



CODE OF CONDUCT POLICY



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TABLE OF CONTENTS

1. INTRODUCTION	3
2. OBJECTIVE	3
3. SCOPE	3
4. OUT OF SCOPE	4
5. DEFINITIONS	4
6. GENERAL PRINCIPLES	4
6.1 GENERAL CONDUCT	4
6.2 REGULATORY COMPLIANCE	5
6.3 CONFIDENTIALITY	5
6.4 CONFLICTS OF INTEREST	5
6.5 REPRESENTATION.....	5
6.6 PROPER USE OF AUTHORITY	5
6.7 COMPLIANCE WITH THE CODE	6
7. LAST UPDATED	6



1. INTRODUCTION

The Water Industry Operations Association of Australia (WIOA) values the contribution made by members in progressing WIOA's purposes both on its Board and its Committees and in general.

WIOA values:

- Integrity
- Being Safe
- Professionalism and Consistency
- Innovation & Sustainability
- Recognition and Celebration of Achievements
- Open, Honest, and Timely Communications
- Supportive Behaviour and Respect

WIOA has a legal responsibility to ensure its workplace is safe for attending Staff, Board, committee members, volunteers, members, and contractors.

This Code has been adopted to prescribe a minimum standard of conduct expected of members when dealing with each other, with WIOA staff and in representing the organisation.

2. OBJECTIVE

This Code aims to ensure all WIOA interactions are conducted with in line with its values and befitting the WIOA stature.

3. SCOPE

This Policy applies to all interactions involving WIOA Staff, Board, committee members, volunteers and members and any representative activities in which they are engaged on behalf of the Association.

4. OUT OF SCOPE

This Policy does not apply to:

- a) any obligations incurred by members acting within their professional employment;
- b) any matters not connected to WIOA; or
- c) any legal matters, including work health and safety matters (other than by reference to expected standards of behaviour). However, conviction of a serious offence may result in termination of membership.

5. DEFINITIONS

In this Code:

Member has the meaning given to that term in Clause 7 of the Constitution and includes:

- Individual Member
- Utility Member
- Corporate Member
- Associate Member
- Life Member
- Retired Member

6. GENERAL PRINCIPLES

6.1 GENERAL CONDUCT

When engaged with WIOA matters or activities, members are expected to:

- a) act in the best interests of WIOA;
- b) act with a high degree of professionalism, integrity, and mutual respect;
- c) treat other members, staff, office-bearers, volunteers, and clients of the organisation with respect, refraining from aggressive, abusive, harassing, or bully behaviours whether in person or on electronic platforms;
- d) not discriminate on the basis of, including but not limited to: race, disability, gender identity, age, religion;
- e) act in a manner so as not to bring the organisation or its mission into disrepute; and
- f) engage with other members and staff in a positive and constructive manner.



6.2 REGULATORY COMPLIANCE

When dealing with WIOA matters, members must comply with:

- a) when on the WIOA premises or performing WIOA duties, all WIOA By-laws and policies as notified or as reasonably inferred as relevant, and
- b) all relevant laws and regulations.

6.3 CONFIDENTIALITY

Confidential information is proprietary and valuable, and unauthorised disclosure may cause the WIOA damage.

In performing their role or interacting with WIOA, Staff, Board, committee members, volunteers and members may receive or have access to WIOA confidential information. In this context, confidential information includes all non-public WIOA information. Unless explicitly stated otherwise, all WIOA information is deemed confidential.

Accordingly, members in receipt of WIOA information must keep it confidential, and only use or disclose it as necessary for the purpose it was obtained for, or as authorised.

6.4 CONFLICTS OF INTEREST

When dealing with WIOA matters, Staff, Board, committee members, volunteers and members must comply with the WIOA Conflict of Interest Procedure, as updated from time to time.

6.5 REPRESENTATION

When acting as an official representative of WIOA shall represent the views and positions of the organisation, not their personal views.

6.6 PROPER USE OF AUTHORITY

Staff, Board, committee members, volunteers and members may be delegated authority by the WIOA Board, or the Chief Executive Officer. Such individuals must always ensure they act within this delegated authority for appropriate purposes.

No individual may use their position, their authority or any information received to obtain an advantage for themselves or detriment for others.



Importantly, proper functioning of WIOA requires adherence and respect to proper lines of communication, workflow, and delegation. Outside of any express delegated authority, individuals must not direct other WIOA staff, Board, committee members, volunteers, members, or contractor to perform any work or perform work in any particular matter.

6.7 COMPLIANCE WITH THE CODE

Members are required to comply with the spirit and the letter of this Code. Failure to do so may result in disciplinary action.

7. LAST UPDATED

Approval and Review

Lead Author	CEO
Approver	WIOA Board
Date endorsed	May 2024
Date reviewed	May 2027
Timeframe for next review	3 years