



Anangu Pitjantjatjara Yankunytjatjara

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Code of Conduct

for

Executive Board Members,

Director of Administration,

General Manager,

&

Employees

(updated 15 September 2016)

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CODE OF CONDUCT

Introduction

The reputation of Anangu Pitjantjatjara Yankunytjatjara, the quality of services to clients and their confidence in the services we provide, is greatly influenced by the professional attitude and behaviour of the Executive Board, the Director of Administration, the General Manager and all Anangu Pitjantjatjara Yankunytjatjara staff members.

Our clients, as well as suppliers of goods and services and all visitors to our facilities, have a right to be treated with courtesy and respect and to demand that our Executive Board, the Director of Administration, the General Manager and staff members maintain a high standard of ethical conduct.

Policy

This Code of Conduct outlines the standards and behaviour which Anangu Pitjantjatjara Yankunytjatjara requires as a condition of employment and which each Executive Board Member, the Director of Administration, the General Manager and staff member accepts on either being elected, or upon, entering into a contract of employment.

All Executive Board Members, the Director of Administration, the General Manager, and employees of Anangu Pitjantjatjara Yankunytjatjara are required to:

- Comply with all instructions, policies and procedures of Anangu Pitjantjatjara Yankunytjatjara and obey lawful reasonable directions;
- Perform their duties with professionalism and integrity and efficiently serve the community;
- Exercise proper courtesy, consideration, sensitivity, fairness and equity in their dealings with members of the community, clients and fellow employees;
- At all times portray a positive and professional image of Anangu Pitjantjatjara Yankunytjatjara, its programs and services, Executive Board, the Director of Administration, the General Manager and staff members including not using language which will offend other staff, clients or visitors;
- Be impartial and competent advisers, scrupulous in their use of confidential information to ensure that the privacy of individuals is maintained;
- Avoid any behaviour that may be interpreted as harassing, intimidating or is likely to cause stress to any other person;

- Be conscientious in the performance of their duties and scrupulous in the use of finances, equipment, facilities and resources;
- Take care before making any public comments and seek authorisation from the Chairperson and Director of Administration or General Manager before commenting to the media on any issue that may be considered sensitive;
- Dress appropriately and responsibly for their duties with particular concern for safety;
- Use language that is respectful to clients, their families and friends, the community and other staff members;
- Attend work free from the influence of alcohol or other non-prescription drugs;
- Not use their position to further neither their own interests nor the interests of friends or relatives;
- Avoid real or apparent conflicts of interest and conduct themselves in their private capacities in a manner that will not reflect seriously and/or adversely on Anangu Pitjantjatjara Yankunytjatjara or fellow employees; and,
- Take reasonable care to protect their own health and safety and physical and mental health and safety of others.

All staff are required to behave in accordance with these policies and should expect the same courteous behaviour from the clients they are working with.

Staff Physical Presentation

In order to promote a positive image of Anangu Pitjantjatjara Yankunytjatjara, and to ensure safe work practices, staff will:

- Be mindful of cultural norms and dress appropriately to the community situation.
- Dress neatly and wear clean clothes and footwear appropriate to their role
- Maintain a high standard of personal hygiene.

Fair, Equitable and Impartial Decisions and Procedures

Fairness requires that your decisions be honest, frank and impartial. Equity requires that each individual be given his/her due - everyone deserves a fair go.

Every person has a right to procedural fairness, which means you are entitled to be dealt with fairly. If there is a decision to be made affecting you, you have the right to be given notice of that decision and the reasons behind it, and you must be given an opportunity to give your side of the story before the decision is final.

Conflict of Interest

You may find that you have some personal, financial or other interest that might affect, or may be seen to affect the way you perform your official duties. If so, if you are an employee of Anangu Pitjantjatjara Yankunytjatjara, you must discuss the situation with the Director of Administration or General Manager and take whatever action they decide is necessary to avoid a conflict of interest.

If a member of the Executive Board, the Director of Administration or the General Manager has a conflict of interest, they must report that conflict to the Executive Board for the Board to determine how the conflict can be avoided, consistent with the provisions of the *Anangu Pitjantjatjara Yankunytjatjara Land Rights Act 1981 (SA)* and the Constitution.

Your Position is a Position of Trust - Beware of Gifts/Bribes/Favours

Do not compromise your integrity by seeking private gain. You must not use your position to seek or obtain any financial or other advantage for yourself, your family or any other person or organisation. This includes soliciting or accepting gifts, rewards or benefits, which may compromise your integrity.

If you receive unsolicited or unwanted gifts in the course of your official duties, you must declare it to or tell the Executive Board about the gift if you are an Executive Board Member or the Director of Administration or the General Manager. If you are an employee, you must declare the gift to the Director of Administration or the General Manager.

Using organisation money, property, goods or resources

Be effective and efficient in your use of all resources. That is, do not waste or misuse these resources - use them only for approved purposes. Personal use of APY resources is conditional with written approval from the General Manager.

Public Comment

Do not make any public comment to the media, without seeking management approval prior to such comments being made. Check policies and seek authorisation from the Chairperson and Director of Administration or General Manager before commenting to the media on any issue.

Ensure that you always make a clear distinction between your personal views and organisation policy. Your personal views may not be those of Anangu Pitjantjatjara Yankunytjatjara.

Confidential and Personal information

Do not use confidential information for any purposes other than the performance of your job. Confidential information is something you have heard or learned in your job relating to Anangu Pitjantjatjara Yankunytjatjara business or personal information obtained during the

course of Anangu Pitjantjatjara Yankunytjatjara business that would not be freely available to other people.

Discrimination and Harassment

Discrimination and harassment are not tolerated and is not acceptable behaviour. Members of Anangu Pitjantjatjara Yankunytjatjara, visitors, the public, the Executive Board as well as the Director of Administration, the General Manager and Anangu Pitjantjatjara Yankunytjatjara employees are entitled to courtesy, consideration and fair and equitable treatment. Discrimination against people is illegal. Sexual harassment is unlawful and unacceptable - avoid both direct and indirect discrimination in your treatment of individuals and in the services that you deliver.

Workplace Bullying

Any behaviour that is intimidating or harassing to another person, or that is oppressive, persecutory or causes fear or stress in another is bullying behaviour. All employees, clients, contractors, volunteers and service providers have a right to be free from such behaviour which includes sarcasm, threats, verbal and physical abuse, coercion, punitive behaviours, isolation, "ganging up", nit-picking and other

Behaviour which humiliate and stress people. All employees, clients, contractors, volunteers and service providers are to be treated with dignity and respect.

Bullying, harassment and threatening behaviour towards Anangu by members of the Executive Board, the Director of Administration, the General Manager and any employees of APY, in the course of, or purported course of, official duties must not occur.

Procedures

Complaints

Any complaint of a breach of this Code by an employee shall be referred to the Director of Administration or the General Manager, and any complaint against the Director of Administration, the General Manager or any member of the Executive Board shall be referred to the Executive Board.

The Director of Administration, the General Manager or the Executive Board will arrange for an investigation of the breach to be conducted and if necessary, appoint suitably experienced and/or qualified external consultants to investigate the complaint.

The Director of Administration, the General Manager or the Executive Board will use their best endeavours to be fair in all the circumstances. The final decision on the investigator will rest with the Director of Administration, the General Manager or the Executive Board.

Provided the complaint is not frivolous or vexatious, an investigation shall take place and be conducted promptly. The Director of Administration, the General Manager or the Executive

Board will respond to the complainant within 24 hours (or as soon as practicably possible) of receipt of the complaint.

All complaints will be treated as confidential.

The person the subject of the complaint is entitled to respond.

If necessary the Director of Administration, the General Manager or the Executive Board will engage Specialists to conciliate or mediate disputes or provide counselling to one or all parties.

Following resolution of the complaint, follow up will be undertaken by the Director of Administration, the General Manager or the Executive Board within two weeks and/or as appropriate thereafter.

Grievances

Incorporated within these policies and processes is the expectation that staff treat co-workers with respect at all times and behave so as to avoid unreasonable stress to others.

Grievances are defined as “wrong doing that causes resentment and are grounds for complaint”.

All staff members have a right and an obligation to report when practices are in breach of documented Anangu Pitjantjatjara Yankunytjatjara policies and procedures.

A grievance must be recorded in writing and must be as factual, fair and objective as possible. All reports will be handled in a discreet manner.

Grievances will be handled in accordance with the Grievance Policy.

Conflict Resolution

Conflict between people can be a normal consequence of human interaction, but adults are expected to respond appropriately and reasonably when these situations arise. Recurring interpersonal conflict results in lowered staff morale and may impact negatively on the provision of quality services, staff safety and compliance with organisation policies and procedures.

All staff members are expected to act appropriately to avoid interpersonal conflict or to promptly refer problems to their immediate supervisor. Managers and Supervisors are responsible in their supervisory role for mediating in interpersonal conflict situations. Staff involved in recurring interpersonal conflict will be subject to disciplinary action.

Endorsed by a Special General Meeting held at Umuwa	22/06/2006
Reviewed at the Annual General Meeting	27/03/2008
Reviewed by Richard King	15/09/2016
Endorsed at the Annual General Meeting in Umuwa	23/11/2016

CODE OF CONDUCT¹

People have a right to be treated with courtesy and respect.

All Executive Board Members, Director of Administration, General Manager and employees of Anangu Pitjantjatjara Yankunytjatjara are required to:

- Follow the rules;
- Do your job properly and honestly;
- Be respectful and fair;
- Be positive and professional;
- Do not talk with anyone else about APY business or personal information that you know about because you work for APY;
- Do not bully, harass or intimidate people;
- Do not accept gifts given to you when you are working for APY. If you receive gifts from someone, you must tell the Executive Board, the Director, or the General Manager.
- Look after Anangu Pitjantjatjara Yankunytjatjara property;
- Do not make any public comments without getting permission on any issue that may be considered sensitive and do not give out any confidential information;
- Dress appropriately and responsibly;
- You must not turn up for meetings or for work while under the influence of alcohol, petrol, marijuana or any other regulated substances;
- Do not use your position to further your own interests or your friends or relatives;

¹ This is a plain English version of the Code of Conduct for Executive Board Members, the Director of Administration, General Manager and Anangu Pitjantjatjara Yankunytjatjara Employees and it does not detract or replace the Code endorsed at the AGM held at Umuwa on 27 March 2008.

- Avoid conflicts of interest; and,
- Take reasonable care to protect yourself and other people.