



Code of Conduct for Staff and Volunteers

Conductive Education Queensland is committed to ensuring all people in our community feel respected, valued and connected.

Our mission:

Conductive Education Queensland is committed to empowering people to reach their full potential through the programs and services based on the principles of Conductive Education.

Code of Conduct:

Employees, volunteers, Board Members and contracted consultants of Conductive Education Queensland are expected to:

- 1) Ensure they act with honesty, accuracy, integrity and impartiality, and treat others with courtesy, respect and consideration.
- 2) Represent Conductive Education Queensland in a professional, responsible and competent manner in accordance with the Constitution and the Policies and Procedures.
- 3) Respect the opinions, dignity and diverse cultural and religious beliefs and values of Conductive Education Queensland clients, staff, volunteers, board members, stakeholders and community representatives.
- 4) Not discriminate on the basis of race, gender, religion, age, disability, culture, sexuality or any other basis defined under current Anti-Discrimination Acts.
- 5) Work within the expectations of their role and job description
- 6) Act lawfully and employ safe work practices that minimise exposure to risk for yourself and others in line with Workplace Health and Safety procedures.
- 7) Commit to maintaining confidentiality in relation to strategic and operational processes and the disclosure of confidential information regarding present or former service users, employees, volunteers and board members without proper consent.
- 8) Attempt to resolve any conflicts with other staff members, volunteers or service users of Conductive Education Queensland to the best of their ability and follow complaints and grievance policies and procedures.
- 9) Be honest about their qualifications, competencies, experience and not provide any service or do work that is beyond their capabilities.



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- 10) Refrain from providing independent, contracted or informal services to any of Conductive Education Queensland's clients or stakeholders whilst employed as an employee or volunteer.
- 11) Not accept money, favours, and gifts from Conductive Education Queensland service users, except home or garden produce or small tokens of appreciation.
- 12) Not agree to purchase items from service users.
- 13) Disclose to Conductive Education Queensland any business connections, interests or affiliations which may present a Conflict of Interest and/or influence personal judgment or impair the equitable character of services provided
- 14) Display a professional standard in dress, communication, personal hygiene and behaviour.
- 15) Maintain a professional relationship with clients at all times.
- 16) Not abuse, bully, harass, intimidate or discriminate against any service user, staff member, volunteer, Board member of Conductive Education Queensland or the community.
- 17) Refrain from consuming alcohol, illegal drugs or un-prescribed prescription medication, or be under the influence of these, when on duty or on the Conductive Education Queensland premises.
- 18) Take ownership of their own work and ensure credit is given to others as needed.
- 19) Report to the Managing Director any fraudulent, corrupt, or illegal activities or behaviour or actions that breach this Code of Conduct or Conductive Education Queensland's Policies and Procedures.
- 20) Return to Conductive Education Queensland upon request (and in any event upon termination of your employment or contractual obligations with Conductive Education Queensland however arising), all documents and tangible items, including keys and identification badges, belonging to the organisation or which contain or refer to any confidential information which is in your possession or under your control.
- 21) Not intentionally communicate false or misleading information about Conductive Education Queensland's services, products or its community which may compromise the organisations integrity or reputation.

Failure to abide by the above Code of Conduct may result in disciplinary action.



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I have read and hereby agree to abide by this *Code of Conduct* in relation to all dealings undertaken on behalf of Conductive Education Queensland.

Name of Employee/Volunteer/Board Member	Signature	Date