

POLICY

Code of Conduct

Policy name	Eating Disorders Families Australia Code of Conduct
Policy date	January 2023
Authorisation	Board
Policy owner	Executive Director
Policy type	Governance

1. Purpose

- 1.1.1.** To assist Eating Disorders Families Australia (EDFA) to maintain a harmonious and ethical work environment, which upholds EDFA’s Vision, Mission and Values.
- 1.1.2.** The Code of Conduct sets out the basic principles and rules that all members of the EDFA team (EDFA People), including Directors, employees and volunteers, must follow in the performance of their work.
- 1.1.3.** EDFA may amend or vary this Code of Conduct, in its absolute discretion, from time to time.

2. Scope

- 2.1.1** The Code of Conduct applies to all members of the EDFA team comprising EDFA Directors, employees, volunteers, and contractors of EDFA (EDFA People or “you”).

3. Guiding Principle

All EDFA people are expected to behave in ways that are aligned with our Vision, Mission and Values.

3.1 Vision

3.1.1 EDFA was established to ensure families and carers impacted by an eating disorder are supported, educated, and empowered.

3.2 Mission

3.2.1 EDFA exists to enable families and carers to be more effective supports and recognised as an integral part of the recovery process for a loved one with an eating disorder.

3.3 Values

3.3.1 Our core values underpin all that we do. They are:

- **Hope** - Underpinning everything we do is our commitment to make a difference to the lives of carers. We work hard to achieve, and help members believe, better outcomes are possible for themselves and their loved ones.
- **Innovation** - We are focused on continuous improvement – in our activities, in supporting families and carers, and for those living with eating disorders.
- **Respect** - We are member- and carer-focused, considerate and compassionate.
- **Collaboration** - We work in a spirit of cooperation with stakeholders, we're inclusive, we embrace the value of diversity, we faithfully represent our constituency.
- **Integrity** - We are credible, a sound investment, honest, transparent, and reliable. We embrace research-informed, quality methods.

4. Policy

4.1.1 The Code of Conduct outlines the required standard of acceptable conduct and behaviour we expect of all EDFA People in the performance of your duties and interactions at work regardless of where you are performing your duties. This required standard of acceptable conduct and behaviour supports our ability to maintain public trust and confidence in the integrity and professionalism of the services we provide to our community.

4.1.2 The Code of Conduct and the behaviours outlined within it are fundamental to EDFA building healthy, positive and respectful relationships with our members and others in our community. The Code of Conduct also governs the way in which all EDFA People are expected to relate to one another, external professionals, clients, visitors, and all stakeholders.

4.1.3 The Code of Conduct is not intended to provide a detailed and exhaustive list of what to do in every aspect of work. Instead, it represents a broad framework that will help guide conduct and behaviour in the performance of duties and interactions in the workplace.

5. Responsibilities

5.1 All EDFA People

5.1.1 Responsibilities

- Be aware of, and comply with, the Code of Conduct.
- Put the interests of families and carers first when it comes to all decision-making and actions.
- Model EDFA's values of Hope, Innovation, Respect, Collaboration, and Integrity when performing your defined duties to the best of your ability.
- Report behaviour that may be contrary to the Code of Conduct and required standards of behaviour.
- Comply with mandatory reporting requirements including, but not limited to domestic and family violence, reportable incidents involving children and vulnerable people or other regulatory requirements.
- Keep all records, documents, and communications accurate, truthful, and up to date.

- Inform yourself and comply with all EDFA policies and procedures relevant to your position.

5.1.2 Personal & Professional Behaviour

- Uphold the highest standards of honesty, integrity, and transparency in the conduct of duties.
- Treat others, including other EDFA People, donors, and members with respect, dignity, fairness, and courtesy.
- Make decisions ethically, fairly and always putting the interests of our members first, using the best information available.
- Never act in a discriminatory, harassing or violent way towards others.
- Never use your position to gain an advantage over or exploit the vulnerability of others.
- Avoid putting yourself or EDFA in a real or perceived conflict of interest.
- Conduct all business activities in a responsible manner, consistent with ethical obligations of stewardship and in accordance with all applicable laws, policies and procedures.
- Use information technology, including internet, email and video conferencing facilities, in a professional and appropriate manner, in accordance with relevant EDFA policy.
- Act responsibly in the event of becoming aware of any unethical behaviour or wrongdoing by any other member of the EDFA team and report such conduct or activities to the Executive Director or Board.

5.1.3 Use of EDFA resources

- Never destroy or take for personal use any items belonging to EDFA without prior written approval.
- Use EDFA equipment, funds, and other resources effectively, economically, and carefully and for the benefit of EDFA.

5.1.4 Public comment

- Ensure that public comments (either written or verbal) made in a private capacity are not attributed as official comment of EDFA. In this regard, the use of official stationery, email addresses, text messages, or any other electronic identifiers is not permitted for private correspondence or for purposes not related to official EDFA duties.

5.1.5 Use of information

- Collect, use, and disclose confidential information only in accordance with EDFA policy and applicable privacy laws.
- Protect confidential information.

- Only access confidential information when it is required for work purposes.
- Not use confidential information for any unofficial or non-work purposes.
- Only release confidential information if authorised to do so.

Confidential information is information obtained and developed in the course of the conduct of EDFA's business and which, if disclosed, will or could lead to risk, damage, or injury to EDFA, EDFA People, members or third parties.

5.2 People Leaders

5.2.1 People leaders have an additional responsibility to ensure this Code of Conduct is accessible, understood, and complied with by all people they are responsible for at all times by:

- Taking appropriate steps to resolve conflict that arises in the workplace to ensure a healthy and harmonious work environment.
- Taking appropriate action to address breaches of the Code of Conduct by employees, volunteers, or contractors.
- Complying with mandatory reporting requirements including, but not limited to, mandatory reports of domestic and family violence, reportable incidents involving children and vulnerable people, or other regulatory requirements.

6. Failure to comply with the Code of Conduct

6.1.1 EDFA People may be subject to disciplinary action, up to and including termination of employment or contract, where it is established that you have breached the Code of Conduct.

7. Authority

7.1.1 This Policy has been authorised by the Board of Directors.

7.1.2 EDFA may amend or vary this Code of Conduct, in its absolute discretion, from time to time.

8. Resources

8.1 EDFA People are expected to comply with all EDFA policies and procedures and are not limited to the below list of policies:

- 8.1.1 Complaints and Grievances Policy
- 8.1.2 Anti-Discrimination Policy
- 8.1.3 Misconduct and Whistleblower Protection Policy
- 8.1.4 Child Safety Policy
- 8.1.5 [Social Media Policy](#)
- 8.1.6 Remote Work Policy