



Code of Conduct

Scope

This policy applies to Brook RED Community Members, Nominated Support People, board members, employees and students on placement.

Purpose

This policy clarifies Brook RED's commitment to ethical and values-based behaviour and sets forth the ethical expectations that Brook RED has of those who are employed by or are completing a student placement with the organisation.

Policy

1. **We are guided by our Lived Experience at all times.** We do this by:
 - 1.1. Openly identifying with and sharing our first hand experiences of mental health concerns and or suicidality.
 - 1.2. Working within the parameters of our role and recognising our limits.
 - 1.3. Being authentic about the personal experiences that we share with others and doing so with purpose and intent.
 - 1.4. Setting an example for others in our behaviour.
 - 1.5. Performing our duties with skill, care and diligence.
 - 1.6. Connecting with others around claiming agency over our experiences.
 - 1.7. Practicing self-reflection and working towards self-awareness.
 - 1.8. Approaching our work with a willingness to continue to learn and grow in our practice.
 - 1.9. Communicating openly if we require support.

2. **We believe in possibility.** We do this by:
 - 2.1. Actively working to create spaces, invitations and opportunities to learn, grow and explore our possibilities.
 - 2.2. Demonstrating a belief that situations and circumstance can improve.
 - 2.3. Using positive and considered language wherever possible.
 - 2.4. Demonstrating a belief that each individual is capable of having personal responsibility and self-determination.
 - 2.5. Understanding that risk is an element of learning and growing and evaluating risk in a balanced and considered way.

3. **We love the diversity and difference our community is made up of.** We show this by:
 - 3.1. Being welcoming and responsive to people's individual and collective needs, identities, cultures and perspectives.
 - 3.2. Fostering an environment free of harassment, intimidation and unlawful discrimination.
 - 3.3. Respecting the intrinsic worth and uniqueness of each person.
 - 3.4. Delivering services that are not uniform or homogenous and that reflect unique characteristics of our communities.
 - 3.5. Behaving in a way that promotes inclusiveness and values diversity.

4. **Our work is socio-political.** We demonstrate this by:
 - 4.1. Challenging existing norms, structures and systems regarding mental health and suicidality.
 - 4.2. Promoting at all times the self-determination of those people we provide services and supports to.

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- 4.3. Recognising collective experiences of mental health concerns and suicidality and moving through these together with intention and purpose.
- 4.4. Supporting people in a way that is meaningful to them.
- 4.5. Conducting ourselves in a manner that fosters our own wellbeing.
- 4.6. Advocating at an appropriate level for those who use our services and supports.
- 4.7. Acknowledging and understanding power dynamics in the work that we do as well as in the mental health system at large.

5. Relationships are at the core of what we do. We show this by:

- 5.1. Building relationships around compassion, kindness and integrity.
- 5.2. Not being detached observers, but instead we have skin in the game and share collective interests and responsibility.
- 5.3. Promoting belonging and connectedness.
- 5.4. Not engaging in dual relationships with those that access our services or supports.
- 5.5. Disclosing and managing any conflicts of interest we may have.
- 5.6. Providing honest and respectful feedback to whom we interact with.
- 5.7. Promoting privacy and confidentiality of those who use our services and supports.

6. In addition, Brook RED Employees will also:

- 6.1. Comply with the law, relevant regulations and policies that relate to the work that we do and employment with Brook RED.
- 6.2. Provide service and supports free from abuse, harassment and sexualised conduct.
- 6.3. Use Brook RED funds, facilities, information and equipment appropriately.
- 6.4. Portray Brook RED in a positive manner at all times and act to promote the positive reputation of the organisation.

- 7. Any employee found in breach of Brook RED policies may face disciplinary action up to termination of employment.

References

Brook RED Mission, Vision, and Guiding Principles
 Brook RED Employee Boundaries Policy
 Brook RED Guiding Principles

Document Control and Record of Changes

Version	Effective Date	Approved by	Summary of Change	Date of Next Review
Version 01	January 2016	Eschleigh Balzamo	Introduction of new policy	-
Version 02	April 2017	Eschleigh Balzamo	Change of format	January 2018
Version 03	May 2017	Eschleigh Balzamo	Change to version control	January 2018
Version 04	September 2019	Eschleigh Balzamo	Review and update	January 2023
Version 05	August 2023	In Draft	Addition of Guiding Principles	August 2025

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The General Manager has overall responsibility for this policy. If there are any questions regarding this policy, please direct these to the Business Services Manager or General Manager.

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