



# Code of Conduct

## Scope

This policy applies to Brook RED community members, nominated support people, board members, employees, and students on placement.

## Purpose

This policy clarifies Brook RED's commitment to ethical and values-based behaviour and describes the ethical expectations that Brook RED has of those who are employed by or are completing a student placement with us. Any employee found in breach of Brook RED policies may face disciplinary action up to termination of employment.

## Policy

1. **We are guided by our Lived Experience at all times.** We show this by:
  - 1.1. Openly identifying with and sharing our first-hand experiences of mental health concerns and suicidality.
  - 1.2. Centring the unique knowledge that is gained through Lived Experience.
  - 1.3. Working within the parameters and scope of our roles with skill, care and diligence, and recognising our limits.
  - 1.4. Being authentic about the personal experiences that we share with others and doing so with purpose and intent.
  - 1.5. Continually practicing with self-reflection, self-determination and self-awareness.
  - 1.6. Communicating openly when we require support.
2. **We believe in possibility.** We show this by:
  - 2.1. Actively working to create spaces, invitations, and opportunities to learn, grow and explore our possibilities. We do this for the people we support and also our co-workers.
  - 2.2. Demonstrating a belief that situations and circumstance can improve and change.
  - 2.3. Using positive and considered language wherever possible.
  - 2.4. Demonstrating our belief that each individual is capable of having personal responsibility and self-determination.
  - 2.5. Understanding that risk is an element of learning and growing and evaluating risk in a balanced and considered way.
3. **We love the diversity and difference our community is made up of.** We show this by:
  - 3.1. Being welcoming and responsive to people's individual and collective needs, identities, cultures and perspectives.
  - 3.2. Fostering an environment free of harassment, intimidation and unlawful discrimination.
  - 3.3. Respecting the intrinsic worth and uniqueness of each person.
  - 3.4. Delivering services that are not uniform or homogenous and that reflect unique characteristics of our communities.
  - 3.5. Behaving in a way that promotes inclusiveness and values diversity.
4. **Our work is socio-political.** We demonstrate this by:
  - 4.1. Challenging the existing norms, structures, and systems that impact people's mental health and suicidality.
  - 4.2. Promoting the self-determination of those people we provide services and supports to.
  - 4.3. Recognising the collective and community experiences of mental health concerns and suicidality.

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- 4.4. Supporting people in a way that is meaningful to them.
- 4.5. Conducting ourselves in a manner that fosters our own wellbeing.
- 4.6. Advocating at an appropriate level for those who use our services and supports.
- 4.7. Acknowledging and understanding power dynamics in the work that we do as well as in the mental health and suicide response systems broadly.

## **5. Relationships are at the core of what we do.** We show this by:

- 5.1. Building relationships around compassion, kindness, and integrity.
- 5.2. Not being detached observers but instead having skin in the game sharing collective interests and responsibility.
- 5.3. Promoting belonging and connectedness.
- 5.4. Not engaging in dual relationships with those that access our services or supports.
- 5.5. Disclosing and managing any conflicts of interest we may have.
- 5.6. Providing honest and respectful feedback in our interactions and welcoming this feedback about our work also.
- 5.7. Promoting privacy and confidentiality for the people we support.

## **6. In addition, we will also:**

- 6.1. Comply with the law, relevant regulations and policies that relate to the work that we do with Brook RED.
- 6.2. Provide service and supports free from abuse, harassment and sexualised conduct.
- 6.3. Use Brook RED funds, facilities, information and equipment appropriately.
- 6.4. Portray Brook RED in a positive manner at all times and act to promote the positive reputation of the organisation.

## **References**

Brook RED Mission, Vision, and Guiding Principles  
 Brook RED Employee Boundaries Policy  
 Brook RED Guiding Principles

## **Document Control and Record of Changes**

| Version    | Effective Date | Approved by       | Summary of Change                  | Date of Next Review |
|------------|----------------|-------------------|------------------------------------|---------------------|
| Version 01 | January 2016   | Eschleigh Balzamo | Introduction of new policy         | -                   |
| Version 02 | April 2017     | Eschleigh Balzamo | Change of format                   | January 2018        |
| Version 03 | May 2017       | Eschleigh Balzamo | Change to version control          | January 2018        |
| Version 04 | September 2019 | Eschleigh Balzamo | Review and update                  | January 2023        |
| Version 05 | August 2023    | In Draft          | Addition of Guiding Principles     | August 2025         |
| Version 06 | June 2025      | Eschleigh Balzamo | Finalisation of Guiding Principles | June 2026           |

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| Version<br>06.01 | September<br>2025 | Blake Barber | Review | September<br>2026 |
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The General Manager has overall responsibility for this policy. If there are any questions regarding this policy, please direct these to the Business Services Manager or General Manager.