



## Code of Conduct

### 1. Purpose & Scope of Document

This Code of Conduct provides a framework of ethical principles, obligations and standards that guide the Positive Vibes Foundation (PVF)'s performance, professional standards and the conduct of relationships with others. It is to ensure and encourage highest qualities of integrity and behaviour across the organisation.

- 1.1 The Code of Conduct applies to all PVF Teams, including Board of Directors, Attendees and Members
- 1.2 PVF may amend or vary this Code of Conduct, in its absolute discretion, from time to time.

### 2. Guiding Principles

- 2.1 Expectation to maintain a harmonious and ethical environment and behaviour that upholds our vision, mission and values by all PVF Teams.
- 2.2 Setting out basic principle and rules that all PVF Teams to follow when carrying out activities and events on behalf of PVF.
- 2.3 Our Vision is to promote positive mental health and wellbeing in communities by connecting people through companionship and with the services they require and encouraging conversations about mental health.

### 2.4 Our Mission

- 2.4.1 Embrace a holistic approach to address mental illness and wellbeing at home, work and school
- 2.4.2 Collaborate with like-minded organisations to drive better outcomes
- 2.4.3 Use community events to raise awareness and connect people with services

### 2.5 Our Values

- 2.5.1 Honesty, integrity and transparency
- 2.5.2 Collaboration and knowledge sharing
- 2.5.3 Being respectful and inclusive of all
- 2.5.4 Passionate and committed to delivering on our goals
- 2.5.5 Affordable and sustainable programmes
- 2.5.6 Embrace innovation
- 2.5.7 Approachable, positive and adaptive to the circumstances

### **3. Policy**

- 3.1 The Code of Conduct outlines the required standard of acceptable conduct and behaviour that we expect of all PVF Teams in the performance of their duties and interactions no matter where they are performed. This required standard of acceptable conduct and behaviour supports our ability to maintain public trust and confidence in the integrity and professionalism of the services we provide to the community.
- 3.2 The Code of Conduct and the behaviours outlined within it are fundamental to PVF building healthy, positive, and respectful relationships with the community. The Code of Conduct also governs the way in which all PVF Teams are expected to relate to one another, external professionals, attendees of our activities/ events, visitors, and all stakeholders.
- 3.3 The Code of Conduct is not intended to provide a detailed and exhaustive list of what to do in every aspect of our activities and events. Instead, it represents a broad framework that will help guide conduct and behaviour in the performance of duties and interactions within PVF and the community.

### **4. Responsibilities**

#### **4.1 General**

- 4.1.1 Be aware of, and comply with, the Code of Conduct.
- 4.1.2 Actively avoid using a position for personal and/or professional benefit.
- 4.1.3 Ensure a separation of professional and personal relationships.
- 4.1.4 Show Integrity, Respect, Perseverance and Compassion in how we treat one another and those who come to our activities/ events.
- 4.1.5 Perform defined duties to the best of your ability.
- 4.1.6 Report behaviour that may be contrary to the Code of Conduct and required standards of behaviour.
- 4.1.7 Comply with mandatory reporting requirements, including but not limited to, mandatory reports of domestic and family violence, reportable incidents involving children and vulnerable people or other regulatory requirements.
- 4.1.8 Keep all records, documents and communications accurate, truthful, and up to date and maintain confidentiality.
- 4.1.9 Be familiar and comply with all PVF policies and procedures relevant to the activity/ event being undertaken.

#### **4.2 Personal and Professional Behaviour**

All PVF Teams are expected to:

- 4.2.1 Uphold the highest standards of honesty, integrity, and transparency when managing activities/ events.
- 4.2.2 Treat others, including other PVF Teams, funders and those who attend our activities/ events with respect, dignity, fairness, and courtesy, regardless of race, gender, marital status, pregnancy, age, physical or mental impairment,

sexual preference or transgender, political stance or religious conviction, or carer's responsibility.

- 4.2.3 Be personally responsible and accountable for their own professional behaviour.
- 4.2.4 Strive to earn and sustain trust.
- 4.2.5 Exercise best judgment in the interests of PVF and those who attend our activities/ events.
- 4.2.6 Make decisions ethically, fairly and without bias, using the best information available.
- 4.2.7 Never act in a discriminatory, harassing, or violent way towards others.
- 4.2.8 Never use your position to gain an advantage over or exploit the vulnerability of others.
- 4.2.9 Avoid putting yourself or PVF in a real or perceived conflict of interest.
- 4.2.10 Conduct all business activities in a responsible manner, consistent with ethical obligations of stewardship and in accordance with all applicable laws, policies, and procedures.
- 4.2.11 Always strive for the highest health, safety and environmental standards wherever we carry out PVF activities/ events.
- 4.2.12 Use information technology, including internet and email, in a professional and appropriate manner.
- 4.2.13 Never participate in, or assist others to participate in, any illegal and/or criminal activities.
- 4.2.14 Comply with any legislative, industrial, or administrative requirements, and all lawful and reasonable directions given by persons in authority.
- 4.2.15 Act responsibly in the event of becoming aware of any unethical behaviour or wrongdoing by any other PVF Team member and report such conduct or activities to the appropriate level of management or PVF Director.
- 4.2.16 Not accept a gift, reward or benefit that is intended to, or appears to be aimed at, influencing decisions or behaviour.

#### **4.3 Use of Resources**

- 4.3.1 Never destroy or take for personal use any items belonging to PVF without prior written approval from the Board.
- 4.3.2 Use PVF equipment, funds, facilities, and other resources effectively, economically and carefully and for only the benefit of PVF. This includes all intellectual property such as logos, social media accounts (e.g. Facebook, Instagram, Dropbox, etc.), spreadsheets, templates, etc. These must be handed back/ relinquished to a PVF Director upon leaving.
- 4.3.3 PVF premises can be used only for PVF Board approved activities. PVF Board make decisions in relation to approving specific activities it can run including partnerships with registered psychologists, psychiatrists, GPs and other community organisations. (Currently PVF does not provide Counselling, Psychotherapy or individual services.)

#### **4.4 Use of Information**

Confidential information is information obtained or developed while carrying out PVF activities/ events and which if disclosed will or could lead to risk, damage or injury to PVF, PVF Teams, attendees to our activities/ events or third parties. Collect, use, and disclose confidential information only in accordance with applicable privacy laws.

- 4.4.1 Protect confidential information, taking precautions to ensure none can be disclosed by accident, negligence or through the deliberate actions of others.
- 4.4.2 Only access confidential information when it is required for PVF purposes.
- 4.4.3 Not use confidential information for any unofficial or non-PVF purposes.
- 4.4.4 Only release confidential information if authorised to do so by law. Always get direction from PVF Board.

#### **4.5 Public Comment**

- 4.5.1 Ensure that public comments (either verbal or written) made in a private capacity are not attributed as official comment of PVF. In this regard, the use of official stationery, email addresses, text messages, social media or any other electronic identifiers are not permitted for private correspondence or for purposes not related to PVF.
- 4.5.2 Must seek written approval from PVF Board prior to creating any Facebook groups or other social media accounts representing PVF or any of its activities/ events.
- 4.5.3 Direct all media enquiries immediately to the PVF Board or to an authorised spokesperson.

#### **4.6 PVF Team Leaders**

PVF Team Leaders have an additional responsibility to ensure this Code of Conduct is accessible, understood and complied with by all individuals they are responsible for at all times by:

- 4.6.1 Taking appropriate steps to resolve conflict that arises within PVF to ensure a healthy and harmonious work environment.
- 4.6.2 Taking appropriate action to address breaches of the Code of Conduct by any member of a PVF Team.
- 4.6.3 Treat complaints seriously and confidentially and take appropriate action in response to breaches and complaints by others, even if there is no formal complaint.
- 4.6.4 Complying with mandatory reporting requirements, including but not limited to, mandatory reports of domestic and family violence, reportable incidents involving children and vulnerable people or other regulatory requirements.
- 4.6.5 A plan is to be put in place and approved by a PVF Board to mitigate any potential conflict of interest.

#### **4.7 Safety**

- 4.7.1 Act to ensure the physical and emotional safety of all participants, guests, PVF Teams, Board of Directors, Attendees and Members.

### **5. Conflicts of Interest & Relationships**

- 5.1 Interact respectfully, fairly, impartially and courteously without harassment and be sensitive to cultural, linguistic and other diversity.
- 5.2 Under no circumstances anyone associated with PVF Leadership, permitted to develop personal relationships with attendees to activities/ events, including after-hours, outside premises and through the use of digital and social media.
- 5.3 A personal relationship is an association between two or more people that may be based on liking, love, some other type of social commitment or regular business interactions. Personal relationships may include a relationship between two parties that can have the unintentional effect of influencing judgement or behaviour or creating a perception of influencing judgement.
- 5.4 Any pre-existing relationship that may lead to a direct or perceived conflict of interest must be disclosed to PVF Board or PVF Team leader and the Conflict of Interest process must be followed.
- 5.5 The relationship must not directly or indirectly compromise the reputation of PVF or smooth running of PVF activities/ events or conflict with PVF's interests at any point in time.
- 5.6 If involved in a decision relating to a selection or an appointment of whom that shares a personal relationship or association, must be immediately declared in writing to the PVF Board prior to making a such decision to hire e.g. family member or close friend/associate and could be direct or perceived
- 5.7 Conflicts of Interest may include personal or financial interest in a matter involving PVF; Personal belief or attitude that influence the impartiality of decisions making. The nature of the conflict of interest may need to assess based on the best interest of PVF's reputation and its stand in the community.
- 5.8 Any direct or perceived conflict of Interest must be declared or disclosed to PVF Board and PVF Board may make a final decision following the process.

### **6. Failure to Comply with the Code of Conduct**

Failure to comply with the Code of Conduct may result in termination of involvement with PVF activities/ events.