



# Code of Conduct

91.5FM Cooloola Christian Radio Association Inc.

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# 91.5FM COOLOOLA CHRISTIAN RADIO ASSOCIATION INC.

## CODE OF CONDUCT

### POLICY

Employees, Volunteers and Management Committee members adhere to Cooloola Christian Radio Association Inc.'s Code of Conduct which reflects the behaviour expected and is designed to encourage integrity and professionalism.

### DEFINITIONS

A Code of Conduct is a set of rules, regulations and guidelines which employees and volunteers are expected to observe during their employment.

### PROCEDURE

#### *Code of Conduct Philosophy*

Cooloola Christian Radio Association Inc. prides itself on the professionalism and ability of its Employees, Volunteers and Management Committee to meet community needs. Cooloola Christian Radio Association Inc. strives to be a leading service provider and to provide a safe, healthy and happy workplace.

This Code of Conduct is designed to ensure that all Employees, Volunteers, Management Committee and community members are treated in a manner that reflects the mission, culture and legal obligations of Cooloola Christian Radio Association Inc.

### COMPLIANCE

- All Employees, Volunteers, and Management Committee members are expected to:
  - observe all policies, procedures, rules and regulations at all times
  - comply with all Federal, State and local laws and regulations
  - comply with all reasonable, lawful instructions and decisions related to their work
  - maintain a high degree of ethics, integrity, honesty and professionalism in dealing with community members and other employees and volunteers
  - adhere to the *Workplace Health and Safety Policy and Procedure*
  - maintain the confidentiality of Cooloola Christian Radio Association Inc.'s operations in relation to service activities, confidential documentation and work practices during and after their employment
  - take reasonable steps to ensure their own health, safety and welfare in the workplace, as well as that of other employees, volunteers and community members. Employees and volunteers are expected to make themselves familiar with their workplace health and safety obligations.

## EMPLOYEES, VOLUNTEERS AND MANAGEMENT COMMITTEE BEHAVIOUR

*If an employee or volunteer breaches the following guidelines, disciplinary action may be taken.*

- If the breach of conduct is of a legal nature, it will be addressed in accordance with relevant Federal, State or local government laws.
- Employees, Volunteers and Management Committee members **should not**:
  - discriminate against another employee, volunteer or community member on the basis of sex, age, race, religion or disability.
  - engage in fighting or disorderly conduct, or sexually harass other employees, volunteers or community members
  - steal, damage or destroy property belonging to Cooloola Christian Radio Association Inc., its employees, volunteers or community members
  - work intoxicated or under the influence of controlled or illegal substances
  - bring controlled or illegal substances to the workplace
  - smoke on Cooloola Christian Radio Association Inc.'s premises
  - accept benefits or gifts which give rise to a real or apparent conflict of interest.

## DRESS CODE

- Employees, Volunteers and Management Committee members **should**:
  - dress to comply with workplace health and safety regulations relevant to their work activities
  - dress suitably for their position, presenting a clean, neat and tidy appearance at all times
  - consult with the Manager if unsure of the type of clothing appropriate to their position.
- Employees or volunteers who deliberately breach this dress code may receive disciplinary action.

## PRIVACY AND CONFIDENTIALITY

- Securely store personal information provided by a client or employee/volunteer.
- Take reasonable steps to ensure this material is kept secure against:
  - loss
  - unauthorised access
  - use
  - modification or disclosure
  - misuse.
- Use personal information only for the purposes for which it was collected. Do not disclose personal information to another party unless the individual is aware of, or has consented to, the disclosure.
- Keep information about all service provision confidential within Cooloola Christian Radio Association Inc. Do not disclose information to external parties unless authorised by the Manager.

## DEALING WITH AGGRESSIVE BEHAVIOUR

- Employees and volunteers are expected to provide high standards of service provision but Cooloola Christian Radio Association Inc. does not accept any form of aggressive, threatening or abusive behaviour towards its employees and volunteers by community members.
- If an employee or volunteer is unable to calm the person and/or believes the situation places them or other employees or volunteers in danger, they should notify the Manager.

## USE OF COMPUTERS, TELEPHONES

- Unauthorised access and use of confidential information can severely damage the reputation of Cooloola Christian Radio Association Inc. and undermine personal privacy.
- Employees, Volunteers and Management Committee members **should**:
  - use communication and information devices for officially approved purposes only
  - use these communication and information devices for limited personal use.

## USE OF THE INTERNET AND EMAIL

- Internet and email are provided to Employees, Volunteers and Management Committee members for genuine work-related purposes.
- Employees, Volunteers and Management Committee members **should**:
  - limit personal use to a minimum. Cooloola Christian Radio Association Inc. may monitor use and call upon employees and volunteers to explain their use.
  - comply with copyright regulations when using the Internet or email.
- Employees, Volunteers and Management Committee members **should not**:
  - divulge personal or confidential information via the Internet or email
  - use the Internet to access websites or send emails of an explicit sexual nature or in any manner that breaches the *Equity, Anti-Discrimination and Workplace Harassment Policy and Procedure*.
- While the privacy of all employees and volunteers is respected, emails may be used as evidence if legal action is taken against an employee or volunteer.
- This information may also be used as evidence of a breach of the *Code of Conduct* or the *Equity, Anti-Discrimination and Workplace Harassment Policy and Procedure*.