Prahran Place Ltd – Code of Conduct

Effective date: 30 April 2026
Approved by: Board of Prahran Place Ltd
Responsible Executive: Principle Executive Officer
Next Review Date: 30 April 2028

Background:

Prahran Place has a legal and moral responsibility to operate in the best interests of the community it serves. All people representing our organisation are bound to demonstrate the values and to always act in a professional manner. This document provides an ethical framework which governs behaviour, decisions, direction, and policy of our organisation.

Application:

This code applies to all Prahran Place staff, Committee of Management members (board members), volunteers, contractors, program tutors, student placement and any person acting on behalf of the organisation. Prahran Place will not tolerate wrongdoing or impropriety at any time.

Objectives:

Prahran Place ethical principles are based on a respect for basic human rights. This includes:

- a respect for different cultures and religious diversity;
- a respect for the individual and the right to self-determination;
- a commitment to empowerment, social inclusion and equality;
- an aim to minimise environmental impacts of our operations;
- a commitment to constructive collaborative working relationships.

The following principles outline our expectations in relation to ethical practice, and how we will conduct ourselves, to meet these objectives.

We Act with Honor and Integrity

- Publicly and privately support the organisation and each other, acknowledging the strengths and weaknesses of others and acting with courtesy and respect.
- Act honestly and in good faith at all times in the interests of the organisational objectives, ensuring all stakeholders, particularly those who are recipients of services, are treated fairly according to their rights.
- Perform duties to the best of our abilities, considering skills, experience, qualifications, and position, and act in a safe, responsible, and effective manner.
- Comply with the prescribed contractual terms and conditions of employment/engagement.
- Ensure personal and financial interests do not conflict with our duty to Prahran Place. Where a potential or actual conflict arises, disclose it to the PEO or CoM Chair.
- Undertake no personal or business activities for personal gain while conducting business of the organisation.
- Honour the commitment to professional conduct always, including with media, online platforms, and facilities.

We Foster a Culture of Respect, Dignity and Safety

- Treat everybody connected with our organisation with respect, reflecting on the way they would expect to be treated and ensuring they know that they are welcome.
- Value people for who they are, their interests, abilities and needs, finding a place for every individual to flourish and grow in our organisation.
- Honour diversity within our organisation, showing interest and open mindedness towards people for their individual backgrounds and beliefs.
- Avoid using language which might isolate or diminish individuals based on their age, culture, socio-economic status, education, physical or mental health, physical ability, gender, sexual orientation, or other personal factors.
- Be open to, and accepting, others having different experiences, skills, attributes and views on life and work.

- Recognise the lived experience of others is different from our own and we cannot assume to know the challenges they may face.
- Take reasonable care of our own health and safety and the safety of others, and follow all reasonable instructions, policies, and procedures about safety. If we see something unsafe we say something to stop it.
- Make sure we are always fit to safely perform our duties, unimpaired by drugs, alcohol, fatigue, or other substances.

We Protect our Assets and Information and use AI Safely and Responsibly

- Respect and safeguard the property, assets and confidential information of the organisation, the public, and our colleagues.
- Maintain confidentiality regarding any information gained through our work and not divulge personal information or contact details of staff, student placements, volunteers, CoM, or service users. This includes never uploading private or sensitive information to open AI tools.
- Ensure all transactions, agreements, and records flowing from relationships with Prahran Place's stakeholders will be accurately and openly recorded in the organisation's books and records.
- Only use Prahran Place proprietary information, marketing, operational, personnel, financial and technical information integral to the success of Prahran Place when we are authorised to.
- Use social media and digital platforms responsibly, ensuring online communications reflect Prahran Place values and uphold professional standards including privacy and confidentiality.
- AI tools may assist but must not replace human-based decision-making, safeguarding responsibilities, or compliance with policies and legal obligations. Ensure a human has reviewed and verified AI-generated content before using it in any organisational decision, communication, document, or public-facing material.

- If uncertain about whether AI use is appropriate, safe, or compliant, seek advice from the PEO before proceeding.

We Uphold the Law

- Take responsibility for understanding and following relevant laws, regulations and Prahran Place policies and procedures. Misunderstanding or being unaware of requirements does not relieve us of the obligation to comply.
- Take reasonable steps to ensure decisions made are consistent with these obligations.
  - Attend requisite training and development programs, so we understand what is required of us. Any use of AI must comply with all relevant legislation, regulatory standards, and Prahran Place policies.

We Safeguard Child Safety

We respect the rights of children and uphold our ethical and legal responsibilities regarding children.

We Honour the Rights of our Customers and Community

- As representatives of Prahran Place, behave at all times in a lawful, responsible and professional way and support others to do the same.
- Work to promote equity, access, participation, and the rights of people within the Prahran Place community.
- Recognise the barriers people face and work to reduce these barriers for individuals within the Prahran Place community.
- Foster inclusion and provide advocacy for those sectors of our community facing disadvantage, impeded access to education, and under-representation.
- Encourage all to voice their ideas and opinions and participate in Prahran Place activities - especially in activities and issues which are important to them.
- Recognise and respond appropriately to specific issues of language, culture, age, gender, sexual identity, disability, financial disadvantage, and social and/or geographic isolation.

- ## Procedures

To implement the Prahran Place's Code of Conduct, we will:

- Require staff and CoM members to read and sign the Code Conduct Acknowledgement Form as part of the Induction Process. A copy of the signed document is provided to the individual, and a copy is maintained in their staff file.
- The PEO is to maintain an open-door policy and welcome suggestions and concerns from staff to allow them to feel comfortable discussing any issues which will alert the PEO to concerns within the workforce.
- Prahran Place CoM members and staff to are encouraged to participate in open dialogue, get honest feedback, and treat everyone with fairness, honesty, and objectivity.
- Report to the PEO (or the CoM Chair if it relates to the PEO) if something we see doesn't seem right or is a potential breach of our Code.
- Consider the questions below if we are unsure of the right thing to do, and if we are still in doubt, speak up and seek advice from the person we report to.
- Display a one-page version of our Code Conduct in key locations within our facility
- CoM members and the Prahran Place Executive Officer (PEO) are to model the expected conduct and business practices outlined in this Code, acting with honesty and integrity at all times.
- Expect CoM members and the PEO to respect the strategic and operational boundaries of Prahran Place roles for PEO, staff and committee positions.
- Expect CoM members not to be involved in Prahran Place operational activities unless invited by the PEO or as delegated by the CoM. CoM members will be treated as volunteers when working in an operational capacity at Prahran Place

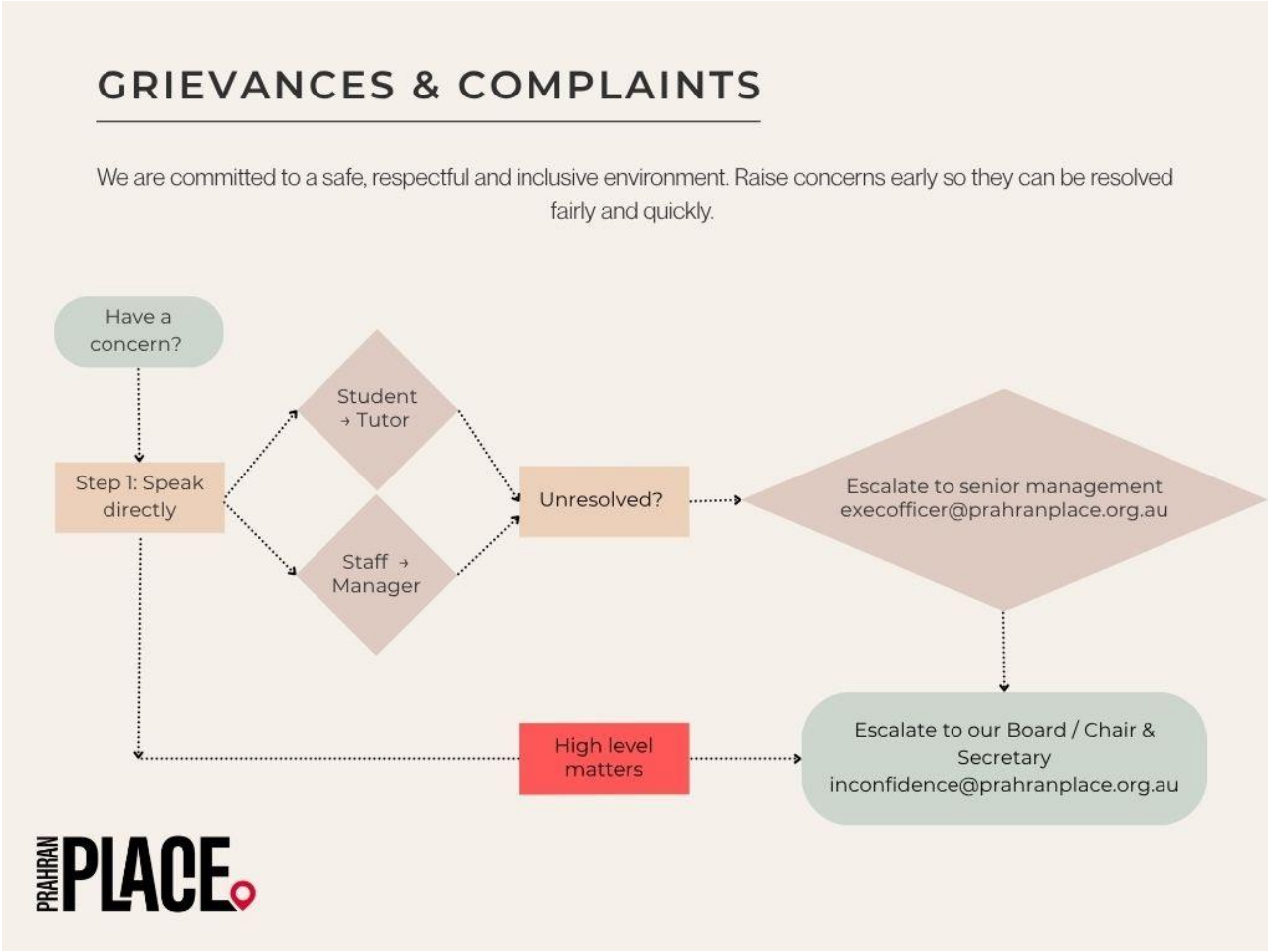
What to do when uncertain and where to get help

It can sometimes be difficult to know what the right course of action may be. The following quick test can help:

- Is the behaviour legal?

- Does the behaviour comply with the Code and other policies?
- Does the behaviour reflect Prahran Place values and culture?
- Could the behaviour adversely affect Prahran Place and/or Prahran Place stakeholders?
- What would I tell my partner, parent, child or friend to do?
- What would the implications be if the behaviour appeared in a news headline tomorrow?
- What is my intuition or 'gut feel'? How would I feel if this was seen, overheard or shared with a colleague, our funders or our clients?

If you are still uncertain after considering this, then speak to your supervisor, the PEO or the Chair of the CoM. You can also email Inconfidence@PrahranPlace.org.au



Protections for those who speak up

We encourage an open, inclusive and supportive environment and do not tolerate retaliation. This means we will not allow any form of punishment, discipline or retaliatory action to be taken against a person for speaking up, intending to speak up, being suspected of speaking up, or for cooperating with an investigation.

Consequences of breaching the Prahran Place Code of Ethics and Conduct

Breaching our Code is a serious matter. If you breach our Code, you will face consequences. In serious cases, this could include the termination of your employment or ending your business relationship with Prahran Place.

In some cases, conduct breaching our Code might also breach laws and attract penalties or charges for which you may be personally liable.