



Code of Conduct

1. Introduction

The Australian Civil Air Patrol (AusCAP) has a unique and special relationship with both the aviation sector and the community.

The people we serve must be prepared to trust us with their lives and property and to ensure that this is the case, we must always act in a professional manner and maintain the highest standards of honesty and integrity.

2. The Code

The purpose of this code is to provide a guideline and benchmark for the personal and professional behaviour of the volunteers of AusCAP whenever and wherever they are identified as members of this service. Anything short of this standard will not only constitute unacceptable behaviour but will also bring discredit to the organisation.

3. Knowledge

All members of AusCAP must gain and maintain adequate knowledge of the functions of the organisation and their responsibilities under these functions. They must also be familiar with the policies and procedures which relate to their particular appointment within the organisation. This information is contained in the document titled **Position Description**, which is obtainable from the Squadron Leader or the Internet.

4. Training Standards

It is the responsibility of every volunteer to achieve and maintain at least the minimum training standards described in the **Search and Rescue Operations Syllabus**.

5. Health and Fitness

All members are responsible to maintain an appropriate level of physical fitness for their particular roles. They must advise the Board and if appropriate, the Chief Pilot if they have a disability or a condition which could affect their capacity to carry out their task or duties.

6. Professional Behaviour

As an AusCAP member, in the performance of your duty you must at all times:

- a) Be polite when dealing with the public.
- b) When dealing with the media, be tactful and non-committal. When referring to any event or activity relating to the organisation you must not act beyond the capacity of your position and always refer them to a Board member for any official comment. A member is not permitted to express a personal point of view to the media or otherwise, which may either be reported or misrepresented and could potentially bring discredit to the organisation. You must also respect any information given in confidence. In the case of a call-out, members must not at any time disclose any details of the callout to the public (unless authorised by the Board).



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- c) Utilise resources, equipment and facilities efficiently and appropriately to avoid unnecessary waste.
- d) Respect the authority and follow any reasonable directions from those within the organisation who are placed in a leadership position, and also those from any other organisation who have appropriate delegation or authority.
- e) Treat members of our and other organisations with courtesy, and with respect to their rights and responsibilities.

7. Personal Behaviour

Volunteers of AusCAP must remember that whenever they are identified as a member that they are immediately on parade and are carrying our banner. Their every action will be noted and they must at all times act in a manner which will bring credit to the organisation whether in uniform or not.

7.1. Discrimination or Harassment

Direct or indirect discrimination or harassment on any grounds is not an acceptable practice within AusCAP whether or not it relates to another member of this or any organisation, or to any member of the community. Members must adhere to the **Anti-Discrimination Act of NSW**. Failure to comply may result in the payment of damages.

Discrimination may involve:

- Gender or transgender
- Marital status
- Pregnancy
- Age
- Race, Ethnic or national origin
- Physical appearance
- Physical or intellectual impairment
- Sexual preference
- Religious
- Political conviction

If you witness harassment or discrimination, or you are being harassed yourself, you must report it to a board member.

7.2. Drugs and Alcohol

Abuse of alcohol and the use of illegal drugs of any kind is totally unacceptable behaviour and will be regarded as a breach of this Code of Conduct.

If you are taking a prescribed drug or any other medication and have any doubt about your ability to perform your duty, you must first consult with your doctor or pharmacist and then inform the Board or Chief Pilot of your circumstances and any possible alternative. This is especially important if any medication carries a warning that it has the potential to impair functioning and your ability to carry out your duties.



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7.3. Obscenities / Offensive Language

The use of obscenities or offensive language is totally unacceptable when dealing with the public or any other member.

Behaviour while off duty is not of concern unless it has potential to bring discredit to the organisation. Members should bear this in mind when wearing the AusCAP logo outside base.

8. Honesty

All members must act with total honesty and integrity and report any instances to the Board. Reports of this nature are handled with strict confidence.

9. Gifts and Remuneration

As a member you should not expect to be remunerated in any way for your services. Any offer of gifts or incentives should be referred to the Board and not entertained in any manner or form whatsoever. You must not accept any gift, endorsement, sponsorship or benefit that might in any way tend to influence or appear to influence your ability to act impartially in the discharge of your duties.

You should avoid all situations that may create the appearance that a person or organisation is attempting to secure special treatment through the provision of hospitality or benefit to you.

10. Conflicts of Interest

Members who are involved in outside business activities must carefully assess the possibility that any products or services with which they are associated could receive favourable advantage, treatment or remuneration because of your involvement in AusCAP. If there is any doubt whatsoever in this area, you must first clear it with the AusCAP board.

Conflicts of interest may also occur when you have personal beliefs or attitudes that could influence your impartiality in performing your duties.

If you have developed a relationship with people whom AusCAP is dealing with, you must ensure that this relationship does not form an improper association.

11. Fairness

Members who are placed in leadership positions must ensure that their authority is always expressed consistently and fairly. If you believe you have not been fairly treated according to this code, you can request that the circumstances be reviewed by the Board.

12. Confidential Information

Members handling official AusCAP information must ensure that this information is not used or disclosed without clear authority.

Official information must only be used for AusCAP related purposes and not for personal use or benefit.



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The **NSW Privacy and Personal Information Protection Act 1998** introduced a set of privacy principles that regulate the way we must deal with personal information; i.e. any information that relates to an identifiable person and under this Act misuse of personal information may result in the payment of damages.

13. Chain of Command

Members are expected to use the normal chain of command other than in extraordinary situations and must always ask the next higher authority to resolve a problem and issue a directive.

14. Failure to Comply

If you fail to comply with this code or any other lawful directive, you will be asked to explain your actions. Should your conduct be contrary to the Code's requirements, you may be subjected to a range of managerial actions as outlined in the constitution.

A member found to have breached this Code of Conduct may have their membership revoked and be permanently banned from AusCAP. It is not a requisite that a complaint be dealt with by a court or tribunal before disciplinary actions are taken by AusCAP.

If this Code conflicts with another instruction, policy or guideline, you are to comply with the requirements of this Code.

15. Limitations of Authority

Whatever your position, you may not act beyond the power of your position. If you have the authority to use discretion in determining any action, you must ensure that the principle of reasonableness is applied and you consider all circumstances.

16. Conclusion

This Code of Conduct is designed to assist volunteers of AusCAP to carry out their vital role of assisting the community during emergencies in a safe, effective and efficient manner by providing a guide to the standards of professional and personal behaviour which is reasonable to expect of them.