

Code of Conduct

The generous involvement and support of our stakeholders contributes to the vital work of the Cancer patients Assistance Society of NSW (CPAS) otherwise known as Can Assist.

OBJECTIVES

Can Assist is strongly committed to maintaining, developing and practicing the highest standards of professional behaviour. Our Code of Conduct sets out the standards of behaviour expected of staff, members, volunteers, contractors and third parties.

CODE OF CONDUCT ("Code")

The aim of the Code is to provide guidance to situations that commonly occur in the day-to-day operations of the workplace and afford a framework for what is considered to be acceptable behaviour in a variety of situations. It applies to every person engaged by the CPAS, including:

- permanent and casual appointments
- contractors
- volunteers
- members
- Board Directors

GUIDING PRINCIPLES

We are required to demonstrate:

Responsibility to the Board

- Implementing the policies and decisions of the Board in a neutral manner, regardless of our personal beliefs and opinions.
- Comply with all relevant legislation, industrial and management determinations.

Respect for People

- Treat everyone with respect, courtesy and sensitivity, taking into account people's individual experiences and views.
- Dealing fairly with and not discriminating or harassing anyone.
- Recognising that our customers are both internal and external and that the same courtesy should be afforded to both equally.
- Strive to build a harmonious culture supporting Can Assists values.
- Act with honesty and integrity and make decisions that are fair and equitable.
- Respect for our own and other peoples' professional role within the organisation.
- Acknowledge helpful service from others.
- Providing ALL customers with prompt and quality service, ensuring that all appropriate service and information is provided so their expectations are at least met.

Economy and Efficiency

- Make the best use of our time at work and respect the resources of CPAS.
- Continually look for ways to improve our performance and efficiency.
- Apply our skills, knowledge and experience with due diligence and care.
- Follow all lawful and reasonable direction.
- Be accountable for our own actions.
- All risks, faults, incidences or accidents should be reported immediately to the Branch Executive so that Work Health & Safety (WH&S) principles are abided by. All incidents are to be reported on the Branch Portal by a Branch Executive.

Giving and Receiving Directions

- Follow any lawful and safe direction given by another person authorised to give that direction.
- All directions should be given in a courteous, professional and equitable manner.
- Due regard should be given to protocol and if a person is not directly responsible to you then the matter should be discussed with the ED.

Be mindful that if a dispute occurs it is often helpful to allow people to calm down and think about the issue before embarking on a resolution to the issue.

If you are at fault in some matter a simple acknowledgment of the fact, apology and offer to rectify should ensure that disputes are kept to a minimum. People admitting fault should be encouraged for coming forward and acknowledgment given to their honesty and integrity.

Professional Behaviour

Our behaviour within CPAS should reflect and enhance the reputation of CPAS and the regard that the general public and our stakeholders have for the organisation at all times. It is not only the quality and timeliness of our actions that affect the reputation of CPAS. Our attitude and presentation can leave lasting impressions on stakeholders and the general public.

This can be achieved by:

- Providing prompt, courteous and quality service to ALL our customers (internal/external including suppliers).
- Developing and enhancing our skills.
- Sharing knowledge, working as a team where appropriate and collaborating with others to improve efficiencies.
- Establish effective communication channels within and across departmental lines.
- Maintaining an acceptable standard of dress.
- Working with each other to provide a suitable and acceptable outcome to problem solving.
- Ensure sensitive information is afforded the appropriate level of security and confidence. Confidential information or knowledge which may have been acquired during time with Can Assist must not be disclosed both during and following engagement with Can Assist.

Notification

In the event any person within CPAS is charged with a serious criminal offence during their term of employment or volunteering, we require that we be notified of that occurrence immediately.

FURTHER INFORMATION

If you require clarification regarding any of the above areas covered in the Code of Conduct, please contact the ED.

A general review of the Code will take place annually and all stakeholders are encouraged to participate in this process to maintain ownership and commitment to its principles.

