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	Code of Conduct		

Code of Conduct

Document Status

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1	24/02/2020		G Bourne	Committee	Committee

Revision Record

Revision	Date Issued:	Description of change:



Our Code

Oberon Tarana Heritage Railway Inc (OTHR) is a not for profit, member-based organisation. We have a responsibility to strive to make informed, consistent and ethical decisions.

Our code is a public statement the OTHR is committed to doing the right things the right way. Our code applies to all OTHR committee members and members.

We are proud of our culture, and understand it is continually shaped by the behaviours and attitudes demonstrated on a day to day basis by all of our people.

Our code Includes references to relevant OTHR requirements (OTHR policies and procedures) and other helpful tools and resources.

No code of conduct can cover every possible situation, OTHR relies on you to use sound judgement and to speak up when you have questions or concerns.

All committee members, members, volunteers and employees of OTHR are representatives of OTHR and are expected to act responsibly and professionally.

As a representative of OTHR, you are expected to act in the best interests of OTHR and to conduct yourself in a manner that does not discredit.

- An individual team member, having regard to their position held within OTHR; or
- The reputation of OTHR

Whenever there is conflict or a difference between an applicable legal requirement and Our Code, you must apply the strictest standard.

Our partners, and third parties, can also have a direct impact on the reputation of OTHR through their behaviours and actions. For this reason, we want to work with our partners to ensure that they share our commitment to safety, ethics and compliance.

We also expect and encourage all of our contractors and their employees to act in a way that is consistent with Our Code. We will take appropriate measures where we believe they have not met our expectations or their contractual obligations.



Our Values, Our Behaviours

Our values and behaviours influence the way we work with each other, serve our customers and engage with the broader community. How these values are given life within our organisation may look different depending on our particular role, however our unifying values should always be visible and recognisable, and the means by which we measure our own and others' behaviours.

We demonstrate our values by:

<p>Safety and Accountability</p>	<ul style="list-style-type: none"> • Thinking through and recognising if our activities can be done safely, reporting any safety and environmental issues • Supporting our safety and the safety of our team members, customers and the heritage and non heritage assets in our care • Making informed decisions that comply with OTHR's policies, procedures, the Law and recognised industry standards • Taking ownership and accepting responsibility for our decisions, actions and results, continually striving to improve the way we do things
<p>Integrity</p>	<ul style="list-style-type: none"> • Being honest, transparent and fair in all our dealings • Maintaining the confidentiality and security of private, confidential, or privileged information • Avoiding situations that create actual, potential or perceived conflicts of interest, and if identified, disclose all applicable facts • Promptly raising any concerns about conduct that is inconsistent with Our Code or the Law.
<p>Care and Respect</p>	<ul style="list-style-type: none"> • Respecting all people, their diversity, heritage and human rights • Valuing the ideas, experience, expertise and contribution that we and others make • Cultivating the trust and confidence of those who support us, responsibly handling and caring for the resources and assets entrusted to us • Recognising and appreciating the heritage significance of objects and assets, and committing to sustainable practices in their operation, maintenance, conservation and reconstruction. • Proudly sharing the vision and mission of OTHR
<p>Teamwork</p>	<ul style="list-style-type: none"> • Sharing common objectives, actively listening, participating and working cooperatively with others • Embracing involvement, respecting the authority of our roles and trusting each other to play our parts in the delivery of our obligations • Looking for solutions, welcoming and encouraging the exploration of new ideas, innovative approached and varied alternatives • Committing our skills and expertise to action and actively seeking opportunities to develop and learn. • Fostering a positive and professional culture that energises and excites people.
<p>Service and Community</p>	<ul style="list-style-type: none"> • Providing helpful, reliable and accurate information that is always focused on customer needs. • Offering and encouraging feedback in a positive way, and taking appropriate action to improve our service • Creating opportunities for communities across NSW to enjoy historically significant heritage transport objects and assets • Educating, surprising and delighting audiences with engaging heritage transport experiences and programs • Bringing the story of NSW heritage transport to life in a meaningful way in everything we do.



Our Code, Our Responsibility

Team member responsibilities

- Read and be familiar with the information in our code
- Act in a manner that is safe, ethical, and consistent with applicable laws and regulations, OTHR requirements, OTHR values and behaviours.
- Raise questions and concerns if you become aware of possible violations of laws, regulations, Our Code or OTHR requirements
- Recommitting to Our Code annually
- Co-operate fully when responding to an investigation or audit

Plan	Find and prepare everything you need
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Do	Follow OTHR Policies and Procedures
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Responsibilities when leading others

- Model appropriate conduct
- Help team members to understand the principles and expectations of Our Code, OTHR requirements and applicable laws
- Never encourage or direct team members to achieve results at the expense of ethical conduct, compliance with Our Code or the Law
- Be consistent when holding people accountable for their behaviour
- Always act to stop conduct and behaviours that are inconsistent with Our Code or the Law
- Be positive and support team members by:
 - Creating an environment that is respectful and inclusive and where team members feel comfortable raising concerns
 - Doing our part to ensure that Team Members raising concerns or cooperating in an investigation do not experience negative consequences

Share	Stories and examples
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<p>Responding to Questions and Concerns</p> <p>If approached with a question or concern related to Our code</p> <ul style="list-style-type: none"> • Listen carefully and give the person your complete attention • Ask for clarification and additional information • Answer questions if you can, but do not feel that you must give an immediate response • Seek help when you need it • If someone raised a concern that may require investigation under the code , contact a committee member.



Safety & Accountability

The health and safety of all of our team members and customers is our first priority. OTHR is committed to being accountable for creating and maintaining a safe railway and safe workplaces while bringing transport heritage to life

OTHR Safety Management System (SMS)

To achieve this we put safety first in everything we do, and have a safety management system (SMS) that enables us to meet this requirement. Our SMS also integrates the requirements of a number of pieces of legislation and related regulations, particularly the Rail Safety National Law and the Work Health and Safety Act.

Team members are required to comply with the requirements/standards as set out in the SMS.

- Stop work, your own or others', if you consider it unsafe.
- Report any accident, incident, injury, illness near miss or unsafe condition immediately.
- Never assume that someone else has reported or will report a risk or concern

Fit for Duty

You must ensure that you are fit for duty and meet role-related health and/or fitness requirements

- You must not undertake any work that you are not qualified to perform
- Where required you must: hold valid licenses complete regular certification of assessment of competence and capability have medical examinations and hold relevant medical clearances

Speak Up

You must consult your supervisor or manager if your safety, the performance of your duties or the safety of others, may be adversely affected for any reason, including:

- Stress, illness or injury
- The loss or breakage of prescription glasses or other aids
- Contact with a notifiable infectious disease
- Any change in their medical condition
- Taking of any prescribed or non prescribed drugs or alcohol

Being Accountable

You must take ownership of and accept responsibility for your decisions, actions and results.

You should always exercise and ensure your good judgement and ensure decisions and actions are:

- Legal and consistent with Our Code and OTHR policies and procedures
- Informed, truthful and fair
- In the best interests of OTHR, our customers and our stakeholders
- Within your delegated authority
- Appropriately documented

Ask Yourself

- Is it safe and are you safe?
- Is it legal and consistent with Our Code?
- Would I be proud to tell someone I respect about it?
- Would I be comfortable seeing it reported in the news media or via social media



Integrity

Integrity means doing the right things in the right way and giving as much consideration to the way we do things as we do to the results themselves.

We prioritise integrity in our relationships and decision making

Ethical decisions

You must consider the implications of your conduct, decisions and actions for yourself, customers, colleagues and OTHR.

If you have delegation to make decisions on behalf of OTHR the decision must:

- be legal and consistent with our code
- not led to any personal material gain or advantage
- be able to withstand external scrutiny
- be adequately documented and retained, including recording the reasons

Gifts and Benefits

The acceptance of gifts and benefits has the potential to compromise you in your role with OTHR. You must not seek any gifts or benefits from any person or organisation

Gifts and benefits may only be accepted by OTHR team members where there is no actual or perceived influence over the individuals role at OTHR. In each case, offered gifts/benefits must be declared and accepted gifts/benefits registered.

Conflicts of Interest

A conflict of interest may occur when your personal interests, activities or associations may appear to affect your ability to be objective in your decisions or actions related to your OTHR duties. As you may be the only person aware of these associations you are responsible for identifying, disclosing and managing any actual or perceived conflicts in a transparent manner.

When considering whether or not a conflict may exist, it is important to consider your role, the nature of your duties and how others would view the situation

Public Comment

You may only make public comment in relation to OTHR activities or your OTHR duties when specially authorised to do so,

All requests for public comment (speaking engagements, information or comment through any media including social media) must be referred to the Publicity Officer or the President.

You must only disclose OTHR information, in the legitimate course of your duties, when specifically authorised to, or when requires to do so by law.

Social Media

OTHR does not intend to unduly restrict team members use of social media in their personal lives. However where a Team Member makes identifiable personal use of social media, this can have a significant impact on the reputation and other interests of OTHR directly or indirectly.

Accordingly, Team Members who engage in identifiable personal use of social media must minimise the risk of damage to OTHR. Team Members are personally responsible for their use of social media in a personal capacity, including any content they publish.

When making public or personally identifiable comments you must:

- Only disclose and discuss publicly available information
- Ensure that all content published is accurate and not misleading
- Ensure that all content published complies with all relevant policies of OTHR
- Make it explicitly clear that you are expressing your own personal view and that your comments are not seen or perceived to be an official comment (unless specifically authorised by the OTHR)



Care & Respect

The full value of each individual's contribution can only be realised when we treat one another with the respect, trust and dignity we ourselves expect. As individual team members we have the right to expect a positive working environment, we also have the responsibility to speak out and ask for change if we observe conduct that is contrary to Our Code

Treating people and the heritage assets and objects in our care with respect creates a positive atmosphere and cultivates the trust and confidence of our members, customers and funders.

Privacy & Confidentiality

During the conduct of your duties, you might have access to confidential or proprietary information. When you hold or work with information from or about members, customers, team members, the government, or other business partners of sponsors you must ensure that it is properly protected.

Using or disclosing confidential or proprietary information without a valid business reason and proper authorisation is not permitted. The unauthorised access, use, or failure to properly protect this information can harm individuals, damage OTHR's reputation or relationships and violate the law.

Care for the Collection

OTHR is committed to the responsible care and conservation of our collections and the implementation of practical heritage management values. Team members must take an informed and planned approach to asset and collections



stewardship, activities, care and storage, consistent with OTHR policies, procedures and our funding and management agreement obligations.

Bullying & Harassment

OTHR is committed to the protection of human rights. All Team Members must treat all people with dignity and respect and are expected to avoid actions that could be considered rude or disrespectful. Bullying, harassment and discrimination of any kind will not be tolerated.

Bullying occurs when:

- A person or group of people repeatedly act unreasonably towards an individual or group of team members
- The behaviour creates a risk to health and safety

Unreasonable behaviour includes victimising, humiliating, intimidating or threatening and may include behaving aggressively, teasing or practical jokes, pressuring someone to behave inappropriately, withholding information, excluding

someone from work or unreasonable work demands.

Reasonable management action that's carried out in a reasonable way is not bullying, including directing and controlling the way work is carried out, making decisions about poor performance, taking appropriate disciplinary action.

Discrimination

Occurs when someone is treated differently because they belong to a particular group or have a particular characteristic.

Harassment

Occurs when someone is subjected to behaviour that:

- They do not want
- Offends, humiliates or intimidates them
- Creates a hostile environment
- Targets a person because of a particular characteristic

If you feel that you have been discriminated against, bullied or



harassed you should raise the matter as soon as possible with a member of the committee.

Teamwork

OTHR understands and accepts the uniqueness of individuals. We value the diversity of unique talents, skills abilities and experiences that enable us and the people that we work with, to achieve great outcomes.

We take action to ensure the safety of ourselves and others, working together to foster a positive and professional culture. Team members are expected to actively share knowledge and seek to learn from their experiences and the experiences of others.

Whole of organisation thinking

Our success requires that we leverage whole of organisation thinking within our areas and apply what we learn across OTHR to make our activities better. All team members must consider OTHR as a whole and ensure that their decisions and actions promote the best interests of our customers and OTHR as a whole.

Deciding as a team

We encourage teamwork and make decisions based on facts, data and our collective wisdom. We know that when we seek and are receptive to various points of view, we promote innovative solutions and approaches that bring many benefits to OTHR and our customers

When decisions are being made you must:

- Ensure clear understanding of the goals, objectives and the outcomes being sought.
- Have open and frank discussions, with the best interests of our customers and OTHR clearly visible
- Source, encourage and contribute accurate and reliable information for consideration.
- Suggest and explore alternative views and options
- Respect the legitimate decision making authority of our role and that of others within OTHR and our partners

Delivering as a Team

We support and trust each other to deliver to our obligations

All team members:

- Consult and collaborate with one another in support and acceptance of decisions once they are made.
- Ask questions and promptly communicate any concerns
- Take responsibility for fulfilling our assigned tasks by applying all our knowledge and experience.
- Share the workload including helping others to achieve agreed goals
- Actively listen and respond to feedback

When leading others

Give guidance and direction that is fair and reasonable, having regard for legal and organisational responsibilities and delegations. Actively listen and respond to positive and constructive questions about your directions and organisation decisions.

Merit based practices

OTHR selects, places, evaluates and rewards team members based on their qualifications, skill for the job, demonstrated performance and the contributions they make.

All OTHR recruitment, development, reward and recognition programs must be conducted fairly, with transparency, in accordance with all applicable employment laws and consistent with the National Standards for Volunteer Involvement. Making decisions not based on merit is inconsistent with Our Code and may violate the law.

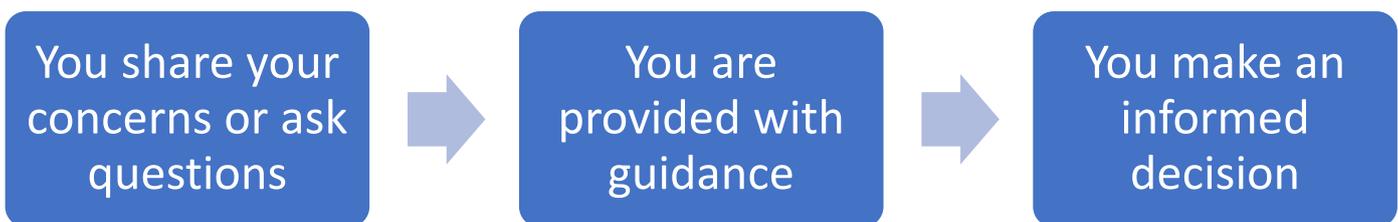


Speak up

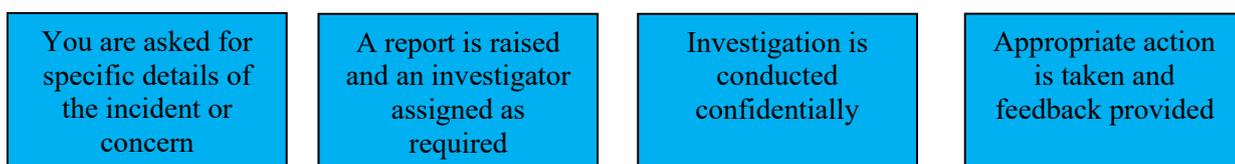
<p>We are all responsible for asking questions and communicating concerns</p> <p>If you are unsure about how to handle a particular situation or if you have observed conduct that is inconsistent with Our Values and Behaviours or you believe may violate Our Code, there are a number of resources available to you for assistance</p>	<p>Our Code sets forth our responsibility as Team Members to communicate any circumstances or actions that violate, or appear to violate, its principles. We cannot live up to our commitment to act with integrity if we, as individuals, don't speak up when we should.</p> <p>If you have a question, or wish to raise a concern, make contact with:</p>
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Your supervisor /Manager or other Leader	OTHR committee members	External Resources
<p>Your supervisor or manager is often the best place to start</p> <p>However depending on your concern, you may feel more comfortable talking someone else</p>		<p>The Centre for Volunteering www.volunteering.com.au</p> <p>Fair Work Commission www.fwc.gov.au</p> <p>Australian Human Rights Commission www.humanrights.gov.au</p>

When you contact your supervisor/manager or other OTHR representative:



When you make a formal report:





Making an honest report

We are all responsible for telling the truth

OTHR takes all reports of actual or perceived violations of the Code or other OTHR policies or laws seriously and will investigate the matter confidentially

We are no different than any other organisation that strives to achieve the highest standards.

We will, inevitably, encounter issues. When that happens, we will want them to be reported so they may be addressed. It takes courage to report an activity or decision that is, or has the appearance of being contrary to our values.

You can be assured that your concern will be treated seriously and fairly and you will be treated with dignity and respect. Your concern will also be kept confidential to the extent possible. If you choose to remain anonymous when reporting your concern or asking questions, you should know that it may be more difficult to appropriately investigate your concern

Discussions are a fundamental part of the process whether they relate to a question, concern or investigation. The process is designed to ensure that anyone acting in good faith has the means to communicate questions, concerns, or perceived violations of Our Code, or other OTHR policies or laws without fear of retaliation. If you become involved in an investigation, cooperate fully and answer all questions completely and honestly.

Follow Up

You will be provided feedback on the outcome of any investigation that you are involved in, however due to privacy considerations, the specific details of any actions taken may not be provided.

Negative consequences against any team member for reporting a concern in good faith or cooperating in an investigation will not be tolerated. Negative consequences can take many forms, for example: threats, humiliation, intimidation, exclusion, and raising issues maliciously or in bad faith.

If you work with someone who has raised a concern or provided information in an investigation, you should continue to treat the person with courtesy and respect. If you believe you or someone you know has been retaliated against for raising a good faith concern, you should immediately contact any of the resources listed in our code.

In the first instance it may be appropriate to use the form IM-003 Notifiable Occurrences Minor Incident Form available in the SMS documents.

Making False Accusations.

OTHR will protect any team member who raises a concern honestly and in good faith. To knowingly make a false accusation, lie to investigators, or to interfere or refuse to cooperate with an investigation is inconsistent with Our Code.

Honest reporting does not mean that you have to right or have all the information when you raise a concern; you just have to provide honest fact based information that you believe is accurate.



Follow all OTHR policies, procedures and industry best practice standards

<p>OTHR Team members take responsibility for their actions being consistent with OTHR policies, procedures and relevant industry standards including but not limited to</p>	
<p>Our Organisation</p> <ul style="list-style-type: none"> • Our Code • The OTHR Constitution • OTHR contractual obligations (deeds and agreements) 	<p>Our Assets, and those in our care</p> <ul style="list-style-type: none"> • Heritage Asset Management Plan (HAMP) • OTHR Heritage and Collections policies and procedures • Asset Management Plan
<p>Our Safety</p> <ul style="list-style-type: none"> • Safety Management System, policies and procedures • Incident reporting and investigation policy • Operators specific procedures (OSPs) and all rail safe notices, conditions and authorities • Safe Working Practices (SWPs) 	<p>The Way We Work</p> <ul style="list-style-type: none"> • Standards Operating Procedures (SOPS) and work instructions • Procurement & Purchasing Policy • Expenses Policy • Gifts and Benefits Policy • Social Media Policy • Privacy Policy
<p>Our People</p> <ul style="list-style-type: none"> • National Standards of Volunteer Involvement • OTHR Bullying and Harassment Policy • OTHR Working with Children Policy 	<p>Policies and procedures are reviewed regularly, new policies or procedures may be created or existing ones revised in response to a change in legislation, in response to new or changing business or an emerging or imminent risk.</p> <p>You are responsible for referring to our current policy and procedure documents, and for seeking advice and exercising good judgement, consistent with Our Code where a specific policy or procedure does not exist.</p>



Laws and Regulations

OTHR Team Members take responsibility for their actions being consistent with Our Code. OTHR Policies and Procedures which have been developed with State and Federal Legislation in mind , including but limited to:

- **Australian Human Rights Law** (regarding the protection of human rights in Australia), e.g. Australian Human Rights Commission Act 1986, Age Discrimination Act 2004, Disability Discrimination Act 1992, Racial Discrimination Act 1975, Sex Discrimination Act 1984.
- **Rail Safety National Law** (regarding safe railway operations in Australia), e.g.: Rail Safety Act 2008 (NSW), Rail Safety (General) Regulations 2008 (NSW), Rail Safety (Drug and Alcohol Testing) Regulation 2008 (NSW)
- **Work Health and Safety Act 2011** (regarding the health and safety of employees and maintenance of healthy and safe workplaces)
- **Fair Work Act 2009 and Fair Work Regulations 2009** (regarding protections of working arrangements and obligations of the employee/employer relationship in Australia)
- **Anti -Discrimination Act 1977** (regarding equal employment opportunity and equal access to services)
- **Crimes Act 1900** (regarding criminal offences)
- **Privacy and personal Information Protection Act 1998** (regarding the protection of personal information, and the protection of the privacy of individuals generally)
- **Health Records and Information Privacy Act 2002** (regarding the fair and responsible handling of health information)
- **Children and Young Person (Care and Protection) Act 1998** (regarding obligations relating to the care and protection of, and provision of services to, children and young persons)
- **Child Protection (Working with Children) Act 2012** (regarding obligations to obtain checks and clearances for workers engaged in child related work)