



CLAN: PROFESSIONAL STAFF CONDUCT POLICY

1. Responsibilities of staff

- 1.1 CLAN seeks to create a safe and responsive working environment based on principles of justice, equity, harmony, tolerance and pursuit of high quality service delivery to CLAN members and others contacting or obtaining services from CLAN.
- 1.2 The conduct and behaviour required of staff under this policy is in addition to any professional code of conduct that may apply to staff in a particular profession or arising from membership of a professional organisation.
- 1.3 Where staff conduct does not meet the standards set out in this Policy and any related procedures, action may be taken under the Misconduct Procedure (see section 4, below).
- 1.4 The *CLAN Complaints Policy, 2013* is also attached, as it provides details of how persons can inform the CLAN Committee of concerns they have about how they were treated or the service they received from CLAN.

2. Personal and professional behaviour

- 2.1 Staff will:
- Uphold the objectives of CLAN, which underpin the standards of conduct and behaviour in this policy.
 - Maintain a high standard of conduct and work performance and demonstrate courtesy, equity and fairness in dealing with CLAN members, other staff, visitors and members of the public. At all times the rights, duties and aspirations of others will be respected.
 - Perform their duties professionally with skill, care and responsibility.
 - Respect the opinions and beliefs of others and their right to practice their beliefs.
 - Treat others fairly and equitably, irrespective of race, disability, religion, cultural background, sexual orientation, age and marital status, and will not engage in harassing, bullying and discriminatory behaviour.
- 2.2 Staff in supervisory positions will provide and maintain a reasonable working environment that is safe and without risks to health (including psychological health).
- 2.3 Staff will take reasonable care that their actions or decisions do not harm the health and safety of themselves or others.
- 2.4 Staff in supervisory positions will ensure that staff have the necessary qualifications, certifications, skills and attributes to undertake the responsibilities of the position which will include ensuring necessary employment checks (eg. Criminal Record checks).

2.5 Staff will ensure that relationships with others during their work for CLAN are professional, trusting and respectful at all times.

2.6 Staff will advise their supervisor if they are charged and convicted of any criminal offence which could reasonably be considered to affect their ability to meet the requirements of the work they are engaged to perform at CLAN.

2.7 Staff will observe the highest standards of integrity in financial matters and, in particular, will:

- comply with requirements of relevant financial management legislation and any CLAN finance policy, procedures or instructions
- authorise the use of funds only for CLAN purposes and where they have delegated authority to do so
- ensure, in authorising expenditure, that CLAN is receiving value for money.

2.8 In regard to CLAN resources and equipment, staff will:

- use and manage equipment and resources economically, efficiently and for legitimate CLAN-related purposes
- secure equipment and resources against theft or misuse
- ensure the proper expenditure of funds, avoiding personal, extravagant or wasteful expenditure

2.9 Staff will effectively and efficiently use IT, Phones and Equipment, avoiding excessive or unreasonable personal use that is costly and/or that negatively impacts on a staff member's ability to perform their role efficiently or effectively.

2.10 Staff will protect the privacy of others and maintain appropriate confidentiality regarding personal matters and information obtained in the course of their employment and will:

- only use information for work-related purposes
- maintain confidentiality, integrity and security of official and personal information for which they are responsible
- take all reasonable precautions to prevent unauthorised access to, or misuse of, CLAN records and information
- comply with relevant privacy, copyright, records management and freedom of information policies and guidelines.

2.11 Staff will act in the best interests of CLAN when carrying out their duties as employees and must not allow their own interests or the interests of others to interfere with that obligation.

2.12 Staff will avoid, or disclose and manage any potential conflicts of interest through discussion with their supervisor (in the first instance) and with the approval of the CEO/CLAN Committee where a potential conflict needs to be managed. If the staff member's supervisor has a conflict of interest in the matter, then the staff member will disclose the conflict of interest to the next higher level of authority.

2.13 Staff selection will be based on suitability for the position and merit.

3. Response to abusive communication

3.1 Regrettably, staff occasionally receive abusive communication (usually phone calls). As outlined in point 2.1 (above), CLAN staff are committed to demonstrating courtesy, equity and fairness in all their dealings with CLAN members, other staff, visitors and the general public. It is also a requirement that persons contacting CLAN similarly demonstrate courtesy and respect in their dealings with CLAN staff, CLAN members and any other persons they might encounter when visiting CLAN.

3.2 In instances where a caller or visitor becomes rude or abusive:

- He or she will be reminded that staff are always prepared to maintain contact in a courteous and respectful manner, but that it is inappropriate to continue contact at any time a caller or visitor is not prepared to reciprocate and also communicate in a courteous and respectful manner.
- If the caller or visitor does not then refrain from further rudeness or abuse, they will be invited to calm down, and it will be suggested that communication be discontinued until a time where they feel more calm and able to communicate in an appropriate manner.
- If further rudeness and abuse is then experienced by the staff member at this time, they will indicate to the caller or visitor that the call or visit will be terminated immediately, and they will be asked to call back at another time, or to leave the premises at this time, and until such time as they agree to be courteous and respectful.
- If any future communication with the hostile caller or visitor is similarly discourteous or abusive, the communication will again be discontinued, and they will be informed that any further communication with them will need to be through either the CLAN Manager or CEO.
- In situations where abuse escalates further, and threats are made against staff or any person associated with CLAN, the CLAN Committee will be informed, and where deemed appropriate, the Police will be contacted to deal with the threat.

3.3 It is unacceptable at all times for staff and/or other persons either visiting or telephoning to/from CLAN to be drug or alcohol affected. Staff so affected will be investigated, immediately, under the misconduct procedure. CLAN members or members of the public visiting CLAN will be asked to leave and return when they are no longer under the influence of drugs or alcohol. Telephone conversations with drug or alcohol affected persons will be terminated after telling the caller the reason the call is being terminated, and that they may call back when they are no longer drug or alcohol affected.

3.4 Any staff member involved in or becoming aware of any abusive communication episode (as outlined above) is required to complete an incident report, and forward the report to the CLAN CEO within 24 hours of the incident occurring.

4. Misconduct Procedure

4.1 The CLAN Committee will investigate all allegations or formal complaints of unsatisfactory performance, misconduct or serious misconduct by any staff under this Misconduct Procedure.

4.2 Where misconduct is reported through a formal complaint, the matter will be dealt with as set out in the *CLAN Complaints Policy, 2013* (see attached)

4.2 In all instances of alleged theft, fraud and corrupt conduct, or threats against staff or other person's associated with CLAN, the CLAN Committee may also refer such matters to the police for investigation.

Conflict of Interest Matters:

4.3 Supervisors and managers should facilitate the compliance of those they supervise by:

- being aware of the risks of conflicts inherent in the work of the staff they manage
- making staff aware of what may constitute a conflict of interest
- advising staff about appropriate ways to manage conflicts
- ensuring that conflicts of interest involving their staff are managed appropriately
- assisting staff who disclose conflicts in preparing management strategies
- developing/reviewing and agreeing to a written plan to manage any conflicts of interest, and having the plan endorsed by the CEO/CLAN Committee
- monitoring the work of staff and the risks they are exposed to.

4.4 Where a plan is not agreed/endorsed by the CEO/CLAN Committee, the staff member will be directed to withdraw from involvement in the matter that has given rise to the conflict or otherwise have his/her duties reorganised to avoid the conflict of interest.

4.5 It is undesirable and inappropriate that close personal relationships or other conflict of interest should intrude or be seen to intrude on or influence staffing or procurement decisions. All and any such potential conflicts should be brought to the attention of the CEO and/or the CLAN Committee for consideration and active resolution.

Attachment: CLAN Complaints Policy, 2013

See Attached (or for viewing in the Policy section of the CLAN website)

POLICY VERSION:	1.3
COMMENCEMENT DATE	26 SEPTEMBER 2013