

CODE OF CONDUCT



CITY OF MELBOURNE

Acknowledgement of Traditional Owners

The City of Melbourne respectfully acknowledges the Traditional Owners of the land, the Boon Wurrung and Woiwurrung (Wurundjeri) peoples of the Kulin Nation and pays respect to their Elders, past and present.

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Disclaimer

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MESSAGE FROM CEO AND ELT

At the City of Melbourne we set and uphold high ethical standards. As an organisation, we think not just about what we do but also how we do it through our people, the way we work and our customers' experience.

This is *your* code of conduct (the code). The rules and guidelines in this handbook give examples of how all City of Melbourne employees are expected to behave, and provide the boundaries within which we must operate every day.

Council's vision is that Melbourne will be bold, inspirational and sustainable. It's therefore critical that we have a shared understanding of how we collectively work. The code provides instructions and advice as we work to make the difference for Melbourne and its people.

The code works in close harmony with our values and culture. A constructive culture is critical to realising our vision. Everyone plays a part in creating our culture at the City of Melbourne by demonstrating behaviours and attitudes aligned with our ICARE values of integrity, courage, accountability, respect and excellence.

The code cannot describe every requirement or present all the details of our policies. Employees must use their own judgement in applying these rules and guidelines. It is up to you to seek information if you are unclear on any area of conduct.

What do you need to do?

- 1. Read it:** please read this code and make sure you understand it. If there is anything you don't understand it is your responsibility to ask.
- 2. Agree to it:** you must agree to abide by the code by completing a learning module when you commence employment with us and at regular intervals during your employment.
- 3. Live it:** we expect you to always work and behave in accordance with the code.

We encourage you to speak up if you see a potential breach of the code or if there is an opportunity to improve the ways we work.

Breaches of the code are a serious matter and can result in sanctions up to and including dismissal.

If you have any questions, please contact your people manager or your People, Culture and Leadership Business Partner ('business partner').

Together, we can uphold and protect the high ethical standards we have set for ourselves and our organisation and achieve our vision of a leading organisation for a leading city.

SECTION 1 – UNDERSTANDING AND USING THE CITY OF MELBOURNE CODE

What is the code?

The code sets the standards for the way we work at the City of Melbourne.

The code provides a practical set of standards and expected behaviours to help you make decisions in your day-to-day work. It focuses on principles and gives examples to help flesh these out, rather than detailed policies and procedures. The code cannot describe every requirement. Along with using your own judgement and common sense, our ICARE values and our desired culture should guide everything you do. It is up to you to seek information if you are unclear on any area of conduct.



ICARE values



INTEGRITY



COURAGE



ACCOUNTABILITY



RESPECT



EXCELLENCE

Integrity – is honest and reliable in all dealings with others, and conducts activities professionally and ethically An employee who demonstrates integrity:

- deals with others fairly and consistently
- follows through on commitments
- represents views truthfully
- is open to constructive feedback
- considers the whole picture, seeks evidence before forming views and is prepared to discuss how views were formed
- abides by the City of Melbourne's policies, procedures and code of conduct in delivering service to others
- supports colleagues if they are treated unfairly or without respect.

Courage – steps out of own comfort zone and accepts responsibility for the consequences of our own actions An employee who demonstrates courage:

- raises issues directly, constructively and in an appropriate forum
- is willing to explore new ideas and ways of doing things
- presents and debates ideas and innovations to the best of their ability and willingly accepts outcomes
- is always willing to have a go
- supports team members when raising innovative or courageous issues with supervisors and managers
- speaks for oneself rather than relying on others.

Accountability – takes personal responsibility for decisions and actions to achieve agreed outcomes An employee who demonstrates accountability:

- ensures best use of resources
- takes responsibility for personal decisions and actions
- acts and works in an open and transparent manner
- recognises the achievements of others
- responds to phone calls, emails and correspondence in a timely manner.

Respect – values the contribution and individuality of others and contributes to healthy working relationships An employee who demonstrates respect:

- recognises and encourages ideas and contributions of others
- shows respect when speaking to others
- shows respect when speaking about others
- respects and relates well to people of diverse backgrounds within the workplace
- is courteous and approachable
- positively contributes to and / or participates in team events, activities and debriefings
- follows through and listens to feedback received from others
- always endeavours to be punctual and advise if running late.

Excellence – aims to achieve the highest standard and best possible result in everything they do An employee who demonstrates excellence:

- is strongly focused on results
- seeks personal and skill development opportunities
- understands what is required to deliver excellence and seeks support when needed
- takes responsibility for safety and is prepared to point out safety issues
- considers and works to mitigate any environmental impacts from their actions
- continually strives for improvement
- supports team members and celebrates achievements.

Organisational culture

We aspire to a constructive culture that is supported by humanistic and encouraging, self-actualising, affiliative and achievement-focused behaviours.

A constructive culture helps to deliver high-quality outcomes, is good for wellbeing and brings out the best in our people. We also support work-life balance to help you meet priorities outside of work as well as the demands of your professional lives.

We strive to be an agile organisation so that we can adapt to the evolving needs of the City of Melbourne. To keep pace with our customers and our changing city, we need a resilient, adaptable, accountable, diverse and inclusive workforce that reflects our community and is committed to excellence.

We establish challenging but realistic goals and develop plans to reach those goals. We pursue them with enthusiasm and are accountable for their achievement. We want you to enjoy your work, develop yourselves, and take on new and interesting activities both within and outside the City of Melbourne. We want to create a supportive workforce, helpful and open in our dealings with one another through open communication, cooperation and effectively coordinating activities.

By consistently applying these values and standards of behaviour, we aim to build trust in the community and our confidence in each other to deliver our vision of a leading organisation for a leading city.

The code cannot describe or anticipate every law, policy, requirement and example. We have included a number of references to further resources throughout this document. We also encourage you to attend relevant training sessions. Please speak to your people manager or business partner if you have any questions.

Why do we need a code of conduct?

The City of Melbourne serves the community and Council and aims to be a leading organisation for a leading city. That's why it's important we provide the best possible service. The code describes the behaviour expected of you as an employee and how this relates to our vision and values. The code, along with our ICARE values and desired culture, should guide you in everything you do.

Employees should also respect and promote the human rights set out in the [Victorian Charter of Human Rights and Responsibilities](#). This includes making decisions and providing advice consistent with human rights, and actively implementing, promoting and supporting human rights.

Employees at all levels must promote and enforce the code. Service providers, representatives and agents must ensure their employees are aware of the code and do not breach its principles when performing duties on behalf of the City of Melbourne.

Who is the code of conduct for?

This code applies to everyone who works at the City of Melbourne, 'all employees' including:

- permanent, casual and fixed-term employees
- executives
- contractors and consultants
- agency staff.

The code applies to all our interactions with each other, our customers and our stakeholders. It also applies whenever you are identified as an employee or representative of the City of Melbourne.



Breaches of the code

Breaches of the code are taken seriously. We each have a personal accountability to:

- act in accordance with the intent and letter of the code
- not condone behaviour that breaches the code
- report any breaches of the code.

Fraudulent or corrupt behaviour which violates any applicable legislation, as well as the code, will be dealt with according to our [guidelines on fraud and corruption prevention control](#). Other breaches of the code will be dealt with according to the disciplinary policy and procedures. Contractors and contracted providers or representatives will be managed according to the terms and conditions set out in their contract.

If you have any questions about the code or need more information, it's your responsibility to find the answers. You are encouraged to speak with your people manager, your business partner, or other City of Melbourne subject matter experts for more information.

Ask yourself

If you're not sure whether your conduct is in line with the code, ask yourself:

- Does it feel like the right thing to do?
- What would a customer or community member expect me to do in the situation?
- What would my colleagues or manager think is appropriate?
- What would be the reaction if it was reported in the newspaper?
- What might be the consequences for me and my job if I engage in this behaviour?
- Is my conduct consistent with our values and desired culture?

The laws that govern our activities are often complex, however misunderstanding or being unaware of laws does not relieve you of an obligation to comply.

Questions and concerns

If you think a decision or action does not reflect our code and values, you have the responsibility to raise that concern.

You do not need to be directly affected by an issue to raise it.

If you're unsure about interpreting the code or have concerns about how it is being applied, please raise these in person with your people manager, a more senior manager or your business partner.

Ask yourself whether your concern relates to any of the following:

- corrupt conduct
- a substantial mismanagement of public resources
- conduct involving a substantial risk to public health or safety
- conduct involving substantial risk to the environment
- detrimental action against a person in response to a disclosure
- inappropriate conduct towards anyone when representing the City of Melbourne.

If so, your concern may be what was known as whistleblower action and be 'a public interest disclosure' that is covered by the *Public Interest Disclosure Act 2013*. In this case please refer the matter to one of our public interest disclosure officers listed on the CoMWeb intranet.

Where to get help

People manager

Business partner

Public interest disclosure officer

Tools and resources

People Hub

[Fraud and Corruption Prevention Policy and Procedure](#)

Quick check

If you're not sure whether to take action or speak up about something, use the following guide.

 	Values – does it fit with our ICARE values and behaviours?
 	Culture – does it support a constructive culture?
 	Safety – could it directly or indirectly endanger someone, cause an injury, or create an unsafe environment?
 	Law – is it legal and in line with our policies, procedures and guidelines?
 	Conscience – does it fit with my personal values?
 	Customer – how would I feel if I was the customer? How will this impact my customers?
 	Newspaper – if this appeared in the newspaper with my name on it, would I feel comfortable about it?
 	Family – what would I encourage my partner, parent or child to do? What would my family think?
 	Feel – what does my intuition tell me? What is my gut feel? If it feels bad, then it probably is bad.

If answering any of these questions is difficult or causes you discomfort, please speak with someone.



Where to get help

People manager

Business partner



Tools and resources

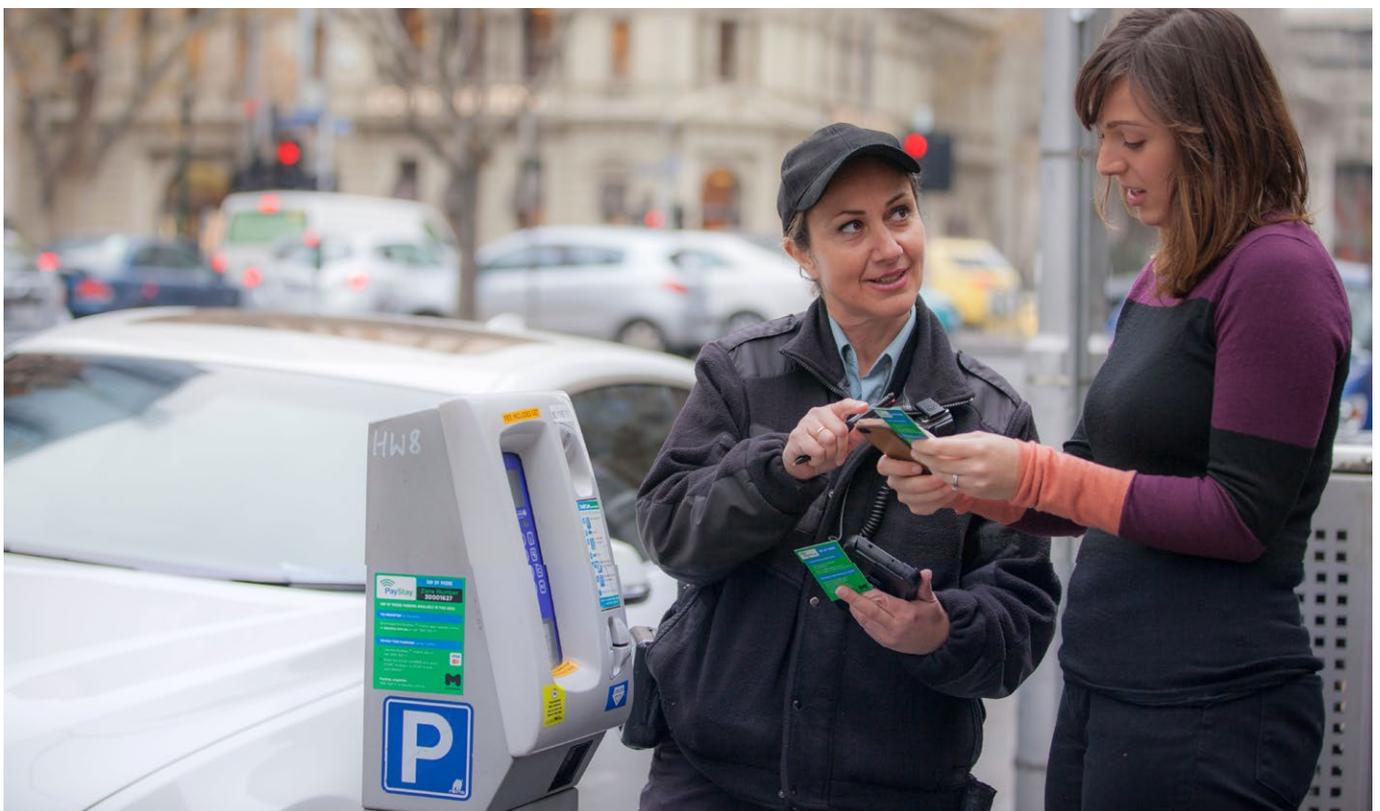
People Hub

SECTION 2 – COMMITMENT TO OUR PEOPLE

Health and safety

The safety of all employees is paramount to ensuring the City of Melbourne’s ongoing success. We are committed to providing a workplace that is safe and without risks to your health and wellbeing.

THE PRINCIPLES	YOUR RESPONSIBILITY
<ul style="list-style-type: none">• Safety and wellbeing of our employees is the most important of all our business objectives.• We are committed to providing a safe and healthy workplace.• Workplace injuries can be prevented.• Everyone in the organisation has clearly defined safety responsibilities.	<ul style="list-style-type: none">• Health and safety is everyone’s responsibility.• Take reasonable care for your own safety.• Take reasonable care for the health and safety of others who may be affected by your actions.• You must be fit for work when you perform your duties at the City of Melbourne.• Comply with our safety policies, procedures and safe work practices.



Your occupational health and safety responsibilities are to:

- comply with the Safety and Wellbeing policies, procedures and implemented safe work practices
- take reasonable care to protect your own health and safety and the health and safety of others in the workplace
- complete relevant training that is provided by the City of Melbourne to improve the health and safety of the workplace
- report any hazard or incident in accordance with our [Incident / Hazard Reporting and Investigation Policy](#).
- wear any protective clothing and use any safety equipment provided by the City of Melbourne that ensures your safety or the safety of others
- check the Safety and Wellbeing policies and guidelines for full details of your safety responsibilities.



Case study

Kim from the Community Services Branch grabbed a coffee on the way to work. Kim was running late to a meeting in the morning and when heading up the stairs, dropped it, spilling the coffee. Kim decided there wasn't enough time to clean up the mess and proceeded to the meeting. During the morning, dozens of employees walked up and down the stairs. Jackie from the Capital Works Branch was texting on their mobile while walking down the stairs on the way to lunch. Jackie was distracted, didn't see the spill and fell, resulting in grazed knees and hands and requiring first aid.

Ask yourself

Is it ok to walk past a hazard such as this slip hazard without reporting it? What could you do to manage this situation? Could you have logged a service request or cleaning job? Could you have placed a temporary yellow a-frame hazard sign in place? What if you or your workmate, Jackie, were more seriously injured because you didn't report it?

Remember

You have a duty to be proactive, take responsibility and report hazards, incidents and near misses.

Where to get help

- People manager
- People, Culture and Leadership Safety and Wellbeing Team
- People Hub People Assist Program

Tools and resources

- [Safety and Wellbeing Policies and Guidelines](#)
- [People Hub Safety and Wellbeing CoMWeb page](#)
- [Worksafe website](#)

Did you know?

The City of Melbourne is committed to our employees' safety and wellbeing.

As part of this, we offer the [People Assist Program](#). The program provides short and longer-term support and advice-focused counselling to assist and empower employees and their families. Through a variety of best-practice counselling approaches and frameworks, the program helps employees to resolve personal and work-based issues.

Security

Sound security practices minimise risks to council buildings, assets, intellectual property and, most importantly, our people. It’s important that all employees are aware of these practices. The City of Melbourne’s security services operate 24/7 from the Security Control Room in the Melbourne Town Hall administration building.

THE PRINCIPLES	YOUR RESPONSIBILITY
<ul style="list-style-type: none"> Clearly identify that you are authorised to work in City of Melbourne buildings by wearing your lanyard and security pass. Prevent unauthorised access to City of Melbourne buildings or workspaces. Promptly report known security incidents or potential security risks, such as suspicious behaviour or an unsecure building, to security. Prevent the opportunity of any possible crime. Obey warden instructions in the event of an emergency. 	<ul style="list-style-type: none"> Wear your lanyard and openly display your security pass at all times. Notify security immediately if a person on the premises is not wearing an identification pass. Don’t lend your security pass or keys to others. If your pass or keys are lost or misplaced, report it immediately to Security Control Room. If you have any concerns, please notify Security Control Room instantly. This will help security provide a more controlled response. ‘Look, lock and leave’ before leaving your workspace, including vehicles. If you are the last to leave a building or workspace, ensure all access doors and windows are secure.

Quick check

What you need to know about your security pass:

- Your pass can be instantly programmed to change access requirements.
- In an emergency, doors that are usually open may be instantly secured or locked down. It’s important to display your card at all times to avoid being locked out of an area or building.
- Your pass provides an audit trail of people moving in and out of our buildings.



Where to get help

- Security Control Room, emergency extension 9999
- Security Control Room, normal business extension 9774



Tools and resources

- [CoMWeb > Staff Services > Security Matters](#)
- [CoMWeb > Emergency](#)



Fairness, equity, diversity and inclusion

The City of Melbourne promotes inclusivity, diversity, fairness and equity. This means the differences between the ideas, aspirations and needs of people are considered and valued equally in our workplace.

THE PRINCIPLES	YOUR RESPONSIBILITY
<ul style="list-style-type: none"> At the City of Melbourne, we recognise and embrace the diversity each person brings to the workplace. Our aim is to create an environment of trust, mutual respect and appreciation where everyone is treated fairly and with respect, and has the opportunity to realise their full potential. All employees are encouraged to feel confident that the diversity of their experiences will be valued and supported, regardless of their gender, age, language, ethnicity, cultural background, ability, religious belief, identification as gay, lesbian, bisexual, transgender, intersex or queer (LGBTIQ), working style, educational level, work and life experiences, socio-economic background, opinions, job function, geographical location, marital status and family responsibilities. 	<ul style="list-style-type: none"> Value diversity and consider diversity in decision making, program and policy development. Speak up if you see or hear things that are not in the spirit of our commitment to fairness, equity and inclusivity or if you are concerned about discriminatory behaviours. Contact officers work across the City of Melbourne and receive training in how to respond to complaints. People managers must also build and maintain a workplace culture which respects and celebrates differences. Know the policies which guide behaviour, address gender inequality in the workplace and challenge attitudes and behaviours around issues such as violence against women. Attend any required training.

Workplace diversity and inclusion ensures all employees enjoy the opportunity for full participation. Our workplace supports the development and achievement of well-informed and culturally-appropriate business outcomes. It also involves managing and recognising the value of individual differences in the workplace.

Diversity and inclusion are important because we value and embrace the contributions of you, our employees, who all bring something unique to the workplace due to different backgrounds, varying work and life experiences, and multiple perspectives. Collectively this makes us a better organisation.

What do we mean by ‘diversity’?

Diversity consists of all visible characteristics such as age, cultural diversity, ability, gender (as well as gender identity and gender expression), sexual orientation and language. It also includes characteristics such as education, caring responsibilities, socio-economic background, life experiences, opinions and working styles. Diversity recognises the characteristics of the whole person and treats all individuals – our employees, customers and the communities in which we operate – with fairness and respect.

What do we mean by ‘inclusion’?

Inclusion is the way our organisational culture, values and behaviours make a person feel welcomed, respected, valued and included. An inclusive workplace environment draws on the unique differences of its people; where all people are treated fairly and respectfully with equal access to opportunities and resources.

There are anti-discrimination and equal opportunity laws that support fairness, equity, diversity and inclusion. These laws apply to how we treat other employees and our customers. It is your responsibility to be aware of the relevant laws and comply with them.



Did you know?

The City of Melbourne has a Pride Network. Our Pride Network formed in 2017. All employees are welcome. You don't need to identify as LGBTIQ to be a part of the City of Melbourne Pride Network. Take the pledge to speak out against homophobia, biphobia, intersexism and transphobia and stand among your LGBTIQ colleagues. Members receive a City of Melbourne rainbow lanyard.

Ask yourself

- Am I being fair and respectful?
- Are my personal feelings, prejudices or preferences influencing my decisions?
- Am I using inclusive language?
- How will I respond if I witness behaviour that is not respectful?

Case study

Sarah walks in to the kitchen and overhears John making a sexist remark to their new employee, David. David is uncomfortable because they're new and don't want to upset their manager. How can Sarah take action here?

There are a number of things that Sarah can do to take bystander action.

- Sarah could ask a question, such as 'What do you mean John?', or 'I think I missed that John, what did you say again?' Asking questions is useful because it makes the person explain what they've said or done, which often makes them realise that they've been inappropriate.
- Sarah could use an 'I' statement, such as 'I don't think that's true at all John', or a 'we' statement, such as 'I don't know if we'd all agree with you on that one John'. Using an 'I' statement means people are more likely to respond in a positive or thoughtful way to your bystander action. A 'we' statement is useful because it draws support from other people - even if they are silent - and harnesses the power of the group. 'We' statements are also useful because they model bystander action and may encourage others in the group to take action.
- Sarah could also draw a link between their attitudes and behaviours and their personal experience, such as 'Would you say that about your partner?' This type of statement is useful because people who have sexist, harassing or discriminatory attitudes and behaviours don't always think about how they would feel if someone made the same comment about someone in their lives that they love and respect.

Where to get help

- People manager
- Business partner
- Contact officer
- People Hub

Tools and resources

- [People Hub - Equal opportunity](#)
- [People Hub - Diversity and inclusion](#)
- [People Hub - City of Melbourne Pride Network](#)
- [People Hub - Policies - Bystander toolkit](#)

Harassment and bullying

Harassment occurs when someone engages in conduct that would make a reasonable person feel offended, humiliated or intimidated because of their age, race, religion, gender or gender expression, sexual orientation or some other attribute specified under anti-discrimination legislation.

THE PRINCIPLES	YOUR RESPONSIBILITY
<ul style="list-style-type: none"> • The City of Melbourne does not tolerate bullying or harassment. • We do not tolerate any action, conduct or behaviour which is humiliating, intimidating or hostile. • Bullying, harassment and discrimination can result in disciplinary action and may lead to dismissal. 	<ul style="list-style-type: none"> • Comply with relevant policies. • Speak up and tell the person if you're upset by their actions or behaviour. Explain why and ask them to stop. • Report inappropriate behaviour to your people manager. • Attend any required training. • We all have a responsibility to create a positive, safe workplace which is free from harassment, discrimination and bullying. • According to anti-discrimination and work health and safety legislation, people managers can be held financially responsible if they don't take action to address any issues.

Bullying is repeated, unreasonable behaviour directed toward an individual or group of individuals that creates a risk to health and safety.

There is no place for harassment or bullying at the City of Melbourne. Not only does it go against our values, it is unlawful and breaches our policies.

It is fundamental that we recognise and value the diversity of others, and ensure that our workplace is free from discrimination, harassment and bullying.





Ask yourself

- Have I behaved in an intimidating or threatening manner?
- Have I made inappropriate jokes or comments?
- Have I distributed or displayed potentially offensive material? If I'm witnessing behaviour that goes against our values, do I need to step in and say something?
- Am I supporting a culture of inclusion?

What is bullying?

- Bullying occurs when a person or group of people repeatedly act unreasonably towards an individual or a group of workers.
- Unreasonable behaviour includes victimising, humiliating, intimidating or threatening. Whether the behaviour would be considered as unreasonable is based on whether a reasonable person might see the behaviour as unreasonable in the circumstances.
- Bullying behaviour creates a risk to health and safety.

Examples of bullying include:

- behaving aggressively
- teasing or practical jokes
- pressuring someone to behave inappropriately
- excluding someone from work-related events
- unreasonable work demands.

What isn't bullying?

Some practices in the workplace may not seem fair but are not bullying. For example, a people manager can make decisions about poor performance, take disciplinary action, and direct and control the way work is carried out. Reasonable management action carried out in a reasonable way is not bullying.

Where to get help

- People manager
- Business partner
- Contact officer
- People Hub

Tools and resources

- People Hub – Equal opportunity
- People Hub – policies

Drug and alcohol use and a smoke-free workplace

We're committed to ensuring that you're able to safely perform the inherent requirements of the role for which you are employed, as well as maximising your wellbeing and effectiveness at work.

THE PRINCIPLES	YOUR RESPONSIBILITY
<ul style="list-style-type: none"> If you are affected by alcohol or drugs, you should not be at work. The possession or use of illegal drugs at any City of Melbourne location is strictly prohibited in line with the law. Exposure to other people's smoke is a hazard. That's why it's important that our workplaces are smoke-free. 	<ul style="list-style-type: none"> You must be fully fit for work when at the City of Melbourne. Do not smoke or use an e-cigarette within any of our premises or vehicles, or within five metres of any entry point to our premises and vehicles. Be aware of the impacts of your smoke drift on other people's health. Exposure to high levels of environmental tobacco smoke can increase the risk of heart disease by 50 to 60 per cent, as well as increasing the risk of stroke and nose and sinus cancer among non-smokers. Do not litter. Protect our buildings and equipment through keeping them clean and discarding of cigarette butts appropriately.

When reporting for work, employees and contractors must be physically and mentally fit for work and adequately rested to enable them to perform their duties in a safe and efficient manner. Providing a workplace that is safe and without risks to health includes making sure City of Melbourne buildings and vehicles are smoke-free.

Quick check

- Report to work fit and well, ready to do your job.
- Advise your people manager of personal circumstances that could affect your ability to work safely.
- If you're smoking, make sure you're at least five metres from any of our premises or vehicles.



Where to get help

- People manager
- People, Culture and Leadership Safety and Wellbeing Team
- Your doctor
- People Assist Program



Tools and resources

- [People Hub – People Hub – policies](#)
- Occupational Health and Safety Act 2004* (including safeguarding the health of visitors) and the *Tobacco Act 1987*.

Dress standards

There is no 'one size fits all' approach to dressing for work at the City of Melbourne.

Everyone should dress professionally in line with the position they hold. Dress standards should always respect OHS requirements, our commitment to equal opportunity, diversity, and our values.

THE PRINCIPLES	YOUR RESPONSIBILITY
<ul style="list-style-type: none">• As a representative of the City of Melbourne, dress professionally – clean, neat and safe.• If you have to think about whether an item of clothing is appropriate for work, then perhaps it isn't. Err on the side of caution.	<ul style="list-style-type: none">• If you work in an office, you're required to wear neat and professional business attire.• If you wear a uniform, make sure it's clean and presentable.• If you work in areas such as child care and youth services, but don't have a uniform, make sure your attire is fit for purpose, comfortable and professional.

Ask yourself

- Does the way I'm dressed represent the City of Melbourne in a good way?

FAQ - What about 'casual Fridays'?

On Fridays, you can wear 'casual business attire' if your role does not require a uniform. 'Casual business attire' is neat and professional.

However, if you're meeting with people outside the organisation or conducting interviews on a Friday, normal business attire should be worn.

Where to get help

- Your people manager
- Business partner

Tools and resources

- People Hub



SECTION 3 – SERVING OUR CUSTOMERS AND THE COMMUNITY

Customer service standards

We aim to provide our customers with consistent, simple, streamlined services in a polite, professional and empathetic way.

THE PRINCIPLES	YOUR RESPONSIBILITY
<ul style="list-style-type: none">• We deliver a positive customer experience in all interactions with our customers.• We make sure customer enquiries are fully resolved.• We are helpful when dealing with customers and regularly communicate with our customers to provide a timely service.• We listen to customer feedback so we can improve our services.	<ul style="list-style-type: none">• All employees, regardless of work area or employment level, follow the Customer Basics.• Apply the Customer Basics when planning or delivering services in your work.• Deliver services according to agreed service levels and timeframes.• Make every attempt to address and, if possible, to resolve a customer's enquiry.• There are times when a customer may be dissatisfied with the service provided. You should understand how to advise a customer of the methods for providing feedback or how to make a complaint. You should adhere to the Customer Complaint Handling Policy.

We work together to deliver the best outcomes for our residents, ratepayers, businesses and visitors. To do this, we need a commitment from all employees.

Customer service is part of everyone's role. It's everyone's responsibility to consistently provide a positive experience and apply the Customer Basics.

The Customer Basics are a set of standards and behaviours that describe how we deliver services. Customers are defined as external people and organisations who receive services from us or need to interact with us in the course of their work.

Our four Customer Basics standards apply to each of us every day to make our customers' experiences as positive as possible

- We deliver a positive customer experience in all interactions with our customers.
- We make sure customer enquiries are fully resolved.
- We are helpful when dealing with customers.
- We regularly communicate with our customers and provide a timely service.

Some examples

EXAMPLES OF OUR CUSTOMER BASICS STANDARDS	ACTION
<ul style="list-style-type: none"> We listen to feedback and complaints to improve the customer experience. We take responsibility for answering calls to unattended telephones. We either resolve the enquiry or arrange a follow up call. We are problem solvers who make every effort to answer the customer's enquiry at the first opportunity. This minimises 'run-around' for customers and colleagues. 	<ul style="list-style-type: none"> A customer advises us that fees on our website are incorrect. The fees were quickly updated to reflect the correct fees. We take calls for colleagues who are sick or off-site, letting the customer or colleague know that they're out of the office and will follow up their call when they return. When a customer contacts us to book a specific meeting room that is unavailable, we try to assist them to find another suitable venue and help them with information on how to book, or connect them with the right person.



Where to get help

- People manager
- Customer Relations



Tools and resources

- [CoMWeb - Customer focus portal](#)
- [Customer Basics](#)
- [Customer Compliant Handling policy](#)
- [Service directory](#)



Interacting with children and young people

We are committed to being a child-safe organisation and have zero tolerance for child abuse.

A child refers to a person under 18 years old. We comply with the National Principles, the Victorian Child Safe Standards, the Reportable Conduct Scheme and associated legislation including failure to disclose, failure to protect and grooming offences, and other legislation enacted for the protection of children. Any allegation or incident of abuse will be treated seriously and consistently with child protection legislation, regulations and guidelines and in accordance with our policy and procedures.

THE PRINCIPLES	YOUR RESPONSIBILITY
<ul style="list-style-type: none"> • The City of Melbourne is a child-safe organisation. • The safety of children is dependent upon the existence of a child-safe culture within the organisation. • Child safety and protection is everyone's responsibility. • The best interest of the child is a primary consideration in all actions and decisions. • The child's best interests should be viewed through the lens of culture. • We comply with the National Principles, the Victorian Child Safe Standards and the Reportable Conduct Scheme. • Some employees are required to have a 'Working With Children Check'. 	<ul style="list-style-type: none"> • You are responsible for supporting the safety, participation, wellbeing and empowerment of children. • Observe child-safe principles and expectations for appropriate behaviour towards and in the company of children and young people. • Report all child-safe concerns, including reportable conduct, in accordance with the City of Melbourne all-staff reporting process.

Everyone must maintain the highest standards of professional conduct in their attitude, behaviour and interactions with children. We are expected to uphold the rights and best interest of the child in all decision making.

Ask yourself

- 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?
- Am I listening to children, promoting their participation and their rights?

Where to get help

- Community Services
- Child safe coordinator

Tools and resources

- [CoMWeb - Child Safe Standards and Reportable Conduct](#)
- [Commission for Children and Young People website](#)



SECTION 4 – PRIDE IN GOVERNANCE

Working with members of the elected Council

While we provide services to the community on behalf of Council, councillors may not direct employees to perform duties or actions.

Requests for action should be made at the meetings of Council and its committees. At these meetings, reports and advice are presented for consideration by the councillors. Members of the Executive Leadership Team (ELT) then request action from relevant employees.

Any employee preparing a report or advising a councillor must have the approval of their relevant ELT member. Any advice or information provided without approval will not be considered to represent the policies and plans of the organisation.

Advice provided to Council must be objective and non-partisan, relevant, comprehensive, not withholding important facts or negative information and unaffected by fear of consequences.

City of Melbourne employees must remain objective and impartial, ensuring organisation resources are not used for political assistance.

Communications

This section outlines what is expected when using our corporate, marketing and media channels to communicate. This also includes representing the City of Melbourne in an official capacity, such as presenting at a conference or acting as a media spokesperson. Channels include:

- social media
- websites
- electronic direct mail (EDM)
- publications, such as Melbourne magazine (print and electronic)
- advertising (print, electronic and digital)
- media communications and releases
- speeches and presentations
- displays and exhibitions
- promotional items.

THE PRINCIPLES	YOUR RESPONSIBILITY
<ul style="list-style-type: none">• Our Councillor Protocol clearly states that councillors (and the CEO where appropriate) are the authorised spokespersons for the City of Melbourne.• Employees must not make public representations about the City of Melbourne, its activities or its views via any channel without prior consent from the responsible General Manager and the Director Public Affairs and Media. Higher risk issues may be referred to the CEO.• Commissioning new communication channels, including social media accounts, websites and newsletters are the responsibility of Public Affairs and Media, and City Marketing. Requests for new communication channels require a business case to be approved by the Director City Marketing and Director Public Affairs and Media.	<ul style="list-style-type: none">• Never make public comment or representation on behalf of the City of Melbourne without appropriate prior approval.• Do not use City of Melbourne channels to represent your personal views.• Know the representation protocols and policies.• Follow the Councillor Code of Conduct and Social Media Policy.• Always uphold the City of Melbourne's reputation as a leading organisation.



Ask yourself

- Do I have appropriate permission to make comment on behalf of the City of Melbourne?
- Am I avoiding my personal biases and representing the City of Melbourne in a professional way?
- Is what I am saying, printing, publishing or presenting accurate? Will it risk or damage the City of Melbourne's reputation and brand in any way?

If you're not sure, speak to your people manager.

Where to get help

- City Marketing
- Public Affairs and Media
- People manager

Tools and resources

- [CoMWeb](#)
- [Social media policy](#)
- [Councillor Protocol](#)
- Relevant City of Melbourne protocols and policies supporting decision making, communication and representation – [refer A-Z of Policies on CoMWeb](#)
- [CoMWeb – Writing style guidelines](#)

Conflict of interest

In your role at the City of Melbourne, you have been entrusted to work on behalf of the community.

THE PRINCIPLES	YOUR RESPONSIBILITY
<ul style="list-style-type: none"> • Inform the City of Melbourne of any private interests or relationships that may cause a conflict of interest or perceived conflict of interest. • Take all reasonable measures to appropriately deal with any situation that is, or is seen to have, a conflict of interest. The conflict might arise out of a personal relationship or significant relationship with another employee or potential employee. • Employees will not be engaged concurrently as contractors, unless under extraordinary circumstances, and with approval of the CEO. The only exceptions are employees of Recreation Services, specifically within the City Baths and North Melbourne Recreation Centre. 	<ul style="list-style-type: none"> • It's your responsibility to determine if you have any actual, potential or perceived conflicts of interest relating to your role at the City of Melbourne. If in doubt, ask. • The <i>Local Government Act 1989</i> requires all council employees to disclose conflicts of interest. Conflicts of interest are detailed in the Fact Sheet on Conflicts of Interest. • It's important that you don't use your role at the City of Melbourne to serve your own or someone else's private interests. The law requires you to disclose any conflicts of interests and not perform duties where you have a conflict of interest. • It is your responsibility to identify and disclose conflicts of interest. If you are unsure about a possible conflict of interest, seek assistance. If you're still not sure, err on the side of caution and disclose a conflict of interest, rather than risk committing an offence.

Conflict of interest is about transparency and ensuring the integrity of the decision-making process. As an employee, it's vital that your private interests do not affect your work at the City of Melbourne.

If you have a personal interest in a decision-making process, you must declare your interests.

All employees should be aware of the potential for conflict of interest.

Engagement and management of employees, agency staff, contractors, suppliers and third parties involving personal or significant relationships

Employing, engaging or contracting the services of someone or a company you have a personal or significant relationship with can compromise your role and potentially the City of Melbourne.

This may occur in situations such as:

- hiring decisions
- performance evaluation
- disciplinary procedures
- approval of timesheets
- access to leave
- assignment or direction of work assignments
- raising, approving or processing purchases orders in relation to contracted services
- arranging or approving quotations with suppliers
- carrying out requests for quotation or tender evaluations
- issuing contracts, variations or directions to contracts
- approval and payment of invoices.

This list describes several conflict of interest situations but is not exhaustive. There will be other situations where a conflict can potentially exist.

In particular, conflicts of interest can occur in situations where one person is in a position to make or influence decisions concerning another. For example, this may occur between a people manager and team member where judgements or disciplinary action is involved.

A conflict of interest may arise through external recruitment or internal promotion, transfer, acting assignments or secondments. The successful candidate could be a relative of an employee or in a significant relationship with an employee.

Under the *Equal Opportunity Act 2010* (Vic) it is unlawful to disadvantage a person or organisation on the basis of marital status or other relationships. In line with the Act, we will not actively seek information on the relationship status of applicants.

Quick check

Your uncle is applying for a planning permit and you are the planning officer reviewing the application.

You have a conflict of interest. Whenever you are dealing with matters involving married or de-facto partners, partners in same-sex relationships, members of your family, including children or grandparents, aunts, uncles, cousins and in-laws – as well as any person in your household or with whom you have a significant friendship – you have a conflict of interest.

Notify your director and ensure you have no involvement in the matter.

You own shares in a company that has applied for City of Melbourne funding. You are on the evaluation panel.

You have a conflict of interest if the value of the shares exceeds \$10,000 and the total value of issued shares of the company or body exceeds \$10 million.

Notify your director and ensure you have no involvement in the review of applications.

You are on the committee of a local sporting group that has applied for a City of Melbourne grant. You are on the evaluation panel.

You have a conflict of interest because you are on the governing body of the group that has applied for the grant.

Notify your director and ensure you have no involvement in the review of applications.

You are the Director of Queen Victoria Market Pty Ltd and a report on the market's operation to the Future Melbourne Committee is prepared by another team. At the meeting, you are asked a question in respect to the report.

As you were not involved in preparing the report, you may not have been identified in the report as having a conflict of interest. Before answering the question, you must indicate the conflict of interest.



Where to get help

- People manager
- Director Governance



Tools and resources

- [Fact sheet on conflicts of interest](#)

Fraud and corruption

We are committed to preventing, detecting and responding appropriately to any fraudulent or corrupt behaviour committed by our employees or contractors.

Fraud involves some sort of actual or potential financial loss. Examples include but are not limited to:

- theft
- obtaining property or financial advantage
- using forged or falsified documents
- unlawful use of City of Melbourne assets
- claiming sick leave for any other reason other than illness
- claiming for or being paid for hours not worked.

Corruption is any dishonest activity where an employee acts contrary to the interests of the City of Melbourne or abuses their position of trust. It is usually motivated by self-interest. Examples include but are not limited to:

- using your position to benefit a personal interest
- using your position to assist a friend acquire employment
- using your position to improperly influence a tender or grant decision.

Reporting fraud and corruption

All employees and contractors have a responsibility for minimising the risk of fraud and corruption and reporting known incidences.

If you suspect that fraud or corruption has been committed, as a first step you should report it verbally or in writing to someone within the City of Melbourne. You can report a suspected breach to:

- your people manager, your director, or any director
- Team Leader Security and Building Safety
- Fraud Control Officer
- a Public Interest Disclosure Officer or Public Interest Disclosure Coordinator.

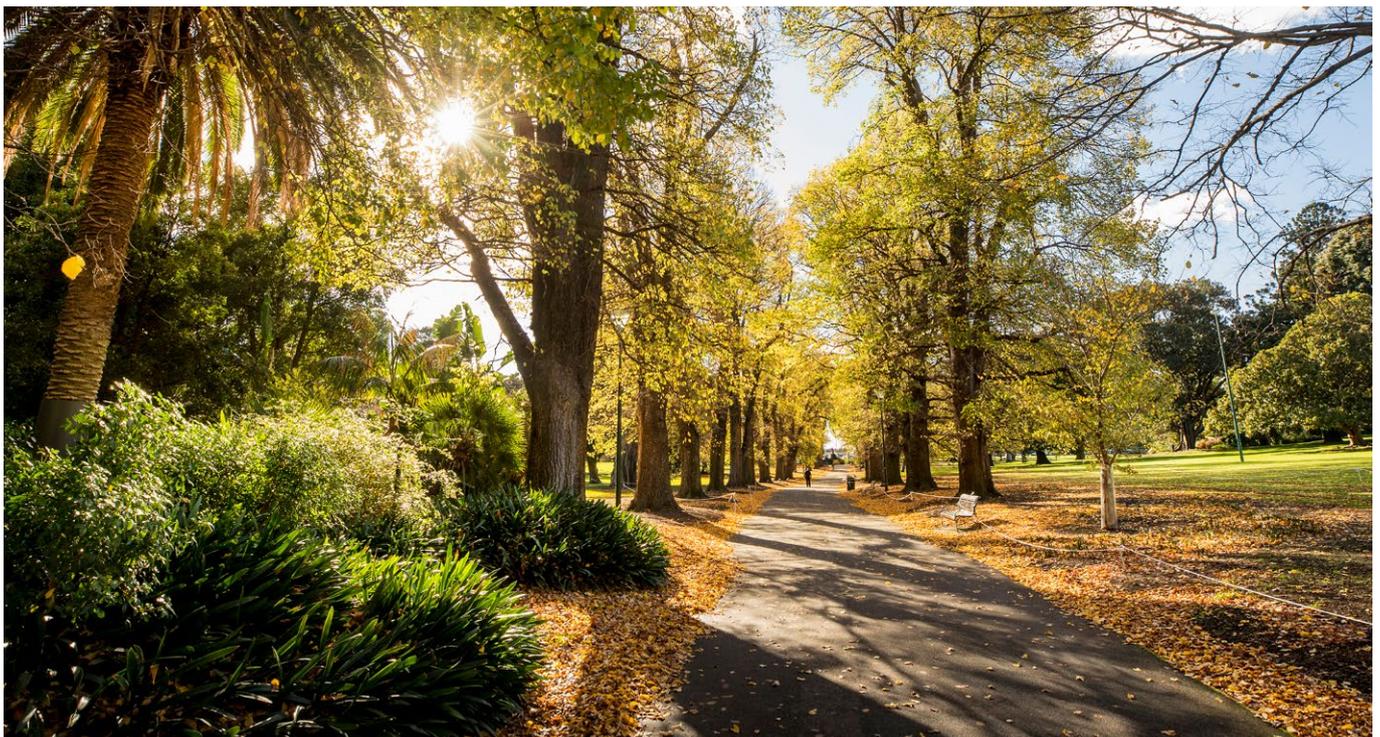
A disclosure may also be made directly to the external agency Independent Broad-based Anti-corruption Commission (IBAC).

Where to get help

- People manager
- Director Governance

Tools and resources

- [CoMWeb - Fraud, corruption and improper conduct](#)



Gifts and hospitality

It's vital that our community trusts us to do our job impartially. That's why it's important that your personal interests don't conflict with your public duty.

THE PRINCIPLES	YOUR RESPONSIBILITY
<ul style="list-style-type: none"> Discourage others from giving gifts and hospitality. Gifts should not be accepted, but if you do, you must declare it through the declaration of gift, benefit or hospitality form. Declarations made using the declaration of gift, benefit or hospitality online form will be kept by Governance. Key details will be recorded in the Corporate Gift Register and made available for public inspection. 	<ul style="list-style-type: none"> Declare any gifts, benefits and hospitality received with an estimated retail value of \$50 or more (or totalling \$50 or more from any person or entity within a calendar year). You can do this by submitting a declaration of gift, benefit or hospitality form to your director. Approval is required for gifts, benefits or hospitality over a certain amount.

Accepting gifts from another organisation, contractor or supplier can give the impression that this could influence your decisions or actions. Even though this might not be your intention, or the intention of the donor, impressions and perceptions are important.

In most cases, it's best to politely decline any offer of gifts or hospitality.

Gifts include free or heavily discounted items, hospitality, services, 'prizes' and benefits received by a person from a third party (other than the City of Melbourne), including but not limited to:

- meals
- drinks
- tickets to events
- conference registration
- airline tickets
- accommodation
- airline upgrades
- door prizes and raffle prizes won when on City of Melbourne business
- food or gift baskets
- gifts from other members of City of Melbourne staff or councillors

ESTIMATED VALUE OF THE GIFT OR HOSPITALITY	ACTION
Greater than \$50 but less than \$200	Advise your director as soon as possible before (or if not practicable, soon after) you receive the gift or hospitality.
Greater than \$200 but less than \$500	Seek the authorisation of your director or general manager before you receive the gift or hospitality.
Greater than \$500	Seek the authorisation of your general manager or the CEO before you receive the gift or hospitality.

Quick check

You attend a conference on behalf of the City of Melbourne and win a \$70 bottle of wine as a lucky door prize.

You can accept the prize but you will need to complete a [declaration of gift, benefit or hospitality form](#).

You are invited to present a paper at a conference interstate. The conference organiser offers to pay for your flights and accommodation with a value of \$700.

If you want to accept the offer you must get prior approval from your general manager. If your request is approved, complete a [declaration of gift, benefit or hospitality form](#).

You attend a workshop and at the end of the day all participants are given a compendium containing two pens, a mouse pad, writing paper and a calendar. The employee estimates the package is worth \$45.

The gift is under the \$50 threshold. You can accept the gift without having to declare it.

You receive a box of fruit from a successful tenderer to say thank you. You estimate the box of fruit is worth \$60.

Regardless of the estimated cost, you cannot accept the gift. This may create a perception that there has been favourable treatment.



Where to get help

- People manager
- Director Governance



Tools and resources

- [CoMWeb - Declaring gifts](#)

Procurement

Procurement and purchasing activities across the City of Melbourne are governed by our procurement policy and processes, underpinned by a set of best practice principles. These principles are founded on the legislative requirements for the City of Melbourne to deliver optimum outcomes for the community through our procurement activities. We must follow these statutory objectives and ensure that our resources are used efficiently and effectively to meet the needs of the local community.

The fundamental best-practice principles to apply throughout every procurement and purchasing activity, irrespective of value and complexity, are:

- **value for money:** an acceptable market price, fit for purpose, appropriate service and good quality, plus consideration of whole life costs
- **open and fair competition:** all suppliers are treated fairly, in an open and transparent manner
- **accountability:** all staff and suppliers are responsible for their actions and decisions throughout the procurement process
- **risk management:** all risks are identified and dealt with via suitable controls
- **probity and transparency:** conducting business fairly, honestly and in an open and transparent manner.



Where to get help

- People manager
- Procurement and Contract Management



Tools and resources

- [Procurement Policy](#)

Information privacy

The *Privacy and Data Protection Act 2014* (PDPA) is a Victorian law that gives individuals privacy rights. It also protects how their personal information is handled by:

- Victorian Government organisations
- local councils
- some private or community-based organisations providing services on behalf of the government.

THE PRINCIPLES	YOUR RESPONSIBILITY
<ul style="list-style-type: none">• Ten Information Privacy Principles (IPPs) are the core of the PDPA and set minimum standards for how we should handle personal information.• Under the PDPA, we have obligations around how we collect, store, use and access personal information.• The PDPA covers our elected councillors as well as City of Melbourne employees. Contracted service providers may also be covered, depending on the contract.	<ul style="list-style-type: none">• As outlined in the PDPA, you must comply with the IPPs. If you're working with personal information, it's important to understand how the IPPs apply in your day-to-day work. You'll also need to know where to seek help and guidance when necessary.• Ensure any data you create is current, accurate and complete, and in line with our agreed processes.

'Personal information' is recorded information or opinion, whether true or not, about an individual whose identity is apparent, or can be reasonably ascertained, from the information or opinion. Personal information includes any information linked to a person, including their name, address, sex, age, phone numbers, financial details, marital status, education, criminal record, employment history or images such as photographs and videos.

We follow the Australian Government Guidelines on the recognition of sex and gender. The guidelines outline an approach for the collection, use and maintenance of gender data, based on a standard classification. Whenever sex or gender information is collected, individuals should be given the option to select male, female or other.



Some examples

Collection

We should only collect personal information where it is necessary for our functions and purposes. It's important that any information is collected lawfully, fairly and not unreasonably or intrusively.

Ensure all personal information collection forms include the following:

- why you are collecting their information
- who you expect to disclose their information to
- name and contact details of your organisation
- their right to request access to their personal information
- what happens if they don't give you their information
- any law that requires their information to be collected.

Disclosure

If you're sending an email to a large number of individuals, remember to 'blind copy' all recipients (BCC) so that email addresses cannot be seen by everyone receiving the email.

Anonymity

Individuals have the right to interact with our organisation anonymously, where it is lawful and practical. When interacting with individuals you should consider if:

- you need to know their personal information in order to assist them
- it's possible to interact with them anonymously
- it's necessary to collect personal or identifying information.

The amount of information required to confirm their identity will depend on the type of interaction. When attempting to establish an individual's identity, consider:

- if it is necessary to keep a copy of their identification
- if the identity documents can be sighted and the facts recorded, instead of taking a hard or digital copy.

Transferring personal information outside of Victoria and / or using cloud service providers

We must not transfer personal information outside Victoria, including collecting and storing it in the cloud when the cloud service provider is located outside of Victoria, unless:

- the recipient of the information is subject to a law which is substantially similar to the PDPA
- the individual consents to the transfer
- we have taken reasonable steps to ensure that the information will not be used or disclosed by the recipient inconsistently with any of the IPPs.



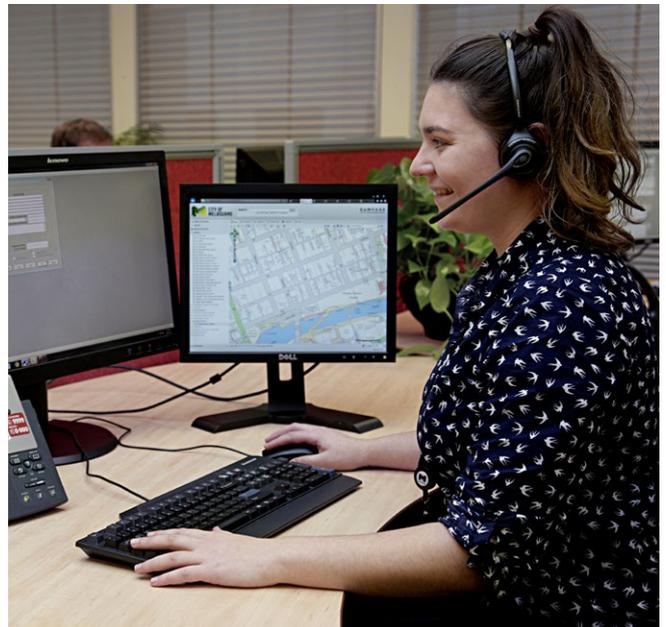
Where to get help

- Email privacy@melbourne.vic.gov.au
- Council Business



Tools and resources

- [CoMWeb - Information Privacy](#)
- [Office of the Victorian Information Commissioner](#)



Other employment or unpaid activities

Other employment includes a second job or conducting a business, trade or profession.

THE PRINCIPLES	YOUR RESPONSIBILITY
<ul style="list-style-type: none">In most instances, there is no issue with other employment or unpaid activities, so long as it does not conflict with or adversely impact the effectiveness of your role at the City of Melbourne.	<ul style="list-style-type: none">You should only engage in other employment or unpaid activity that doesn't conflict with or adversely impact the effectiveness of your role at the City of Melbourne.If a reasonable person would consider that there may be a conflict of interest, it is up to you to seek approval from your director to commence or continue in other employment or unpaid activity. You can do this by completing the request to engage in other employment or unpaid activity form.If you're unclear whether the other employment or unpaid activity constitutes a possible breach of this code, please contact your director or business partner. It is up to you to find out.

Unpaid activity may include volunteering and sitting on a board external to the City of Melbourne.

We won't stop other employment or unpaid activity unless there may be a conflict of interest, or if undertaking this work or activity interferes with your ability to perform the requirements of your role at the City of Melbourne.

Ask yourself

- Does this conflict with my role at the City of Melbourne? Would a reasonable person think there may be a conflict?
- Will my work at the City of Melbourne be adversely affected?
- Have I had a discussion with my people manager about my other employment or unpaid activities?
- If you are unsure, please discuss your concerns with your director, Governance or business partner.

Where to get help

- Director
- Governance
- Business partner

Tools and resources

- People Hub
- [Request to engage in other employment or unpaid activity form](#)

Disclosure of criminal offences

You must advise your director immediately if you are charged with a criminal offence which is punishable by imprisonment or, if found guilty, could reasonably be seen to affect your ability to do your work.

THE PRINCIPLES	YOUR RESPONSIBILITY
<ul style="list-style-type: none">• We expect you to know and comply with the law.• Compliance with the law is essential to protect our reputation and the community's confidence in our organisation.	<ul style="list-style-type: none">• Advise your director immediately if you are charged with a criminal offence.• Ignorance of the law does not excuse you from your obligation to comply with the law.

Quick check

All roles require a pre-employment Police Check, with some roles requiring a Working with Children Check. We respond to the requirements of external agencies such as the Department of Justice and Department of Health and Human Services, who regulate the requirements for working with children, the aged and the vulnerable.

Where an ongoing risk is identified, you may be required to complete Police Checks and Working with Children Checks at set times throughout your employment.

Note: as per the Australian Human Rights Commission, it is not discrimination if a person's criminal record means that they are unable to perform the inherent requirements of a particular job.



Where to get help

- Director
- Business partner



Tools and resources

- *The Equal Opportunity Act 1995 and the Human Rights & Equal Opportunity Commission Act 1986* (Commonwealth)
- [Equal opportunity discrimination and harassment prevention policy](#)
- [Bullying in the workplace prevention and response policy](#)
- [Recruitment policy](#)
- People Hub

SECTION 5 – USING CITY OF MELBOURNE RESOURCES

Appropriate use and preservation of assets and resources

City of Melbourne assets and resources include everything from motor vehicles, electric bicycles, MYKI cards and computers to buildings, furniture and whitegoods. Along with financial assets, such as budget expenditure, our assets should only be used for City of Melbourne business.

THE PRINCIPLES	YOUR RESPONSIBILITY
<ul style="list-style-type: none">• Always undertake safe and efficient use of City of Melbourne assets.• Use and maintain existing assets and resources with care.• Our assets are not to be sold or given away to employees.• Only use our internet, email, data and social media channels for business purposes.• Don't send sensitive information to external parties unless encrypted using an approved technique.• IP is a valuable asset which is to be protected.	<ul style="list-style-type: none">• Provide the appropriate disclosure with regards to your use of City of Melbourne assets and ensure you complete any accident or incident notification.• Notify your people manager if there is an impairment which may affect your ability to control a transportation vehicle owned by the City of Melbourne. This may include a temporary or permanent injury, medication, being effected by drugs or alcohol, loss of vision or any other impairment.• Assets must be used appropriately and stored securely to perform well over a reasonable life span. We will take action against any employee who steals, misappropriates, or uses City of Melbourne, community or customer assets for private use.• Secure sensitive data – don't store or transfer files to insecure devices or internet locations such as websites, apps or external email accounts.• If you're using a City of Melbourne device, such as a computer or tablet, ensure any data downloads are for justifiable business uses only. Particular care should be taken to limit data downloads when using mobile devices on 4G and international roaming networks.

City of Melbourne assets go beyond material physical objects and include intangible rights in creations of the mind, such as inventions, literary and artistic works, designs and symbols, names and images (described collectively as intellectual property or IP).

It also covers what is the acceptable use of the internet, email and social media, both at work and for personal use by all employees.

Ask yourself

- Is this file, email or document sensitive, should I secure it? If you're unsure, ask yourself what reaction would the news media have if they had this knowledge? If in doubt, secure it.

Some examples

- Lesley was taking medication and didn't read the warning label. Lesley didn't realise the medication may impair their ability to drive and they shouldn't have driven a pool vehicle.
- We have replaced our corporate iPhone 6 models. All old phones must be returned to the City of Melbourne so they are disposed of in the appropriate and sustainable way.
- A damaged street sign, with the old City of Melbourne logo, is being replaced. This must be returned to us to dispose of it appropriately.

Where to get help

- Corporate Transport Office, located in the Corporate Car Park, CH1. Open from 8am to 5pm, Monday to Friday. Please call extension 9035.
- Coordinator Engineering Contracts extension 8717
- Property Team
- Technology and Digital Innovation Help Desk extension 9400
- Business partner
- Security Control Room, extension 9774

Tools and resources

- [Procurement policy](#)
- [Corporate vehicle fleet policy](#)
- [Intellectual Property guidelines](#)
- [Section 6 Acceptable use in the information security policy](#)
- [Social media policy](#)
- [Councillor protocol](#)





KEY CONTACTS AND RESOURCES

Thank you for reading our Code of Conduct. It provides you with acceptable standards of behaviour for the way we work. To find out more, refer to our key contacts and resources below.

- [Intranet = CoMWeb](#)
- [CoMWeb > People Hub](#)
- [Yammer](#)
- [People, Culture and Leadership Branch](#)
- [Business partner](#)
- [Governance Branch](#)
- Security Control Centre, emergency extension 9999
- [Contact officers](#)
- [Public interest disclosure officers](#)
- Your Executive Leadership Team (ELT) member
- Your director
- Your people manager

How to contact us

Online:

melbourne.vic.gov.au

In person:

Melbourne Town Hall – Administration Building
120 Swanston Street, Melbourne
Business hours, Monday to Friday
(Public holidays excluded)

Telephone:

03 9658 9658

Business hours, Monday to Friday
(Public holidays excluded)

Fax:

03 9654 4854

In writing:

City of Melbourne
GPO Box 1603
Melbourne VIC 3001
Australia



Interpreter services

We cater for people of all backgrounds
Please call 03 9280 0726

03 9280 0717 廣東話
03 9280 0719 Bahasa Indonesia
03 9280 0720 Italiano
03 9280 0721 普通話
03 9280 0722 Soomaali
03 9280 0723 Español
03 9280 0725 Việt Ngữ
03 9280 0726 عربي
03 9280 0726 한국어
03 9280 0726 हिंदी
03 9280 0726 All other languages

National Relay Service:

If you are deaf, hearing impaired or speech-impaired,
call us via the National Relay Service: Teletypewriter (TTY)
users phone 1300 555 727 then ask for 03 9658 9658
9am to 5pm, Monday to Friday (Public holidays excluded)

melbourne.vic.gov.au



CITY OF MELBOURNE