

## Code of Conduct

### Purpose

The Mind-Ed Code of Conduct sets clear expectations for professional behaviour, integrity, and accountability. It ensures that all staff members, board members and volunteers act in alignment with our organisational values, policies, procedures, and strategic plans, fostering a safe, respectful, and supportive environment for colleagues, clients, and the community.

### 1. Commitment to Values

- Uphold Mind-Ed's mission to promote mental health, wellbeing, and inclusivity.
- Demonstrate respect, empathy, and professionalism in all interactions.
- Act in ways that reflect integrity, transparency, and accountability.

### 2. Professional Behaviour

- Maintain high standards of conduct, both within the workplace and when representing Mind-Ed externally.
- Use respectful, inclusive, and accessible communication at all times.
- Avoid behaviour that could be perceived as bullying, harassment, discrimination, or intimidation.
- Dress and present in a manner appropriate to the professional environment.

### 3. Respect for Individuals and Community

- Prioritise the dignity, rights, and wellbeing of all individuals and community members.
- Maintain professional boundaries and avoid conflicts of interest.
- Ensure services are delivered in a culturally safe, inclusive, and accessible manner.
- Protect confidentiality and privacy in line with organisational policies and relevant legislation.

### 4. Teamwork and Collaboration

- Work cooperatively with colleagues,
- Encourage diverse perspectives and contributions
- Share knowledge, resources, and expertise to strengthen team capacity.
- Provide constructive feedback and accept accountability for one's own actions.
- Support a positive, safe, and respectful workplace culture.

### 5. Compliance with Policies and Procedures

- Follow all organisational policies, procedures, and operational guidelines.
- Adhere to workplace health and safety requirements, reporting hazards or incidents promptly.
- Use organisational resources responsibly and for their intended purpose.
- Ensure accurate and timely completion of records, reports, and documentation.

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Reviewed by: CEO

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Next Review Date: October 2025

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### 6. Confidentiality and Privacy

- Safeguard sensitive information in accordance with privacy laws and organisational policies.
- Only share information with authorised individuals and for legitimate purposes.
- Respect the confidentiality of staff, clients, and community partners.

### 7. Integrity and Accountability

- Declare and manage any potential conflicts of interest.
- Avoid misuse of position, authority, or organisational resources.
- Report unethical, unsafe, or unlawful behaviour through appropriate channels.
- Take responsibility for personal conduct and decision-making.

### 8. Continuous Improvement

- Engage in ongoing professional development and reflective practice.
- Contribute to innovation, quality improvement, and organisational learning.
- Actively support initiatives that strengthen staff wellbeing and resilience.

### 9. Breaches of the Code

- Breaches of this Code of Conduct will be addressed in line with Mind-Ed's disciplinary procedures.
- Consequences may include formal warnings, retraining, or other actions as deemed appropriate.

### 10. Acknowledgement

All members are required to:

- Read, understand, and comply with this Code of Conduct.
- Seek clarification from their supervisor or Chair if unsure about expectations.
- Sign an acknowledgement form confirming their commitment to uphold this Code.

Name in full: \_\_\_\_\_

Signature: \_\_\_\_\_

Role: \_\_\_\_\_

Date: \_\_\_\_\_

Witness: \_\_\_\_\_