



REPRESENTATIVE CODE OF CONDUCT POLICY

THE OAKTREE FOUNDATION
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1. POLICY SUMMARY

The Representative Code of Conduct Policy (**'the policy'**) aims to ensure that the Oaktree Foundation (**'Oaktree'**) complies with national standards for Representative involvement and meets 'best practice' in the management of Representatives.

All Representatives of Oaktree must observe the highest possible standards of behaviour, ethics and business conduct and strive for best practices. This policy sets standards for the way we work at Oaktree. We are all responsible for our actions and this code will provide you with a practical guide about what you can expect from Oaktree and what is required of all Representatives.

1.1 Who does the Policy apply to?

The Representative Code of Conduct Policy applies to all Oaktree Representatives. Representatives include all volunteers and paid employees of Oaktree whether full-time, part-time or casual. The term Representative excludes Community Leaders and any other person who does not fall within the category of volunteer or paid employee.

The policy applies to any situation where there is a connection with your work and/or where your behaviour impacts or has the potential to impact Oaktree. This includes behaviour in the workplace, including work outside normal working hours, during work activities and at work related events, including social events.

2. OBJECTIVES

Oaktree's Representative Code of Conduct Policy aims to:

- (a) Outline in clear terms what Oaktree undertakes to do in the management of its Representatives in accordance with 'best practice' national standards.
- (b) Provide a public declaration of the principles of good conduct and standards of behaviour that Oaktree Representatives are expected to demonstrate in the performance of their duties and functions.

3. OAKTREE'S MANAGEMENT OF REPRESENTATIVES

Oaktree agrees to do the following for its Representatives.

3.1 Provide Representatives with a healthy and safe workplace

Oaktree aims to:

- (a) Ensure that the way in which Oaktree conducts its operations does not put at risk the health and safety of any person.
- (b) Provide safe, secure and healthy workplaces for contractors, Representatives and visitors.
- (c) Promote the well-being of Representatives.
- (d) Adopt a 'best practice' approach to health and safety
- (e) Consult with Representatives and contractors on workplace health and safety issues (including security related issues)
- (f) Comply with relevant health and safety legislation and regulations.

See the Health and Safety Policy for further details.

3.2 Provide Representatives with orientation and training

All Representatives are required to attend a Representative information session, at which orientation procedures are covered. Any Representative who is yet to complete one of these sessions is requested to contact their relevant Representative Coordinator.

Representative information sessions are the primary source of training for Oaktree Representatives and attendance at team meetings is also important. Further training is conducted as deemed appropriate by team leaders.

3.3 Define Representative roles and develop clear job descriptions

Due to the flexible nature of working with Oaktree, the agreement on Representative roles, job description and working hours may change and evolve over time. Team leaders and Representatives are expected to work together to establish mutually agreeable job descriptions and working hours. It is preferable that job descriptions be written. Only employees will conduct paid work.

3.4 Provide appropriate and adequate insurance coverage for Representatives
Oaktree will provide adequate insurance for Representatives engaged in unpaid Representative work performed on behalf of Oaktree where the work is officially organised by and under the control of Oaktree. This includes necessary direct travel to, from or during such voluntary work.

3.5 Provide Representatives with a copy of policies pertaining to them
This document reflects the guidelines with respect to what Oaktree undertakes to do for its Representatives, and the standards of behaviour expected of Oaktree Representatives.

Other Oaktree policies you need to be aware of and follow are the Health and Safety Policy, the Privacy Policy, the Complaints and Harassment Policy, the Privacy Policy and the Internet and Email Policy. Your Team Leader will make you aware of other policies which are relevant to your role.

3.6 Reimburse Representatives for out of pocket expenses incurred on behalf of the organisation
Oaktree will reimburse Representatives for reasonably incurred Oaktree related out of pocket expenses provided that the expense has been authorised in advance by your Team Leader and the Finance Team (or the Board if necessary). Expense reimbursement forms are available upon request from the Finance Team (finance@theoaktree.org).

3.7 Protect Representatives' confidential and personal information in accordance with Oaktree's Privacy Policy
Information on Representatives is kept on a secure database. This information is accessible only to administrators appointed by Oaktree and your Team Leader. See Oaktree's Privacy Policy for further information.

4. EXPECTATIONS OF REPRESENTATIVES

Persons to whom this policy applies are required to act in accordance with the standards of behaviour outlined below.

4.1 Act with integrity and honesty
Representatives must be fair and honest in their dealings with individuals and organisations. As such, Representatives must not:

- (a) Influence any person in an improper way to try and obtain any advantages or favours
- (b) Place themselves under any financial or other obligation to any individual or organisation that might reasonably be thought to influence them in the performance of their duties
- (c) Solicit, demand or request any gifts or benefits, nor accept gifts or benefits either for themselves or for another person, which might in any way, either directly or indirectly, compromise or influence them in their role

4.2 Treat others with respect

Representatives must treat others with respect at all times and treat fellow Representatives with honesty, fairness, sensitivity and dignity. Those who supervise or manage other Representatives have a special responsibility to model this kind of behaviour.

4.3 Maintain a healthy and safe environment

All Representatives have the right to work in a safe working environment including one that is free from any form of discrimination, harassment or workplace bullying. Representatives are responsible for ensuring that they are familiar with and comply with the Health and Safety Policy and attend training if required by Oaktree.

You must ensure that by your acts or omissions you do not put at risk your own health and safety or that of other personnel or the public. You must co-operate with management in all aspects of health and safety (including security) including the proper use of equipment, following procedures, reporting incidents and participating in rehabilitation programs.

See Oaktree's Health and Safety Policy for further details.

4.4 Maintain the good name of Oaktree by giving accurate and truthful information about Oaktree

Representatives are representatives of Oaktree. As such, you are expected to act appropriately. This means that you must not use offensive language or behaviour in the workplace, engage in any form of criminal or anti-social activity or behaviour that could harm Oaktree's reputation. In cases where Representatives are unsure of the answer to a question asked of them they are requested to answer honestly and endeavour to find out the correct answer.

4.5 Communicate with other Representatives in a timely and honest manner

Due to the flexible nature of working with Oaktree and the busy lives led by our Representatives, it is vital that Representatives communicate their actions, intentions and timings clearly to other Representatives and Team Leaders. We ask that Representatives bear in mind that all Representatives are in different situations with respect to work, school, living arrangements etc. As such, Representatives should communicate with their Oaktree contacts in whatever manner and time of day is most appropriate.

4.6 Follow the Complaint Procedure

The Complaint Procedure outlined in the Complaints and Harassment Policy should be followed at all times by Representatives wishing to pursue a grievance. If this procedure is not followed, Oaktree cannot be held responsible for any delay or unsatisfactory outcome that may arise.

4.7 Respect the privacy of others

Representatives are expected to respect the privacy of other Representatives and members of the community and to follow Oaktree's Privacy Policy and Internet and Email Policy. Representatives may not access Oaktree's databases, personal files or other confidential information without authorisation. When Representatives do possess confidential information they are under an obligation of confidence and will not divulge any confidential information without the authority to do so. This obligation of confidence lasts until the Representative no longer possesses any of Oaktree's confidential information. Representatives must not approach members of the public on behalf of Oaktree without authorisation from the relevant Team Leader.

4.8 Accountability

Representatives must strive to ensure that Oaktree's resources are used ethically, effectively, efficiently and carefully in the course of their duties and must not use them for private purposes unless lawfully authorised and proper payment is made where appropriate.

Representatives must also observe all legislative and regulatory requirements and comply with all relevant Oaktree policies, procedures, guidelines and role descriptions as outlined in the Representative Information Kit and as given to them by their Coordinator or Supervisor.

4.9 Perform your role to the best of your ability

When performing your role with Oaktree, you must perform your role to the best of your ability. This means that you must:

- (a) Engage in conduct which is professional and which has regard to Oaktree's interests and policies and which does not bring Oaktree into disrepute;
- (b) Work in a way that ensures not only your own safety but the safety of others;
- (c) Be proactive in protecting and furthering Oaktree's best interests;
- (d) Use all of Oaktree's systems and equipment appropriately and for proper purposes. This includes email, messaging, internet access and technology;
- (e) Comply with all applicable Australian laws; and
- (f) Ensure that you notify your supervisor if other Representatives are not behaving in accordance with the Code.

5. BREACHES OF POLICY AND DISCIPLINARY ACTION

Where a Representative inappropriately acts outside this Representative Code of Conduct Policy, they will be subject to disciplinary action commensurate with the seriousness of their actions. This disciplinary actions may take the form of a warning, formal reprimand or termination of their role.

Acknowledgement of Representative Code of Conduct Policy

By ticking the associated tick box in the registration form, you acknowledge that you have received a copy of the Code of Conduct Policy and understand your obligation to comply with this policy whilst representing The Oaktree Foundation Australia and in any applicable time after.