



Policy Number:	ML 1.30	Date:	28 th November 2018
		Approved by:	Board of Management
Version:	1/2018	Scheduled review date:	30 th November 2019

1. Statement of Context and Purpose

- 1.1 Melbourne Legacy (ML) recognises the importance of a work environment which actively promotes best practice. The purpose of these Codes of Conduct is to describe the standards of behaviour and conduct expected from Legatees, employees and volunteers in their dealings with Legacy representatives, suppliers, beneficiaries, co-workers, management and the general public.

2. Scope

- 2.1 For the purposes of the Codes, Legatees, employees, volunteers, agents and contractors (including temporary contractors) of Melbourne Legacy, are collectively referred to as 'workplace participants'. Melbourne Legacy expects all workplace participants to observe the standards set out in these Codes of Conduct.
- (a) Annex A: Code of Conduct – for Legatees
 - (b) Annex B: Code of Conduct – for Staff, Contractors and Volunteers
- 2.2 The Code of Conduct forms part of all employment contracts between an employee and Melbourne Legacy for the duration of his/her employment.

3. Related Documents

3.1 External Documents

Relevant Legislation or Authority:

- (a) Australian Human Rights Commission Act (1986).
- (b) Australian Charities and Not-For-Profits Commission Act 2012 (Cth).

3.2 Internal Documents

All policies and procedures of Melbourne Legacy.

4. Definitions

The following definitions apply specifically to this policy:

- 4.1 **Melbourne Legacy (ML)** means employees, Legatees, contractors or volunteers engaged to officially represent ML in the delivery of ML services and/or benefits.
 - 4.2 **Legacy Representatives** are employees, Legatees, contractors or volunteers engaged to officially represent Legacy in the delivery of Legacy services and/or benefits.
 - 4.3 **Legacy Beneficiaries** are those enrolled with Legacy and who are entitled to receive Legacy benefits.
 - 4.4 **Parties** - all employees, Legatees, volunteers, contractors and beneficiaries.
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5. Consequences of a Breach of this Policy

- 5.1 Compliance with the Codes is expected and non-compliance may result in disciplinary action which may be inclusive of but not limited to counselling / suspension / termination / laying of criminal charges.
 - 5.2 This also applies to agents and contractors (including temporary contractors).
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6. Policy Review

- 6.1 ML may make changes to this Policy at any time and will inform Legatees, volunteers and staff accordingly.
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7. Authorisation

Authorised by Board Resolution 28th November 2018.

1. Objective of the Code of Conduct for Legatees

- 1.1 Legatees have been the cornerstone of Legacy in Australia since 1923, providing essential assistance to the families of veterans who have given their lives or health serving our country. Melbourne Legacy acknowledges and values the substantial and ongoing contribution made by all its Legatees.
- 1.2 The object of this Code of Conduct is to ensure that Melbourne Legacy and its respective Legatees, staff and volunteer workforce act in accordance with the general principles of professional conduct, recognise and discharge their obligations in relation to their Legacy work to a high standard, unaffected by personal interest, and to keep fair the name of Legacy at all times.
- 1.3 All Legatees shall abide by the Code of Conduct. Failure to comply with this Code of Conduct may result in Melbourne Legacy taking disciplinary action as it sees fit against their respective members.
- 1.4 Melbourne Legacy recognises the importance of a work environment which actively promotes best practice. This Code of Conduct also describes the standards of workplace conduct expected from Legatees in their dealings with other Legatees, employees, volunteers, suppliers, contractors, beneficiaries and the general public.

2. Code of Conduct for Legatees

- 2.1 Legatees shall act honestly, fairly and with courtesy, competence, diligence, reasonable promptness and shall not engage in conduct prejudicial to the interests of the Legacy movement and in particular shall:
 - (a) Comply with all applicable legislation, including but not limited to, child protection and vulnerable people requirements, employment law; including misconduct, discrimination, bullying, harassment, sexual harassment, Workplace Health and Safety standards and training; as well as policies and procedures outlined by Melbourne Legacy and approved by the Melbourne Legacy Board of Directors. This may include taking steps to comply, for instance, to obtain checks or authorities.
 - (b) Advise dependents and families of veterans and others with full, accurate, truthful and relevant information in relation to, and when applying for pensions, benefits and services.
 - (c) Act only on the dependent's instructions in relation to action to be taken in respect of a claim or application for pension, benefits, or access to services.
 - (d) Conduct all contact with members of the veteran community, staff of government agencies, providers of services and the general community in a courteous and professional manner.
 - (e) Ensure that all available relevant details and documents are submitted with claims and applications for pensions, benefits and services.
 - (f) Only undertake work to the level at which they have been trained and have demonstrated competence.
 - (g) Maintain and expand their knowledge and skills base by further training and by seeking advice from the Department of Veterans' Affairs, staff of Government agencies or other service providers.

- (h) Maintain strict adherence to the Australian Privacy Principles, particularly where sensitive matters are discussed in/out of the workplace. This applies during membership with Melbourne Legacy and also after resignation. A Legatee is obliged to maintain the safety and confidentiality of any private and personal information, records or other materials acquired during their membership with Melbourne Legacy.
- (i) Promote the interests of the veteran community by communicating openly and honestly with the Department of Veterans' Affairs and other service providers, and by complying promptly with proper requests for information.
- (j) Provide their services for assistance, including pensions and associated matters, free of any fee gift or gratuity.
- (k) Respect Legatees, other workplace participants, beneficiaries and the general public in a non-discriminatory manner with proper regard for their rights and dignity.
- (l) Promptly disclose any personal interest or conflict of interest in any Legacy matter, and report any violations of misconduct, law, ethical principles, policies or this Code to the President of Melbourne Legacy.
- (m) Behave in a courteous, respectful and civilised manner at all times.
- (n) Not make any un-authorised statements to the media, beyond agreed advertising or editorial requirements, regarding Melbourne Legacy's business. Any requests for specific media statements should be referred to the President.
- (o) Refrain from engaging with other workplace participants when under the influence of alcohol, prescription medication or other substances which may impair the ability to communicate appropriately or work effectively.
- (p) Act at all times to ensure the good name and reputation of Legacy and to further its mission of caring for families of Australia's Defence Force veterans who have lost their lives or health serving their country.

3. Variations

3.1 Melbourne Legacy reserves the right to vary, replace or terminate this Code from time to time.

Melbourne Legacy Representative Acknowledgement

I acknowledge:

- *receiving this Code of Conduct Policy of Melbourne Legacy;*
- *that I will comply with the policy and procedure; and*
- *that there may be negative consequences if I fail to comply.*

Your name (printed): _____

Signed: _____

Date: _____