

Australian Masters Games Workforce Code of Conduct (the Code)

As at March 2019

POLICY OBJECTIVE/AIM

Certain standards of behaviour are required from all workforce personnel whether staff, volunteers, officials, or contractors working with the Australian Masters Games (AMG) so that they, and their areas, can perform honestly and responsibly in the work assigned to them. Personnel in any organisation, need to behave in a way that promotes public confidence and trust in that organisation.

This Code of Conduct (the Code) outlines the responsibilities of each workforce member in terms of their personal conduct in the pursuit of the organisation's goals and objectives within their work. It is intended to provide a clearly defined approach to assist us in dealing with any ethical issues we may face in the workplace.

KEY PRINCIPLES

While there is no one set of rules capable of providing answers to all ethical issues which could arise, the Code provides a framework within which AMG workforce personnel agree to work. The Code is written in the first person, as it seeks the commitment of each individual to its principles and practices.

Reference to the AMG General Manager (AMG GM) relates to the AMG GM or their delegate.

It is a requirement that workforce personnel commencing with AMG read and understand the contents of this Code of Conduct. This Code applies to all staff, volunteers, sports officials, contractors and anyone who represents AMG.

We recognise that it is not possible to provide detailed guidance on how to deal with every situation which might arise, where our responses and behaviour might be compromised. For this reason, this Code should be used as a source of practical guidance when making decisions about ethical issues.

PROCEDURES/PROCESSES

- As a workforce member with AMG, I have a duty to ensure that the work activities I perform are performed with impartiality and integrity, and are conducted following AMG policies and procedures.
- I will provide objective, honest, intelligent and responsible advice to AMG competitors and members of the general public and will treat them fairly and consistently with proper regard to their rights and obligations.
- I will take personal responsibility for ensuring a high level of customer service and customer satisfaction in relation to the work I am completing.
- I will undertake my responsibilities efficiently and effectively, recognising my responsibilities as a workforce member, and my responsibilities to AMG.
- If applicable to me, I will ensure fair dealing and be accountable in my expenditure of any AMG funds.
- In professional and personal interaction with my colleagues at AMG I will be fair and honest.
- When representing AMG on business or social occasions I will behave in a professional and responsible manner.
- I accept that during my working hours and when attending AMG related functions I must adopt a responsible approach to the consumption of alcohol if I am of a legal drinking age.
- I will not attend work on behalf of AMG, if I am under the influence of any drug or substance that is likely to adversely affect my ability to carry out my duties or may pose a risk to myself or other AMG personnel or members of the public.
- I accept that when using AMG's Internet and E-mail services, the use must be appropriate (i.e. lawful, efficient, proper and ethical).
- I will maintain good record management practices capturing records using AMG's record keeping systems and I will keep records in good condition and in AMG's approved storage facilities.

SUPERVISORY RESPONSIBILITY

- If I am in a position of supervising others, I recognise that I am responsible for ensuring those personnel are aware of the Code of Conduct requirements, and I will provide a good example in my conduct.
- I recognise that I am responsible for the professional conduct and output of personnel under my supervision, and I will be accountable for any unsatisfactory acts or omissions on their part that are so serious, repeated or widespread that as a supervisor I should be aware of them and take steps to correct them.

CONFLICT OF INTEREST

- I will promote confidence in the integrity of AMG and always act in its public interest.
- I will advise AMG staff if I, or close family members, have a relationship with any client/ organisation/ individual that may be seen to put me in a position of having a conflict of interest. Some related interests that may give rise to a conflict include:
 - a personal or family financial interest in any organisation which we are doing business with; a friend who is tendering for a contract with the organisation in an area in which I have any influence;
 - personal beliefs or attitudes that may influence the impartiality of advice that I may be asked to provide.
- If I am uncertain whether a conflict exists, I will discuss the matter with my AMG manager/ coordinator and attempt to resolve any conflicts of interest that may arise.

USE OF PUBLIC RESOURCES

- Public resources include financial, material and human resources which I will use effectively, without waste and for the work of AMG.
- As a workforce member with AMG, I understand that my time at AMG during each work day must be dedicated to my allocated work.
- I will ensure that personal work is conducted in my own time and without limiting the access of colleagues in doing their work and at no significant cost to the organisation.
- I will keep up to date with advances and changes associated with my allocated work and will look for ways to improve my performance and achieve high standards.

CONFIDENTIALITY AND USE OF OFFICIAL INFORMATION

I recognise that some of the information to which I have access to at AMG will be confidential and I agree not to disclose it to third parties without the consent of my AMG manager/coordinator.

I agree not to use that information to the advantage of myself/family/friends/acquaintances. The information I work with or have access to, may only be used for the purposes of my work with AMG. It is my responsibility to maintain AMG's reputation for integrity and credibility in this area.

The *Freedom of Information Act 1989* provides individuals with the right, under certain circumstances, to obtain information retained by AMG. Likewise, the *Privacy and Personal Information Protection Act 1998* imposes requirements on personnel regarding 'personal information.' Some simple rules apply:

- *information may only be used for the purpose for which it was provided;*
- *information gained in your capacity at AMG may not be used for personal gain;*
- *confidential information, including internal documents, emails and electronic information, must be properly secured;*
- *Information can only be released if you are satisfied the request is legitimate and you have appropriate authority from your AMG manager/coordinator to release the information. I recognise that although sensitive material may be located within the secure offices of AMG, it is only those personnel with a need to know who are allowed access to that information.*
- *I understand that when I cease my engagement with AMG I remain bound by the constraints on the use of confidential information gained in the course of time with AMG and must not release it without the organisation's approval.*
- *If I am unsure if anything is confidential, I will ask my AMG manager/coordinator.*

- *I will not allow my work to be influenced by my activities outside of AMG.*

RECORDS MANAGEMENT

Records management at AMG is governed by legislative requirements relating to record keeping, legal discovery orders, subpoenas, privacy, copyright and Freedom of Information. You must ensure that you keep the records associated with your work according to the official AMG standards and procedures.

- I understand that I am required to keep full and accurate records of all activities, decisions and transactions to meet AMG needs and accountability requirements.
- I will not remove from AMG premises official information in the form of files and records. I will ensure that at all times, AMG documents are kept properly and safely secured.
- I understand that only authorised personnel using appropriately secure means and following strict procedures may undertake the destruction of records.

RELATIONSHIP WITH AMG CLIENTS AND PARTIES OF INTEREST

- I understand that I must not harass or discriminate against colleagues, clients or members of the public on the grounds of sex, marital status, pregnancy, age, race, ethnic or national origin, physical or intellectual impairment or sexual preference. Such harassment or discrimination may constitute an offence under the Anti-Discrimination Act.
- In providing information or advice to the general public, I recognise that the consumer's need is paramount and will endeavour to satisfy his or her requirements in a professional and helpful manner under my AMG manager's/coordinator's direction.
- I will be honest and unbiased in my work with AMG.

ACCEPTANCE OF GIFTS OR BENEFITS

- As a general rule, I will not solicit or accept gifts and benefits of more than nominal value.
- I will not accept offers of money in any form.
- AMG recognises that personnel will receive gifts or benefits of more than a nominal value on some occasions. Prior to accepting, approval must be sought from my AMG manager/coordinator.
- I will not accept gifts from AMG clients or customers for myself or my family or friends where that gift implies I should unduly favour that client or product.
- I will not accept personally targeted gifts that are not available to other AMG personnel without approval from my AMG manager/coordinator.
- I will not accept hospitality from organisations that I know are in the process of negotiating tenders with AMG.

Examples

- AMG identifies gifts and benefits as having a nominal value, including inexpensive marketing trinkets or corporate mementos that are not targeted specifically at the business of an agency. Examples include:
 - inexpensive pens and pencils;
 - notepads; and
 - key rings.
- The following gifts and benefits have been identified by AMG as having more than nominal value.
 - tickets to sporting events or other entertainment;
 - sports team sponsorship by a supplier;
 - discounted products for personal use;
 - use of facilities such as gyms or holiday homes;
 - free or discounted travel.

AMG ENDORSEMENT

- I will follow the official policy of AMG regarding requests from organisations or individuals applying for AMGS's endorsement of websites or promotional materials.

PUBLIC COMMENT BY AMG PERSONNEL

- I recognise that **only** the AMG General Manager is able to make public comment on organisational or Australian Masters Games matters and I will not do so unless given express prior permission by the AMG General Manager to discuss specific matters.
- If, at any time, I am contacted by members of the press I will refer such enquiries to the AMG General Manager.
- I understand that unless I am making an authorised comment, statements about AMG's work must be confined to material in the public domain, such as discussion papers, annual reports, public relations material and speeches. If I am unsure whether information is in the public domain, I will consult my AMG manager/coordinator.

BREACHES OF THE CODE

- I understand that breaches of the Code may be dealt with in accordance with AMG's disciplinary procedures, and this may result in termination of a workforce member with AMG.

FURTHER INFORMATION AND ADVICE

- I am aware that, in the first instance, the 17AMG Workforce Coordinator is available to discuss issues in relation to the Code of Conduct. In addition, the 17AMG Sports and Operations Manager and 17AMG General Manager are available to provide further advice and assistance, including access to organisational and public sector wide policies and guidelines.

POLICY DOCUMENTATION

None applicable

OTHER RELATED POLICIES

None applicable