

MSA Code of Conduct

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1. Purpose

- 1.1. Monash Student Association (MSA) is committed to providing relevant, dynamic and high quality student services. MSA seeks to be a leader in the provision of student services and to demonstrate that student run organisations are best served to provide services to students. In order to ensure the quality of our services, MSA believes in the need to create a culture where performance and behaviour of workplace participants is consistent with our vision and core values. The Code of Conduct seeks to ensure that all workplace participants are treated fairly and with respect; and to foster a culture of positivity and organisational pride.
- 1.2. Workplace participants have a legal and moral responsibility to manage the organisation in the best interests of the community it serves. This Code of Conduct will provide a guide for workplace participants in relation to the standard of behaviour expected at MSA; a broad framework of general rules and principles that will help workplace participants decide on the appropriate course of action when faced with an ethical decision. It cannot, for practical purposes, seek to cover all issues which could arise.
- 1.3. MSC members and workplace participants will demonstrate professional ethical behaviour at all times – in their responsibilities to MSA, in their professional relationships with each other, and in their professional service to the community – and will be required to adhere to this code of conduct. No behaviours that are abusive in any manner will be tolerated. This will include verbal abuse, physical abuse and emotional abuse.

- 1.4. The Monash Student Council and all MSA workplace participants will take every due and proper measure to ensure that there is not and that there shall not be, any conflict between the personal and private interests of workplace participants and their responsibility to MSA. Actions that may serve to compromise the integrity of MSA and its stewardship obligation will not be allowed or tolerated. MSA workplace participants occupy a position of trust within the Monash community at Clayton and shall act at all times to preserve that trust.
- 1.5. Violation of this policy could be seen as a matter of serious consequence and may result in disciplinary action, up to and including dismissal.

2. Application of this policy

- 2.1. This policy applies to the following persons, collectively referred to in this policy as 'workplace participants':
 - a) all prospective and current full-time, part-time and casual employees of MSA;
 - b) all volunteers engaged by MSA or its associated entities;
 - c) all agents and contractors engaged from time to time by MSA
 - d) all office bearers and members of MSA bodies
- 2.2. 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 workplace participants are expected to comply with this policy at work related events or functions.
- 2.3. A "work related event or function" means any event or function that is connected to MSA. These may include, for example:
 - a) on-campus MSA events,
 - b) conferences,
 - c) work lunches,
 - d) Christmas parties
- 2.4. In relation to employees who are covered by the MSA Enterprise Agreement; where there is an inconsistency between this document and the MSA Enterprise Agreement, the terms of the Enterprise Agreement are to take precedence to the extent of the inconsistency.

3. Personal and Professional Behaviour

- 3.1. MSA Workplace Participants Shall:
 - a) Publicly and privately support the organisation and each other, acknowledging the strengths and weaknesses of others and acting with courtesy and respect.
 - b) Treat other workplace participants and MSA clients fairly, with respect and in accordance with their rights. MSA workplace participants must not harass, bully, victimise or discriminate against fellow workplace participants, clients or others who may visit the MSA's workplaces or services.
 - c) Act honestly and in good faith at all times in the interests of the organisation and objectives, ensuring that all stakeholders, particularly those who are recipients of services, are treated fairly according to their rights.
 - d) Maintain and develop knowledge in our relevant areas of responsibility.
 - e) Exercise best professional and ethical judgement. Make decisions fairly, objectively and without bias, using the factual information available, and where appropriate documenting those decisions.

- f) Perform our duties as best we can, taking into account our skills, experience, qualifications and position. We shall act safely and in a consistent manner.
- g) Maintain a co-operative and collaborative approach to all working relationships.
- h) Exercise any positional and /or supervisory power and responsibility properly, respecting the dignity, rights and entitlements of all workplace participants and MSA service users.
- i) Ensure the efficient and effective use of MSA's resources.
- j) Comply with any legislative, industrial and internal requirements, and lawful and reasonable directions given by our managers.
- k) Make ourselves aware of MSA policies and procedures and ensure we comply with the requirements therein.
- l) Ensure that all transactions, agreements and records that flow from relationships with MSA's stakeholders will be accurately and openly recorded in the organisation's books and records, and no entries will be made which obscure the true nature of a transaction.
- m) Respect the confidentiality of our clients and abide by all relevant privacy legislation and internal rules in our handling of clients' information. [See **Privacy Policy** for more information]
- n) Maintain, observe and respect our duty of confidentiality to the MSA regarding any information gained through their work and not disclose confidential MSA information except as authorised by the MSA Executive, or as required by law. Workplace participants must not divulge personal information or the address or phone numbers of Employees, MSC Members, Volunteers, Contractors, other Workplace Participants or service users. [Refer to **Privacy Policy** for additional information.]
- o) Act responsibly on becoming aware of possible unethical behaviour or wrongdoing by another workplace participant. This includes reporting behaviour to supervisor, manager, Executive Officer or MSA Executive members.

4. Monash Student Council

4.1. The members of the MSC shall:

- a) Be diligent, attend MSC meetings and devote sufficient time to preparation for meetings to allow for full and appropriate participation in the MSC's decision-making.
- b) Observe confidentiality relating to non-public information acquired by them in their role as MSC Members and not disclose such information to any other person.
- c) Meet regularly to monitor the performance of management and the organisation as a whole. To do this the MSC 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 MSC.
- d) 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. [Refer to **Financial Delegations to Staff** for more information.]
- e) Ensure that the independent views of MSC members are given due consideration and weight.
- f) Ensure that stakeholders are provided with an accurate and balanced view of the organisation's performance, including both financial and service provision.
- g) Regularly review its own performance as the basis for its own development and quality assurance. Individual MSC Members should also review their own performance with a view to ensuring a suitable contribution to MSC deliberations and decision-making and, if found lacking, should either pursue training or assistance to improve their performance, or resign.

- h) Carry out its meetings in such a manner as to ensure fair and full participation of all MSC members.
- i) Ensure that the organisation's assets are protected via a suitable risk management strategy.
- j) Ensure that personal and financial interests do not conflict with the duty to the organisation. [Refer to *Conflict of Interest* section of this Code of Conduct]

5. Workplace Participants

5.1. Workplace Participants shall:

- a) Be punctual and reliable in their attendance and adhere to their prescribed and authorised hours of duty.
- b) Comply with the prescribed terms and conditions of their employment/engagement.
- c) Record their attendance for duty in the manner prescribed.
- d) Notify the organisation of any inability to attend duty as early as possible so as not to inconvenience others or delay the work of the organisation.
- e) Carry out duties in a lawful manner and ensure MSA carries out its business in accordance with the law, and recognise both legal and moral duties of their role.
- f) Respect and safeguard the property of the organisation, the public and colleagues; and observe safe work practices so as not to endanger themselves or others. [Refer to *Occupation Health and Safety Policy* for more information.]
- g) Ensure that MSA will market its services with integrity and accuracy.
- h) Ensure that personal and financial interests do not conflict with the duty to the organisation [Refer to *Conflict of Interest* section of this Code of Conduct].
- i) Undertake no personal or business activities for personal gain while at the organisation or while conducting business of the organisation: procedures associated with such activities will not be carried out on the organisation's computers without open and express permission of a higher authority.
- j) Discuss issues where appropriate with other employees, management, MSA Executive, and/or MSC members to determine whether or not a contemplated action is ethical.

6. Conflict of Interest

- 6.1. MSA expects workplace participants to perform their work honestly and in accordance with the best interests of MSA.
- 6.2. MSA workplace participants must not use their position, or knowledge gained through their position, for private or personal gain.
- 6.3. Any workplace participant who senses they may have a conflict of interest in relation to any current or potential MSA activity must immediately declare the full extent of that conflict in writing to the Executive Officer or the MSA President.
- 6.4. Upon receiving a declaration of conflict of interest, the Executive officer of the MSA President, in consultation with the Executive, must assess whether the conflict of interest is such that it requires the workplace participant to be removed from the particular activity.
- 6.5. It is unacceptable for any workplace participant to receive any secret commissions or personal payments from MSA suppliers. A breach of this rule may result in immediate disciplinary action or termination.

7. Public Comment

- 7.1. Only the MSA President may make comments to the media on behalf of the MSA.
- 7.2. Where a workplace participant receives a request from the media for public comment, they must refer the request to the MSA President.
- 7.3. Comments made publicly via MSA Social Media must adhere to **MSA Social Media Policy**.

8. Alternative or 'Outside' Employment or Activity

- 8.1. MSA encourages workplace participants to pursue interests outside of the MSA. However, workplace participants 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 MSA 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 MSA [Refer to ***Conflict of Interest*** section of this policy].

9. Acceptance of Gifts or Benefits

- 9.1. Workplace participants must not solicit any gifts, benefits or favours for themselves, or any person with who 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 staff member under any obligation.
- 9.2. 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 workplace participants under any obligation. Where a workplace participant is in doubt, the facts should be made known to the Executive Officer, MSA President or their delegates at the earliest possible time and an appropriate opinion sought as to propriety.
- 9.3. Subject to 9.2, 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 workplace participants.
- 9.4. Accepting gifts, favours or hospitality, offered an inducement is, in all of 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 workplace participant or to confidential information concerning MSA.

10. Failure to Comply and Related Disclosures

- 10.1. A failure to comply with the MSA Code of Conduct may result in disciplinary action being taken. Disciplinary procedures as contained in any relevant industrial instruments and MSA procedural documents will be followed.
- 10.2. Serious or repetitive breaches of this Code of Conduct may result in termination.

- 10.3. Workplace participants must report breaches of this Code to either the Executive Officer (or delegate) or MSA President (or delegate).
- 10.4. The MSA will use its utmost endeavours to protect staff who in good faith and with good grounds report breaches referred to in 10.3
- 10.5. If, upon inquiry, it is found that a purported disclosure pursuant to clause 10.3 is untrue and was made with malicious, frivolous or mischievous intent, the action disclosure of disclosure will itself constitute misconduct and a breach of this Code, warranting the possible commencement of disciplinary action.

11. Responsibilities

- 11.1. It is the responsibility of the MSA Executive and the Executive Officer to ensure that:
 - a) This Code of Conduct is implemented throughout MSA;
 - b) Oversight and review of the Code of Conduct occurs in accordance with the MSA Development of Policy and Policy Review Procedures.
- 11.2. It is the responsibility of Managers to ensure that:
 - a) This Code of Conduct is implemented and its observance is monitored in their area;
 - b) Breaches of the Code of Conduct are dealt with promptly and in accordance with MSA's disciplinary procedures.
- 11.3. It is the responsibility of workplace participants to ensure that:
 - a) They observe the terms of this Code of Conduct.

12. Related Policies and Procedures

Anti-Bullying Policy
Complaints Handling Procedure
Equal Opportunity Policy
Freedom from Harassment Policy
Occupational Health and Safety Policy
Social Media Policy

13. Version History

Current Version

Finance/Risk/Governance
Subcommittee Approval: 21/4/16
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Prior Versions

1. MSC Approval: 14/13; 25/10/2013