



# PALMERSTON AND LITCHFIELD SENIORS ASSOCIATION INC. (PLSA)

*Linking Seniors through  
Smart Partnerships*

## SOP19 CODE OF CONDUCT – COMMITTEE MEMBERS

Palmerston And Litchfield Seniors Association Inc. (PLSA) is committed to support Committee Members to meet our object and purposes and in doing so, support the valuable partnership between the PLSA, its Seniors and Sponsors of the Palmerston and Litchfield regions.

### Purpose

The PLSA Code of Conduct for Committee Members describes the expected values and behaviours of the Committee Members that Seniors and Sponsors of the Association might expect to be displayed:

- 1) To ensure all senior members of the community have access to community events;
- 2) To deliver a safe and harmonious program to all seniors community within the City of Palmerston and Litchfield Council regions; and
- 3) To advocate for issues relating to social interaction, health and well-being throughout the year on behalf of the seniors community within the City of Palmerston and Litchfield Council regions.

### Values

All PLSA Committee Members are required to adhere to the PLSA values and work together delivering:

- Respect
- Compassion
- Diversity
- Accountability
- Inclusivity; and
- Excellence

### Expectations

PLSA Committee Members are expected to ensure the success of the Association by:

- Respecting wider community views, having the capacity to reflect on present community issues, rather than focus on personal concerns or individual issues.
- Promoting and advocating for better care for Seniors in our community and for the broader community.

Form:	SOP19 – Code of Conduct – Committee Members	Version 1.1
Updated: 01 January 2023	Updated By: Public Officer	Review Date: 31 January 2024
PLSA\Administration Update 2023\Operation Forms 2023	Approved: PLSA Mgt. Team	Page 1 of 4
Palmerston And Litchfield Seniors Association Inc.		

- Take personal responsibility for performing the Committee Member’s role within the Association.
- Utilise the Association’s resources to support your performance to assist Seniors achieve our Object and Purposes.
- Ensure your point of view is expressed in a non-partisan and relevant manner in the best interests of the Association, Seniors and Sponsors.
- Contribute openly, honestly and constructively, including respectfulness to ensure the Association’s Object and Purposes are achieved.
- Work constructively and actively with fellow Committee Members, utilising appropriate channels, priorities and protocols.

## Values Extrapolation

Respect	<ul style="list-style-type: none"> <li>• Avoid abusive language and actions towards Committee Members, Seniors and Sponsors</li> <li>• Avoid harsh tones and unacceptable tones and outbursts</li> <li>• Ensure there is no discourtesy or rudeness towards Committee Members, Seniors or Sponsors</li> <li>• Respect differences in people, their ideas, opinions and their lawful modus operandi</li> <li>• Be mindful to preserve and enhance the Association’s reputation</li> <li>• Respect confidentiality of information entrusted to you from the Association, fellow Committee Members, Seniors and Sponsors</li> <li>• Perform duties diligently and conscientiously</li> <li>• Avoid endangering, threatening, bullying or abusive behaviour to all parties</li> <li>• Avoid failing to cooperate with supervisors / leaders / mentors</li> <li>• Mind your conduct when dealings with others, utilising courtesy and sensitivity</li> </ul>
Compassion	<ul style="list-style-type: none"> <li>• Be compassionate when dealing with all parties</li> <li>• Display tact and empathy when dealing with all parties’ feelings</li> <li>• Display understanding and compassion when working with all parties</li> <li>• Avoid violent, sharp and brackish behaviours to all parties</li> </ul>
Diversity	<ul style="list-style-type: none"> <li>• Assist to create and maintain an inclusive environment for everyone</li> <li>• Ensure ethical and professional judgement is applied without bias</li> <li>• Avoid imposing any homophobic attitudes and feelings towards people who may be identified as different or perceived to be different</li> <li>• Embrace multiculturalism and diversity</li> <li>• Celebrate our unique differences</li> </ul>
Accountability	<ul style="list-style-type: none"> <li>• Be diligent when applying yourself to tasks / roles</li> <li>• Always consider the welfare of other Community Members, Seniors or Sponsors</li> <li>• Make decisions based on what is in the best interests of the Association and its Object and Purposes and not your personal interest and benefit</li> <li>• Declare any conflicts of interest as they arrive and ensure what is in the best interest of the Association and all parties</li> <li>• Preferably refrain from smoking, utilising and bringing illegal drugs to any event and avoid excessive use of alcohol at Association’s events</li> </ul>

Form:	SOP19 – Code of Conduct – Committee Members	Version 1.1
Updated: 01 January 2023	Updated By: Public Officer	Review Date: 31 January 2024
PLSA\Administration Update 2023\Operation Forms 2023		Approved: PLSA Mgt. Team Page 2 of 4 Palmerston And Litchfield Seniors Association Inc.

	<ul style="list-style-type: none"> <li>• Adhere to policies and procedures established by the Association</li> <li>• Adhere to relevant legislation that the Association must operate within</li> <li>• Do not speak to the media about any aspect of the Association that could damage the Association or its reputation unless you are duly authorised</li> </ul>
Inclusivity	<ul style="list-style-type: none"> <li>• Create opportunities to share knowledge and experiences</li> <li>• Upskill fellow Committee Members where ever possible and divest workload as required</li> <li>• Work with people to get across cultures to include all people</li> <li>• Be kind and polite in all forms of communications with all parties</li> <li>• Be party to a work place environment where everybody feels safe, confident and included</li> <li>• Speak clearly, concisely, explaining jargon and avoid acronyms where possible (or if they must be used, explain them) so that people may understand what is happening</li> </ul>
Excellence	<ul style="list-style-type: none"> <li>• Always represent the Association in a professional manner</li> <li>• Do not accept gifts that result in a personal financial benefit and may compromise or effect your behaviour in an official capacity</li> <li>• Be generous in giving and receiving feedback</li> <li>• Do not be disingenuous when speaking to parties</li> <li>• Provide opportunities for all regardless of race, ethnicity, religion or gender</li> <li>• Act as a positive role model with respect to appropriate behaviour</li> <li>• Always look for opportunities for improved performance of the Association and its functionality</li> <li>• Do not take advantage of your position in the Association in anyway</li> </ul>

This Code of Conduct for Committee Members is a formal statement about promoting ethical conduct and behaviour.

In general, good judgement based on ethical conduct and behaviour will ensure a healthy and vibrant Association, ensuring its longevity and continued success within our niche market. The Association actively encourage compliance with the Code of Conduct at all times. The Association also accepts and encourages the initiation of action/s to address unacceptable or inappropriate behaviours or other breaches of the Code of Conduct.

**Assessment of Committee Members Performance**

New Committee Members will be offered peer support via the Management Team. If a Committee Member is deemed by the Management Team, regarding their failure to not comply with the Code of Conduct, grievance procedures must be followed.

Form:	SOP19 – Code of Conduct – Committee Members			Version 1.1
Updated: 01 January 2023	Updated By: Public Officer	Review Date: 31 January 2024	Approved: PLSA Mgt. Team	Page 3 of 4
PLSA\Administration Update 2023\Operation Forms 2023		Palmerston And Litchfield Seniors Association Inc.		

## Grievance Processes

A breach of the PLSA Code of Conduct may result in termination of membership of the Committee and/or expulsion from the Association. Any breaches of the Code of Conduct should be reported in writing to the President or Vice President, including witness statements and relevant documentation to support the grievance

In the event where the issue reported is contradictory to the Code of Conduct, such as a breach of confidentiality or behaviour issue, at least 3 members of the Management Team, including the President, Vice President and one other will meet and act as the arbiter of non-compliance of the Code of Conduct, taking all and every action required to resolve the issue within the confines of the Constitution and By Laws. Depending on the nature of the grievance the matter may be drawn to the notice of external agencies.

In the event that the above Members of the Management Team are non-compliant, an independent group of 3 members will be established by either the President, Vice President or a non-involved Management Team Member and act as the arbiter of non-compliance of the Code of Conduct, taking all and every action required to resolve the issue within the confines of the Constitution and By Laws.

If a breach of the Code of Conduct is rated by the arbiters on a scale of 1 to 5 as either a 1 or 2 a minor breach may be recorded and appropriate professional development may take place.

In the event of a 2<sup>nd</sup> breach where the arbiters score the breach as either a 1 or 2, the Committee Member will be required to resign and/or be terminated.

In the event that the breach is rated by the arbiter on a scale of 3 to 5, a major breach will be deemed to have occurred and the Committee Member will be required to resign and/or be terminated.

If such actions are enacted by the arbiters, the President or Vice President or a non-involved Management Team Member will report a summary action only which has occurred resultant of the breach of the Code of Conduct to the next General Committee Meeting.

All documents, deliberations and specific outcomes will remain confidential within the Association unless challenged externally, in which case the Management Team will decide the appropriate action to be implemented.

## Summary

As an appointed / elected Committee Member, I \_\_\_\_\_ have read and  
(Write name in full)

understood the terms and the conditions associated with this Code of Conduct and the Association's expectations. In so signing this document, I agree to comply with all aspects of the PLSA Code of Conduct.

\_\_\_\_\_  
(Place signature above)

Date: \_\_\_\_\_

Form:	SOP19 – Code of Conduct – Committee Members	Version 1.1		
Updated: 01 January 2023	Updated By: Public Officer	Review Date: 31 January 2024	Approved: PLSA Mgt. Team	Page 4 of 4
PLSA\Administration Update 2023\Operation Forms 2023		Palmerston And Litchfield Seniors Association Inc.		