

HSSO CODE OF CONDUCT

1. Overview

The Human Services Skills Organisation (HSSO) is a national employer-led body addressing the growing and evolving workforce needs of the human services sectors. We empower a community of cross-sector collaborators to develop, pilot and deliver responsive, fit-for-purpose workforce development and training programs.

To assist the HSSO in delivering its mandate, employees must maintain an inclusive, professional, and ethical work environment, which promotes the purpose and vision of the organisation. The Code of Conduct sets out the basic principles and rules that all members of the HSSO team must follow in the performance of their work.

2. Purpose

The purpose of this policy is to provide advice on the standards of behaviour that are required of the HSSO team. The Code of Conduct sets out the basic principles and rules that all members of the HSSO team must follow in the performance of their work.

3. Audience

This policy applies to the HSSO's:

- Board
- Chief Executive Officer
- Employees

4. Guiding Principles

The HSSO team is expected to behave in a way that is aligned to our purpose and vision.



Purpose

The HSSO is a driver of change. We are here to improve the skills of the human services sector to deliver the best outcomes for Australians.

We will use our unique position to connect stakeholders across the human services sector to deliver the best outcomes for Australians.



Vision

Australia's human services industry is equipped with a skilled, diverse, and adaptable workforce meeting its needs now and into the future.

5. Policy

The Code of Conduct outlines the required standard of acceptable conduct and behaviour that is expected of employees in the performance of their duties and interactions in the workplace regardless of where duties are performed. This required standard of acceptable conduct and behaviour supports our ability to maintain stakeholder trust and confidence in the integrity and professionalism of the services we provide.

The Code of Conduct and the behaviours outlined within it are fundamental to the HSSO building healthy, positive, and respectful relationships with our stakeholders. The Code of Conduct also governs the way in which all HSSO employees are expected to relate to one another and all stakeholders.

The Code of Conduct is not intended to provide a detailed and exhaustive list of what to do in every aspect of work. Instead, it represents a broad framework that will help guide conduct and behaviour in the performance of duties and interaction in the workplace.



6. Responsibilities

HSSO team members will:

- Be aware of and comply with the Code of Conduct.
- Report behaviour that may be contrary to the Code of Conduct and required standards of behaviour.
- Keep all records, documents and communications accurate, truthful, and up-to-date.'
- Inform yourself and comply with all HSSO policies and procedures relevant to your position.'

7. Standards of Conduct

7.1 Personal and Professional Behaviour

HSSO team members will:

- Uphold the highest standards of honesty, integrity, and transparency in the conduct of duties.
- Treat others, including other HSSO team members, employers, current and future workers, training organisations, industry experts, peak and workforce bodies, and government with respect, dignity, fairness, and courtesy.
- Exercise the best judgement to act in the best interest of human services employers across aged care, disability care, veterans' care, allied health, community health, youth services, and early childhood education and care.
- Make decisions ethically, fairly and without bias using the best factual information available.
- Never act in a discriminatory, harassing, or violent way towards others.
- Never use your position to gain advantage over or exploit the vulnerability of others.
- Avoid putting yourself or the HSSO in a real or perceived conflict of interest.
- Conduct all business activities in a responsible manner, consistent with ethical obligations of stewardship and in accordance with all applicable laws, policies, and procedures.
- Be proactive in maintaining a health and safety focus in the workplace and all that we do.
- Use information technology, including internet and email, in a professional and appropriate manner.
- Never participate in, or assist others to participate in, any illegal and/or criminal activities.
- Comply with any legislative, industrial, or administrative requirements, and all lawful and reasonable directions given by persons in authority.
- Act responsibly in the event of becoming aware of any unethical behaviour or wrongdoing by any other member of the HSSO team and report such conduct or activities to the appropriate level of management.

7.2 Use of HSSO Resources

As an employee of the HSSO, you will never destroy or take for personal use any items belonging to the HSSO without prior written approval. You will use HSSO equipment, funds, facilities, and other resources effectively, economically, and carefully and for the benefit of the HSSO.

7.3 Public Comment

HSSO employees will ensure that public comments (either verbal or written) made in a private capacity are not attributed as official comment of the HSSO. In this regard, the use of official stationery, email addresses, or any other electronic identifiers is not permitted for private correspondence or for purposes not related to official HSSO duties.

7.4 Use of Information

The HSSO team members will:

- Collect, use, and disclose confidential information only in accordance with HSSO policy and applicable privacy laws.
- Protect confidential information.
- Only access confidential information when it is required for work purposes.
- Not use confidential information for any unofficial or non-work purposes.
- Only release confidential information if authorised to do so.

7.5 Responsibilities after leaving the HSSO

HSSO employees who leave the organisation must:

- Not disclose any official information after leaving the HSSO that was non-disclosable during their engagement.
- Ensure that public comments (either verbal or written) made in a private capacity are not attributed as official comment by the HSSO.
- Not use official stationery, email addresses or any other electronic identifiers of the HSSO for any purpose.

HSSO team members must be careful in dealings with former employees ensuring you do not give them favourable treatment or access to personal, confidential, or official HSSO information.

8. Failure to comply with the Code of Conduct

HSSO employees may be subject to disciplinary action, up to and including termination of employment or contract, where it is established that a breach of the Code of Conduct has occurred.

9. Definitions

'**Confidential information**' means information that is obtained or developed in the course of the conduct of HSSO business and which if disclosed will or could lead to risk, damage, or injury to HSSO, its employees or stakeholders.

10. Document history and contact details

Version:

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Revision history:

Revision date:	Summary amendments:	of Prepared by:	Version:
TBD	Policy Development	Board Secretary	1.1

Contact details:

Owner:	HSSO Board
Contact officer:	Board Secretary, amber.belindo@hssso.org.au

Human Services Skills Organisation
Code of Conduct

As a term of my engagement with the Human Services Skills Organisation (HSSO), I agree to uphold and abide by the HSSO Code of Conduct.

I have received and read a copy of the HSSO Code of Conduct and have been afforded with the opportunity to seek clarification where required.

PRINT NAME

SIGNATURE

DATE