



Water Industry Operators Association of Australia

P.O. Box 6012
Shepparton, Victoria 3632

Water Industry Operator Certification Scheme WIOA CODE of CONDUCT

This Code of Conduct outlines the standards of behaviour and commitment to excellence that is expected of Certified operational practitioners employed in the water industry.

This Code of Conduct represents a relevant and useful set of guidelines to ensure the profession of a Certified water industry operational practitioner continues to play a vital and ethical role in the operation of the water business.

Responsibilities of Certified Operators

Certified operational practitioner should assist in implementing this Code by helping to foster the professionalism of all operational staff within an atmosphere conducive to the promotion of integrity, appropriate behaviour and mutual respect in the workplace.

Compliance with Regulations and Protect Public Health

1. Understand and comply with relevant Legislation, Organisational policy, procedures and this Code. If there is any conflict between this Code and Legislation, the provision of the Legislation will prevail.
2. Provide services of the highest quality at all times to ensure the protection of public health and the environment.
3. Serve the public interest and act in a manner which promotes confidence in the integrity of all water industry operational staff.

Development of Skills and Pursuit of Best Practice

1. Engage in continuing learning to improve operational competence and extend knowledge and skills.
2. Actively pursue and wherever possible, implement systems which will lead to the attainment of industry best practice.

Knowledge Sharing and Mentoring

1. Seek to exchange and share all operational knowledge and skills attained as part of the Certification process and wherever possible, act as a mentor for other non-certified operators. Adequate training, supervision and instruction of staff are key factors in controlling and managing risks.
2. A Certified operational practitioner has an obligation to take steps to protect their own health and safety and that of their work colleagues, contractors or visitors to a site. They must ensure that staff observes risk management, health, safety, security and personal protective equipment procedures and requirements. Staff must identify and report hazards promptly, and supervisors must ensure risks are eliminated or controlled.
3. Co-operate in every reasonable and proper way with other water industry operational staff.

Act in an Ethical Manner at all Times

1. A Certified operational practitioner should not take advantage of their position to influence other staff in the performance of their duties in order to gain undue or improper advantage for themselves or any person or organisation.
2. Uphold high standards of personal integrity and avoid any discriminatory practices.
3. Certified operators need to recognise the professional and ethical dimensions of their work and give proper attention to the values which should guide their decisions and actions.

When faced with a difficult question ask yourself:

- Who needs to be consulted in making this decision?
- Is the decision or conduct lawful?
- Is the decision or conduct in line with the Legislative and organisational principles, including this Code of Conduct?
- What will be the outcome for the staff involved, work colleagues, the water business and its stakeholders?
- Do these outcomes raise a conflict of interest or lead to private gain at public expense?
- Can the decision or conduct be justified in terms of the interests of the water business or its customers?
- Would the action or decision withstand public scrutiny?

Breaches of the Code

A Certified operational practitioner should be aware that unlawful or unprofessional conduct, even in a private capacity, which damages the reputation of other Certified operational practitioners in the water industry may require disciplinary action.

Serious breaches of this code by a Certified operational practitioner will be deemed misconduct and may lead to disciplinary action.

Any breach of applicable laws, regulations, prevailing business ethics or other aspects of this Code may result in disciplinary action. Such disciplinary action may include (depending on the severity of the breach) reprimand, formal warning, loss of Certification points or termination of Certified status.

Review of the Code

To maintain the currency and value of this Code it will be reviewed and updated on a regular basis. Certified operational practitioners are invited to submit any suggested amendments to WIOA for consideration.

Applicant Name _____

Applicant Signature _____

Date ____ / ____ / ____
Date Month Year