

Code of Conduct

1. Purpose and Application

This Code of Conduct sets out how SMART Recovery Australia (SRAU) expects all people working for or representing the organisation to behave in fulfilling their roles with SRAU. It applies to staff, contractors, consultants, researchers and volunteers. All people in these roles need to know their responsibilities and obligations under this Code and to adhere to them.

The intent of the Code is to provide a framework to promote ethical day-to-day conduct and decision-making. It does not and cannot cover every situation that can arise in the workplace. The Code does not replace the need for common sense in how staff conduct themselves

The Code of Conduct:

- assists with building a positive workplace culture based on our core values [insert values]
- provide a framework to promote ethical day-to-day conduct and decision-making. It does not and cannot cover every situation that can arise in the workplace.
- The Code does not replace the need for common sense in how staff conduct themselves

- provides clear standards for professional behaviour and treating others with respect
- ensures participants in SMART Recovery programs experience caring and sensitive behaviour from all concerned
- ensures staff, facilitators, volunteers and people representing SRAU are aware of the consequences if they breach the Code of Conduct.

The Code applies SRAU's Vision, Values, Purpose and Principles. It also includes information on workplace standards, legal compliance and ethical standards.

The Code applies in the delivery of programs, services and activities with participants, clients, service partners, contractors and engagement with suppliers and other stakeholders.

It covers conduct outside of work or your role including in relation to activity as an individual on social media which impacts on SRAU.

2. Responsibilities

Everyone is responsible for understanding and adhering to the Code of Conduct. People working with SRAU - whether paid or as volunteers - must act in a manner consistent with SRAU values and carry out their responsibilities professionally and ethically.

It is the responsibility the Chief Executive Officer, and every staff member, facilitator, volunteer, consultant or contractor to:

- know, understand and comply with the SRAU's Code of Conduct, policies and procedures
 - act with honesty and respect
 - act in SRAU's best interests and according to relevant legislation
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- raise any matters relating to conduct with the Chief Executive Officer,
- if the matter relates to conduct by the Chief Executive Officer it should be raised with the Board Chair.

The Chief Executive Officer is responsible for leading implementation of the Code of Conduct and providing guidance and direction to others. Responsibilities include to:

- Communicate the Code of Conduct to staff, facilitators, volunteers, consultants and contractors
- Create a culture where staff, facilitators, volunteers, consultants and contractors understand their responsibilities and feel confident to raise questions and concerns
- Treat people fairly and equitably
- Emphasise the importance of ethical conduct and compliance with the Code
- Take immediate action if they observe a potential breach of the Code of Conduct or if a potential breach is reported to them.

Managers play a crucial role in both clarifying the Code to the staff and upholding its established standards consistently and equitably. Nevertheless, the foremost obligation of managers, and their most significant contribution to guaranteeing the Code's principles are put into practice, lies in setting a leading example.

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3. Standards Expected By SRAU

The standards expected under the SRAU Code of Conduct are in the following paragraphs. These need to be understood and applied by the Chief Executive Officer, staff, facilitators, volunteers, consultants and contractors.

4. Ethical Behaviour

The following standards of ethical behaviour are required of everyone to whom this Code applies:

- Act honestly and with integrity
- Observe all legal requirements and comply with the ethical and technical requirements of any relevant regulatory bodies
- Perform your role diligently and with care in exercising the powers attached to your position
- Avoid any conflict of interest or declare any situations where a conflict of interest is unavoidable
- Respect all confidential information acquired in the course of your duties and do not use or disclose such information to third parties unless required by law Act honestly, fairly, with integrity, diligence and competency in all that you do

5. Respect at Work

All SRAU staff are to treat others with respect by:

- Valuing others' work and roles
 - Behaving in ways that show respect towards co-workers
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- Developing relationships built on personal integrity and professionalism promoting a climate that is fair and supportive
- Encouraging open and honest communication but ensuring such conversations are conducted in a courteous fashion
- contributing to a work environment that is free from discrimination, harassment, bullying, violence and assault.
- Being aware of and abiding by SRAU's policies and procedures.

Discrimination, physical or verbal harassment, bullying, violence or assault in the workplace will be dealt with as possible breaches of conduct or reported to relevant authorities where possible illegal conduct has occurred.

6. Working With Key Stakeholders

High ethical standards are expected of all, managers, staff, facilitators, volunteers, contractors and consultants whether they are working with participants, clients, service partners, suppliers, stakeholders, Government or the community. This means that when dealing with others:

- Duties are to be performed in a professional manner
- Honesty and integrity are at the core of all actions
- Services are provided in line with the Code of Conduct, SRAU values, relevant laws and regulations

Version	Date of Effect	Change Description	Approved By
1	22 December 2022	New Policy	
2	September 2023	FARR Consultation	
	October 2023	Board Consultation	