

Guide Dogs.

Code of Conduct

Version History

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Owner	Board
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Overview & Introduction

GDN upholds high standards of professionalism and ethics that reflect our core values and behaviours. This code sets out clear guidelines for our people regarding the ethical conduct expected at GDN. These standards align with our organisation's values and are designed to protect the reputation of our brand.

Our Values

- Walk the Talk - We keep our word, take ownership, communicate openly, and persevere through challenges.
- Lead with Head and Heart - We combine care, commitment and thoughtful decision-making to achieve meaningful outcomes.
- Lift Each Other - We collaborate, partner with clients and stakeholders as equals, and celebrate one another's achievements.
- Never Stop Exploring - We are curious, courageous and creative, always seeking new and better ways to serve and grow.

Scope and Audience

This code applies to all Employees and Volunteers when representing GDN, at any time or place - including work, events, training, conferences, professional development, social functions, and on social media - whether on- or off-site, during

or outside regular hours, and at any location such as home, community events, suppliers, or other organisations.

Code Expectations and Standards

The following section outlines the expectations and standards that guide our conduct and behaviour as representatives of GDN. These principles serve as the foundation for a respectful, ethical, and collaborative work environment.

1. We create inclusive and respectful environments

At GDN, we are committed to creating environments where every person feels respected, included and valued. We treat colleagues, clients, donors and community members with dignity and courtesy, and we work actively to maintain workplaces that are free from bullying, harassment, discrimination and exclusion. We recognise and respect the cultural, linguistic, spiritual and personal identities of the people we support, including individuals from culturally and linguistically diverse communities and Aboriginal and Torres Strait Islander peoples. We speak up when behaviour is inappropriate and contribute to a culture where others feel safe to do the same.

2. We act with integrity, honesty and accountability

We act with integrity, professionalism and honesty in all aspects of our work. Our decisions and behaviours reflect GDN's values, and we take responsibility for our actions, including when mistakes occur. We comply with lawful and reasonable instructions, follow organisational policies and procedures, and do not use our position or information obtained through our work for personal benefit.

3. We prioritise safety and wellbeing

The safety and wellbeing of our people and clients is a shared responsibility. We follow all work health and safety requirements, proactively report hazards, incidents or concerns, and act in ways that prevent harm. We do not attend work under the influence of drugs or alcohol. We uphold the Aged Care Code of Conduct by providing care that is safe, respectful and free from harm, neglect, exploitation or abuse, and we maintain the dignity, autonomy and rights of older clients at all times. We comply with the NDIS Code of Conduct by respecting the rights of people with disability to freedom of expression, privacy and decision-making; by delivering safe and competent supports with care and skill; by acting with integrity, honesty and transparency; by raising and acting on concerns about quality and safety; and by taking all reasonable steps to prevent and respond to violence, exploitation, neglect, abuse and sexual misconduct. We act in accordance with GDN's Child Safety and Wellbeing Policy and the National Principles for Child Safe Organisations by creating

child-safe environments, prioritising the best interests and safety of children and young people, and responding immediately to any concerns, disclosures or risks of harm.

4. We protect privacy and information

We protect the privacy, confidentiality and security of personal and sensitive information entrusted to us. We only access or use information when required for our role and authorised to do so. We handle and store information in accordance with privacy legislation and GDN's information security requirements, and we never disclose information without appropriate approval. If you need to share any confidential, personal, or sensitive GDN information - internally or externally - you must obtain proper authorisation, even after you leave GDN. Disclosing information to third parties requires approval from the ELT. When supporting people with disability or older people, we meet the confidentiality and records expectations of the NDIS and Aged Care Codes, and we apply child-safe privacy practices for children and young people, including limiting access to information on a strict need-to-know basis.

5. Child Safety

We create and maintain child-safe environments in all work connected with GDN. We act in ways that protect and promote the safety, wellbeing, dignity and rights of children and young people. This includes maintaining appropriate professional boundaries, using appropriate language and behaviour, supporting safe, inclusive and accessible participation, and taking seriously the views and concerns of children and their families. We promptly raise and act on any concern, allegation, disclosure, incident or observed behaviour that may place a child or young person at risk.

We comply with all child safe requirements, policies, procedures and training that apply to our role. Conduct that does not meet these obligations, or that is inconsistent with GDN's child safe requirements, may constitute a breach of this Code and may result in disciplinary action.

6. We maintain professional boundaries and safeguard clients

We maintain professional, client-centred relationships that support trust, safety and quality service delivery. We do not enter into economic, intimate or personal relationships with clients or their family members, and where a pre-existing relationship exists, we ensure the client is reallocated. We deliver services in culturally sensitive ways that protect clients from harm, exploitation or inappropriate conduct. Consistent with the NDIS and Aged Care Codes and child-safe practice, we

never use our position to cause harm, we avoid boundary violations or conflicts of interest, and we take immediate action if we identify risks to a client's safety or wellbeing.

7. We use resources responsibly

We use GDN's property, equipment, vehicles, systems and funds responsibly and only for authorised purposes. We take care of organisational assets, protect them from loss, damage or misuse, and comply with all cyber safety and IT system requirements, including ensuring that GDN information is not stored on personal systems.

8. We speak up and support an ethical culture

We contribute to an ethical, transparent and accountable culture by speaking up when something does not seem right. We report concerns or breaches through appropriate internal leaders or authorised external channels, and we do so in good faith. Consistent with the NDIS and Aged Care Codes and child-safe obligations, we promptly raise concerns about quality or safety, and we support people who speak up without engaging in or tolerating retaliation.

9. We manage Conflicts of Interest

We actively avoid situations where personal interests could compromise - or be perceived to compromise - our judgement or responsibilities. We declare actual, potential or perceived conflicts of interest as soon as they arise and step back from decision-making where conflicts exist unless a formal management plan is approved.

We must not engage in outside work or business that conflicts with GDN's ethics or values. Employees and volunteers need written approval from the CEO (or Chair for Board members) before accepting roles that:

- Compete with GDN,
- Appear connected to GDN's work,
- Earn income from GDN clients, volunteers, donors, or sponsors,
- Negatively affect GDN,
- Or interfere with their GDN duties.

Volunteers may engage in commercial or employment relationships with donors, sponsors, or other volunteers provided such interactions do not conflict with GDN's values and comply fully with all applicable regulations. Any potential conflicts of interest must be promptly disclosed in accordance with this Code of Conduct.

10. We comply with laws, policies and expectations

We comply with all relevant legislation, regulatory requirements and GDN policies. We complete required training, maintain the skills and capabilities needed for our roles, and understand that breaches of this Code or other organisational requirements may result in appropriate action. Where applicable to our role or service setting, we also comply with the Aged Care Code of Conduct, the NDIS Code of Conduct and GDN's Child Safety and Wellbeing Policy so that our work consistently upholds the rights, dignity and safety of older people, people with disability, and children and young people.

11. Professional Relationships with Our Donors

GDN is committed to the Fundraising Institute of Australia's Code of Ethics in the conduct of our fundraising efforts. This means that our people must act:

- Honestly and truthfully so that public trust is protected, and our donors and beneficiaries are not misled;
- With respect and dignity to our donors and beneficiaries with consideration to their privacy;
- Openly and with regard to their responsibility in maintaining the trust of the public; and
- With transparency in the way donations are managed and disbursed.

12. Selection of Suppliers

GDN awards business solely on suitability and price, following its Delegations of Authority Policy and Matrix. Anyone purchasing for GDN must avoid any potentially inappropriate relationships with suppliers. If a person or their close associate has a personal interest in a supplier decision, they must disclose it to their ELT member or CEO (or Chair for the Board) and will be excluded from the selection and payment process.

13. Receipt of Gifts, Benefits and Hospitality

Accepting or giving modest gifts, benefits, and hospitality is common in business, but all material items - like meals, alcohol, event tickets, etc. - must be disclosed and approved before acceptance. All such items received must be recorded using the Gift form on the intranet and authorised by a Manager or ELT member. If unsure whether something is material or could compromise integrity, consult the Chief People Officer.

Never accept gifts, benefits, or hospitality that could:

- Compromise judgement,
- Create or appear to create a conflict of interest,
- Harm relationships,
- Suggest favouritism or bias.

Reporting Breaches of Code of Conduct

Report breaches or suspected breaches of the Code of Conduct promptly and in good faith through GDN's Grievance Resolution Policy, Whistleblowing Policy, the Chief People Officer, or the CEO. If these options are unsuitable, contact GDN's external whistleblowing service provider - Your Call.

Your Call Contact Details

- Website: <https://www.yourcall.com.au/report>
- Availability: 24/7
- Telephone: 1300 790 228

National Relay Service

If you are deaf, or have a hearing or speech impairment, you can contact Your Call online or through the National Relay Service. Simply choose your contact method at www.relayservice.gov.au and request Your Call's hotline 1300 790 228

Translating and Interpreting Service

If you have difficulty speaking or understanding English, contact Your Call through the Translating and Interpreting Service (TIS) 131 450 and ask for Your Call on 1300 790 228.

Compliance

All our people must follow this Code, our policies and procedures, and the law.

1. Everyone's Responsibilities

- Follow this Code in your day-to-day work.
- Ask your Manager or the Legal or People & Culture teams if you're unsure about anything.
- Report any behaviour that may breach this Code.
- Co-operate with any review or investigation.

2. Leaders' Responsibilities

- Set a good example and make sure team members understand what the Code requires.
- Make sure people know how to raise concerns.
- Act quickly when issues are reported or behaviour doesn't meet our standards.

3. Third Parties

People working with us - such as contractors, suppliers and consultants - must also meet the standards of this Code when performing work for GDN.

Breaches

Breaches of this Code may result in disciplinary action, up to and including ending employment or engagement. Serious breaches may also be referred to external authorities when required.

Glossary

You might notice we use acronyms or specific terms throughout our documents. To make things clearer, we've put together a Glossary - so if you come across a word or abbreviation you're not sure about, you can refer to our Glossary to learn what each term means. This is here to help everyone feel confident and informed as they read through our policies and guidelines.

Related Legislation and Documents

- Aged Care Code of Conduct
- Child Safety and Wellbeing Policy
- Client Complaint Management Policy
- Conflict of Interests Policy
- Delegations of Authority Policy
- Delegations Matrix
- Discipline, Termination and Redundancy Guidelines
- Fundraising Institute of Australia's Code of Ethics
- [GDN Glossary](#)

- Grievance Form
- Grievance Resolution Policy
- International Guide Dog Federation Standards
- National Child Safety Standards
- NDIS Code of Conduct
- Orientation and Mobility Association of Australasia Code of Ethics
- Record of Gift Form
- Social Media Policy
- Whistleblowing Policy