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| **Appendix A**  **Frankston City Council**  **Culturally and Linguistically Diverse (CALD) Network** |
| **Code of Conduct** |

This Code of Conduct outlines the behaviours expected of Network members both within and outside Network meetings; the responsibilities and obligations of Network members, Council representatives and other parties; and, expectations with respect to ethical dilemmas or conflicts of interest.

All members shall conduct Network affairs / meetings in accordance with this code:

1. Observe the highest levels of conduct in undertaking their Network activities, recognising the values of trust, integrity, honesty, respect and justice for all
2. Act in the best interests of people who identify as CALD, and not allow personal interests to override the interests of people who identify as CALD.
3. Declare any real or perceived conflicts of interest
4. Respect diversity; treating all people equally and fairly
5. Refrain from using any circumstance or information connected to Network business for personal profit or gain
6. Protect and promote the integrity of people who identify as CALD
7. Treat others with courtesy, consideration, and sensitivity
8. Ensure all actions, decisions and advice are based on a comprehensive consideration of relevant facts and best practice
9. Use information in a careful and prudent manner
10. Develop skills and competencies in accordance with responsibilities and help others to do so

**Meeting Etiquette**

1. Strive to attend all meetings, sending apologies to the Chairperson for necessary absences
2. Prepare for the meeting by reviewing the agenda, papers and any emails before the meeting
3. Talk to the Chairperson before the meeting if you need to clarify anything
4. Arrive on time and stay until the end of the meeting
5. Participate fully in the meeting;
6. Listen to what others have to say and keep an open mind
7. Contribute positively to the discussions
8. Try to be concise
9. Help others concentrate on the meeting by discouraging side conversations
10. Have the best interests of the organisation/community in mind at all times
11. Draw attention to any potential conflicts of interest that may arise in the meeting
12. Fulfil any responsibilities assigned to you at the meeting and be prepared to report back on your progress at the next meeting

**Conflict of Interest**

Conflict of interest may arise for various reasons and Network members may have private interests that from time to time conflict with their public duties. There is an expectation that where such conflict occurs it will be resolved in favour of the community rather than private interest.

1. Members of the Network must, having reviewed the agenda for a meeting, or when becoming aware of a potential conflict of interest, immediately advise the Chairperson.
2. If appropriate, members of the Network should leave the meeting whilst the matter is discussed and not participate in any decision making relative to the issue.

**Grievances**

1. In the event of any unresolved matter or dispute, all parties concerned will be encouraged to discuss the matter and attempt to resolve it as soon as possible.
2. If the Network members/ parties are unable to resolve the dispute independently, the Network members/parties may then agree to hold a meeting in the presence of a mediator.
3. The Network may nominate a representative to be invited to assist in facilitating the decision of an acceptable mediator. All parties must agree to the mediator.
4. All parties will be given reasonable opportunity to be heard and ensure that natural justice is accorded.

**Process for Handling Breaches of the Code of Conduct**

Should there be concerns regarding a possible breach of the Code of Conduct by any Network member, the following process will apply.

1. The matter is raised in writing at a meeting of the Network for discussion, with all parties concerned having the opportunity to talk to their case;
2. The Network reviews the matter and determines a course of action. Options for addressing the breach include:
   1. A written warning to the person concerned and if it happens a second time the person's term on the Network is terminated;
   2. For issues that act against an agreed Network decision the person's term on the Network would be terminated immediately