



Denmark Arts Council Code of Conduct Policy

INTRODUCTION

Purpose of this Code

The purpose of a Code of Conduct for Denmark Arts Council is to promote the highest ethical and professional standards for staff, Board Directors and volunteers. The Code provides guidelines to all of us in respect to appropriate behaviour and values in making decisions, dealing with members and customers and dealing with each other.

Why have a Code?

This Code of Conduct outlines the standard of behaviour expected of Denmark Arts employees, Board Directors and volunteers. It is designed to help us understand our responsibilities and obligations and provide guidance if faced with an ethical dilemma or conflict of interest in our work.

It is important that our customers, members, volunteers, Board Directors and employees believe in the integrity of Denmark Arts. This means that our way of doing business must be seen by our clients, the public and by all Board Directors, volunteers and employees of Denmark Arts to be impartial. That is, to operate in a fair and unbiased way.

Principles of the Code of Conduct - Code Of Ethics

The Denmark Arts Code of Conduct has been developed in line with the Code of Ethics developed for public sector agencies. The Code of Ethics principles are as follows:

Justice: Be fair, use and share power for the common good, take non-discriminatory action.

Respect for persons: Respect the rights of others and act to empower others to claim their rights.

Responsible care: Contribute to the well-being of individuals, the common good of society.

To whom does this Code apply?

This Code applies to everyone within Denmark Arts Council including Board Directors, full time, part time, and contract staff and volunteers.

What if I am unsure?

A Code of Conduct cannot cover every situation. If you are unsure of the appropriate action to take in a particular situation, discuss the matter with your supervisor.

Should any conflict appear to arise between the Code and religious or personal values, clarification should be sought from the General Manager.

APPLICATION OF THE CODE OF CONDUCT

This Code of Conduct applies to all Board Directors, volunteers and employees of Denmark Arts, regardless of employment terms or conditions. Therefore, the Code applies to full time, part time, casual and contract staff and volunteers.

While this code does not apply to contractors or consultants engaged under a contract for service or their employees, such people are expected to adhere to the principles of the Code while undertaking work for Denmark Arts.

For matters relating to conduct not covered under this Code please refer to your supervisor.

ALCOHOL AND DRUGS

We must not allow the consumption of alcohol or other drugs to affect work performance, personal safety, safety of others or our official conduct at any time.

It is our responsibility to ensure that when on duty or called in for an emergency that we are in a fit state and not affected by the consumption of alcohol or drugs.

BEHAVIOUR

We are required to behave in an appropriate manner at all times and should be open and honest in our dealings with others.

We will respect each other's dignity and treat one another fairly and with integrity. Interpersonal misconduct will be seen as a breach of the Code. Therefore, any form of abuse, divisiveness, factionalising and bullying will be deemed unacceptable.

Professional relationships with each other and our customers and colleagues should be maintained. All customers and peers should be treated professionally and courteously.

During hours of duty we have a responsibility for what we do. We should strive for excellence, participate in teamwork, and maintain the competencies required for doing our job.

We will be good ambassadors for Denmark Arts. When issues concern us we will use Denmark Arts' internal mechanisms available to us in an open and professional manner. We will refrain from criticising Denmark Arts or each other in public, when visiting other agencies, or when representing Denmark Arts at functions or seminars.

CHILD SAFETY

Denmark Arts has a Child and Vulnerable Persons Safeguarding Policy and is committed to promoting and protecting the interests and safety of children, young people and vulnerable persons. We have zero tolerance for child abuse.

Everyone at Denmark Arts is responsible for the protection of children and reporting information about child abuse. We will familiarise ourselves with the relevant laws, and Denmark Arts policy in relation to child protection, and comply with all requirements.

We will report any reasonable belief that a child's safety is at risk to the relevant authorities.

We will establish and maintain an environment that is supportive of the emotional and physical safety for children, young people and vulnerable persons. We will treat children, young people and vulnerable persons with respect and value their ideas and opinions. We will act as positive role models in our conduct and be professional in our actions.

CUSTOMER SERVICE

We are committed to providing an equitable, prompt, efficient and courteous service to our members and our customers.

All members and customers will be treated professionally and courteously, with due consideration for their genuine concerns and legitimate interests.

CONFIDENTIALITY

In our job we may be involved with information that is confidential or private. We may have access to personal information relating to other staff or members of the public. This information will have been provided to Denmark Arts on the understanding it will only be used for a specific purpose and will remain confidential. We will not divulge any information to any person that is by nature confidential, be it stated or implied. We will not use information that we receive about anything or anyone, including fellow employees, members or customers, for the purpose of benefit or personal gain, or to the detriment of the organisation.

CONFLICT OF INTEREST

A conflict of interest arises when actions occur that are influenced, or perceived to be influenced, by a desire for personal gain to the detriment of an organisation or its members or stakeholders. Engaging in any activity that is in conflict with the proper discharge of duties and responsibilities in the public interest can be defined as a conflict of interest.

Conflict of interest may occur for a number of reasons, including employment, community activities and private interests.

In employment, we must ensure that working for one's own business or another organisation does not result, either directly or indirectly, in a conflict of interest or has a detrimental effect on our efficiency and performance.

Denmark Arts encourages its employees to participate in professional associations, charitable or service organisations, and other community activities. However, we should ensure that outside activities do not compromise our work performance or bring Denmark Arts into disrepute.

DISCRIMINATION

We will not tolerate discrimination against any person, be they staff, our clients or members of the public, on the grounds of a person's race, ethnic origin, gender, sexual orientation, marital status, pregnancy, impairment, disability, political or religious conviction, age, family responsibilities/family status, AIDS/HIV status. We will endeavour to ensure that our colleagues and clients are treated fairly and impartially.

COMMUNICATIONS BETWEEN STAFF AND BOARD DIRECTORS

It is important that at all times appropriate communications are maintained between staff (contractors, volunteers, full time, part time and casual) and Board Directors. For Board Directors it is important that each is aware that the day-to-day management of staff is the role and responsibility of the General Manager and any work directions should be made via this officer. For staff it is important to understand that their management is the General Manager's responsibility. Any issues or grievances must be approached using the Grievance Process. It is inappropriate for any staff to raise management issues with any Board Director, other than the Chair and only after all steps in the Grievance Process have been taken.

EQUAL EMPLOYMENT OPPORTUNITY

It is important that all of our members, customers, Board Directors and employees believe in the integrity of Denmark Arts. This means that our way of doing business and treating all

people and each other must be seen by everyone to be impartial. That is, to operate in a fair and unbiased way. It is our responsibility to comply with the legislative requirements of the Equal Opportunity Act and amendments.

EQUIPMENT AND RESOURCES

Denmark Arts resources and assets are to be managed in a responsible manner. This can include, but is not limited to: telephones, faxes, e-mails, PCs, internet, stationery and social media. We should ensure the efficient and effective use of resources to minimise costs, avoid waste and be accountable for the use of Denmark Art's resources.

FRAUD AND CORRUPTION

Board Directors, volunteers and staff have a duty to report to the Chair or General Manager any behaviour, which they believe, might be unlawful or criminal in nature.

Denmark Arts will take serious disciplinary action against any employee who intimidates, coerces, attempts to coerce, or takes reprisals against an employee who has disclosed allegedly unlawful or unethical behaviour.

Unethical or improper payment practices for personal gain will not be tolerated. Every Denmark Arts employee, Board Director, volunteer, casual or contract staff must not:

- Engage in commercial bribery;
- Be a party to bribery of public officials;
- Establish "slush funds" to facilitate bribery or other improper or questionable practices;
- Falsification of any records or documents;
- Make any false claims (such as falsifying allowance claims).

GIFTS

Denmark Arts recognises that it is sometimes appropriate for its employees or Board Directors to accept tokens of appreciation. Gifts should not be accepted which may be seen as creating an obligation with the possible intention of influencing decision-making.

If in doubt, the Board Director or employee should discuss it with the General Manager or the Chair. Denmark Arts will keep a register of gifts. It is in the Board Director and employee's best interest to disclose the gift and have it registered, because at a later date it can be demonstrated that the Board Director or employee was not doing anything underhand and had nothing to hide. If in doubt, discuss and declare.

HARASSMENT

Harassment in any form will not be tolerated.

Harassment is behaviour towards another person, which that person finds intimidating or embarrassing and will include any unwelcome, offensive comment or action.

Comments or actions concerning a person's race, ethnic origin, gender, sexual orientation, marital status, pregnancy, impairment, disability, political or religious conviction, age, family responsibilities/family status, AIDS/HIV status, may be deemed an offence under relevant legislation and liable for prosecution or may result in disciplinary action.

INTELLECTUAL PROPERTY

Intellectual Property includes, but is not limited to, legal rights relating to property such as copyright, registered designs, patents, and trademarks. Denmark Arts retains the copyright of any work produced by employees, Board Directors, volunteers, casual staff and contractors in the course of performing duties of employment unless expressly stated in

employment documentation. Denmark Arts is bound by the current Copyright Act and its regulations.

MEDIA COMMUNICATIONS

Official media statements (written or spoken) must be authorised by the General Manager, or for Board matters, the Chair.

NON SMOKING/PASSIVE SMOKING

Denmark Arts has a policy of providing a 'Smoke Free Workplace' to protect the health of all persons. Denmark Arts provides a smoke free work environment and therefore smoking is not permitted within the confines of its offices or places of activity.

OCCUPATIONAL SAFETY AND HEALTH

Denmark Arts is committed to providing a healthy and safe work environment for all its Board Directors, staff (paid or unpaid) and the general public.

It is the responsibility of each of us to perform our work in a manner that ensures our own safety and that of our colleagues and clients. We must undertake safety and awareness training where required, avoid and prevent the misuse of safety and first aid equipment, wear safety clothing where provided, and report hazards, accidents, injuries and unsafe practices.

It is our responsibility to comply with the legislative requirements of the Occupational Safety and Health Act and Regulations.

POLITICAL ASSOCIATIONS

Denmark Arts must not be used to support a political party, a member of a party, or an independent politician. When acting on the organisation's behalf, no action should be made which might be seen as assisting a political party, politician or political candidate. However, this does not include normal hospitality when conducting business.

PROCEDURAL FAIRNESS

Procedural fairness and natural justice are required in all our dealings with all people. They are fundamental to this Code of Conduct.

The principles of procedural fairness are designed to ensure that fair and equitable decision making procedures are applied in a transparent manner. Under the principles of procedural fairness a decision maker must:

- give persons affected the right to be heard;
- be unbiased in the decision;
- ensure the decision is based on facts;
- communicate the decision and the reason for the decision to the persons affected.

GRIEVANCES / BREACHES OF THE CODE

Where there are alleged breaches which are considered to be of a significant, but not of a serious nature, resolution should be sought through the following grievance process:

1. Discuss the matter with the person concerned.
2. If unresolved, you should discuss the matter with the General Manager. The matter will be noted and the Manager will provide feedback within five working days.
3. If unresolved, The General Manager will discuss the matter with the Chair, who will provide feedback within ten working days.
4. The General Manager and Chair should work with you to seek a resolution.

Serious breaches of this Code may result in disciplinary action being taken and possible termination of contract. If the matter is serious, or criminal activity is alleged, then reporting to the Police may be mandatory.

The person initiating the grievance or issue must demonstrate that these steps have been taken or provide a valid reason for going to the next step.

Revision

This policy will be reviewed every 12 months.