



Hornsby Ku-ring-gai Community
Aged/Disabled Transport Service Inc.
ABN 93 115 497 208

Code of Conduct

Our Association is committed to sound behaviour by all team members. The following code of conduct outlines the behaviour required of all team members (including Board) and additional areas of responsibility specific to Board members.

Failure to abide by the Code of Conduct may lead to disciplinary action, dismissal and/or legal action against the team member concerned (see Gross Misconduct in our Policy Manual).

All HKCT team members shall:

1. abide by the philosophy of HKCT;
2. represent HKCT in a positive way;
3. treat passengers, other team members and members of the public with courtesy, respect and consideration, act on complaints and provide services to the best of their ability;
4. observe the policies and practices set down in the HKCT Policy Manual;
5. follow all reasonable directives made by authorised team members, the Manager/Coordinator or the Board (see Organisation Structure Chart);
6. not give personal advice to passengers;
7. not alienate passengers from their families or carers;
8. wherever practicable, not accept gifts from service passengers and ensure that the Manager/Coordinator or Board is informed of all gifts (except home garden produce) and donations which are received;
9. not consume, or be under the influence of illegal drugs or alcohol while on duty or on the premises;
10. not harass or abuse, either physically, sexually, financially or verbally in any form, HKCT passengers, service users, team members or member of the general public.

In addition, Board members shall:

11. observe all the rules of HKCT including those specified in the constitution, the Associations Incorporation Act, 1984 No. 143 and any others set by the Board or the membership of HKCT;
12. attend the Board meetings whenever possible, and if unable to attend, send apologies;
13. not discuss confidential issues of HKCT with people outside the organisation;
14. not act on HKCT matters without the consent of the Board, including not interfering in the day-to-day operations of HKCT.
15. declare any potential or actual conflicts of interest and refrain from voting upon or influencing Board decisions where any conflict of interest may exist.

This code of conduct is an Extract from the [HKCT Policy Manual](#) Section 2.2 Code of Conduct