

# Member Code of Conduct

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This Policy is applicable to: **All Members**

## 1. Introduction

The Gumala Aboriginal Corporation (**GAC**) is committed to the provision of timely, efficient, consistent and quality service that meets our Members' expectations and is provided by respectful and helpful GAC employees.

It is expected that at all times, employees and Members show mutual respect and courtesy during their dealings with each other and any Suppliers, with whom GAC does business.

## 2. Definitions and Key Terms

<b>GAC</b>	Gumala Aboriginal Corporation
<b>Member</b>	Any approved Bunijima, Innawonga and Niapaili persons who are entered on the register of Members by Gumala Aboriginal Corporation.
<b>Supplier</b>	Any entities (including their staff or premises) with whom GAC conducts business with, for the provision of goods and services for the benefit of the GAC membership

## 3. Scope

This code applies to all GAC Members, including directors.

## 4. Purpose

This Code of Conduct has been formulated to provide a clear statement of GAC's expectation of its Members, in respect to their behaviour and personal conduct during interactions with GAC employees and Suppliers.

## 5. Social Media

The term '*social media*' refers to a website, mobile application or technology which allows users to share and communicate information online – both publically and privately.

Examples include but are not limited to social networking sites such as Facebook and Twitter, video-sharing such as You-Tube and photo-sharing such as Instagram.

In some instances, postings on the abovementioned sites are subject to various laws including defamation, anti-discrimination, intellectual property and bullying or harassment.

GAC requires that all comments which are posted on social media be professional and respectful and reminds users that anything which is posted can be seen by many, quickly and is impossible to erase.

GAC prohibits postings relating to GAC, by employees or Members, which are likely to pose any risk to:

- GAC's reputation, by a post to any GAC page or on any external sites;
- Breaching any intellectual property rights or copyrights, by using photos, music or text on external sites without permission; and
- Defaming persons by providing incorrect statements, which are likely to hurt a person's reputation.

When using social media, GAC encourages its Members and employees to:

- Exercise common sense, when determining what is appropriate to share;
- Protect your privacy, as there is potential for the content to be made public;
- Do not say things which are dishonest or misleading;
- Ensure that social media use does not impact with work commitments or productivity;
- Respect confidentiality when posting online;
- Do not post material which is offensive, harassing, intimidating, hateful or sexist;
- Be conscious of the consequences of posting inappropriate material; and
- Comply with any relevant laws.

## **6. Policy**

All registered Members are to adhere to the following:

- To behave with respect, integrity and honesty according to the values of GAC.
- Not be disrespectful or behave in an inappropriate manner, during interactions with GAC staff, other Members, GAC Suppliers or other related parties with whom GAC does business.
- Show a duty of care to all Members of GAC, including GAC staff. Intimidation, harassment, vindictive attitudes or behaviours will not be tolerated.
- Respect the privacy, safety and needs of other Members of the community, including GAC staff and staff of Suppliers.
- To not breach confidentiality by using information from meetings and related activities of GAC in a negative, derogatory and harmful way.
- Not make any improper use of resources, information or assets of GAC in order to gain or seek to gain a direct or indirect benefit or other advantage.
- Be punctual for meetings and appointments.

## 7. Procedure for Assistance

If a Member requires assistance, they should contact the office and make an appointment, especially for complex enquiries.

Where a Member needs to see a specific GAC employee or must visit GAC to address a specific piece of correspondence, the Member must directly contact the office or employee requested to make an appointment. If applicable, the correspondence file reference should be quoted, when requesting an appointment with a GAC employee.

If in relation to a letter or piece of correspondence from GAC, the correspondence file reference should be quoted when requesting the appointment.

### 7.1. Abusive Members

Abusive, offensive or inappropriate language used by a Member towards GAC staff or GAC Suppliers **will not** be tolerated.

Where a Member becomes abusive or uses offensive or inappropriate language, the GAC employee may terminate the communication or ask the Member to leave.

This type of behaviour is in direct contravention of **Section 5 & 6** of this **Member Code of Conduct Policy**.

The GAC employee will report the matter to their line manager, as well as to the Corporate Services and the Operations Manager.

Any breaches of **Section 5 & 6 Member Code of the Conduct Policy** will be recorded, on the Member's profile on the GAC database.

The Executive Officer (**EO**) may make a determination, which may limit or cease responses or benefits to any GAC Member who is abusive or uses offensive or inappropriate language with any other Member, GAC employees or Supplier/s - until such time that the matter is brought to the attention of the Board.

In addition, GAC may also exercise its rights under Rule 5.7.4 of the **GAC Rule Book**, for cancellation of a membership, if GAC is satisfied that the Member has significantly interfered in the operation of the corporation.

## 7.2. Complaints

Where a Member is dissatisfied with the standard of service, conduct, action or lack thereof by GAC, an employee, Director or representative of GAC – please refer to processes as set out in **Section 5.1 Complaints and Disputes Policy**.

Where a GAC employee is satisfied that a Member has contravened **Section 5 & 6** of the **Member Code of Conduct Policy**, they may lodge a complaint to the Corporate Services Manager or to the Operations Manager.

The complaint will be handled per the processes set out in the **Complaints and Disputes Policy**.

### Note:

All complaints received by GAC will be treated with the utmost seriousness. However, GAC will decline to deal with any complaint of a malicious, frivolous or vexatious nature.

All complaints must be made by an identifiable Member with sufficient information to enable an investigation. Complaints which are made anonymously will not be acted upon.

## 8. **GAC Suppliers**

GAC engages a number of Suppliers, who provide goods and services for the benefit of GAC Members. These Suppliers include, but are not limited to, service stations, hotel/motels and other retailers.

Due to past incidents, where Members have behaved inappropriately and disrespectfully, many Suppliers are reluctant to engage with GAC. This is damaging for all GAC Members, especially given the difficulty in sourcing Suppliers in regional areas.

In order to protect GAC's professional relationships with Suppliers and other Members from being impacted by this behaviour - the Member Code of Conduct now extends to cover any Supplier, which GAC has engaged for the provision of goods and services, for the benefit of the membership.

Where GAC identifies that a Member has treated any GAC Supplier or their facilities disrespectfully, inappropriately, abusively or in any way that breaches **Section 5 & 6 Member Code of this Conduct Policy**, it will be reported directly to the Executive Officer, who may make a determination relating to contact or benefits of that Members – until such a time as the matter is brought to the attention of the Board.

Additionally, as stated in clause 7.1 of this Code of Conduct, the GAC may exercise its rights under Rule 5.7.4 of the **GAC Rule Book**, for cancellation of a membership, if GAC is satisfied that the Member has significantly interfered in the operation of the corporation.

## 9. GAC's Service Commitments

GAC commits that its employees will:

- Attend the counter and answer all telephone enquiries promptly and courteously;
- Ensure that all enquiries are dealt with directly, without unnecessary referrals or transfers; and
- Ensure that all correspondence is prompt, courteous and written in plain language.

In the event that an employee is unable to deal with a Member's enquiry, either;

- A relevant employee contact (name and contact information) will be provided to the Member, who will be able to deal with the request or enquiry; or
- Where a relevant employee contact cannot be provided, the Member's name and enquiry will be escalated to the appropriate Manager for them to delegate the enquiry or contact the Member directly.

## 10. Consequences of a breach

Where GAC is satisfied that a Member has breached this Member Code of Conduct, the following process will be undertaken. The Member will:

1. receive written correspondence setting out the circumstances of the behaviour that resulted in a breach warning;
2. receive an invitation to speak with the Corporate Services Manager or Operations Manager to provide an explanation for the breach;
3. the EO will notify the Board of the explanation provided by the Member. If the Board are not satisfied with the reasons provided they may:
  - a. invite the Member to teleconference to further explain the circumstance of the breach;
  - b. if the Board are not satisfied with the response or explanations provided, they may pass a resolution to have the Member's benefits suspended for a period of time that the Board deems appropriate.

In the event that the Board passes a resolution to have a Member's benefits suspended, the Member will be provided with written notice of the resolution and outcome.

## 11. Related Documents

### Complaints and Disputes Policy

## 12. Review History

Date:	Reviewed by:	Amendments/Review
September 2017	Executive Officer and Board	
February 2018	Governance / Corporate Services	Inclusion of 'suppliers, their staff and premises'

## 13. Next Review

Date:	Position Responsible:
March 2019	Executive Officer and Board

## 14. Authorisation

GAC Board of Directors on 22 February 2018

Date	Version	Revision description
30 August 2017	0.A	Policy Draft
1 September 2017	1.0	Final Approved
8 September 2018	1.A	Policy Amendment (inclusion of suppliers)
22 February 2018	2.0	Board Approval