



# Big Fat Smile Code of Conduct

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## 1. Policy Statement

The Organisation is committed to responsible professional, social and ethical behaviour. The conduct of the Organisation's employees, officers and workplace participants contributes to the credibility and success of the Organisation and the families we work with. Unlawful, unprofessional and unethical practices puts the organisation, employees and clients at risk and undermines integrity and trust.

## 2. Purpose

This policy aims to give effect to the National Principles for Child Safe Organisations. The aim of the Code of Conduct is to provide an overview of acceptable standards of behaviour that are expected of all workplace participants in the performance of their duties in line with the Organisation's vision to enrich the lives and minds of our children and families in their communities, and values of Safety, Leadership, Integrity, Inclusion, Child-Centric and Collaboration.



- b) Demonstrating the Organisation's values of Safety, Leadership, Integrity, Inclusion, Child-Centric and Collaboration in our interactions with employees, workplace participants, clients and the community.
- c) Following any lawful directions that relate to your engagement with the Organisation and the care of children.
- d) Acting to minimise and prevent risks and ensure a safe workplace by complying with the Organisation Workplace Health and Safety policies and procedures.
- e) Ensuring your capacity to perform your duties is not impaired by the use of alcohol or drugs (including prescription, illegal or restricted substances), and that the use of such substances does not put at risk you or any other person's health or safety.
- f) Supporting diversity and not unlawfully discriminating against any workplace participant, children and their families, stakeholders or members of the public on the basis of their age, gender, race, culture, religion, sexual orientation or disability.
- g) Acting to ensure the workplace is free of unfair treatment, bullying and harassment against the Organisation's workplace participants, children and their families, stakeholders or members of the public.
- h) Acting with honesty, fairness, courtesy and equity in workplace and professional relationships, respecting the dignity, diversity and rights of others.
- i) Performing duties professionally, with skill, honesty, care and diligence, ensuring decisions and actions are reasonable, fair and appropriate.
- j) Performing duties in a responsible manner, ensuring decisions and actions are reasonable, fair and appropriate to the circumstances.
- k) In exercising rights, workplace participants must not make complaints or report grievances that are untrue, malicious or vexatious.

## **5.2 Reputation of the Organisation**

- a) Acting in the best interests of the Organisation, protecting its reputation and promoting confidence in the Organisation in all interactions with clients, stakeholders and the community.
- b) Not engaging in communication, inside or outside of the Organisation that may bring the Organisation into disrepute, including via social media, or other public forums or interactions.

## **5.3 Public Comment**

- a) Not making unauthorised public comment about the Organisation including but not limited to, public speaking, media comment, and views expressed in books, journals or social media.
- b) Not making public comment or entering into public debate on political and social issues in a way that may be interpreted as an official comment on behalf of the Organisation, unless authorised to do so.
- c) Comments that are made on behalf of the Organisation should be made only with permission, be confined to factual information and should not express any negative opinion about the Organisation's policy or practice unless required to do so (e.g.

## **5.4 Ethical Conduct**

- a) Acting ethically and professionally at all times.
- b) Avoiding any personal, financial or other interests which may be deemed unethical, illegal or unprofessional and which could compromise the Organisation or workplace participant impartiality in performing their duties.



## **5.5 Managing Conflicts of Interest**

- a) Disclosing any potential, perceived or actual conflict of interest to their Manager or







Board. If the report relates to the CEO, the report should be made to the Chair of the Board.

Breaches of the Code of Conduct may be dealt with in accordance with the Workplace Investigations Policy and may be made under the Whistleblower Policy.

All reports will be dealt with in a timely and confidential manner.

Should a workplace participant have doubts about any aspect of the Code of Conduct, they must seek clarification from their Manager, Executive Manager, People and Culture, or relevant General Manager or Chair of the Board, whichever is appropriate to the Board, whichever is



## Board Charter including Board Code of Conduct

Jenni Hutchins  
CEO

### 10. Version Control and Change History

| Version | Effective Date  | Responsible Position | Description   | Next Review |
|---------|-----------------|----------------------|---|-------------|
| 001     | December 2017   | CEO                  | New format policy                                       |             |
| 002     | August 2018     | CEO                  | Section 1.5.11, officers and further legislation added  |             |
| 003     | 12 October 2020 | CEO                  | Re-numbered and terminology aligned with other policies | Oct 2021    |