



# Code of Conduct

## St John NT

# CEO Statement of Commitment

At St John NT we are committed to providing a working environment that is safe, respectful, collaborative, and diverse.

Equally we are committed to delivering our services with integrity and empathy towards our community.

The St John NT Code of Conduct is the organisation's commitment to upholding our Core Values of Respect, Integrity, Collaboration and Empathy (RICE). With this Code we strive as an organisation to embody these values on a daily basis and create change within our communities.

Our Executive Leadership team and I commit to upholding this Code of Conduct and striving each day to encourage all workplace participants to do the same.



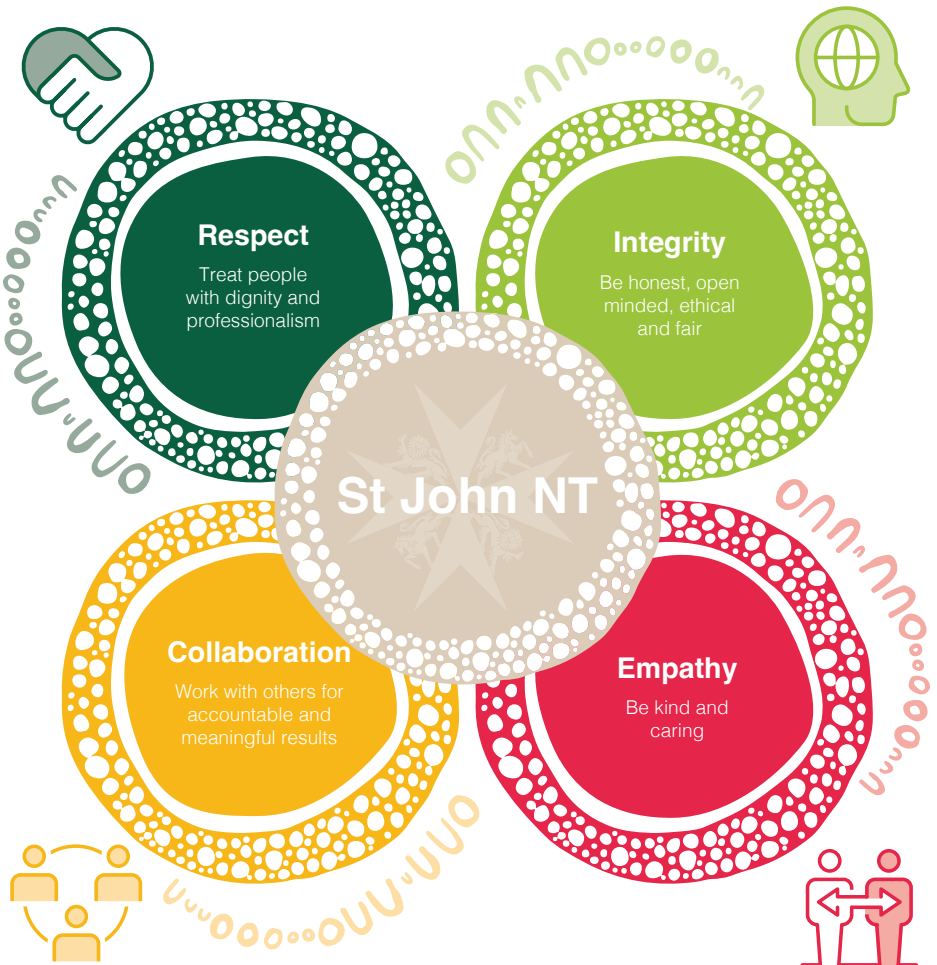
**Andrew Tombs**  
**Chief Executive Officer**

20 September 2023

# Introduction

The St John NT Values are the foundation of our code of conduct. The Values are deep in the heart of everything we do at St John NT and underpin how workplace participants and our leaders are expected to conduct themselves and undertake their work.

**The St John NT values are:**



# Purpose of the Code

The St John NT Code of Conduct (the 'Code') recognises the importance of a work environment which actively promotes best practice and collaboration. The purpose of this Code is to establish conduct standards expected from workplace participants providing services on behalf of St John NT and to ensure these standards align to legislative requirements.

This Code operates in conjunction with other policies relating to minimum standards of behaviour and conduct, contracts of employment, enterprise agreements, Awards, or contracts for services.

## Who the Code Applies to

The Code of Conduct applies to all St John NT workplace participants including, Board members, employees, volunteers, and contractors.

## Requirements of the Code

The Code sets out the minimum standards of conduct and ethical behaviour for all workplace participants. In order to maintain public confidence in the services provided by St John NT, workplace participants must exhibit integrity and the highest level of ethical standards in carrying out their duties. Workplace participants must at all times pursue the best interests of St John NT.

As representatives of St John NT, all workplace participants are expected to conduct themselves in a professional and courteous manner and observe the standards of behaviour within this Code both inside the workplace and outside the workplace (where the workplace participant can be perceived as representing St John NT).



# Respect

*Treat people with  
dignity and  
professionalism*



## **We respect each other and our stakeholder by:**

- Treating the stakeholders, suppliers, co-workers, company management and the general public in a non-discriminatory manner with proper regard for their rights and dignity.

In this regard, discrimination, victimisation or harassment based on a person's race, employment status, religion, gender identity, age, sexuality, sex characteristics, relationship status, carer responsibilities, pregnancy, union membership, disability, accommodation status, language or any other classification protected by law will not be tolerated.

- Avoiding the use of language that is considered inappropriate for the workplace and is likely to cause offense, intimidation or insult to a person. We ensure our language and conduct does not deliberately upset or inconvenience other workplace participants.
- Refraining from any form of conduct which may cause any reasonable person unwarranted offence or embarrassment, or give rise to the reasonable suspicion or appearance of improper conduct or biased performance.

*“Respect means hearing and valuing other people to build something bigger than one single person. It is ultimately about trusting in the people around us, in their experiences, their thoughts, and their ideas, which allows us to be more creative and dynamic.”*



# Integrity

*Be honest, open minded, ethical and fair*



## **We act with integrity by:**

- Declaring all perceived, potential or actual personal / financial conflicts of interest.

Therefore, we will refrain from taking advantage of our positions and will not misuse information gained in our official capacity for personal benefit or gain, or for the personal benefit or gain of another person.

We acknowledge that St John NT has a legitimate interest in our private activities where such activities may conflict with the interests of St John NT, or where they may bring disrepute upon St John NT in its relationships with customers, clients, suppliers, and the general public at large.

We will declare any secondary employment engagements to our supervisor and gain approval prior to engaging in such an arrangement. Furthermore, we will not accept any employment with another organisation that is a supplier or competitor of St John NT, or any other employment that is in conflict with our position at St John NT.

- Maintaining throughout our employment or engagement with St John NT, and after the termination of employment or engagement, the confidentiality of any confidential information, records or other materials acquired during the employment or engagement with St John NT.
- Maintaining and developing the knowledge, skills, and licences necessary to carry out our duties and responsibilities.
- Observing workplace health and safety policies / obligations and adhering to all procedures and initiatives undertaken by St John NT in the interests of work, health & safety and wellbeing.
- Not making public comments to the media or otherwise pertaining to St John NT without express approval from the CEO.



*“Integrity to me means a strong sense of moral compass, making sure you are always acting with the best of intentions and for a positive outcome. Being honest and true to your own values.”*



- Advising the People & Culture team at the earliest opportunity in writing if we are:
  - a. charged with any criminal offence and the details of the charge(s) relating to the alleged criminal offence including court dates;
  - b. convicted of any criminal offence including any sentence imposed;
  - c. under investigation by AHPRA, or other regulatory & compliance body.
- Being truthful in all dealings with persons encountered at the workplace. We do not make false or misleading declarations during the performance of our duties or when providing services on behalf of St John NT.

A declaration can be considered to be misleading if information is excluded or presented in a manner that enables a misleading view of the situation to be formed. This includes failure to comply with reporting requirements and falsifying records and other documents.
- Being professional in our communication, appearance, presentation, and grooming. Take appropriate care of and wear the uniforms allocated to us in the appropriate manner; if we are entitled to wear our own clothes, ensure our appearance is neat, tidy and professional.
- Ensuring any personal use of social media platforms, to which we are affiliated with St John NT, aligns with St John NT values and cannot be perceived as representing or making decision on behalf of St John NT.
- Observing child safe practices in accordance with the National Principles for Child Safe Organisations and the St John Australia Child Safe Code of Conduct.

# Collaboration

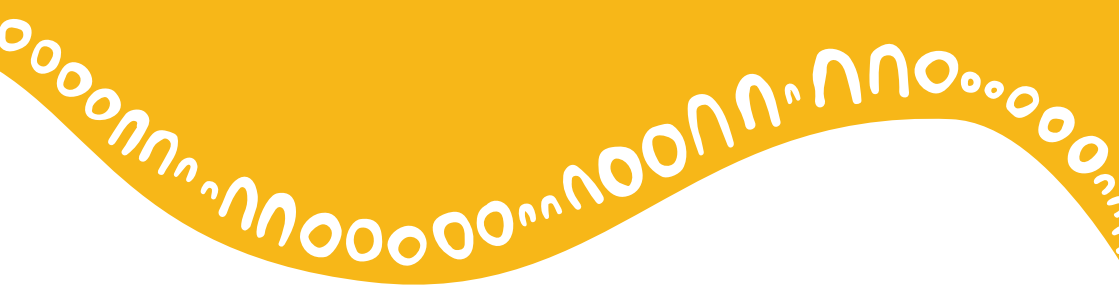
*Work with others for accountable and meaningful results*



## **We demonstrate collaboration by:**

- Reporting workplace behaviour that a reasonable person would suspect is improper, violates any law, ethical principles, policies, breaches the Code and/or is a danger to the health and safety of any person in the workplace.
- Respecting St John NT's ownership of all of its property, including but not limited to funds, equipment, supplies, books, records and confidential information (however described), and looking after them as far as reasonably practical.
- Not reporting for work in circumstances where there is a risk that you may be unfit for work or could be affected / impaired by alcohol and/or other drugs.
- Informing our supervisor of any prescription medication that may affect our fitness for specific duties (i.e. driving or operating machinery) prior to the commencement of the working day. We produce medical evidence (when requested) to prove the medication does not affect our capacity to perform our duties in a safe manner without harming ourselves or others.
- Conducting ourselves in a manner that demonstrates our commitment to a workplace free from all forms of bullying, discrimination, sexual harassment and violence. This includes reporting indirect instances of bullying, discrimination or sexual harassment towards another individual.

*“To me, collaboration is about holding trust in the capabilities of each member of our team, and bringing everyone together to work toward that shared goal of our vital service to the NT community.”*

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- ✓ Complying with all laws, policies, procedures, rules, regulations, contracts and all lawful and reasonable directions from St John NT.
  - ✓ Attending work when rostered and maintaining punctuality. If we are late or cannot report for work, we communicate with our supervisor and let them know as soon as possible and prior to our start time. We communicate with our supervisor why we are absent, how long we expect to be absent and when we intend on returning to work.
  - ✓ Following the appropriate protocols for addressing our grievances or concerns and not under any circumstance approaching Board members in relation to operational matters, and we will hold Board members accountable for the same.
  - ✓ Ensuring we do not engage in conduct or take any action which may damage the reputation and or image of St John NT.
  - ✓ Ensuring our focus, while we are at work, remains on our job. We do not use our ordinary working time for personal gain or personal activities. We communicate our whereabouts with our supervisor and ensure we communicate with our supervisor effectively when personal emergencies arise that require us to leave or take a break from work.
  - ✓ Recognising the achievements of our colleagues by providing them with feedback and acknowledgement.
  - ✓ Performing work duties competently and responsibly, with a focus on delivering and supporting high quality services to the community and delivering high quality services to other internal or external service clients.

# Empathy

*Be kind and caring*



## **We show empathy by:**

- ✓ Being honest, fair and sympathetic in our dealings with stakeholders, clients, suppliers, co-workers, management and the general public.
- ✓ Acting in good faith with the interests of the Community in mind.
- ✓ Being understanding of the needs of others. We are willing to put other people first and work together towards a common goal.



*“To me, empathy is a respectful understanding of what others are experiencing. Through genuine empathy - we can achieve the best relationships possible with our patients, our colleagues and ourselves.”*



# Roles and Responsibilities

## **All workplace participants are responsible for:**

Embodying the St John NT Values in all work performed; and  
Always complying with the Code.

## **The leadership and supervisory team are responsible for:**

Leading by example, promoting team spirit and demonstrating the Code and RICE values.

Not condoning, permitting, or fail to report any breaches of the Code; or behaviours that do not align to the RICE values.

Ensuring compliance with St John NT's procedures when managing performance and supervising staff.

## **The Executive Leadership team are responsible for:**

The implementation of this Code on behalf of the Chief Executive Officer (CEO).

# Breaches of the Code

St John NT expects that all workplace participants adhere to the requirements outlined in this Code.

Persons who are found to be in breach of the Code and the expectations as workplace participants of St John NT may face disciplinary action which may include termination of employment, or membership as a volunteer.

If an employee or volunteer is concerned about behaviour that is in breach of this Code the matter should be raised immediately with the appropriate manager, senior staff, or volunteer member. St John NT will investigate any allegations to determine the seriousness or nature of the breach.

# Process to Raise Concerns

Workplace participants are encouraged to raise any concerns they have about the Code with their direct supervisor / manager, or a member of the People & Culture team.

1. Speak with your direct manager about any concerns. If this is not suitable contact your most senior manager/volunteer member.
2. If the issue remains unresolved or your senior manager/volunteer member has not resolved to your satisfaction, you may contact the People & Culture team to investigate further.
3. If the matter remains unresolved, the final step in seeking resolution is to raise concerns to the Chief Executive Officer (CEO) in writing, outlining their grievance and attempts to resolve. The CEO's delegate or an external party may investigate the matter and their decision will be final.
4. If the issue relates to the CEO, then concerns are to be raised with the Board Chair.

Board members, employees and volunteers may seek information from the Peer Support network or the Employee Assistance Program.

## Variations

St John NT reserves the right to vary, replace or terminate this Code from time to time.

If at any time this Code conflicts with any piece of Legislation / Regulation, that Legislation / Regulation shall prevail.

## Contact and Further Information

This Code is updated by the People & Culture team. Should you require any clarification or have any questions, please reach out to the team at [peopleandculture@stjohnnt.asn.au](mailto:peopleandculture@stjohnnt.asn.au)

