

# Code of Professional Conduct

## 1. Objectives

This Code of Professional Conduct is a set of guidelines for the ethical and professional conduct of all employees of the Joblife Employment

- establish a broad ethical framework that governs the conduct of the employees in their relations with all stakeholders
- complement the company's Vision, Mission and Shared Values Statements

### 1.1 Ensure the delivery of services at all time is complemented to Joblife Service Charter

- further demonstrate our commitment to improving the quality of services provided by the company to its clients, through the maintenance of high professional and ethical standards.

## 2. Scope

This procedure is applicable to all paid employees of the following companies:

- Jobfind LWB Pty Limited trading as Joblife Employment.

## 3. Definitions

For the purposes of this procedure, the following definitions apply:

Public Comments	Public speaking engagements, comments on radio or television, expressing views in letters to newspapers or in books, journals or notices or where it might reasonably be expected that the publication or the comment will spread to the community at large. An employee on an external committee and not representing the Company or an entity of the Company needs to identify whom they are representing.
Stakeholders	Employees, clients, shareholders, individuals and organisations with whom the Company deals.
Token Gift	Example: A gift that is below \$25 in value such as a box of chocolates.
Professional Standards	The standard to which an employee is expected to behave. All employees need to take responsibility for themselves; including dress standards, grooming, language and their work. They need to consider consequences and the impact on others.

## **4. Procedure**

### **As an employee of the Company, I will:**

- 4.1 Fulfil my duties, maintaining the highest ethical standards and act in an honest, diligent and professional manner
- 4.2 Treat all clients with empathy and respect, valuing their independence and dignity
- 4.3 Correctly implement all the Company's policy, procedures and legislative requirements relevant to the performance of my duties
- 4.4 Actively support the Company's policies regardless of personal points of view
- 4.5 Take responsibility and be accountable for my decisions and actions
- 4.6 Ensure that the principles of law as they relate to equal employment opportunity and anti-discrimination are applied to within the workplace

### **4.7 Dealing with third parties and avoiding conflicts of interest**

- 4.7.1 Avoid placing myself in a position where personal interest may conflict with the interests of the Company. I will not use for my personal gain any information obtained as a result of my employment. I will recognise and promptly address both actual and potential conflicts of interests.  
If a conflict of interest arises or is likely to arise, I must advise my Regional Team Leader or National Employment Services Manager of the conflict and remove myself from any related decision-making process
- 4.7.2 Not accept gifts or payment for professional services provided during normal working hours from external people or organisations. I will not accept any gift or benefit of more than a 'token' value and most certainly will not solicit gifts for my own personal benefit.

### **4.8 Confidentiality and public comment**

- 4.8.1 Understand that the business transactions and matters relating to our customers, clients and other people having dealings with any member of the Company are strictly confidential. I will maintain the confidentiality of all information received in the course of my employment. It is improper to disclose or allow to be disclosed any confidential information unless that disclosure has been authorised by the Company, or from whom the information is provided or is required by law.
- 4.8.2 Not make public comments where it is possible that my opinion will be attributed as official comment of the Company. As a member of the community, I have the right to make public comment and enter into public debate; however there may be circumstances in which I should clearly indicate that my comments are being made in a private capacity in order to ensure my comments are not attributed to the Company.
- 4.8.3 Immediately notify the Executive Management Team if approached by any media outlets, such as TV reporters or Journalists for comment surrounding Joblife, other staff members or clients
- 4.8.4 I must not use Social media activity to comment about another Company representative, manager, client or stakeholder where such comments are, or could be perceived to be negative, offensive or harassing in any way

## **4.9 Professionalism**

- 4.9.1 Not engage in conduct likely to bring discredit upon the Company
- 4.9.2 Be punctual, trustworthy, reliable, flexible and demonstrate initiative
- 4.9.3 Maintain an appropriate, professional standard of dress and grooming
- 4.9.4 Use appropriate language at all times and remain respectful of others and their situations
- 4.9.5 At all times treat others with respect and dignity
- 4.9.6 Maintain professional relationships with my colleagues, other company stakeholders and be aware of professional boundaries between myself, other employees and clients
- 4.9.7 Understand that I am encouraged to continue my professional development and am committed to strive for personal and professional excellence.
- 4.9.8 Comply at all times with this code in both letter and spirit.

## **4.10 Professional Boundaries**

- 4.10.1 All employees must always maintain clear professional boundaries with clients.
- 4.10.2 An employee's interaction with their clients should always be of a professional nature and these boundaries must not be overstepped so that the relationship moves from a 'professional' one to become a 'personal' one.
- 4.10.3 Examples of going outside professional boundaries may be making contact with the client outside of work and engaging in detailed discussions about your personal life with a client or romantic or sexual conduct involving a client.
- 4.10.4 Employees must limit their contact with clients to that which would constitute the provision of a quality service.
- 4.10.5 Any contact outside of work duties with current or former clients, their family and / or friends (either intentional or coincidental), must be disclosed to your Regional Team Leader or National Employments Services Manager immediately. Such contact may be, but not limited to: telephone calls, text messages, emails, social media (i.e. Facebook, Twitter), face to face contact / meetings, requests for contact by a client or former client etc.

## **4.11 Use of internet and email for personal purposes and personal mobile phones during business hours**

- 4.11.1 Employees are expected to be engaged in work activities during business hours, both in the interests of time management and productivity, but also in presenting a professional image to clients and visitors to our business.
- 4.11.2 Joblife Employment recognises that from time to time employees may need to use email and the internet for non-work related issues or use their private mobile phones, however excessive use can impact on productivity, disturb colleagues in carrying out their work, and also appear unprofessional. It is expected that employees keep this usage to a reasonable level, limiting their use to after work hours or during work breaks, have phones on silent, and only use for emergency purposes during work hours. Employees should ensure that their friends and family

are informed of this policy. Excessive use of internet for private use or personal mobile phones during business hours will not be tolerated.

4.11.3 In order to avoid appearing unprofessional and disrupt your colleagues, if you do need to take a personal call and you are not with a client, please move away from your desk to an area where you cannot be seen or heard by clients or visitors to the office.

## **4.12 Secondary Employment**

4.12.1 Joblife Employment employees (excluding senior executives) are permitted to engage in outside employment, provided that this employment does not have a detrimental impact on the employee's ability to meet the requirements of their role including business hours of operation, adversely affect the employee's work performance or give rise to a conflict or potential conflict of interest.

4.12.2 Before engaging in work that could potentially raise a conflict of interest, employees must seek written permission from their Regional Team Leader or National Employment Services Manager

4.12.3 Approval may not be granted where the secondary employment involves or could involve a conflict of interest with Joblife Employment related business hours, duties, or could reasonably be perceived by a member of the public to give rise to a conflict of interest.

## **4.13 Responsibilities after exiting Joblife Employment**

4.13.1 Joblife Employees must not disclose any official information after leaving the Company that was non-disclosable during their engagement. Former employees must not use or take advantage of, personal, confidential or official information that they have obtained during the course of their employment. Furthermore, all employees must be careful in their dealings with former employees and ensure they do not give them favourable treatment or access to personal, confidential or official Joblife Employment information.

4.13.2 Employees must not use their position to advance their prospects for future employment or allow their work to be influenced by plans for, or offers of, external employment which would conflict or compromise in any way the best interests of Joblife Employment.

## **4.14 Non-compliance**

Non-compliance with this code may result in counselling and/or disciplinary measures including termination of employment, depending upon the gravity of the breach.

## **5. Related Documents and Forms**

- Anti-discrimination EEO and AA Policy
- Conflict of Interest Policy
- Conflict of Interest form Drug and Alcohol Policy
- Our People Policy
- Dress Code Policy
- Privacy Policy
- Joblife Service Charter
- Social media policy (to be created)

- Anti-Discrimination EEO and AA Policy
- Anti- Discrimination EEO and AA Procedures
- Workplace Harassment and Bullying policy
- Complaints and Grievance Produces
- Joblife Whistle-blower Policy
- Hazard and Incident Management Policy
- Suicide Ideation and Self Harm Policy
- Suicide Ideation and Self Harm Procedure

## 6 Legislation - Federal

- Fairwork Act 2009
- Privacy Act 1998
- Privacy Amendment (Office of the Privacy Commissioner) Act 2000
- National Standards for Disability Services (NSDS)
- Australian Human Rights Commission Act 1986

*The following operate at a federal level and the Australian Human Rights Commission has statutory responsibilities under them:*

- Racial Discrimination Act 1975
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Disability Discrimination Act 1992
- Age Discrimination Act 1996

*The following laws operate at a state and territory level, with state and territory equal opportunity and antidiscrimination agencies having statutory responsibilities under them:*

- Australian Capital Territory – Discrimination Act 1991
- New South Wales – Anti-Discrimination Act 1977
- Northern Territory – Anti-Discrimination Act 1996
- Queensland – Anti-Discrimination Act 1991
- South Australia – Equal Opportunity Act 1984
- Tasmania – Anti-Discrimination Act 1998
- Victoria – Equal Opportunity Act 2010
- Western Australia – Equal Opportunity Act 1984.

## 7 Responsibility

Authorised by	CEO and People and Culture Manager
Effective From	10 July 2020
Responsibility	People and Culture Manager is responsible for ensuring all Managers, supervisors and staff are aware of this policy