

# Capricorn Citizen Advocacy

## CODE OF CONDUCT – STAFF AND VOLUNTEERS

<b>Policy number:</b>	<b>6.0.0</b>	<b>Approved by Management Committee:</b>	27 <sup>th</sup> March 2024
<b>Version:</b>	<b>4.0</b>	<b>Signed off by Executive:</b>	27 <sup>th</sup> March 2024
<b>Responsible person:</b>	<b>Coordinator</b>	<b>Scheduled Review Date:</b>	27 <sup>th</sup> March 2027

### Purpose

Capricorn Citizen Advocacy's Code of Conduct for staff and volunteers shall be used to guide staff and volunteers to ensure the best possible standards of practice and professional conduct. The Code of Conduct embodies the principles of:

1. social justice
2. natural justice and procedural fairness
3. confidentiality
4. maintenance of the organisation's integrity

This code operates in conjunction with Capricorn Citizen Advocacy's:

- [1.1.5](#) *Code of Conduct - Committee of Management*
- [4.7.0](#) *Child and Youth Risk Management Strategy (Section 2).*

### Policy

#### 1. Social Justice

The notion of social justice is integral to the functioning and operation of the organisation at all levels. The principles of social justice (access, equity, participation and rights) shall underpin the practice of employees and volunteers.

#### 2. Natural Justice

- (a) Employees and volunteers will, at all times act fairly, in good faith, without bias or prejudice. This encompasses a commitment to inclusive decision-making i.e. decision-making processes that are based on consultation with key stakeholders, the right of access to information about decisions, and the right of appeal for those affected by a decision.
- (b) Employees and volunteers need to be aware of their personal limitations, values and needs and ensure that these do not overshadow the organisation's primary purpose. They must not alienate or intimidate members, Citizen Advocates, Protégés and others associated with

the program, nor curtail professional boundaries between advocates and the organisation's employees or interfere with prompt, effective resolution of conflict.

**3. Confidentiality**

- (a) The privacy of all people associated with the organisation will be respected and information obtained in the course of professional conduct will be held in confidence.
- (b) Employees and volunteers will respect the confidentiality of information obtained in the course of any meetings or other dealings with the organisation and not share information with others outside the organisation. Where employees and volunteers hold concerns about the operational functioning of the organisation, these concerns should be brought to the attention of at least two members of the executive committee.

**4. Maintenance of the Organisation's Integrity**

All employees and volunteers shall:

- (a) declare any conflict (personal or organisational) between their interests and their role in the conduct of the organisation's operations, so that it does not result in any unfair advantage to individuals, organisations, or interest groups. This also includes issues of a criminal nature which may impact upon an individual's ability to undertake the role.
- (b) where a conflict of interest does emerge, the person so affected shall remove themselves from discussion and decision making relating to the issue, particularly in relation to any information that may be of a commercial nature. Should the person not declare their conflict of interest, and this matter is known to a third party, then it shall be the responsibility of that third party to bring this to the attention of the chairperson of the meeting where relevant, or to the attention of the president in all other cases.
- (c) ensure that personal relationships, both within and outside the organisation, do not adversely affect their performance, or that of others, in the conduct of the organisation's operations; and
- (d) ensure their role is performed with integrity and professionalism, and that resources of the organisation are used effectively and efficiently, and for the sole purposes of the organisation's goals.

**5. Standards for Citizen Advocacy Practice**

All employees and volunteers involved in the practice of Citizen Advocacy are expected to show a positive attitude towards both Citizen Advocates and Protégés with whom they have contact, and are required to:

- (a) Provide appropriate role models and ensure that they represent people with a disability and the association in a positive way.
- (b) Recognise that physical, sexual, emotional and verbal abuse is totally unacceptable behaviour.
- (c) Recognise that racist, sexist or other discriminatory words or actions are unacceptable.

- (d) Accept that others are entitled to have religious beliefs or sexual or political persuasion different from their own.
- (e) Ensure that the workplace is free of sexual and other forms of harassment, and discrimination.
- (f) Ensure that their activities contribute to maintaining the efficiency, effectiveness and accountability of all activities within Capricorn Citizen Advocacy.
- (g) Respect the privacy of individuals.
- (h) Maintain confidentiality about information shared and do not enter into gossiping about other people's life and choices.
- (i) Respect the information given to them by others, without judging or being critical of the choices and decisions being made by others.
- (j) Continue with their own personal development and self-care.
- (k) Support Capricorn Citizen Advocacy's adherence to citizen advocacy principles and practice.
- (l) Ensure that interactions and relationships with all people are dignified and respectful.
- (m) Not engage in sexual relationships with Protégés or Citizen Advocates, or form relationships which may result in a person being intimidated or having their rights abused. Such behaviour may become exploitative, unprofessional, and therefore contrary to the aims of the association.
- (n) Not proselytise to any other person with whom they have a relationship as a consequence of their employment with Capricorn Citizen Advocacy, on religious, political or other matters which are not directly relevant to the nature of the work.
- (o) Ensure that staff do not use alcohol or non-prescribed drugs whilst on duty.
- (p) Respect the no smoking ruling in Capricorn Citizen Advocacy's premises and vehicle.
- (q) Familiarise themselves with the organisation's policies and procedures and abide by them.

## Related Documents

1. [1.0.0](#) [Vision, Mission and Principles](#)
2. [1.1.5](#) [Code of Conduct for Committee of Management](#)
3. [4.2.0](#) [Privacy Policy](#)
4. [4.7.0](#) [Child and Youth Risk Management Strategy \(Section 2\)](#)
5. [4.7.0.1](#) [Handling Disclosures or Suspicions of Harm, including Reporting Procedure](#)

## References

1. [Citizen Advocacy Program Evaluation \(CAPE\) Reviews](#)
2. [Child Protection Act 1999](#)
3. [Working with Children \(Risk Management and Screening\) Act 2000](#)
4. [Working with Children \(Risk Management and Screening\) Regulation 2011](#)

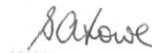
### Ratification

This policy was adopted by Capricorn Citizen Advocacy's Management Committee at its meeting held on 27 / 03 / 2024.



**SIGNED:** .....  
**President**

**27 / 03 / 2024**  
**(Date)**



**SIGNED:** .....  
**Secretary**

**27 / 03 / 2024**  
**(Date)**