

SAFCA Members, Volunteers, Staff and Contractors – Training & Conference Code of Conduct

1.0 Introduction:

1.1 SAFCA is fully committed to achieving the values and principles set out in the SAFCA Policies and Procedures. One of the fundamental members, volunteers and staff rights, is the right to healthy and safe working conditions and an environment free from harassment, bullying or violence. member, volunteer and staff are entitled to be treated fairly, equally and without discrimination. This policy aims to respect and protect these rights and to provide a good quality of working life.

1.2 SAFCA will not condone or tolerate unacceptable behaviour, including any form of bullying and harassment. If proven, such behaviour could result in disciplinary action being taken. The purpose of this policy is to stop and deter unacceptable behaviour and to set out expected standards of behaviour to ensure an acceptable way of behaving and demonstrating SAFCA's values either becomes or remains the expected standards for all member, volunteer and staff involved with SAFCA.

1.3 This policy is aimed at all members, volunteers and staff working at SAFCA and applies to all interactions between Members and all members, volunteers and staff including visitors to SAFCA. Although not employees of SAFCA's, members, volunteers and outside contractors will be required to comply with the policy.

1.4 SAFCA expects all members, volunteers and staff to contribute to the creation of a happy, friendly and respectful environment that encourages learning, effective communication, cooperation and support, and to treat each other with dignity, courtesy, and with sensitivity whilst valuing the skills, contribution and expertise of members, volunteers and staff.

2.0 Purpose

2.1 The purpose of the Policy is to make clear SAFCA's expectation that all employees value and show respect for fellow human beings by demonstrating acceptable standards of attitude, behaviour and communication. Often the Professional Development that is offered is donated, or provided to us at a reduced cost due to the nature of our industry, it is vital that for this to continue that all members, volunteers and staff are treated with courtesy and respect. **Members are always asked for their feedback on training and conferencing, this is the appropriate forum and method of providing feedback and this feedback is then forwarded to the presenter(s).**

2.2 Some examples of behaviour that will not be accepted are:

- Criticising colleagues/ disagreeing with them in front of our members, volunteers and staff
- Imposing personal beliefs and opinions on our members, volunteers and staff
- Wearing inappropriate dress/or having an unprofessional appearance
- Being aggressive, unresponsive or angry towards others
- Not respecting others personal space, dignity and privacy

NB. The examples provided here are not intended to be an exhaustive list and should be read as a guide as to what staff should be aiming to achieve.

As per the FCA “Code of Ethical Practice” Page 18

<https://www.financialcounsellingaustralia.org.au/FCA/media/CorporateMedia/Code-of-Ethical-Conduct-Final-Pdf-feb-2012.pdf>

5. Responsibilities to the Profession

Financial counsellors have a number of responsibilities to the Financial counselling profession, including to support its aims and values, and to act as a representative of the profession.

5.1 Professional Integrity

Financial counsellors respect the image and protect the integrity of the occupation by maintaining a high standard of personal conduct and conducting themselves in a professional and ethical manner at all times.

3.0 Responsible consumption of Alcohol

3.1 At times there are circumstances where SAFCA provides alcohol at Training and/or Conferencing, please ensure that you consume responsibly. If your Agency has approved your attendance at such events you are representing your Agency (who support your Professional Development and value what you do) and should conduct yourself in a manner acceptable to your agencies expectations and/or policy on Alcohol.

3.2 SAFCA does not accept any responsibility for any incidents/accidents if you are intoxicated.