

CODE OF CONDUCT POLICY

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Drafted by	Tim Rogers	Approved by MC on	1 November 2023
Responsible person	CWAA Chair	Scheduled review date	1 January 2025

INTRODUCTION

Cycling Without Age Australia Inc (CWAA) is a value-driven organisation. Those values are:

- **Generosity** – giving to others with a full and kind heart
- **Slowness** – slowing down to be present in the moment, and sense who and what is around us
- **Storytelling** – sharing who we are, our memories and the lives we lead
- **Relationships** – connecting with other people across generations and abilities, and reconnecting with ourselves
- **Joy** – having a spark in our lives, a twinkle in our eyes and a smile on our faces, whatever our circumstances
- **With Dignity** – living our lives in a positive way whatever our age, ability or background

CWAA is committed to ensuring every interaction we have with our fellow workers, passengers, stakeholders and all members of the wider community is memorable for all the right reasons.

We value our workers and expect them to exercise respect and integrity and always treat other workers, passengers, stakeholders and all members of the wider community with dignity and respect.

PURPOSE

This policy outlines CWAA Inc's expectations regarding the behavior of our workers, contractors and representatives, towards others and their ethical practice when performing any actions on behalf of CWAA Inc or when representing CWAA Inc.

SCOPE

This policy applies to all CWAA workers, contractors and third parties acting on our behalf whenever they are identified as a representative of CWAA, including at any CWAA event or function, external meeting, or any other interaction in person or virtually in which they are representing CWAA.

The code of conduct does not replace legislation, and if any part of it is in conflict, then legislation takes precedence.

ASSOCIATED POLICIES

CWAA has a suite of mandatory Policies and Procedures related to this Code of Conduct which are applicable to all CWAA workers.

These documents are available via the following links and must be read and signed as read in the Acknowledgement page in the CWAA Volunteer Handbook.

Title	Link (Do NOT Amend documents owned by CWAA)
CWAA Bullying Policy	Click HERE
CWAA Sexual Harassment Policy	Click HERE
CWAA Managing Unsatisfactory Performance Policy	Click HERE
CWAA Anti-Discrimination Policy	Click HERE
CWAA Performance Management Policy	Click HERE
CWAA Staff Grievance Policy	Click HERE
CWAA Equal Opportunity Policy	Click HERE
CWAA Volunteer Management Policy	Click HERE

DEFINITIONS

“Worker” refers to volunteers and employees of Cycling Without Age Australia (CWAA).

“Contractor” refers to an external service provider who provides their services to Cycling Without Age under a contract or service agreement.

“Representative” refers to anyone who represents CWAA, including third parties acting on CWAA’s behalf or representing CWAA.

“Passenger” any person who receives a ride on a CWAA trishaw, or is scheduled for a ride

“Vulnerable People” Vulnerable people are people aged under 18 or other individuals who may be unable to take care of themselves or are unable to protect themselves against harm or exploitation, including older people and people with disabilities.

“Conflict of interest” conflict of interest can be actual, potential or perceived and may arise where the direct or indirect personal interests of a CWAA worker, contractor or representative conflict with, are in opposition to, appear to or actually inappropriately influence how they undertake their duties and obligations as a CWAA worker.

“Serious misconduct” involves a person deliberately behaving in a way that is inconsistent with continuing in their role with or on behalf of CWAA.

“Management Committee” refers to the duly elected Management Committee of CWAA Inc

“Executive Office Holder” refers to a person currently elected to an Executive Officer position (President, Vice President, Secretary or Treasurer) of the Management Committee of CWAA Inc.

“Local Chapter Sub-committee” refers to the duly appointed Sub-committee responsible for the day to day operation of a local chapter and accountable to the Management Committee

POLICY

CWAA Inc's workers, contractors and representatives will uphold the values of the organisation and behave to a high ethical standard at all times.

This Code of Conduct Policy provides the framework of principles for conducting CWAA Inc's activities and interacting with other workers, passengers, stakeholders and members of the wider community.

Respect all other people

All workers, contractors and representatives will be considerate and respectful of everyone they interact with. They will exercise fairness, equality, courtesy, consideration and sensitivity in dealing with them.

Promote the wellbeing of CWAA passengers

All workers, contractors and representatives will prioritise the wellbeing of our passengers in their interactions with them.

Our workers, contractors and representatives will make all reasonable accommodations to allow people who experience difficulties in their dealings with the organisation to benefit equally from its work.

Many of CWAA Inc's passengers are vulnerable people and our workers, contractors and representatives have an additional responsibility to promote the safety, participation, wellbeing and empowerment of vulnerable people and must never abuse, take advantage of, or exploit them in any way.

Minimise the acceptance of Gifts from passengers and carers

Some passengers and carers like to give gifts to CWAA workers, contractors and representatives as an expression of thanks. This should be handled sensitively to respect their desire to express thanks, while ensuring there is no reality or appearance of them being taken advantage of. Workers, contractors and representatives should sensitively try to discourage gift giving and must not accept gifts from passengers or carers that are individually of more than \$25 value, or which cumulatively across any 12 month period exceed \$100 value. Workers must report all gifts given to them to their Community Captain. This is to protect passengers and carers as well as workers, contractors and representatives from any appearance of taking advantage of passengers or carers.

Promote the best interests of CWAA Inc

All workers, contractors and representatives will act in CWAA Inc's best interest and promote and enhance the organisation's good reputation.

Maintain and promote a safe workplace

All workers, contractors and representatives will maintain a safe workplace and must not act in any way that might risk the health and safety of themselves or others.

Maintain and promote a high standard of integrity and professionalism

All workers, contractors and representatives will act with and maintain a high standard of integrity and professionalism. They will perform their duties to a good standard and with honesty, care and diligence.

They will take responsibility for their actions and be accountable for them.

They will perform their duties in alignment with the requirements of CWAA Inc and within agreed timeframes.

They will be diligent in their timely attendance for rostered and organised duties.

Avoid conflicts of Interest

All workers, contractors and third party representatives will avoid conflict of interests, and will promptly disclose to their Community Captain any interest which may constitute a conflict of interest.

Comply with law, policy and procedure

All workers will abide by CWAA's policies, procedures and lawful directions and all relevant legislation.

Protect CWAA Inc property and resources

All workers will be responsible and scrupulous in the proper use of CWAA Inc's information, funds, equipment and facilities.

Breach and Reporting

Any person who in good faith, raises a complaint or discloses an alleged breach of the Code of Conduct, whilst following correct reporting procedures, will not be disadvantaged or prejudiced. All reports will be dealt with in a timely and confidential manner.

Any worker, contractor or representative who becomes aware of a breach of this Code of Conduct should take appropriate action as listed below.

For minor, one-off breaches, if the worker, contractor or representative feels comfortable to do so they should provide direct feedback to the person who has breached the Code of Conduct that their behaviour is not aligned with the Code of Conduct, and that they need to stop and remedy the situation. This should be done in a spirit of mutual respect and collegial responsibility. Good teams keep themselves accountable to one another.

If the worker, contractor or representative doesn't feel comfortable or safe to give feedback directly, or if there are repeat breaches, or if there are more serious breaches, they must report it to their Community Captain. The Community Captain must then inform the Subcommittee members and ensure it is addressed in a timely and appropriate way.

In situations of alleged serious misconduct or criminal activity the Community Captain must consult with the Executive of the Management Committee to decide what action is taken (based on this and other relevant policies). In other situations the Community Captain can seek the advice of the Management Committee if needed.

Except in matters where referral to police or another authority is decided (see “Procedures for dealing with Criminal Conduct” below), the appropriate member of the local Chapter Subcommittee and/or Management Committee will address the alleged breach with the relevant person/s.

To the greatest degree possible this should be done as a learning opportunity in a confidential, non-confrontational approach with a view to resolving the issue and ensuring the person/s understand that they must comply with the Code of Conduct. An appropriate, confidential record of how the issue was addressed and resolved must be kept.

The person/s against whom the allegation is made have the right to natural justice (the right to know what is alleged against them, the right to put their case in reply, and the right for any decision to be made by an impartial decision-maker).

DISCIPLINARY ACTIONS

CWAA Inc may take disciplinary action against workers, contractors and representatives who repeatedly or intentionally fail to follow our code of conduct. Disciplinary actions will vary depending on the nature of the breach.

Possible consequences include:

- Education and re-training
- Formal warning
- Performance management
- Suspension or termination
- Referral of the matter to police or other authorities

PROCEDURES FOR DEALING WITH CRIMINAL CONDUCT

Some forms of misconduct such as corruption, theft, assault, fraud or embezzlement may constitute criminal conduct. While Cycling Without Age Australia is committed to treat most complaints about breaches of the Code of Conduct at an organisational level as far as possible, this type of conduct is not suited to internal resolution. Such matters should be treated by the criminal justice system.

CWAA Inc will refer such matters to the police or take other legal action and will follow appropriate directions from law enforcement and legal authorities regarding any communication or action taken with the person who has allegedly committed the misconduct.

AUTHORISATION



Secretary of Management Committee

Date: 1 November 2023

Cycling Without Age Australia