who has been given authority to direct employees of the Association.

F. CONFLICT OF INTERESTS :

1. Employees or volunteers shall not step out of their official roles to assist private entities or persons in their dealings with the QPCYWA where this may result in improper preferential treatment to any person.
 - 1.1 In the course of their duties, employees or volunteers should not give improper preference to any person, organisation or interest (whether pecuniary, commercial, political, religious or other) as a result of any private association with that person, organisation or interest.
 - 1.2 Immediately upon becoming aware that a conflict between private interests and their employment, whether real or apparent, has arisen or is likely to arise, employees and volunteers should disclose such details in writing to the Manager of the Association or the Branch Manager.

- 1.3 Such disclosure should automatically be made by employees or volunteers when dealing with relatives, close friends or business acquaintances. At any time, an employee or volunteer who is unsure whether a conflict of interest exists with official duties should consult any relevant instructions or, where appropriate, seek a direction from the Manager of the Association or the Branch Manager.
- 1.4 On receipt of a disclosure from an employee or volunteer, the Manager of the Association or the Branch Manager will determine the extent of any conflict of interest and direct the action required to resolve the conflict.
- 1.5 The Branch Manager will report in writing all such incidents to the Manager of the Association.

2. Acceptance of Benefits :

- 2.1 Employees or volunteers should, as a general principle, not solicit or receive any benefit :
 - Other than incidental gifts, customary hospitality, or other benefits of nominal value, unless the transfer is pursuant to an enforceable contract or property right of the employee or volunteer as a private individual.
 - Other than as provided for as part of their terms and conditions of employment, in respect of services performed, whether during working hours or not, in connection with their duties.
- 2.2 Employees or volunteers should avoid situations in which the acceptance of a benefit or potential benefit could create a real, potential or apparent conflict of interest with their official duties.
- 2.3 Where an employee's duties or volunteer's duties require the acceptance of a benefit, and the benefit is accepted, the fact of its acceptance should be referred to the Manager of the Association or the Branch Manager for determination as to whether the benefit should be returned, or accepted on a permanent basis. Where permanently accepted, the Manager of the Association or the Branch Manager may specify the conditions of such acceptance.
- 2.4 The Manager of the Association may issue directions in relation to circumstances in which employees or volunteers generally may accept specific benefits without further reference to the Branch Manager.

The Manager of the Association or the Branch Manager should impose conditions relating to the retention and/or disposal of such benefits.

Where such directions are issued, the Manager of the Association or the Branch Manager should be satisfied that no real or apparent conflict of interest is likely to arise in the absence of specific reference.

3. Reporting offers of benefits :

An employee or volunteer should immediately report to the Manager of the Association or the Branch Manager any circumstances where an offer of a

benefit (or any threatened harassment relating to an offer of a benefit) is made, regardless of whether the benefit is accepted or not, if the employee or volunteer feels that such circumstances involve an attempt to induce preferential treatment.

4. Influence to secure advantage :

Employees or volunteers should not seek the improper influence or interest of any person to obtain promotion, transfer or any decision or any other advantage.

5. Political activity by employees and volunteers :

5.1 Employees and volunteers have the same right as any other citizen to freedom of political and religious views and association. However, any political or religious activity by employees and volunteers should be conducted clearly in a private capacity.

5.2 Employees and volunteers engaged in political activity, such as seeking or holding office or membership of a party or committee, should exercise care that a conflict of interest does not arise with official duties.

IT IS ESSENTIAL THAT EMPLOYEES AND VOLUNTEERS CLEARLY SEPARATE ANY OFFICIAL ASSOCIATION ACTION OR VIEWS FROM THEIR POLITICAL ACTION OR VIEWS.

G. OFFICIAL INFORMATION AND PUBLIC COMMENT :

1. Official Information

Employees or volunteers must not :

- Use official information to gain improperly any kind of advantage for themselves, or for another person or organisation.
- Knowingly take improper advantage of, or benefit from, information that is obtained in the course of their official duties and responsibilities and that is not generally available to the public.

2. Fees for Service - Intellectual Property

Unless approved by the Manager of the Association or the Branch Manager, employees presenting material at meetings or lectures sponsored by individuals or organisations outside the QPCYWA should not accept fees where :

- They utilise a skill, knowledge or information derived directly from their employment with the QPCYWA rather than a professional or specialist skill.
- Meetings/lectures are supported by the QPCYWA and conducted during normal working hours.
- The QPCYWA has ownership of the intellectual property involved.

- There may be a breach of the common law principles of the employee's duty of fidelity to the interest of the employer, including the use of the employer's materials or property.

Where a fee is received by an employee or volunteer in the above circumstances, it should be paid immediately into the QPCYWA.

3. Release of official information :

Employees or volunteers are not prohibited from disclosing official information which would normally be given to any member of the public seeking that information. However, official information of a confidential or privileged nature should not be disclosed to unauthorised persons or organisations, except with the approval of the Manager of the Association or the Branch Manager.

4. Public Comment – Definition

For the purposes of this rule, the term Public Comment includes any comment made by a member of the Association which members of the public or members of the community may reasonably perceive as comment representing the Association. It is immaterial whether the comment is from an individual or a group, or whether the comment is supportive of or detrimental to the operations of the Association. Public comment is deemed to have occurred if executed by proxy or by a third party.

1. Non Political

The Association is a non political organisation. The Board does not and is not to be seen to support any:

- (i) political party;
- (ii) political individual;
- (iii) political group;
- (iv) religious individual;
- (v) religious group or religious denomination;
- (vi) followers of a particular philosopher or philosophy or school of thought in politics; or
- (vi) sectarian individuals or groups who pursue interests or functions within the community.

2. Acceptable Comment

The QPCYWA acknowledges that members have the right to make public comment and enter into public debate on political, community and social issues in a private capacity. Where a public comment is made in a private capacity members are to ensure that it is clearly identified as not being an official comment or made in an official capacity representing the Association.

3. Unacceptable Comment

There are circumstances where public comment or debate by members is not acceptable. These circumstances would include:

- (i) a public comment made in a private capacity which may give rise to a public perception that it is in some way an official comment of the Association;
- (ii) a member who is directly involved in advising on or directing the implementation or administration of the Association and public comment would or may compromise the member's ability to do so;
- (iii) a public comment which amounts to improper criticism of the Association;
- (iv) an official public comment which is inconsistent with the Association's corporate policy or direction, or gives rise to the perception that the member is in disagreement with the Association's corporate policy or direction; or
- (v) a public comment which amounts to an unwarranted personal attack on the character or integrity of another member or person.

4. Consultation/Authorisation

- Where members of the Association are in any doubt as to the propriety of the proposed public comment they should consult with a Branch Manager, and observe any policy directions given by that Branch Manager.
- Where a Branch Manager is in any doubt as to the propriety of the proposed public comment, he or she should consult with the Manager of the Association who will provide the necessary policy direction.
- Where a member of the Association proposes to make public comment or approaches a member of the Parliament, a local councillor or other person on behalf of the Association and that approach holds itself out to represent the current corporate policy or direction of the Association, then the Branch Manager must authorise such comment.
- Where a Branch Manager becomes aware that a public comment, an approach to a member of the Parliament, an approach to a local councilor or other person has or may:
 - (i) give rise to a subsequent approach being made to the Commissioner of the Police Service;
 - (ii) give rise to a subsequent approach being made to the Minister for Police irrespective of what other portfolios he or she retains;
 - (iii) publicly reflects adversely on the Association, the Queensland Police Service or the Government of Queensland

then the Branch Manager is to -

- (i) immediately contact the Manager of the Association to advise him or her of the circumstances; and
- (ii) immediately prepare a Ministerial Advisory Note or a Commissioner's Briefing Note and forward same to the Manager of the Association; and

take such action as directed by the Manager of the Association.

- The Manager of the Association is to ensure that the Commissioner of the Police Service and the Minister for Police are advised, by way of Ministerial Advisory Note or Commissioner's Briefing Note, of any matter which may impact on the management of their respective portfolios.

5. Breach of Policy

All members of the Association who are aware of public comments which are in breach of this policy are, by the most expeditious means, to bring the circumstances of the comment to the attention of the Manager of the Association, who will place the information before the Board of Directors.

5. Media Policy :

- 5.1** In the event of any employee, volunteer or member of the Association being approached by any section of the media regarding any branch matters, the media source should be referred to the Branch Manager or, if unavailable, to the Manger of the Association or the Association Media Officer.

- 5.2** In the event of a branch being approached by the media in regard to matters which do not concern the day to day events of that particular branch, the media representative is to be referred to the Manager of the Association or Media officer.

All media approaches are to be treated with concern for the best interests of the branch and the Association and its members and any matters which may be in any way controversial should be reported by the Branch Manager to the Manager of the Association or Media Officer for opinion and assistance.

- 5.3** All written editorial submissions to media on behalf of a branch, which do concern the day to day events of that branch, or any written editorial submissions concerning or on behalf of the Association, are to be referred to the Manager of the Association or Media officer prior to submission to the media source.

- 5.4** The Association's name is not to be used to promote or be attached to other causes which have not been approved by the Manager of the Association.

CODE OF DRESS AND APPEARANCE

Designated employers will instruct staff on the requirements for the wearing of uniforms. Any uniform provided will be for the benefit of the Association.

Branch Managers are responsible for the proper dress and appearance of employees and volunteers under their control, and are required to set a correct example for these people.

This responsibility does not however, remove onus from Association Head Office staff to report to the Manager of the Association any cases of incorrect standards of dress and appearance. Dirtiness and slovenliness will not be tolerated. A shabby appearance may lead to loss of confidence by the public and erosion of the respect needed by our employees and volunteers to be effective in their work.

Therefore employees and volunteers of the QPCYWA should at all times be conscious of their appearance and the image they portray to the public generally.

WEARING OF UNIFORM

General

Employees and volunteers of the QPCYWA assigned a uniform and who are not otherwise instructed or authorised will be correctly and neatly dressed in the full prescribed uniform.

However, employees and volunteers may wear plain clothes when instructed to do so in respect of any special duty which may warrant it, or when performing light duties prior to full recovery as a result of sickness or injury.

I have read and understand my obligation to comply with these expectations during my employment with the QPCYWA.

I also understand that should I fail to meet the expectations of the Association as stated in this Code of Conduct my employment may be reviewed.

Signed

Name

Date