



# Code of Conduct

## Scope

This policy applies to Brook RED Community Members/NDIS Participants, Nominated Support People, board members, employees, volunteers, and students on placement.

## Purpose

This policy clarifies Brook RED's commitment to ethical and values-based behaviour and sets forth the ethical expectations that Brook RED has of those who are employed by, volunteer for, or are completing a student placement with the organisation.

## Principles

Our people are the foundation of our success as an organisation and are at the heart of the work that we do in promoting and supporting recovery, empowerment, and development. In all our services and operations, we act in accordance with our values: connectedness, hope, integrity, fairness, recovery, and leadership.

## Policy

1. We behave in a manner that promotes **connectedness**. We do this by:
  - 1.1. Being clear, genuine, and authentic about our roles and in what capacity we are entering into a relationship.
  - 1.2. Acting within the bounds of our roles.
  - 1.3. Maintaining fairness, honesty, equality, consideration, and empathy in all our dealing with others.
2. We demonstrate **hope** in all that we do. We do this by:
  - 2.1. Demonstrating a belief that situations and circumstances can improve.
  - 2.2. Acting in a fashion that communicates a belief in recovery, empowerment, and development.
  - 2.3. Using positive and considered language wherever possible.
  - 2.4. Acting in a manner that demonstrates a belief that each individual is capable of having personal responsibility and self-determination and that each individual has the dignity to grow and learn through their own recovery process.
3. We act with **integrity** at all times and in all situations. We do this by:
  - 3.1. Being honest and transparent at all times.
  - 3.2. Complying with the law, relevant regulations, and guidelines.
  - 3.3. Abiding by policies, procedures, and lawful directions that relate to employment with Brook RED.
  - 3.4. Being responsible in the use of Brook RED information, funds, equipment, and facilities.
  - 3.5. Disclosing and avoiding any conflicts of interest we may have.

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- 3.6. Refraining from using our roles for personal, material, or financial gain or the appearance of such.
- 3.7. Behaving in manner that promotes privacy and confidentiality of information gained in our roles.
4. We promote **recovery** in all that we do. We do this by:
  - 4.1. Promoting at all times the independence of those people we provide services and supports to.
  - 4.2. Ensuring that we act in a manner that promotes recovery for those people we provide services and supports to.
  - 4.3. Conducting ourselves in a manner that fosters our own recovery.
  - 4.4. Establishing and maintaining relationships which are transparent and sustainable.
5. We underpin our decision and actions of the principle of **fairness**. We do this by:
  - 5.1. Respecting the uniqueness and intrinsic worth of each person.
  - 5.2. Fostering an environment free of harassment, intimidation, and unlawful discrimination.
  - 5.3. Behaving in a fashion that promotes inclusiveness and which values diversity.
6. We act from a place of **leadership** at all times. We do this by:
  - 6.1. Demonstrating a commitment to continue learning and improvement to ensure the continuing betterment of Brook RED service and operations.
  - 6.2. Setting an example for others in our behaviour.
  - 6.3. Performing our duties with skill, care, and diligence.
  - 6.4. Being fit and able to perform our duties and communicating openly if we require support.
  - 6.5. Portraying Brook RED in a positive manner at all times and acting to promote the positive reputation of the organisation.
7. Any employee found in breach of Brook RED policies may face disciplinary action up to termination of employment.

## References

Brook RED Mission, Vision, and Values  
Brook RED Employee Boundaries Policy

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## 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

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.