

# STAFF CODE OF CONDUCT POLICY AND PROCEDURE



## Policy Statement

Pathways SouthWest is committed to ensuring all its staff or act ethically, responsibly, legally and in the best interests of the organisation. This policy outlines the required standard of conduct for staff of Pathways SouthWest. It will assist staff to understand your responsibilities and in determining the appropriate course of action when faced with an ethical issue.

## Scope

For the purposes of this policy and procedure the term staff relates to all people engaged in the delivery of services from Pathways SouthWest. This includes permanent and casual, contract workers, students, and volunteers. This policy is owned by the Management Team.

## Definitions

- **Carer:** Under the Carers Recognition Act 2004 a carer is a person who (without being paid) provides ongoing care or assistance to another person who has a disability, a chronic illness or a mental illness, or who is frail.
- **Clients:** For the purposes of this policy and procedure clients are Pathways Southwest consumers and carers.
- **Conduct:** The way a person behaves, especially in a particular place or situation. The way an organisation or activity is managed or directed.
- **Conflict of Interest:** A clash between a staff member's personal interests and work interests that gives, may give, or may be perceived to give, advantage to the staff member, or to others who are associated with the staff member
- **Consumer:** Consumers are people receiving a service from Pathways SouthWest. For the purposes of this policy, participants will be referred to as consumers.
- **Expected behaviour:** Is simply behaviour that is normal, reasonable and anticipated. Unexpected behaviour is behaviour that is out of the norm and is unusual.
- **Informed consent:** Voluntary agreement and willing acceptance of a proposition and following action where the person making the decision has appropriate information and capacity to make the decision free of fear or influence.

Date deployed:  
Revalidate:  
Approved by CEO  
Signature

January 2026  
January 2029

Owner:  
Author:

Management Team  
Coordinator Quality and Service Improvement

Version 13.0

- **MHC:** Mental Health Commission. The Western Australian Mental Health Commission is the government body responsible for planning and purchasing mental health, alcohol and other drug services in Western Australia.
- **Public Interest Disclosure:** Reporting suspected misconduct by a former employee may also fall under Public Interest Disclosure Act 2003, which provides certain responsibilities and protections for the person making the report.
- **Values:** Values are the fundamental beliefs of a person or organisation. These guiding principles dictate behaviour and can help people understand the difference between right and wrong.

## Principles

A Code of Conduct is an important policy document which can positively shape the culture of an organisation. A clearly defined approach promotes professionalism, accountability, mutual respect and excellence in our dealings with each other and with clients and members of the community.

Pathways SouthWest is committed to ensuring that all Board Members, staff, volunteers and students on placement act ethically, responsibly and in the best interests of the organisation. All staff will be given access to the Code of Conduct on commencement of their duties with Pathways SouthWest and will sign an acknowledgement that they have read and understood the code and agree to abide by it.

## 2. Expected Standards of Behaviour

Pathways SouthWest Board Members, staff, volunteers and students on placement, are expected to observe the highest standards of ethics, integrity and behaviour, and to conduct themselves in a professional and courteous manner at all times. Pathways SouthWest contractors are required to read and sign the Asset Management Procurement Maintenance Code of Conduct Policy and Procedure which outlines their duty to act fairly and adopt high ethical standards in their dealings with the organisation and our clients

Standards of behaviour required include:

- Upholding the Pathways SouthWest values and reputation.
- Complying with all relevant laws, policies, procedures, rules and regulations; Perform duties in accordance with relevant legislative, industrial and administrative requirements. This includes but is not limited to Mental Health Act 2014, Carers Recognition Act 2004 (WA), Carer Recognition Act 2010 (Cwth), National Mental Health Standards, National Standards for Disability Services, Work Health and Safety Act 2020, Residential Tenancy Act 1987, Australian Health Practitioner Regulation Agency (AHPRA) registration.
- Complying with all reasonable instructions from Pathways SouthWest management.
- Behaving honestly and with integrity.
- Treating fellow employees and clients in a respectful, non-discriminatory manner with proper regard for their rights, dignity, safety and welfare.
- Contributing to the maintenance of a safe and healthy workplace, including the performance of work in a safe manner free of alcohol, illegal drugs and other substances that could impede performance.
- Using Pathways SouthWest property and finances efficiently, carefully and honestly, with due authorisation and without misappropriation.

- Making a positive contribution to good governance and managing risk at all levels of the organisation.
- Fulfilling Pathways SouthWest purpose and funding requirements.
- Maintaining the confidentiality of information associated with employment at Pathways SouthWest.
- Safeguarding the organisation's intellectual property.
- Presenting a professional public image when representing Pathways SouthWest; ensuring the appropriate use of technology and use of the internet and social media.
- Promptly reporting breaches to this Code of Conduct, corrupt practices and any matter detrimental to the organisation.
- Maintaining and developing knowledge and skills in area of expertise and responsibility and personal development.
- Ensuring that only the Chief Executive Officer (CEO) and the Pathways SouthWest Board Chair are authorised to make any representation of Pathways SouthWest to the media.
- Will not use or be under the influence of alcohol and/or illicit drugs, when carrying out work duties.
- Be of a neat and tidy appearance that is safe, appropriate and culturally acceptable to the type of work being carried out (to meet all OHS requirements for example when gardening wearing PPE i.e. closed in shoes, hat and sunscreen).
- Gifts or benefits which exceed \$15 in value must not be accepted, this includes lottery tickets or vouchers.
- Any conflict of interest, either actual or potential, must be reported to your Manager immediately. It is an individual staff member's responsibility to identify, if possible, areas of conflicts of interest may exist, including trading in goods and/or services with clients. Exceptions to this trade prohibition will be considered by the Management Team on the submission of a written application.
- Ensure that Pathways SouthWest will market its services with integrity and accuracy.
- Ensure no personal or business activities for personal gain while at the organisation or while conducting business of the organisation: procedures associated with such activities will not be carried out on the organisation's computers without open and express permission from the Management Team.
- Maintain confidentiality regarding any information gained through their work and not divulge person information or the address or phone numbers of staff, Board Members or clients.
- Staff are bound to this code of conduct for a period of two years following cessation of their employment with Pathways SouthWest. Adherence to confidentiality is to continue after cessation of employment.

### **3. Breach of Code of Conduct**

Any suspected behaviour which breaches the Code of Conduct will be fully investigated and may result in disciplinary action up to and including dismissal from employment or termination of a volunteer or student placement agreement.

### **4. Reporting suspected misconduct by an employee in another agency**

An employee may witness suspected misconduct by an employee working in another Australian Public Service (APS) organisation. In such cases, reports may be made to the agency head of the person suspected of misconduct who will then decide whether to investigate the matter.

The report may also be able to be made as a public interest disclosure under the Public Interest Disclosure Act 2003 for further information see the link below:  
<https://www.apsc.gov.au/publication/aps-values-and-code-conduct-practice/section-9-reporting-suspected-misconduct>

### Further Information

Fairwork Ombusman

<https://www.fairwork.gov.au/workplace-problems/common-workplace-problems/my-employee-isnt-doing-their-job-properly> (accessed 15/12/2025)

<https://www.fairwork.gov.au/employee-entitlements/managing-performance-and-warnings>  
(accessed 15/12/2025)

### Key Contacts

Questions about how to implement this procedure should be directed to Pathways SouthWest CEO on [ceo@pathwaysouthwest.org.au](mailto:ceo@pathwaysouthwest.org.au) or phone 97911257

### Related Policies and Other Documents:

- Compliance Policy and Procedure
- Feedback and Complaints Policy and Procedure
- Governance Policy and Procedure
- Incident Management Policy and Procedure and all related reporting forms.
- National Regulatory Community Housing Standards
- National Safety and Quality Mental Health Standards for Community Managed Organisations
- Risk Management Policy and Procedure
- Risk Register

### Relevant Legislation

- Accounting Standard AASB 1048 Interpretation of Standards (December 2017)
- Australians Charities and Not for Profits Commission Act 2012
- Age Discrimination Act 2004
- Anti-Discrimination Act 1991
- Associations Incorporation Act 2015
- Carers Recognition Act 2004 (WA)
- Carers Recognition Act 2010
- Charter of Health Care Rights
- Children and Community Services Act 2004.
- Competition and Consumer Act 2010
- Disability Discrimination Act 1992
- Disability Services Act 1993 (WA)
- Environmental Regulations Amendment (Work Health and Safety) Regulations 2022
- Equal Opportunity Act 1984 (WA)
- Fair Work Act 2009
- Fair Work Amendment (Corrupting Benefits) Act 2017
- Freedom of Information Act 1982

- Health Services Act (WA) 2016
- Human Rights Act 2004
- Mental Health Act (WA) 2014
- Privacy Act 1988
- Public Service Disclosure Act 2003
- Public Sector Ethics Act 1994
- Racial Discrimination Act 1975
- Racial Hatred Act 1995
- Sex Discrimination Act 1984
- Quality of Care Principles 2014
- Workplace Gender Equality Act 2012
- Work Health and Safety Act 2020
- Workers' Compensation and Injury Management Regulations 1982 (WA)

By signing this, I agree that I have read, understand and will comply with Pathways SouthWest Code of Conduct

**Employee:**

Print  
Name \_\_\_\_\_ Signature \_\_\_\_\_

Date \_\_\_\_\_

**Witness:**

Print  
Name \_\_\_\_\_ Signature \_\_\_\_\_

Date \_\_\_\_\_