



Code of Conduct

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Our Values

LTSA values a safe, inclusive, respectful workplace with a focus on providing our team members with an environment that supports their health, wellbeing, productivity, and effectiveness.

All members of the LTSA team have a legal and moral responsibility to conduct themselves in the best interests of the company and the La Trobe student community it serves. This Code of Conduct provides a guide for team members in relation to the standards of behaviour expected at LTSA and a broad framework of general rules and principles that will help team members decide on the appropriate course of action when faced with decisions. It cannot, for practical purposes, seek to cover all issues which could arise.

Policy Application

This policy does not form part of any contract of employment or any industrial instrument. It will be subject to regular review and may be amended by LTSA from time to time.

This policy applies to the following persons, collectively referred to in this policy as 'team members':

- a) prospective and current full-time, part-time and casual employees;
- b) volunteers;
- c) Governing Board of Directors;
- d) agents and contractors engaged from time to time; and
- e) elected student representatives and members of LTSA bodies

This policy is not restricted to the workplace or work hours. The obligations in this policy are also applicable to any work-related events or functions. All team members are expected to comply with this policy at work related events or functions



A “work related event or function” means any event or function that is connected to LTSA. These may include, for example:

- a) on-campus and off-campus LTSA events;
- b) conferences and professional development opportunities;
- c) work functions/events;
- d) end of year functions/events;
- e) LTSA social sport; and
- f) on social media platforms where team members interact.

Responsibilities

It is the responsibility of the Governing Board of Directors and the CEO or in their absence the 2IC, to ensure that Code of Conduct is implemented throughout LTSA.

It is the responsibility of the CEO to ensure that this Code of Conduct is implemented, its observance is monitored and that breaches of the Code of Conduct are dealt with promptly and in accordance with the LTSA’s ***Disciplinary Policy***.

It is always the responsibility of team members to adhere to this Code of Conduct. Team must demonstrate respectful, professional, and ethical behaviour in their responsibilities to LTSA, in their professional relationships with each other, and in their delivery of professional services to the La Trobe University student community.

Policy

LTSA is committed to providing relevant, progressive, dynamic, inclusive, diverse, and outstanding student service and support. LTSA strives to be a leader in the provision of student support services and to demonstrate that student run organisations are best placed to provide services to students. To ensure the quality of our services, LTSA believes in the need to create a culture where performance, inclusiveness, respect, acceptance, accountability, and behaviour of team members is consistent with our vision and values.

LTSA Code of Conduct seeks to ensure that all team members are treated fairly and with respect to foster a culture of productivity and company pride.

Standards of Conduct Expected of All Team Members

The standards below indicate the fundamental personal and professional behaviours which LTSA requires all team members to adhere to. It is by no means exhaustive.

- a) to be honest and fair in dealings with colleagues, students and all others and to treat all people with courtesy and respect;
- b) to act with integrity and honesty whilst remaining diligent, actively pursuing LTSA’s best interests always;
- c) to work in a safe and compliant manner, and to observe all workplace health and safety rules and responsibilities;
- d) to not engage in conduct, whether during or after work hours, that in the opinion of LTSA causes damage or potential damage to LTSA’s property or reputation;



- e) to refrain from any discriminatory or harassing behaviour towards colleagues, students and all others;
- f) refraining from any form of conduct which may cause any reasonable person unwarranted offence or embarrassment. This includes the expectation that appropriate language will always be used in the workplace;
- g) commitment of time, attention and skill during normal working hours and at other times as reasonably necessary for the performance of duties;
- h) to not make any statements to the media about LTSA. The only authority figure permitted to speak with all media is the Chair of the Governing Board of Directors or their delegated authority. Please refer to section on Public Comments and Communication below;
- i) to not make any statements about the LTSA on social media, or any other public platform, that may harm LTSA's reputation or bring its name into disrepute. Please refer to section on Public Comments and Communication below;
- j) to not engage in any employment or provide any services to any person or entity where this is not in the best interests of LTSA. Please refer to section on Alternative or 'Outside' Employment or Activity below;
- k) to immediately disclose any potential, perceived or actual conflict of interest (whether direct or indirect) that may give rise to a conflict with the performance of the team member's obligations to LTSA, or LTSA's operational or reputational interests. LTSA may direct team members to take action to eliminate or reduce any such conflict, and team members must comply with such directions;
- l) not abuse the advantages of their position for private purposes or solicit or accept any gift, entertainment or benefit in connection with their employment or engagement which might compromise or be seen to compromise their integrity or LTSA's reputation. Please refer to section on Acceptance of Gifts or Benefits below;
- m) to not use, or come to work while affected by use of prohibited drugs or alcohol;
- n) to not discriminate based on irrelevant personal characteristics including gender, race, disability, pregnancy, age, marital status or sexual preference;
- o) to ensure and maintain punctuality;
- p) to present a professional image of LTSA always and to dress in an appropriate manner;
- q) to not use LTSA's or LTU's information systems or internet to access and/or download sexually inappropriate or explicit material;
- r) to not use LTSA's email to send sexually inappropriate or explicit, suggestive, or other harassing material;
- s) to maintain both during employment and after termination of employment or engagement with LTSA, the confidentiality of any confidential information, records or other materials acquired during employment or engagement;

- t) at all times, behave in a way that upholds LTSA's values, integrity and professional reputation, and;
- u) report any conduct of other team members which is in breach of any of the above, or potentially in breach of any of the above, without delay to the CEO, 2IC/Campus Coordinator or Chair of the Governing Board of Directors.

Standards of Conduct Expected of the LTSA Governing Board of Directors and Elected Student Council Representatives

In addition to the Standards of Conduct expected of all team members, the members of the LTSA Governing Board of Directors and all Student Council Representatives shall:

- a) be diligent, attend LTSA meetings and devote enough time to preparation for meetings to allow for full and appropriate participation in LTSA's decision-making;
- b) meet all required indicators of performance for their positions on the Governing Board of Directors and/or Student Councils;
- c) observe confidentiality relating to non-public information acquired by them in their role as LTSA Members and not disclose such information to any other person;
- d) the Governing Board of Directors meet regularly (minimum of one meeting per month) to monitor the performance of management and the company. To do this the LTSA will ensure that appropriate monitoring and reporting systems are in place and that these are maintained and utilised to provide accurate and timely information to the company;
- e) ensure there is an appropriate separation of duties and responsibilities between itself and senior management and that no individual has unfettered powers of decision-making;
- f) ensure that the independent views of LTSA members are given due consideration and weight;
- g) ensure that stakeholders are provided with an accurate and balanced view of the company's performance, including both financial and service provision;
- h) regularly review its own performance as the basis for its own development and quality assurance. Individual LTSA elected student representatives should also review their own performance with a view to ensuring a suitable contribution to LTSA deliberations and decision-making and, if found lacking, should either pursue training or assistance to improve their performance, or resign;
- i) carry out its meetings in such a manner as to ensure fair and full participation of all LTSA members;
- j) ensure that the company's assets are protected via a suitable risk management strategy; and
- k) ensure that personal, political and financial interests do not conflict with the duty to the company.

Public Comment and Communications

Only the LTSA Governing Board of Directors Chair may make comments to the media on behalf of LTSA. Team members should ensure that communication with external agencies, partners and the University are through existing channels and reflect positively on the professional mission and objects of LTSA.

Where a team member receives a request from the media for public comment, they must refer the request to the LTSA Governing Board of Directors Chair via the CEO.

Comments made publicly via LTSA Social Media must adhere to LTSA's **Social Media Policy**.

It is the responsibility of team members to ensure communication meets the needs and objectives of the students of La Trobe University ahead of any personal beliefs or desires of the team members.

Alternative or 'Outside' Employment or Activity

LTSA encourages team members to pursue interests outside of LTSA. However, team members must avoid alternative or outside employment or activity where that employment or activity would:

- a) create an excessive demand on their time, such that they are unable to perform their duties at LTSA to the best of their abilities; or
- b) create a conflict of interest that may interfere with their ability to exercise independent judgment in their position at the LTSA.

Acceptance of Gifts or Benefits

Team members must not solicit any gifts, benefits or favours for themselves, or any person with whom they have a family, sexual, financial or close personal relationship or accept personally gifts, benefits or favours which in any way may compromise or influence them in carrying out their duties, or which might reasonably be seen by others as an inducement which places a team member under any obligation.

No gifts should be accepted where there is a possibility that the recipient may be, or might appear to be, compromised in the process, or where the gift could be seen by others as either an inducement or reward which might place a team member under any obligation. Where a team member is in doubt, the facts should be made known to the CEO or in their absence the 2IC/Campus Coordinator, at the earliest possible time and an appropriate opinion sought as to propriety.

Gifts of a nominal value (being gifts worth less than \$50), generally used for promotional purposes by the donor, or moderate acts of hospitality, may be accepted by team members.

Accepting gifts, favours or hospitality, offered as an inducement is, in all the following cases unethical and prohibited regardless of value:

- a) to purchase or provide a business advantage;
- b) for any recruitment or employment related benefit or advantage; or
- c) to access or to provide to any person information of a private nature pertaining to a current or past team member or to confidential information concerning LTSA.

Breach of Policy

LTSA treats any breach of its policies or procedures seriously. LTSA encourages reporting of concerns about non-compliance and will manage compliance in accordance with the *Higher Education General Staff Award 2020*, National Employment Standards (NES), Disciplinary Policy and employment contract terms.

Governance

Related Policies & Procedures	<ul style="list-style-type: none">• LTSA Disciplinary Policy• LTSA WHS Policy• LTSA Acceptable Use of IT Systems Policy• LTSA Social Media Policy• LTSA Privacy Policy
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	<ul style="list-style-type: none"> • LTSA Equal Opportunity Policy • LTSA Anti-Bullying Policy • LTSA Freedom from Harassment Policy • LTSA Mobile Device Policy • LTSA Drug & Alcohol Policy • LTSA Complaints Handling Procedure • LTU Charter of Student Rights & Responsibilities • LTU Student Behaviours Policy
Legislation Mandating Compliance	<ul style="list-style-type: none"> • Equal Opportunity Act 2010 (VIC) • Fair Work Act 2009 (Cth) • Age Discrimination Act 2004 (Cth) • Sex Discrimination Act 1984 (Cth) • Racial Discrimination Act 1975 (Cth) • Australian Human Rights Commission Act 1986 (Cth)
Policy Owner	Chief Executive Officer (CEO)
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