

CITY OF  PERTH

Integrity

at the City of Perth

Code of Conduct
for Employees



Acknowledgement of Traditional Custodians

We acknowledge the Whadjuk Nyoongar people, Traditional Owners of the lands and waters where the City of Perth is today and pay our respects to Elders past and present. We pay our respects to Aboriginal and Torres Strait Islander Elders past, present and future for they hold the memories, the traditions, the culture and hopes for Aboriginal Australia.

The City is committed to forging stronger relationships and a deeper respect for Aboriginal and Torres Strait Islander Australians. By acknowledging and respecting the diversity and history of our Aboriginal and Torres Strait Islander community, we will continue to realise our vision for reconciliation.



'Employee' includes all City employees (including the CEO) including agency staff, volunteers, interns and other persons doing unpaid work, for as long as there is a connection to their role at the City. It further applies to any person engaged by the City under a contract for services including contractors and consultants and to advisory group members.

Code of Conduct for Employees: 30/11/2021
Approved by: Michelle Reynolds, CEO

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Message from the Chief Executive Officer

Our vision is to be renowned for our excellence and professionalism with a workforce committed to accountability, integrity and respect.

Key to achieving our vision is a set of internal guidelines that are easy to understand and clearly outline what is expected of us all during our day-to-day activities as a City of Perth employee.

This Code of Conduct ("Code") will help guide our decisions, actions and behaviours while recognising the important role we play as public servants and representatives of the City.

I encourage you all to take the time to read and understand this document. It includes practical examples that clearly explain how to respond to situations that come up during our working lives. We are all responsible for ensuring our behaviour reflects the Code.

The following is the code of conduct to be observed by employees of the City of Perth prepared by the Chief Executive Officer in accordance with section 5.51A(1) of the *Local Government Act 1995* and Part 4A of the *Local Government (Administration) Regulations 1996*.



Michelle Reynolds

Chief Executive Officer | City of Perth | 30-11-2021



Using the Code

Unless otherwise stated, this Code applies to all City employees (including the CEO) including agency staff, volunteers, interns and other persons doing unpaid work, for as long as there is a connection to their role at the City. It further applies to any person engaged by the City under a contract for services including contractors and consultants and to advisory group members (Employees).

Reading the Code

The 'Living the Code' section of this document covers the four key themes of:

1. Professional behaviour
2. Our relationships
3. Putting the public interest first
4. City resources and information

For each key Theme, the Code provides:

 <p>Principles</p>	<p>These define what we stand for, how we work and what is important to us</p>
 <p>Responsibilities</p>	<p>These are the standards of conduct and behaviour which all Employees must adhere to</p>
 <p>Considerations</p>	<p>This is to help you decide what to do</p>

Please take the time to read and understand this Code.

This Code is to be read with City policies and procedures. If there appears to be an inconsistency generally this Code will override but seek guidance from Corporate Governance to be certain.

Where this code is inconsistent with the *Local Government Act 1995* or regulations (or any amendment thereto), the relevant provisions of the *Local Government Act 1995* and regulations apply.

Contributing to the Code

You are encouraged to contribute to continuous improvement. You play an important role through providing your feedback and your unique perspectives, ensuring that this Code remains relevant to you, your role, and the City as a whole.

If you are a subject matter expert in any of the matters addressed in this Code, then you are responsible for ensuring the Code is consistent with:

- Best practice principles and practices
- Updates to legislation or industry standards
- Changes to City policies, procedures, strategies and other internal documents

If you are in a supervisory or leadership role, then you are responsible for:

- Supporting and empowering Employees that report to you by providing open and honest feedback
- Providing your insights into current and emerging conduct risks
- Modelling the right standards and behaviours in accordance with this Code

In addition to the annual review for this Code, staff are encouraged to provide feedback on the Code at any time throughout the year to Corporate Governance.

Being accountable to the Code

Breaches of the Code are taken seriously and will be dealt with according to their severity, depending on the nature of the breach and who has, or is suspected to have, breached the Code.

Breaches can have a negative effect on our Employees, reputation, performance, and our relationships with elected members, our community and key stakeholders.

Speaking Up

Alleged breaches should be reported in writing as follows:

1. To your General Manager for alleged breaches by any other Employee;

2. To the Chief Executive Officer for alleged breaches by a General Manager; or
3. To People and Culture on behalf of the Lord Mayor for alleged breaches by the CEO.

Witnesses who voluntarily report allegations of misconduct or corrupt behaviour are protected under legislation. The City uses all possible means to ensure Employees who report illegal or unacceptable behaviour are not compromised, disadvantaged or persecuted in any way.

It is important everyone feels safe to speak up without fear. You do not need to know all the facts to report a concern. The City considers retaliation a breach of the Code. Making a false, deliberately misleading or vexatious complaint is also a breach of the Code.

It takes courage to speak up, but without an open and transparent culture, people cannot be held accountable for their actions.

Where you do not feel comfortable directly reporting alleged breaches of the Code to your General Manager or CEO, you can use the following avenues to speak up:

1 People and Culture and Corporate Governance

The City's People and Culture team and Corporate Governance Officer will be available to guide you in the right direction. They will be able to deal with the majority of complaints you might have with regards to any employment, workplace issues, or breaches of the Code.

2. Public Interest Disclosure Officers

The City encourages the disclosure of corrupt or other improper conduct and is committed to the aims and objectives of the *Public Interest Disclosure Act 2003 (WA)*. Employees and others are encouraged to contact a nominated Public Interest Disclosure (PID) Officer to seek guidance on public interest disclosures and to lodge completed public interest disclosure forms. Current PID Officers and their contact details are published on the [City's website](#).

Think before you Act

If you are unsure if an action or decision aligns with this Code, consider this decision-making model:

If you are about to decide or perform an action which you think may have the ability to affect the City in any capacity, directly or indirectly:

STOP! Think about your action and run it through the following flow chart.



If you're confident that your action can satisfy each of these tests, then you may **ACT**.

If you're still unsure or hesitant, reach out to a colleague or superior for advice.

Where to seek advice

If you are uncertain, or you would like further information on any aspect of this Code, then you can access the resources at the end of the Code or speak to:

1. The Alliance Manager People and Culture
2. Your line manager and/or Alliance Manager
3. Your General Manager
4. Corporate Governance by email to corporate.governance@cityofperth.wa.gov.au

Our Values

Our values set the expectation for positive behaviours in and outside of the workplace, reflecting the City culture we all want to see. Our values of Commitment, Teamwork, Courage and Respect are explained below:



Commitment – Think It, Say It, Do It

- I will act in the best interests of the City and our community
- I will act with integrity, honesty and transparency
- I will perform all aspects of my role with reasonable care and diligence



Teamwork – One City: stronger together

- I will champion teamwork to facilitate information and knowledge sharing across Alliances and Service Units
- I appreciate the opportunity to contribute to our great City through being an innovative, proactive and future-focused team player
- I will support and empower my team members in serving the community



Courage – Speak up, stand up, persevere

- I will demonstrate courage and take accountability for my decisions, actions and outcomes
- I will be courageous in standing up for the best interests of the community in my role as a public officer
- I will be courageous in ensuring the integrity and transparency of the City's operations



Respect – Listen, consider, support

- I respect and value the opinions of my co-workers, management and committee members
- I respect our community and council's right to relevant, factual and timely information
- I respect the privilege of serving the community as a public officer

Living the Code

Part 1 – Professional Behaviour

1.1. PERSONAL BEHAVIOUR AND PERFORMANCE STANDARDS

A positive working environment is crucial to the success of the City. We strive to build an encouraging and supportive workplace that brings out the best in everyone.

PRINCIPLES – Personal Behaviour

1. We value the beliefs, contributions and perspectives of our co-workers, Council, community, and stakeholders.
2. We treat others with respect, courtesy, honesty and fairness in accordance with our obligations as public officers.
3. We are all responsible for creating a positive workplace culture and ensuring the safety of our co-workers and community.
4. We perform our duties honestly and with the highest level of integrity, avoiding any conduct that is contrary to this Code.
5. We ensure that our conduct outside of work does not affect negatively on our conduct at work.

RESPONSIBILITIES – Personal Behaviour

1. You must perform your role honestly, impartially and with integrity to ensure good governance.
2. You must make informed decisions that are in the best interests of the City and its community.
3. You must always conduct yourself in a polite and professional manner.
4. You must ensure your conduct does not bring the City into disrepute.
5. You must act outside work in a way that is respectful to your role at the City.

Example

An agreement in my area needs to be signed urgently but the General Manager is away on personal leave today. Can I sign it to keep things progressing?

Outcome

You are required to follow City policies and procedures and ensure you do not act beyond your level of authorisation as set out in the Register of Delegations and Authorisations. If your General Manager is away, speak to your line manager or Alliance Manager who can escalate the agreement to the CEO.

Example

My Manager has given me a big project to complete and I'm struggling. I'm not meeting the deadlines to get it completed on time. As my Manager has just returned from a week off, she hasn't noticed yet.

Outcome

If you are falling behind on a project you must let your Manager (or the Acting Manager) know proactively, rather than waiting for them to find out. This allows your Manager time to address it and consider if you need more guidance or resources. Don't avoid the discussion – be accountable.

Our role as public officers, or as a partner of the City, requires our personal behaviour to be aligned with the City's values.

Every single one of our Employees make a valuable contribution towards achieving the City's strategic goals and objectives. The City expects all Employees to act responsibly, be accountable and committed.

PRINCIPLES – Performance Standards

1. We understand our role and our responsibilities.
2. We diligently work towards achieving our key deliverables and performance indicators.
3. We strive to meet the expectations that have been set for the City and our team.
4. We acknowledge that policies, procedures and processes govern and guide our actions.

RESPONSIBILITIES – Performance Standards

1. You must understand and adhere to your position description and other relevant documents and decisions relating to your duties.
2. You must accept feedback, understand accountability and actively participate in the Performance Shaping process.
3. You must comply with and give effect to all lawful and reasonable directions.
4. You must comply with, and encourage compliance with, City policies and procedures, including adhering to any limitations on your authority.

In addition to your standards, you need to encourage others to meet the City standards.

The standard we walk past is the standard we accept. Doing nothing is not acceptable.

Example

The procedures for my team are outdated and no one is following them. Do I need to follow them?

Outcome

Procedures are set to ensure consistency and proper process and to make sure important obligations aren't missed. When procedures become out of date – raise this with your line manager. Be proactive, highlight your concern and suggestions to make the procedures current and effective operationally. You can be held accountable for failing to follow procedures.

Considerations

- Is the way I am performing my role aligned with the City's policies and procedures?
- If I don't agree with a decision or direction, how can I raise it constructively and respectfully?
- Am I being held accountable? Am I holding others accountable?

1.2. HEALTH AND SAFETY

It is important that we take all practical steps and exercise reasonable care to guarantee the health and safety of ourselves and others around us while working at the City.

PRINCIPLES – Health and Safety

1. We acknowledge health, safety, welfare and wellbeing of our Employees and our community is of paramount importance.
2. We all have a role to play in ensuring our own health and safety.
3. We have a responsibility for the health and safety of those around us.
4. We believe compliance with safety laws, regulations and internal systems is paramount.

RESPONSIBILITIES – Health and Safety

1. Take all practical steps and reasonable care to ensure your own health and safety, and the health and safety of others around you while at work.
2. Do not behave in an unsafe or unacceptable way in the workplace.
3. Do not stay silent about unsafe or unacceptable behaviour you witness. Speak up and report it.
4. Understand and comply with all legislation and City policies, procedures, plans and processes relating to workplace health and safety.

When you see a safety concern, you must address it or report it immediately. Every person working with the City should return home safely every day.

Example

My line manager appears to be aware of a contractor supplying a product previously recalled by the supplier for defects. There haven't been any visible signs that the product is faulty, but I am concerned.

Outcome

Raise with this your General Manager if you are not able to discuss it directly with your line manager, pointing out that the City may have been exposed. Harm to people or damage to property could occur without this being investigated further.

Considerations

- Is there a potential risk to my health or safety or the health or safety of others?
- What control measures (e.g., legislation, City policies, plans, processes) are in place to mitigate the risks and prevent harm to people and property?
- Do those performing the task have the appropriate qualifications, skills, training, assistance and equipment to perform this task safely?



1.3. EQUITY, DIVERSITY AND INCLUSION

We are committed to fostering a work environment where everyone is treated equitably, diversity is valued, and everyone feels included and respected.

PRINCIPLES – Equity, Diversity and Inclusion

1. We acknowledge, meaningfully engage with, and strive to understand and accommodate all perspectives.
2. We ensure that our policies, plans and processes deliver equality, diversity and are inclusive.
3. We will adhere to the law and any equal opportunity plans and policies by ensuring we do not directly or indirectly discriminate.
4. We have zero tolerance for homophobia, transphobia, racism, sexism, ageism, ableism or other forms of discrimination.

RESPONSIBILITIES – Equity, Diversity and Inclusion

1. You must be respectful to people who are different from you, value diversity, and support a culture of inclusion.
2. You must engage with peers, community members and other stakeholders in an informed and appropriate manner that recognises and respects their unique values, needs and identity.
3. You must understand and comply with all legislation and City policies, procedures and plans relating to equality, equity, diversity and inclusion in the workplace.
4. You must not behave in a manner that is homophobic, transphobic, racist, sexist, ageist, ableist or otherwise discriminatory towards others.

Discrimination occurs when people are treated less or more favourably than others. Discrimination may be through words (verbal or written) or actions and relate to gender, race or origin, religion, marital status, family responsibilities, parental or caregiver status, disability, pregnancy or potential pregnancy, sexual orientation, political beliefs or union activity, membership or involvement, and personal association with a person who is identified by reference to any of the above. Everyone is equal.



Example

I am recruiting for a job that involves a lot of late hours and a casual roster. One candidate is a single parent and although they have great experience and qualifications, I don't think they will be able to manage the roster. Should I just interview the candidate as a courtesy or exclude them from the list now?

Outcome

By making this assumption you are violating our Code and possibly breaking the law. You must not discriminate or make assumptions about candidates based on personal attributes like their family responsibilities. At the City everyone is provided an equal opportunity for employment, and in all cases the goal is to make merit-based decisions. In this instance you must give all candidates information regarding the travel requirement of the role. The decision whether they can meet these requirements must be made by the individual.

Example

I am deciding who to assign a project amongst my team. I have two project officers interested in the project and they are both experienced. The project is to work with IT and develop a new system for dealing with some operational tasks in a more automated way. Neither of them have done this before while at the City. I'm thinking of giving it to the younger team member, I know older people sometimes struggle adapting to change and new technology so I think the younger one might handle it better.

Outcome

You have made offensive assumptions about your staff's abilities based on stereotypes. These assumptions violate our Code and are possibly breaking the law. The requirement to make merit-based decisions continues after hiring into matters such as promotions and assigning tasks. You must not make decisions based on stereotypes rather than considering actual experience, capacity and abilities.

1.4. HARASSMENT AND BULLYING

Harassment can occur when an action or behaviour is viewed as unwelcoming, humiliating, intimidating or offensive by the recipient. If harassment occurs repeatedly it can constitute bullying, whether it is verbal, social or psychological in nature. Reasonable management actions (such as disciplinary action, providing direction and making decisions about poor performance) carried out in a reasonable way is not bullying or harassment.

Bullying is repeated, unreasonable or inappropriate behaviour directed towards another that creates a risk to health and safety. Bullying includes when, whether alone or in front of others, a person is harmed, intimidated, threatened, victimised, undermined, offended, degraded, or humiliated.

PRINCIPLES – Harassment and Bullying

1. We have a zero-tolerance approach to discrimination, harassment and bullying.
2. We are committed to providing a safe working environment where everyone feels confident to contribute ideas and opinions while respecting those of others.
3. We hold each other to account to ensure our conduct and behaviour aligns with the City's values.
4. We are mature and respectful when dealing with differences of opinion.

RESPONSIBILITIES – Harassment and Bullying

1. Do not harass or bully others.
2. Model positive conduct and behaviours in and out of the workplace, in accordance with this Code by being respectful to others.
3. Do not stay silent about improper or inappropriate behaviours you witness. Ensure you discourage inappropriate behaviour by refusing to participate, reporting such behaviour and supporting co-workers in saying 'no' to this behaviour.
4. When conflict occurs, work to resolve the issue in a calm and professional manner.

Example

One of my co-workers seems to be bothering a new officer. He made comments about liking women of her culture and makes sexual jokes sometimes at work. I used to laugh at the jokes to fit in, but the new officer sometimes looks uncomfortable, so I stopped. At some after work drinks the other day, he asked her an intimate, personal question in front of everyone. She seemed embarrassed and just said she wasn't feeling well and left early. I later mentioned to my co-worker that I thought he should knock it off since she looked uncomfortable, but he said she seemed fine to him. What should I do?

Outcome

Sexual or culturally insensitive remarks are not appropriate in the workplace. Sexual harassment must be reported to HR and your line manager.

It's also important to think about things you could have done earlier to discourage this.

Laughing and even keeping quiet encourages this behaviour. You were breaching the Code and could leave your new team member feeling unsupported and isolated.

You can challenge these behaviours directly by:

- Calling out the behaviours in public. You could say you don't agree, or don't want to discuss these topics at work. Publicly calling out can encourage others to do the same.
- Approaching people privately to raise their improper behaviour.

If you are uncomfortable challenging this behaviour with your co-worker directly, the minimum expectation is not to participate and to report as soon as possible.

Example

In an example from earlier (Professional Behaviour) I did not advise my Manager and seek guidance to address the project I was struggling to complete. My Manager then returned my draft report to me on at least four occasions with constant corrections and edits. The deadline has passed, but even worse, my Manager has given the project to another team member to lead and said it was necessary so a stakeholder meeting wouldn't be delayed. My Manager then called me into their office and said "I am disappointed in your performance, failing to advise me in advance wasn't a professional approach". My Manager said I have caused a lot of unexpected last-minute work and disruption to the team and they would hesitate to give me another big project until I demonstrated I could be reliable. I'm really upset and feel my Manager has called me unprofessional. I don't think it's fair not to get other opportunities because of one mistake – are all the corrections and critical feedback name calling and bullying?

Outcome

Holding you accountable by letting you know that your poor performance has affected others and editing your work, without any other conduct, appears to be a reasonable management action. Your Manager needs to ensure the City delivers on its tasks and may require edits and reallocate tasks to achieve this. Your Manager is also able to provide feedback on poor performance. This would not constitute bullying or harassment. You may consider additional options for training or professional development.

Examples of harassment and bullying

- inappropriate comments about personal appearance.
- constant criticisms or teasing.
- repeated isolation or exclusion of others; and
- repeated unrealistic, embarrassing or degrading work demands.



1.5. ALCOHOL AND DRUGS

It is important that we uphold a drug and alcohol-free workplace to ensure the safety of our community and co-workers. The use of drugs or alcohol adversely impacts on-the-job safety, productivity, and attendance.

PRINCIPLES – Alcohol and Drugs

1. We know the possession, use or supply of illegal substances and the misuse of legal substances, at any City location is strictly prohibited.
2. We know the lawful use of prescription medication must not compromise the safety of yourself or others.
3. We know the City is a smoke-free workplace.

RESPONSIBILITIES – Alcohol and Drugs

1. You must not attend work if you are not fit for work because of the use of alcohol or drugs and you must not illegally or unlawfully abuse substances. If you are in a high-risk, safety-sensitive or critical role you are subject to additional requirements. Refer to the relevant City policies and procedures for details.
2. If you are taking prescribed medication, consult your doctor to determine if your medication or condition will affect your ability to safely perform your role. You must advise your line manager if your fitness for work is impaired. If you are in a high-risk, safety-sensitive or critical role you are subject to additional requirements. Refer to City policies and procedures for details.
3. You must not smoke or use e-cigarettes within any City premise or vehicle, or within five meters of any entry point to our premises and vehicles.



Example

I've recently been diagnosed with a mental health issue and my doctor has prescribed medication to help me with this condition. Do I need to tell my line manager?

Outcome

Consult your doctor to understand if your medication or your condition will affect your ability to safely perform your role. If your fitness for work may be impaired in any way you must advise your line manager in accordance with any relevant policy or procedure. The City recognises that mental health issues are a serious and relevant issue for us all, both in and outside of work. Your line manager will work with you to make sure you are supported in the workplace and ensure confidentiality is respected. You also have access to the Employee Assistance Program. We want to ensure you go home safe and well every day.

Example

Following a work function on Friday night, I joined a few former employees from the City at a contractor's house who does work for the City. I observed but did not participate in the use of illegal substances. Given it is my private time, did I breach the Code?

Outcome

As an Employee of a local government it is essential to uphold the law. You must not stay at functions where illegal behaviour is occurring as this appears to condone the behaviour. This also has the potential to bring the City into disrepute if photos or videos were discovered showing you in that environment. When you return to work report the contractor's conduct to Corporate Governance or your General Manager. The City may need to investigate further as the contractor is also subject to the Code, and substance use may have safety and health implications for the workplace or for the safety of others. Your identity may not need to be disclosed in such investigations, so you should not be concerned about ramifications for yourself. Your attendance at contractors' houses may create a perceived conflict of interest, so be aware and seek further guidance in this regard.

1.6. ASSOCIATIONS, MEMBERSHIPS AND SOCIAL MEDIA

We respect your right to hold political beliefs and memberships to political parties, associations, or unions. In return, it is important that you identify personal views as your own, so they are not viewed in connection with or on behalf of the City.

It is important we recognise that our personal use of social media can affect our professional reputation and integrity if it does not align with the values of the Code and our City.

PRINCIPLES – Associations, Memberships and Social Media

1. Since we all hold different personal views, we make sure to refrain from expressing them publicly at City activities or events.
2. We take care to not create or share any interactions or content on social media that could negatively affect our ability to perform our role impartially, contradict our values, or bring the City, Council, or our standing into disrepute.
3. We will disclose any potential or perceived conflict.

RESPONSIBILITIES – Associations, Memberships and Social Media

1. You must ensure your personal views remain private.
2. You must always use social media responsibly. In particular, any publications that are about or relate to the City should be in accordance with City policies and procedures.
3. You must ensure that you disclose your affiliations, memberships, and beliefs where they could generate an actual or perceived conflict of interest in your role.

Example

I'm at a social event hosted by a political party and people are asking me what the City's position is on climate change. What should I do?

Outcome

While you should not respond on behalf of the City, you can refer people to our website for more detailed information on our climate policy. If you are familiar with the key points of that policy, you are free to highlight those – but still encourage people to check the website. If you have personal views on climate change, or any other public policy issue, and you choose to express those, it is important for you to identify that these are your personal views, and not the views of the City.

Example

While using LinkedIn I noticed an article has been published about a City matter that I have confidential knowledge about. The article makes comments that are completely opposite to what is the actual truth. What should I do?

Outcome

You should refrain from commenting on any social media post that may release confidential information. If you comment on social media, you must not bring the City into disrepute and only do so in accordance with City policies and procedures. Any views expressed must state they are your own and not views on behalf of the City. In many occasions, it is best not to reply to social media posts regarding City matters and instead refer the matters to the communications team.



Example

On the City's Facebook page there was a post about City achievements and the new direction the City is going in. I'm not happy with how my area is operating and I don't think the new direction will work. I made a post below it saying, "it's ok for some." Then I saw a member of the public say exactly what I thought – so I liked their post. I don't think there is anything wrong with this – it's my opinion.

Outcome

Making social media statements (or any public statements) critical of the City could damage the City's reputation and is not appropriate. Liking posts that are critical of the City, Council's decisions or other Employees and representatives is a breach. Use discretion on social media especially where the post has any link to the City.

Considerations

- Is my affiliation, membership, belief or use of social media affecting my judgement or role, or having a detrimental impact on the City?
- Are my social media accounts linked to my employment with the City? If so, could the content that I create, or share, be considered inappropriate?
- Would I behave differently if I did not have an affiliation, membership, or belief?
- Have I made it clear that the views I am expressing are mine alone and do not represent the views of the City?

Part 2 - Our Relationships

2.1. WORKING WITH ELECTED MEMBERS AND ELECTIONS

At the City we provide frank and informed advice to Council and implement Council's decisions effectively and efficiently.

PRINCIPLES – Working with Elected Members & Elections

1. We know interactions with elected members must be in accordance with City values.
2. We respect the perspectives, contributions and role of each elected member and committee member.
3. We are accurate, informed, professional, and transparent when representing the City in all interactions with elected members.
4. We will work constructively with elected members and committee members to deliver exceptional service to the community.
5. We respect the democratic process by remaining impartial during elections and following all legal and policy requirements.

RESPONSIBILITIES – Working with Elected Members & Elections

1. You must adhere to established communication policies and procedures, ensuring every interaction is polite and professional.
2. You must not make any unauthorised, inaccurate, incomplete, misleading, or derogatory representations about the City, any elected member or committee member. This standard applies both in and out of the office.
3. You must treat all elected members equally in the provision of service and information.
4. If you are advising an elected member you must receive approval from the CEO. Advice or information given without approval may not be viewed as representing the policies and plans of the City and could result in disciplinary action.
5. You must not express public opinions for or against a candidate or a matter in the election. Employees who are electors can cast their vote but must not express their vote or opinions publicly.

Example	Outcome
<p>I was speaking to an elected member who I saw in the foyer. I said hello and the elected member then asked what I do at the City and we spoke about my role. As the elected member was curious about my current project, I said I would send her a presentation I had recently provided ELT.</p>	<p>Providing presentations and documents directly to an elected member without approval is not in line with the procedures of the City. It is important that information provided to elected members is approved. This ensures the information is accurate, clear and provides any necessary background and context. There may also be an upcoming Council decision about the project, and all elected members should be provided this information – not just one. The Council has certain responsibilities, and the day-to-day administration of the City remains with the CEO, the clear separation of the roles is important for good government. If we follow the procedures, this is checked beforehand. An elected member can request this information from the CEO.</p>

Example

A City of Perth election is coming up and I'm excited about a candidate – they are a friend of mine and I think they would be great. Can I share and like their posts?

Outcome

Employees must not express public opinions for or against a candidate or a matter in the election. This is particularly important on social media. As an Employee you must not like, comment on, or share candidate or potential candidate posts. This includes those from current elected member who are candidates. It is very important you appear impartial to the public in relation to the City's elections. There are offences in legislation for Employees related to elections – such as prohibitions against canvassing at a City of Perth election.

Example

I have written a report to Council and it has been published into an agenda. I've just realised I made a mistake. I've said there is no risk of the budget for the project being exceeded – I meant to say it is a low risk. It's not a big project so the difference is minor – do I need to get this fixed?

Outcome

Yes, advise your General Manager of the error immediately. It is important to ensure the advice we give to Council is accurate as they are making decisions relying on correct information. It's also important the public is not misled when reading our reports. As the matter involves the budget and public funds it is extremely important that all information is accurate.

Example

I am a waste officer. After a recent engagement session an elected member emailed me directly and instructed me to re-write the residential waste guidelines in plain English. Do I need to speak to my Manager or can I meet their request right away?

Outcome

Requests from elected members should be directed to the CEO first. There are procedures for communication with elected members and these are to be adhered to. Elected members aren't permitted to direct Employees under their Code except through formal meetings such as Council and Committees where they make decisions as a body. The Council has certain responsibilities, but the management of Employees is the responsibility of the CEO.

2.2. SERVING OUR COMMUNITY AND DEALING WITH STAKEHOLDERS

We are committed to making a positive and lasting impact on our customers by ensuring that every interaction accords with our values, this Code and relevant charters and policies.

PRINCIPLES – Serving our Community and Dealing with Stakeholders

1. We are committed to earning the respect, support, and trust of our stakeholders. This is upheld by engaging in a timely and meaningful way in line with our values.
2. We are customer-centric, outcomes-focused, and always looking for ways to improve the services we provide to our customers.
3. We welcome and appreciate all customer interactions, and value honesty, appropriate and respectful conduct that aligns with this Code.

RESPONSIBILITIES – Serving our Community and Dealing with Stakeholders

1. You should consider the perspective and position of customers in your actions and decisions.
2. You must act as a service provider and remain service focused.
3. You must provide customers with informed, accurate and up-to-date information.

Considerations

- Is the tone of my communication polite and professional?
- Can I do anything to improve the customer's experience?
- Have I made it clear whether and how I can assist the customer, and what City policies or procedures will apply?
- How would I feel if I were in the customer's shoes?

Example

During a call with a business owner, my co-worker provided inaccurate information about our business grants program. I am hesitant to contact them because I feel embarrassed and am worried the business owner will be angry that we made the mistake. What should I do?

Outcome

You and your co-worker should reach out to the business owner immediately and correct any mistakes. While the business owner may be unhappy that they received the incorrect information initially, your honesty is supported and appreciated by City. Not correcting the mistake could lead to the business owner relying on incorrect information which could affect any application for a grant the business owner is considering.

Examples of expected customer service standards

- When you are directed a question by customer service seeking a response to a customer issue, act on it so it meets our promised response times. If a delay occurs because you are waiting on further information or the question is complex and requires research, ensure you keep the customer updated about the status of their request.
- If a customer advises us of a mistake on our website, report and request an update immediately so the website is fixed quickly.
- If you are unwell and on leave for the day, let your line manager know of any meetings so they can be rescheduled or reallocated.

2.3. INTERACTING WITH CHILDREN AND YOUNG PEOPLE

The City aims to be a child-safe organisation and foster an environment where everyone feels safe, respected and appreciated. A child refers to any person under 18 years of age.

PRINCIPLES – Interacting with Children and Young People

1. We will promote and protect the rights, interests and wellbeing of children and young people in Perth, particularly those most vulnerable.
2. We support the well-being of our workers and encourage active participation in maintaining a secure environment for everyone. This includes young people who are participants in the City's workforce, such as school-based trainees, apprentices, and students on work experience.

RESPONSIBILITIES – Interacting with Children and Young People

1. Comply if you are required to provide a Working with Children Check as part of your position. You are responsible for notifying your manager if your Working with Children Check lapses or is cancelled.
2. Be polite and respectful to all people regardless of their age and foster a work environment where all people feel comfortable, supported, and motivated to engage in their role in the City.

Where an incident involves a young person, who is a participant of the City's workforce, a senior manager will make immediate contact with the young person's parent or guardian.

Example

My service unit has recently taken several students on board for work experience. I have noticed a colleague is using the students to collect their lunches, coffees and dry-cleaning rather than allocating City-related tasks. What can I do?

Outcome

This leadership is unacceptable in the workplace. If you feel comfortable, speak privately with your colleague to discuss this behaviour. Otherwise, raise the issue with your General Manager or People and Culture. We are all responsible for maintaining a professional environment and for appropriately interacting with children and young people.

Considerations

- Am I interacting with children in a safe, age-appropriate, and respectful way?
- Do my actions and behaviours demonstrate a commitment to child safety?
- Am I clear about the internal reporting processes for responding to child-safe disclosures or concerns?

Part 3 - Putting the Public Interest First

3.1. CONFLICTS OF INTEREST

Your decisions in your role must not be improperly influenced or appear to be influenced, as this undermines public trust in the City's decisions. Even if you believe you can remain fair and unbiased, you must disclose your interest so it can be properly managed. This protects public trust in the integrity of the City's decisions.

A 'conflict of interest' can occur when the work responsibilities of an Employee conflicts with their personal interests. A conflicting 'interest' is any interest that could, or reasonably be perceived to, adversely affect a person's impartiality. Conflicts can occur in a variety of situations, including where your decisions or recommendations could affect the interests of family members, friends, or associations that you are a member of. Conflicts of interest can be real or perceived, financial or non-financial in nature and can include either yourself or others gaining a personal advantage or avoiding a loss.

PRINCIPLES – Conflicts of Interest

1. We carefully identify potential conflicts.
2. We uphold the law and ensure all disclosure obligations are met.
3. We ensure there is no actual or perceived conflict affecting the impartiality of our decisions.
4. We appropriately manage conflicts to maintain public trust in our decisions.

RESPONSIBILITIES – Conflicts of Interest

1. You must disclose all conflicts in writing as soon as you become aware of a conflict and seek assistance from Corporate Governance if you are unsure about a possible conflict.
2. You must ensure you are aware of, and comply with, all legal disclosure requirements.
3. You must not participate, even informally, in decisions where you have any interest unless your interest has been disclosed and your participation is authorised or interfere in the process of determining how to manage your conflict of interest.
4. You must follow all City policies and procedures and any directions regarding conflicts and disclosures.

Under the Code we require all conflicts to be disclosed in writing to Corporate Governance as soon as possible or as soon as you become aware of a conflict.

Real conflict of interest	Example
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A conflict between the Employee’s duties and their private interests.

A coordinator is on a recruitment and selection panel and her brother-in-law is applying for a position to be decided by that panel.

Perceived conflict of interest	Example
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Where it appears to a reasonable person that an Employee’s private interests could improperly influence them at work.

An Employee responsible for assessing building applications, receives an application for major extensions to a house owned by a friend from University.

Financial Interest	Example
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When an Employee¹ could gain a personal financial benefit including having shares, receiving gifts, benefits or bribes, or receiving hospitality or travel.

An Employee is in the sponsorship team and her de-facto partner (a closely associated person) has a band which is applying for event sponsorship for a music festival they are organising.

Non-financial interest	Example
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When an Employee¹ could gain a non-financial benefit such as personal recognition, offer of employment, avoidance of a penalty, or influence a decision for a friend or family member.

An Employee works in the development approvals area and their father-in-law, who operates a construction company, asks them to keep an eye on his application for building approval.

City policies and procedures set out how Employees conflicts of interests will be assessed and the actions that may be taken as a result of a declared interest. These actions may include:

- Restricting your involvement in a matter or access to certain documents.
- Recruiting an independent third party to review a decision, make recommendations or oversee a process.
- Removing you from the decision-making process and/or involvement that could sway the process (e.g., drafting an initial scope or offering opinions and advice).
- Relinquishing your interest if it is possible to do so.

When you disclose an interest you must comply with any applicable conflict of interest management plan and any direction from Corporate Governance, your Line Manager or your General Manager about how to remove yourself from the process. Do not attempt to influence others still involved in the decision. You must also not attempt to influence those responsible for determining how to manage your declared conflict of interest.

If a conflict on page 26 arises you also have important additional disclosure obligations.

¹ Including a person with who the employee is closely associated.

Obligations when attending or providing advice to Council and Committee meetings

Employees with an interest in any matter to be discussed at a council or committee meeting that they are attending must disclose this interest:

- In a written notice given to the CEO before the meeting; or
- At the meeting immediately before the matter is discussed.

Employees who have given or will give advice in respect of any matter to be discussed at a council or committee meeting that they are not attending must disclose this interest:

- In a written notice given to the CEO before the meeting; or
- At the time the advice is given.

If you did not know and could not reasonably be expected to know that:

- You had an interest in the matter, or
- The matter would be discussed at the meeting, but you disclosed your interest as soon as possible after the discussion began, then you are exempt from the above disclosure requirements.

If the CEO receives a written notice for these additional obligations, then the CEO must ensure the notice is given to the person presiding at the meeting. The presiding person must bring the notice and its contents to the attention of all the people present at the meeting. The presiding person must do this immediately before the matter that the interest relates to is discussed. If this does not occur, make your conflict known immediately.

The City ensures all disclosures related to a meeting are recorded in the minutes of the meeting.

Interests under section 5.60 of the *Local Government Act 1995*

If you (or someone you are 'Closely Associated' with) has an interest under section 5.60 of the *Local Government Act 1995*, meaning you have a direct or indirect Financial Interest or a Proximity Interest (i.e., adjoining landowners), you are excluded from the above as you must instead follow the disclosure obligations set out in the Act. This includes important disclosure obligations that apply when council or committee decisions are being made or when you have delegated authority. If you declare a financial, indirect financial or a proximity interest relating to your delegated authority, you must not exercise that delegated authority. Please see Corporate Governance for guidance. You must ensure you provide a written disclosure to Corporate Governance on behalf of the CEO¹.

¹ The CEO must declare any interests to the Lord Mayor.

3.2. GIFTS¹

Under this Code, 'gifts' include anything of financial value that you are offered without providing the gift giver something of similar value in return. Examples include goods, services, gift vouchers, hospitality, accommodation, flights, discounts, money and other benefits.

Accepting a gift or a promise of a gift from anyone who has or might have dealings with the City can create bias and give the impression that our actions and decisions have been affected. Accepting such items may cause a perception of undue influence, a conflict of interest or even amount to bribery and corruption.

As an Employee, you may be offered gifts. Where a person offers a gift, the risk or perception of undue influence means your response to the offer must be carefully managed. Asking for gifts of any kind is unacceptable.

Employees must comply with their obligations for the acceptance, refusal and disclosure of gifts in accordance with this Code and City policies and procedures.

Certain gifts are 'prohibited gifts' and must never be accepted by an Employee. A prohibited gift is a gift from an Associated Person that exceeds the threshold amount determined by the CEO.²

Whether or not a gift is prohibited, Employees are required to make a written disclosure of any gifts offered from an Associated Person in their capacity as an Employee. This disclosure will be recorded, stored and managed in accordance with City policies and procedures.

PRINCIPLES – Gifts

1. We appropriately manage gifts to maintain public trust in our decisions.
2. We uphold the law and ensure all gift disclosure obligations are met.
3. We are transparent and accountable when offered gifts.
4. We consider public perception and appropriateness before accepting.

RESPONSIBILITIES – Gifts

1. You must not solicit gifts.
2. You must ensure you are aware of and follow all City policies, procedures and any directions regarding disclosure and acceptance of gifts.
3. You must refuse or surrender to the City gifts which are not acceptable under the Code or City policies and procedures.

¹ The CEO obligations regarding gifts, benefits and hospitality are dealt with in the *Local Government Act 1995*.

² The CEO's determination of the threshold amount is published on the City's website and City intranet.

When is something a gift that must be disclosed?

A gift must be disclosed when both of the following criteria are met:

- a) You are offered goods, hospitality or some other benefit of some financial value (including goods, hospitality or benefits offered to you for free that others including members of the public would usually be charged money for, and free events where hospitality is provided).
 - a. *For example:* A new business start-up in Perth offers you a free ticket to their launch event in the city which includes refreshments.
- b) You are offered the gift in your capacity as an employee, including when you are offered a gift from an Elected Member.
 - a. *For example:* A tenant that you correspond with regularly as part of your role at the City offers you a gift voucher for their café.

It is important that regardless of whether you accept the gift or not, you must still disclose that the gift was offered to you.

When is a gift NOT required to be disclosed?

According to the *Local Government (Administration) Regulations 1996*, a gift does not include:

- a) A gift from a **relative** (see Definitions);
- b) A gift that must be disclosed under the *Local Government (Elections) Regulations 1997* reg 30B;
- c) A gift from a **statutory authority, government instrumentality, or non-profit association for professional training**.
- d) A gift from **WALGA**, the **Australian Local Government Association Limited**, the **Local Government Professionals Australia WA** or the **LG Professionals Australia**.

You are also not required to disclose gifts that are offered to you from other City employees.

You should seek advice from Corporate Governance if you are unsure whether you have been offered a gift and whether it needs to be disclosed based on the person or entity offering the gift. When in doubt, it is best to disclose.

Gifts without notice

Occasionally, you may be offered a prohibited gift in circumstances where you cannot seek prior approval (for example, a sponsorship recipient may offer you 'thank you' flowers). In these circumstances politely refusing the gift is recommended. However, where refusing the gift would be culturally insensitive or rude, you may accept the gift, so long as you record and relinquish the gift to the City as soon as possible. The City will determine how to deal with gifts relinquished to the City according to the relevant policies and procedure.

Example	Outcome
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I am in the approvals team and I have done a lot of work helping an event organiser to understand the event approval process and helping them make sure their permit application is correct.

They have sent me tickets to the event as a thank you and said this was their easiest event organised in the City so far – can I accept this?

No, the event organiser has sought permits for this event and in the past (and appears likely to do so again in future). This means they are an 'Associated Person', as the Approvals team's consideration of whether to issue a permit involves local government discretion. Even if you do not approve permits yourself, you must not accept this gift as to do so may create a perception that the gift was offered to you in order to influence the City's decision making. You are required to declare that the offer of these tickets was made to you using the Gift Disclosure Form. If there is a legitimate business reason for you to attend this event, you may seek a CEO exemption using the disclosure form.

I am in the Infrastructure and Assets team and a construction company offers me registration to their one-day seminar on innovations in the construction industry. There is no charge associated with the event and I can learn a lot from it, can I accept this?

Yes, you may attend the event (provided that if you will do so during working hours, your attendance has been approved in accordance with City policies and procedures).

You must also disclose the event as a gift using the Gift Disclosure Form if:

- the event is offered to you for free, but would not be free for a member of the public, or
- the event is free, but hospitality is provided.

Considerations

- Could my acceptance of the gift (or promise of the same) affect my actions, decisions or impartiality regarding a City matter, or create a perception that my impartiality has been affected as a result of accepting the gift or benefit?
- How would I feel if my acceptance of the gift was made public? What would that say about my professionalism, impartiality and integrity?
- What would I think if someone else accepted the gift in these circumstances?
- Would this gift have been offered to me if I was not an employee of the City of Perth?
- Am I trying to conceal the offer or acceptance of a gift?

3.3. CORRUPTION, BRIBERY, FRAUD AND THEFT PREVENTION

We are committed to ensuring high standards of integrity and accountability by demonstrating professional behaviour consistent with our values and this Code, and operating in an environment of openness, probity, and accountability.

PRINCIPLES – Corruption, Bribery, Fraud and Theft Prevention

1. We will not tolerate misconduct, fraud or corruption in any form.
2. We take seriously our duty to detect and eliminate fraudulent, unethical, corrupt, and illegal conduct.
3. We will not tolerate any Employee who offers, pays, seeks or takes bribes in any form.
4. Before any City equipment, supplies or other resources are removed, we must receive approval.

RESPONSIBILITIES – Corruption, Bribery, Fraud and Theft Prevention

1. You must not commit, ignore or encourage any acts of fraud, bribery, corruption, misconduct or criminal behaviour no matter what value.
2. You must not sell, lend or donate City resources unless approved by the City in writing. Do not intentionally damage, destroy or dispose of resources without approval.
3. You must report any knowledge or suspicion of fraud, corruption, misconduct or criminal behaviour, including any requests.
4. You must deal with City property in writing and with necessary approval.

WHAT IS BRIBERY?	WHAT IS CORRUPTION?
Where someone is persuaded by gifts, payments or other personal favours to behave improperly, to do something that they shouldn't do, or to not do something that they should.	Corruption is the dishonest activity of an Employee acting contrary to the interests of the City or abusing their position of trust to gain a personal benefit or cause detriment to another person or entity.
WHAT IS FRAUD?	WHAT IS THEFT?
Fraud is dishonest activity that is intentional and for a purpose. It includes activity where deception is used, including falsifying or concealing documents or information or improper use of information for a personal benefit.	Theft includes unauthorised use or taking of City money or property without permission with an intent to permanently deprive the City.

Example - Corruption

A construction project officer had an undisclosed friendship with a potential supplier. The project officer wasn't on the tender panel, but he was responsible for drafting the scope of a new request for tender. He felt his friend's business would be the best for the City to work with. The project officer carefully thought about the businesses strengths and special skills when writing the request for tender. There were initial questions from procurement, but the project officer had a lot of industry knowledge and his assessment seemed reasonable.

Outcome

Another tenderer raised questions during the tender process. They asked why specific qualifications were required when they were not, in their view, necessary for the job. The officer's answers weren't satisfactory to his line manager or procurement. They became concerned both with the responses and that the scope wasn't suitable. They reported their concerns. An internal investigation then discovered the undisclosed friendship. The project officer was reported to the CCC due to suspicions that he had "rigged" the tender process to benefit his friend's company. The tender was also pulled as the City was concerned there may be legal challenges from providers that did not submit due to the unfairly written tender scope.

Example – Fraud and Bribery

A supplier inflated the cost of landscaping jobs and charged for plants which were not supplied. The supplier had a tender with the City and convinced a parks officer to approve the quotes and false invoices for a cut of profit of each job. The parks officer was trusted, and her line manager had a high volume of invoices to approve and hadn't scrutinised the higher than usual invoices closely.

Outcome

An internal audit discovered unusual spending for the landscaping. Checks showed the pricing was excessive and suspicions resulted in the matter being reported to Police and the CCC. The authorities found evidence of the agreement and of payments from the contractor to the parks officer. The parks officer was dismissed, and both the business director and the officer were prosecuted. The line manager was also disciplined because of his lack of oversight, which included a formal warning and further procurement training.

Example - Fraud

An events officer has a corporate credit card for work purchases. The officer has been making personal purchases on the card and submitting false receipts to justify the expenses.

Outcome

The event officer's line manager was responsible for approving her expenses. One of the receipts looked suspicious so they reported their concerns. The internal investigation found several fake receipts. The matter was reported to the Police and the CCC and the event officer's employment was terminated.

Example - Theft

A depot Employee saw some unused pavers left over from a recent construction project. So that they didn't go to waste, he took them home and paved some of his back yard.

Outcome

Another Employee saw some of the pavers were missing the next day and reported the missing items to the Alliance Manager. The spare pavers had been intended for another project. After the surveillance systems and access records were checked there was clear evidence who had taken the pavers. The depot Employee was dismissed, and the matter was reported to the CCC as an instance of serious misconduct and the WA Police as a potential criminal offence.



3.4. SECONDARY EMPLOYMENT

Secondary employment refers to any other paid job in addition to your position at the City. It also includes where you hold a decision making authority in a volunteer organisation (such as being President of a sporting club) in the City of Perth or an adjoining local government.

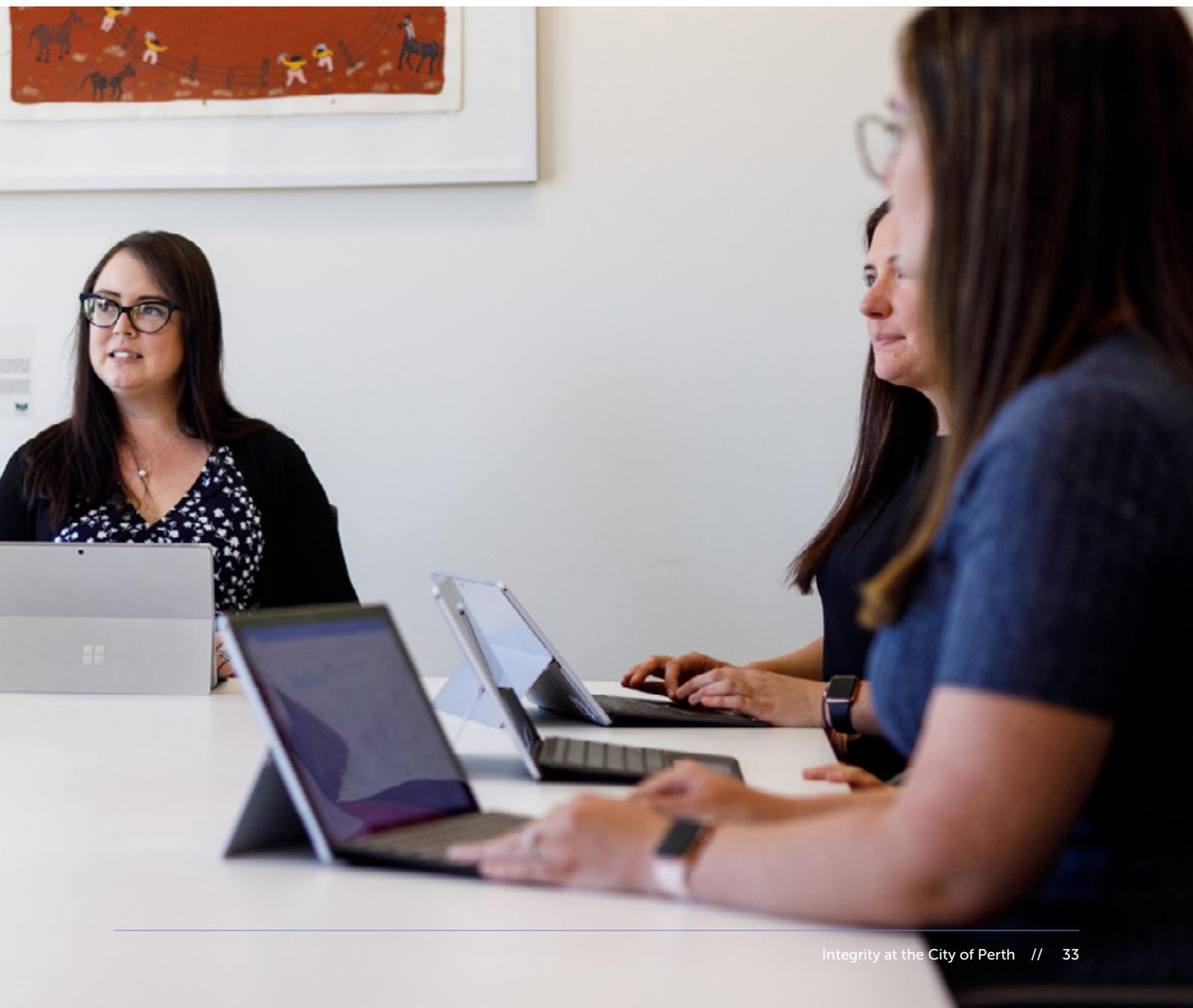
PRINCIPLES – Secondary Employment

- We may allow Employees to take on secondary employment on a case-by-case basis, but only where the City is satisfied that it will not interfere with their performance in their role or cause any actual or perceived conflict of interest.

RESPONSIBILITIES – Secondary Employment

- You must not conceal, commence or continue any secondary employment without prior written approval from the City. If approval is granted, then you agree to comply with any conditions of approval imposed by the City.

How the City will deal with Secondary employment is set out in City policies and procedures. Employees cannot engage in secondary employment without approval.



Example	Outcome
<p>On the weekends I sometimes help at my parent's business, a café in Northbridge. It's always outside work hours and it's not interfering. Do I really need approval?</p>	<p>Yes, you do need to declare this as secondary employment. Secondary employment must be declared and approved. Without knowing the details, the City cannot ensure there is no conflict with your role.</p> <p>Whether or not this is approved, you must also ensure any conflicts are declared – a business in the city will have dealings with the City of Perth and if you have any influence or authority over decisions that could affect your parent's business you will need to be removed from the decision-making process.</p>

Example	Outcome
<p>I have started a small side-business selling beauty products. My secondary employment has been approved and other Employees are keen to see a demonstration of my products. Could I use a spare meeting room to hold a demonstration during our lunch break? Is it ok to print out a few flyers at work to let my co-workers know?</p>	<p>No. Using City resources (such as meeting rooms and stationery) for personal commercial purposes is not permitted. Demonstrations, taking orders and other business matters must be organised outside of the office and outside of work hours to ensure your commercial business is not interfering with either your work or other Employee's work. Review your conditions of approval carefully.</p>

Example	Outcome
<p>I volunteer as Vice President of a community group within the City. We do tree planting and have a community garden. Does this need to be declared?</p>	<p>Yes, as you are in a volunteer decision making role this is also considered secondary employment. The City supports volunteering, but potential conflicts need to be managed. For example, if your community group applied for a grant the City would need to ensure you were not involved in the decision-making process.</p>

Considerations

- Have I received written approval for my second job?
- If I have received written approval, am I adhering to the conditions of that approval?

3.5. PROTECTING THE ENVIRONMENT

One of the key themes for the City's Evolution to Excellence is advancing a liveable, sustainable, and prosperous environment. We all share the responsibility to protect our natural environment, create healthy surroundings for our community, and manage the impacts of air, water, land, and noise pollution. Protecting the environment is in the public interest.

Principles – Protecting the Environment

1. We are committed to identifying, assessing, and taking steps to avoid and minimise the environmental impacts associated with our work.
2. We are proactive in achieving our sustainability and environmental objectives such as improving energy efficiency and reducing emissions. We look for opportunities including through partnerships, by showing leadership, and individually.
3. We find opportunities to improve water, waste, and pollution management

Responsibilities – Protecting the Environment

1. You must report to your line manager any actual or potential impact to the environment or communities from an accident, incident, spill, or release of material.
2. You should encourage our suppliers, customers and community to minimise their environmental impacts.
3. You must make sure to consider contractors and suppliers' environmental and community impacts and risks, before engaging their services.

Example

When it rains, I have noticed overflows of water from the site of a City construction project to the Swan River. What should I do?

Outcome

You should report the issue as an incident to the project manager. The project manager will raise it directly with the contractor and ensure they implement any directions from environmental personnel. An investigation may need to occur to determine whether there are any potential impacts from the overflow to the Swan River or surrounding environment. Reporting the issue as an incident will also ensure any regulatory agencies are notified, and an analysis of the incident, root causes, preventative actions and learnings are communicated.

Example

My role doesn't really relate to the environment. Is there anything I'm required to do?

Outcome

Every Employee can consider sustainability and how it applies to their role. This can be through limiting paper waste and turning off lights or through leadership actions such supporting containers for change and other City initiatives.

Part 4 – City Resources and Information

City resources and information are to be used effectively, economically and in accordance with any specific policies mentioned. The City's resources include all City property, data, records and services provided or paid for by the City.

4.1. PRIVACY, CONFIDENTIALITY, ACCESS AND RECORDKEEPING

Employees must ensure we manage information appropriately.

PRINCIPLES – Privacy, Confidentiality, Access and Recordkeeping

1. We are committed to creating and maintaining records appropriately, in line with the *State Records Act 2000* and guided by information management standards and best practice.
2. We demonstrate accountability and transparency in our decision-making processes through creating and maintaining records properly.
3. We respect the public's right to access City information under the *Freedom of Information Act 1992*.
4. We maintain and respect confidentiality.
5. We respect the privacy of individuals, and the security of personal information.
6. We don't make improper use information obtained in the course of our official duties

RESPONSIBILITIES – Privacy, Confidentiality, Access and Recordkeeping

1. You must not falsify, destroy, alter, damage, back-date or remove records or public information purposely, and take reasonable care to ensure it does not happen inadvertently.
2. You must capture, organise and securely store records and comply with the City's recordkeeping policies and procedures.
3. You must not make any inappropriate or disparaging remarks, unsubstantiated allegations, or personal opinions on documents, recognising that any document (including digital communication) may be accessible under the *Freedom of Information Act 1992*.
4. You must not divulge information deemed confidential or sensitive, other than as required by law or where proper written authorisation is given.
5. You must not discuss or share a person's private or personal information except where authorised.
6. You must not use information obtained through your jobs for direct or indirect personal or commercial gain, or to do harm to others.

Example

An Employee had confidential access to supplier's business information. The Employee became aware of the financial success of one of the City's suppliers. With this knowledge she contacted her friend who owned the premises the business leased by the supplier. She advised her friend they may like to request a higher rent from their tenants, based on the recent success of the City tender which is information soon to be made public.

Outcome

No, an Employee cannot disclose such information regardless of if the details will be made public in due course.

Considerations

- Does this information constitute an official corporate record?
- Do I know the appropriate recordkeeping system or method to capture this information?
- Has the information come through the appropriate channels and process? If not, who should I direct it to?
- Is the information I am creating or capturing professional and free from inappropriate remarks?
- Would a person be concerned if they knew I was discussing their information?
- Have I completed the required recordkeeping awareness and systems training?



4.2 PROCURING GOODS AND SERVICES AND PRUDENT FINANCIAL MANAGEMENT

When we purchase goods on behalf of the City, it is important that we always abide by City Policies, legislation, and the underlying responsibilities of good government, including prudent financial management and avoiding anti-competitive behaviour.

PRINCIPLES – Procuring goods and services and prudent financial management

1. We must use ratepayers' funds prudently, and we must remain independent when dealing with third parties and committing funds from the City.
2. We are committed to applying best practice principles through every procurement activity, irrespective of value and complexity.
3. We acknowledge transparency in procurement is necessary to comply with obligations and responsibilities.
4. We must always be careful how our interactions with competitors look to other people, whether in a business or personal setting.
5. We must not unlawfully disclose or share bids to competitors.
6. We encourage a free and open market.
7. We will ensure a fair, open, and accurate tender and procurement process in accordance with policies and statutory obligations.

RESPONSIBILITIES – Procuring goods and services and prudent financial management

1. You must consider that every dollar the City spends is the funds of a ratepayer. Careful and considered expenditure is a priority.
2. You must obtain appropriate written approval in line with purchasing limits and terms of engagement.
3. You must ensure any document or decision is captured appropriately.
4. You must not inappropriately agree or disclose competitive terms such as pricing, formulae, discounts, margins, rebates, commissions or credit terms.
5. You must not rig a bid or otherwise illegally coordinate bidding or tendering activities.
6. You must not unlawfully boycott any customer or supplier.
7. You must not obstruct a competition authority by providing false or misleading information, concealing, or destroying documents or alerting any third party to the fact of a competition law investigation.

Considerations

- Have I read and understood CP 2.2 Purchasing Policy?
- Am I doing or not doing something to avoid a particular procurement requirement?
- Have I determined appropriate selection criteria to assess quotations?
- Are there adequate measures in place to ensure and demonstrate probity and transparency of the process?
- Have I declared any conflicts of interest and completed the required training prior to undertaking procurement activities?

Example	Outcome
<p>I have previously been on a tender panel for printing paper and stationery supplies. The current supplier regularly sends small gifts with purchases – they seem to do it for all their customers. They are only small tokens – can I keep them?</p>	<p>No. If you receive a “gift with purchase” the item is the City’s rather than yours, and you are not able to keep it. The City is strict with this because these small “token” gifts could influence (or be perceived to influence) your judgement when making future tender decisions or could influence you to spend “just a little extra” of ratepayer funds to obtain the bonus item when the additional supplies are not needed. If you receive a gift directly to you from a City supplier it should be politely returned where possible unless approved under this Code (see Gifts, Benefits and Hospitality). Gifts will not be approved without both a legitimate business reason to accept them and finding no apparent conflict from acceptance.</p>
Example	Outcome
<p>I have a two-part project. If I split them up, I only need to obtain two quotes each time and don’t have to do a formal request for quote with a brief. I don’t have a lot of time to start work – is this an issue?</p>	<p>You must not split up a project to avoid the City’s procurement requirements. This is a breach of the Code and the City’s Purchasing Policy. If there are other, legitimate reasons to split up the procurement processes discuss these with Procurement to ensure they are appropriate and that the City obtains value for money in a transparent process.</p>
Example	Outcome
<p>At a social gathering, a staff member from another local government consistently complains to me about one of our vendors. He states that his local government will never use the vendor again and recommends that the City does the same. We have had a similar negative experience; can we agree with the other local government’s recommendation?</p>	<p>The other local governments recommendation raises a potential collective boycott issue which you should not agree with. When engaging with other local governments we must avoid expressly or implicitly agreeing not to deal with a supplier or customer, regardless of whether you are having the discussion in a business, social or other context. In this scenario, the risk can be avoided by stating that the City independently evaluates and makes decisions regarding its vendors. Alternatively, indicate you do not wish to discuss the topic. If the staff member from the other local government persists, you should walk away and report the incident to your line manager.</p>

4.3. MODERN SLAVERY AND RESPONSIBLE SUPPLY CHAIN PRACTICES

The City supports responsible supply and procurement practices in all forms across every area of our operations. We ensure that our suppliers always meet this same standard.

Principles – Modern Slavery and Responsible Supply Chain Practices

1. We are committed to operating consistently with the UN Guiding Principles on Business and Human Rights.
2. We expect our suppliers to adhere to the human rights standards and all relevant legislation.
3. We work hard to ensure that slavery or child labour is not taking place in our business and that our supply chains comply with international standards.

Responsibilities – Modern Slavery and Responsible Supply Chain Practices

1. You must understand and manage any adverse human rights impacts you are causing, contributing to, or are directly linked to.
2. You must reject any form of child labour or slavery, including forced labour where known or suspected.
3. You must be mindful of the laws that exist in preventing slavery or child labour as you go about your role in the City including in the use of our suppliers.

Example

The City has engaged a contractor who is known for taking advantage of migrant workers on working holiday visas. I have heard reports that the workers were forced to surrender their passports and are exhausted from working longer than 12 hours every day. Is it my role to say anything?

Outcome

We are all responsible for preventing unethical practices, protecting human rights and upholding the law. You are expected to meet these responsibilities by speaking up, walking past this behaviour is a breach of the Code.



4.4. CITY RESOURCES

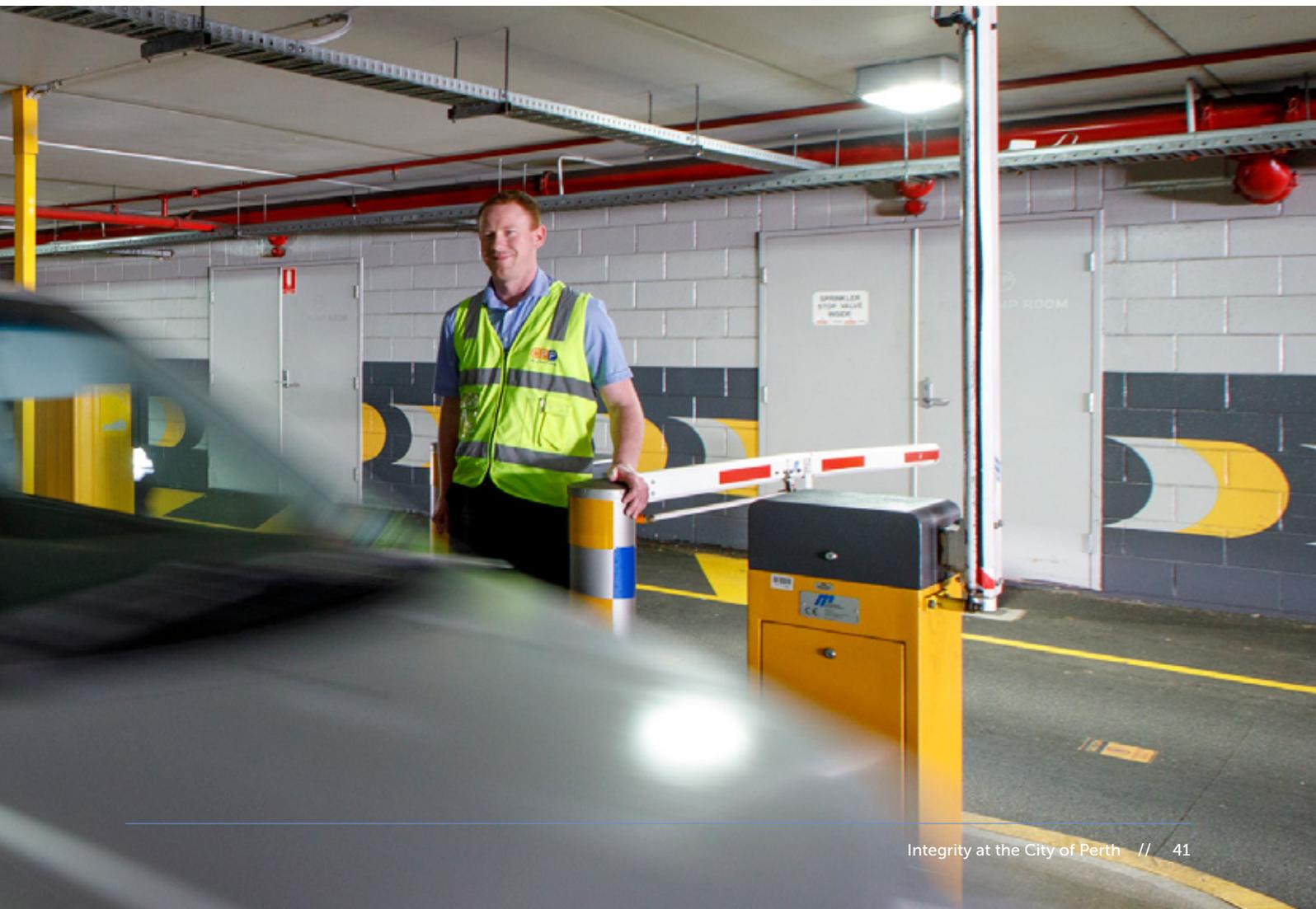
In addition to the prudent financial management of public funds, the City has a responsibility to the community to ensure the City operates efficiently and effectively. This includes using the City's resources carefully and transparently. City resources may include equipment, information, email addresses, premises, staff resources, property of any kind and other assets. These resources must be used in accordance with public interest.

Principles – City Resources

1. We use City resources effectively, economically, appropriately, and lawfully, including Employee time and access to websites.
2. We use, care for, and maintain our resources thoughtfully and carefully, understanding that they are publicly funded.
3. We notify immediately when City resources are damaged or at risk of damage.
4. We ensure proper care and protection is given to all City resources.

Responsibilities – City Resources

1. You must only use City resources for the purposes of your duties and not for private purposes unless properly authorised in writing to do so.
2. You must ensure you are appropriately trained, licensed, qualified, assisted, or supervised (as required) in the safe and compliant use of the City resources.
3. You must promptly report any damage to, flaws with, or misuse of the City resources.
4. You must maintain adequate security over City resources in your possession or control, and only use City resources if qualified and authorised.



Example	Outcome
<p>I am moving to a new house this weekend. It would really help to use a flat trolley that we have around the office. Am I able to borrow it for the weekend – I'll return it first thing Monday?</p>	<p>No. City property is only for workplace use. The City is responsible for securing and maintaining its assets and ensuring they are available for work purposes. The trolley has been provided using public funds so Employees can undertake their jobs effectively. This may seem strict but consider the impact: staff working over weekends could need this asset, regular borrowing from different staff could wear down this item early, taking this item off site may not be secure. Using publicly funded items for an Employee's personal benefit is not appropriate..</p>

Example	Outcome
<p>I am organising a holiday and over my lunch break I looked up accommodation down south on my work computer and made a booking. Is this ok?</p>	<p>Limited, occasional personal use of assets such as phones, computers and the Internet is permitted. You must ensure your use doesn't interfere with your work or anyone else's. Ensure you do not access anything illegal or inappropriate while using City resources. Do not undertake your searches during your worktime.</p>

Considerations	Considerations– Websites and ICT
<ul style="list-style-type: none"> • Is my use of this resource for conducting City business? • Have I considered the cost to the City of this resource? • Have I used and maintained the City's resources to an appropriate standard so that it is immediately ready for another Employee to immediately and safely use it? • What would happen if I failed to perform the necessary safety checks before and after use? • Have I completed the necessary training and hold the appropriate licences or qualifications? 	<ul style="list-style-type: none"> • Are the websites and content I am accessing appropriate and aligned to the principles and standards of this Code? • Could the material I am accessing be illegal or considered inappropriate or offensive? • How would I feel if my use of the City's ICT resources and websites and content I am accessing was made public?

4.5. INTELLECTUAL PROPERTY (IP)

One of the City's assets is its IP, including its software, copyrights, patents, trademarks, trade secrets, inventions and other confidential or proprietary information. The City's IP rights must be protected, and Employees must be careful not to disclose such material. It is also important to respect the IP rights of others.

Principles – Intellectual Property (IP)

1. We acknowledge while employed, all IP that is related to the affairs of the City including documentation generated by us will become property of the City.
2. We will respect the intellectual property rights of individuals and organisations outside the City.
3. We will ensure authority is obtained to use or reproduce City materials.

Responsibilities – Intellectual Property (IP)

1. You must obtain written approval before arranging to publish or disclose any articles or materials you produced as part of your official duties.
2. You must not infringe copyright law, including the IP, of any individual or organisation. For example, you must not store or copy audio, video or image files, printed media or software without the appropriate license or approval.
3. You must seek and obtain written permission before you copy, quote or reproduce the work of another. You must cite or acknowledge the source whenever referencing.

Example

When I no longer work for the City, can I take any of my work with me?

Outcome

As a rule, any work you create that relates to the business or operations of the City is owned by the City and cannot be used outside of the organisation. There may be limited circumstances where the City will permit you to use that work product, but only with prior written permission and after any City information has been removed. You should discuss the matter fully with your line manager prior to leaving.

Considerations

- Am I aware of and have I complied with the usage rights for material I am using or intending to redistribute?
- Have I ensured that the City IP remains with the City unless authorised?

Resources

Health and Safety

- Golden Safety Rules
- Department of Mines, Industry Regulation and Safety: Safety and Health Resources
- [Operational Policy 15 Work Health and Safety](#)

Harassment and Bullying

- Equal Opportunity Commission
- Fair Work Ombudsman: Bullying and Harassment
- Workplace Bullying: Violence, Harassment and Bullying Fact Sheet

Equity, Diversity and Inclusion

- [Equity, Diversity and Inclusion Framework](#)
- [Disability Access and Inclusion Plan \(2021-2025\)](#)
- [LGBTQIA+ Plan 2021-2024](#)
- [Reconciliation Action Plan: Reflect](#)
- Director of Equal Opportunity in Public Employment
- Public Sector Commission: Diversity and Inclusion Calendar

Speaking up

- Department of Local Government, Sport and Cultural Industries: Breaches of the Local Government Act
- Corruption and Crime Commission: Report Corruption
- Public Sector Commission: Minor Misconduct by Public Officers
- [Reporting Misconduct](#)

ICT Security

- Australian Cyber Security Centre: Stay Smart Online

Serving our Community and Dealing with Stakeholders

- External Customer Service Charter

City Property, Vehicles and Equipment	<ul style="list-style-type: none"> • Road Traffic Code 2000 • Department of Mines, Industry Regulation and Safety: Machinery and Equipment Safety
Gifts, Benefits and Hospitality	<ul style="list-style-type: none"> • Local Government Operational Guidelines: Disclosure of gifts and disclosure of interests relating to gifts • Gifts, benefits and hospitality: A guide to good practice
Procuring Goods and Services	<ul style="list-style-type: none"> • City Purchasing Policy • Local Government Operational Guidelines: Use of Corporate Credit Cards • Procurement – Contract Extensions and Variations • Public Sector Commission: Goods and Services Procurement Practice Resources
Corruption, Bribery, Fraud and Theft Prevention	<ul style="list-style-type: none"> • Fraud and Corruption Control Policy • Reporting Misconduct
Working with Elected Council Members	<ul style="list-style-type: none"> • Department of Local Government, Sport and Cultural Industries: The Role of a Council Member
Information Privacy, Confidentiality, Access and Disclosure	<ul style="list-style-type: none"> • Office of the Information Commissioner: Useful Resources on Freedom of Information
Modern Slavery Laws	<ul style="list-style-type: none"> • Australian Government Department of Home Affairs: Modern slavery
Council Policies	<ul style="list-style-type: none"> • City of Perth website.

Definitions

Associated Person

means a person who is:

- a. undertaking or seeking to undertake an activity involving local government discretion; or
- b. it is reasonable to believe they are intending to undertake an activity involving local government discretion.

activity involving local government discretion means an activity that cannot be undertaken without an authorisation from the City or an activity occurring by way of a commercial dealing with the City. I.e., a decision by the City is required.

Examples of Associated Persons:

- People seeking a permit, development approval or licence from the City
- The City's suppliers or those considering bidding or quoting to become suppliers
- Sponsorship or grant applicants and recipients.

City

City of Perth

Closely Associated

a person is treated as being closely associated if they fall into any of the relationships or associations listed in [section 5.62 of the *Local Government Act 1995*](#).

Code

this Code of Conduct

Employee

includes all City employees (including the CEO) including agency staff, volunteers, interns and other persons doing unpaid work, for as long as there is a connection to their role at the City. It further includes any person engaged by the City under a contract for services including contractors and consultants and to advisory group members.

Financial Interest

Financial interest has the meaning given in sections [5.60A](#) and [5.61](#) of the *Local Government Act 1995*.

A person has a financial interest in a matter if it is reasonable to expect that the matter will, if dealt with by the local government, or an employee or committee of the local government or member of the council of the local government, in a particular way, result in a financial gain, loss, benefit or detriment for the person.

Examples of direct financial interests

- Your child lives at home and your child's employer has put in a tender bid – if they win your child's job will continue. As your child lives with you, they are 'Closely Associated' so this is a direct financial interest even if it made no difference to your personal finances.
- A planning application may increase your property values – this is a financial interest as you have a benefit – even if you aren't planning on selling.

An indirect financial interest of a person in a matter includes (but is not limited to) a reference to a financial relationship between that person and another person who requires a local government decision in relation to the matter.

Examples of indirect financial interests

Your landlord has sought Council approval for a planning application for a block of buildings he has bought. You have a 'financial relationship' with your landlord through the lease so an indirect financial interest exists.

Gift

Gift has the meaning given in section [5.57](#) of the *Local Government Act 1995* and includes:

- (a) The conferral of a financial benefit (including a disposition of property) from one person in favour of another person, unless adequate financial consideration (in money or money's worth) is given;
- (b) A travel contribution.

'Financial benefit' means that:

- i) there must be a determinable financial value to the gift assessed objectively according to market value; or
- ii) the gift must be physical goods or property.

'Travel contribution' means a financial or other contribution made by one person to travel undertaken by another person.

'Travel' includes any accommodation incidental to a journey.

Proximity Interest

Proximity interest has the meaning given in [section 5.60B of the *Local Government Act 1995*](#).

a person has a proximity interest in a matter if the matter concerns –

(a) a proposed change to a planning scheme affecting land that adjoins the person's land; or

(b) a proposed change to the zoning or use of land that adjoins the person's land; or

(c) a proposed development (as defined in section 5.63(5)) of land that adjoins the person's land.

Adjoins includes properties that have a boundary with your property (or someone you are Closely Associated with) and those directly across the road from your property (or someone you are Closely Associated with).

Development of land means the development, maintenance or management of the land or of services or facilities on the land.

Examples of Proximity Interests:

- Your next-door neighbour has put in a development application to add a second story.
- Council is considering roadworks in front of your property.
- The deli across the road from you has been sold and the new owner has applied for planning approval to redevelop the land and change it into a childcare centre.

Relative:

Has the meaning given in section 5.74 of the *Local Government Act 1995*:

relative, *in relation to a relevant person, means any of the following –*

(a) a parent, grandparent, brother, sister, uncle, aunt, nephew, niece, lineal descendant of the relevant person (e.g., your children, grandchildren and great grandchildren) or of the relevant person's spouse or de facto partner;

(b) the relevant person's spouse or de facto partner or the spouse or de facto partner of any relative specified in paragraph (a), whether or not the relationship is traced through, or to, a person whose parents were not actually married to each other at the time of the person's birth or subsequently, and whether the relationship is a natural relationship, or a relationship established by a written law.

Integrity at the City of Perth

CODE OF CONDUCT FOR EMPLOYEES

Instructions: Please complete the following form to confirm you will abide by the Code of Conduct.

1. Declaration

- I confirm that I have access to a copy of the Integrity at the City of Perth | Code of Conduct (Code) for Employees. I accept that it is my responsibility to read the document and follow the standards of conduct and behaviour set within the Code.
- If I do not understand any of the content contained in the Code, I accept that it is my responsibility to seek clarification from my Line Manager or People and Culture.
- I accept that I will be required to attend mandatory Code of Conduct training to enhance my understanding of the conduct and behaviours expected of me as an Employee of the City of Perth.

2. Confirmation

Employee Name: _____

Employee Position: _____

Alliance: _____

Signature: _____

Date: _____

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City of Perth