

Pr8166 - Guide to the Code of Conduct

Document Sponsor	Chief Executive Officer
Document Owner	Executive Manager People, Culture and Safety
References	Related training: 1ECOC20ST - Code of Conduct Module (UW) <i>Please refer to links provided under each section</i>

1. Introduction

Unitywater acknowledges the value of its workforce as a key component of organisational capability. The commitment, achievement, skill and contribution of each team member is required if Unitywater's vision 'To be a sustainable, industry-leading, community and customer-oriented water and allied services business' is to be achieved.

The Code of Conduct contributes positively to the culture of Unitywater by describing the conduct, values and behaviours expected of all Unitywater team members.

2. Purpose

The purpose of this Guide to the Code of Conduct is to provide detail on how Unitywater personnel are to meet their obligations under the Unitywater Code of Conduct.

3. Applicability

The Code of Conduct and this Guide to the Code of Conduct applies to all Unitywater personnel including employees, contractors, and members of the Board.

This guide forms part of the learning content in uLearn module: 1ECOC20ST - Code of Conduct Module (UW).

4. Integrity and impartiality

4.1 Commit to the highest ethical standards

Unitywater personnel are to:

- ensure any advice that they provide is objective, independent, apolitical and impartial;
- ensure their decision making is ethical and takes human rights into consideration in accordance with the [Human Rights Act 2019 \(Qld\)](#) and meet their obligations in accordance with [OP10733](#) - Human Rights Policy;
- engage with the community in a manner that is consultative, respectful and fair; and
- meet their obligations to report suspected wrongdoing, including conduct not consistent with the Code of Conduct, and in accordance with:
 - [BP8043](#) - Public Interest Disclosure Policy; and
 - [Pr9671](#) - Public Interest Disclosure Procedure.

Pr8166 - Guide to the Code of Conduct

4.2 Manage conflicts of interest

Having a conflict of interest is not unusual and it is not wrongdoing in itself. However failing to disclose and manage the conflict appropriately is likely to be wrongdoing.

Unitywater personnel are to comply with [BP8042](#) - Conflicts of Interest Policy and [F10627](#) - Conflict of Interest Declaration Form.

4.3 Demonstrate a high standard of workplace behaviour and personal conduct

Unitywater personnel have a responsibility to always conduct and present themselves in a professional manner, and demonstrate respect for all persons, whether fellow employees, clients or members of the public. Unitywater personnel are to:

- treat co-workers, clients and members of the public with courtesy and respect, be appropriate in their relationships with them, and recognise that others have the right to hold views which may differ from their own;
- ensure their conduct reflects Unitywater's commitment to a workplace that is inclusive and free from harassment and any sort of mental, physical or sexual violence within the bounds of the workplace;
- ensure their fitness for duty, and the safety, health and welfare of themselves and others in the workplace, whether co-workers or clients;
- ensure their private conduct maintains the integrity of Unitywater and its ability to perform its duties; and
- comply with legislative and policy obligations to report employee criminal charges and convictions.

Unitywater personnel are to comply with:

- [BP8734](#) - Work Health Safety and Wellbeing Policy;
- [Pr8218](#) - Fitness for Work Procedure;
- [OP8064](#) - Discrimination, Bullying and Sexual Harassment Policy;
- [OP10528](#) - ICT Acceptable Use Policy; and
- [Pr10576](#) - Corporate Uniform Procedure.

4.4 Manage participation in external organisations and contributions to public discussion appropriately

Unless prior authorisation has been given, Unitywater personnel are not to comment to the media on behalf of Unitywater.

Working as Unitywater personnel does not remove the right to be active privately in a political party, professional organisation or trade union. Like any other citizen, Unitywater personnel have the right to contribute to public discussions on community and social issues in their private capacity.

In doing so, Unitywater personnel are to:

- take reasonable steps to ensure that any comment they make will be understood as representing their personal views, not those of Unitywater;
- maintain the confidentiality of information they have access to due to their roles, that is not publicly available; and
- be aware that personal comments about a public issue may compromise your capacity to perform the duties of your role in an independent, unbiased manner.

Unitywater personnel are to comply with [OP8135](#) - Media Policy.

Pr8166 - Guide to the Code of Conduct

5. Promoting the public good

5.1 Commit to excellence in service delivery

Unitywater has been entrusted with public funds to develop and deliver services to the community.

Unitywater personnel have a responsibility to:

- deliver services fairly, courteously, effectively, and ensure they use resources efficiently and economically;
- assist all members of the community, particularly people with disabilities, those who speak languages other than English, and those who may find it difficult to access Unitywater's services; and
- treat complaints from customers and the community seriously and respond to constructive feedback as an opportunity for improvement.

When dealing with customers, Unitywater personnel are to comply with:

- [Customer Charter](#);
- [OP8127](#) - Concealed Leaks Policy; and
- [Pr8159](#) - Manage Complaints Procedure.

5.2 Ensure appropriate community engagement

Community participation is crucial to the development of quality planning and decision-making processes.

Unitywater personnel have a responsibility, where appropriate and in accordance with their duties, to:

- listen and respond to issues and concerns raised by individuals or communities;
- consult with the public to assist in the development of public policy; and
- assist in raising community awareness about public issues and policies.

When dealing with the community, Unitywater personnel are to comply with:

- [BP8134](#) - Stakeholder Engagement Policy;
- [OP10727](#) - Community Partnership and Sponsorship Policy; and
- [OP8133](#) - Community Engagement Policy.

5.3 Work as an integrated service

In order to deliver excellence in customer service, Unitywater personnel will work together to address complex issues and provide integrated services to the community.

Unitywater personnel have a responsibility, where appropriate and in accordance with their duties, to:

- share information with its Participating Councils and Queensland public service agencies, where permitted by law, to enhance the seamless delivery of services;
- share common-use assets, accommodation, and infrastructure with its Participating Councils to generate economies and efficiencies where applicable;
- collectively plan and deliver related programs and services with its Participating Councils and Queensland public service agencies; and
- work cohesively at the local, regional, state and national levels to provide integrated services.

Pr8166 - Guide to the Code of Conduct

6. Commitment to the system of government

6.1 Commit to our roles

The role of Unitywater personnel is to undertake their duties, and to give effect to the policies of Unitywater.

Unitywater personnel are to:

- accept that Unitywater Board has the right to determine policy and priorities; and
- be responsive to the Board's requests and implement decisions and policies professionally and impartially.

Unitywater personnel are to comply with:

- [BP8032](#) - Delegations of Authority Policy; and
- [Pr9378](#) - Delegations of Authorities.

6.2 Uphold the laws of the State and Commonwealth

Unitywater personnel are to comply with the laws of State, Australian and local governments and to ensure Unitywater remains compliant with its legal obligations.

Unitywater personnel are to comply with [BP8037](#) - Compliance Policy.

6.3 Comply with official Unitywater decisions and policies faithfully and impartially

Unitywater personnel are to:

- comply with all relevant awards, certified agreements, subsidiary agreements, directives, policies and standards; and
- adhere to the policies, organisational values and organisational documents of their employer (if that is not Unitywater).

7. Accountability and transparency

7.1 Ensure transparency in our business dealings

In order to ensure all Unitywater dealings with private industry are conducted with the highest level of integrity, Unitywater personnel are to ensure:

- business meetings with persons who were formerly Unitywater representatives are not on matters those persons had dealings with in their recent previous employment with Unitywater; and
- they manage gifts, benefits and hospitality in accordance with Unitywater policies.

Unitywater personnel are to comply with the:

- [OP8067](#) - Gifts and Benefits Policy; and
- [BP8049](#) - Corporate Entertainment Policy.

Pr8166 - Guide to the Code of Conduct

7.2 Ensure appropriate use of official resources, public property and facilities

Unitywater personnel are accountable for all resources that they use in the course of their duties. Unitywater personnel are to:

- be economical, and avoid waste and extravagance in the use of public resources for proper purposes;
- use any public resource in accordance with Unitywater policies;
- purchase, manage and care for public resources in accordance with Unitywater policies; and
- responsibly utilise human assets such as corporate knowledge and intellectual property, as public resources.

Unitywater personnel are to comply with:

- [OP8051](#) - Procurement Policy;
- [OP8080](#) - Asset Security Policy; and
- [OP10531](#) - ICT Information Management Policy.

7.3 Ensure appropriate use and disclosure of information

The public has a right to know the information that is created and used by the government on their behalf. This right is balanced by necessary protections for certain information, including personal information.

Information privacy legislation protects against the misuse of personal information and Unitywater personnel have an obligation to ensure the lawful collection and handling of personal information. In addition, Unitywater personnel are to:

- treat confidential information with care and use it only for the purpose for which it was collected or authorised;
- store confidential information securely, and limit access to those persons requiring it for legitimate purposes; and
- not use confidential or privileged information to further personal interests.

Unitywater personnel are to continue to respect the confidentiality of Unitywater information when they cease working for Unitywater. Unitywater personnel are to comply with:

- [OP8111](#) - Information Privacy Policy; and
- [OP10530](#) - ICT Information Security Policy.

7.4 Commit to continuous performance improvement

The capacity of Unitywater to deliver services to the community depends on an innovative and creative workforce, and a commitment to continuously improve the performance of Unitywater.

Unitywater personnel each have a responsibility, having regard to their own roles, to:

- maintain and develop their professional skills and knowledge;
- in consultation with their managers, take reasonable steps to identify and apply for development opportunities relevant to their current roles and responsibilities;
- actively participate in employee performance management processes, including induction, performance planning and development; and
- actively contribute to developing and improving business planning and processes, including innovative ways of delivering services.