1. **Introduction to DCSS Australia Inc.**

DCSS stands for Diverse Communities & Social Services, which is a Not-for-Profit Community Justice and Social Support Services Organisation based throughout Australia.

DCSS Australia is the only Volunteer lead LGBTIQ+, ATSI, CALD, Diversity and Inclusion focused organisation which delivers a dual-accredited Community Justice Program operating in Victoria (VIC) and New South Wales (NSW).

For more information, please visit <https://www.dcssaustralia.org/>

1. **Principles**

This Code has been formulated to provide a clear statement of the Organisation’s expectations of participants in respect of the Community Justice Program matters and personal behaviour.

Working with the Organisation presents opportunities for interacting with members of the Organisation and other members of the community. The Organisation recognises and values the diversity of client experiences and expectations, and is committed to treating clients, both professionally and personally, in a fair and transparent manner.

All clients, in return, are required to comply with the requirements set down in this Code.

The Organisation reaffirms its commitment to: **TRUST – RESPECT – INTEGRITY - BELIEF – EQUALITY**, All clients are required to be aware of and act consistently with these values.

1. **Scope**

This Code applies to all participants within the Organisation, in respect of all actions and activities (including inaction or inactivity) relating to, under the supervision of, or impacting on the Organisation or its employees and staff (whether volunteer or otherwise). It must be read in conjunction with the policies, rules and terms of the Organisation.

1. **Definitions**

**WDP** (Department of Justice – Fines Victoria) means The Work and Development Permit (WDP) scheme, which is a new initiative to provide vulnerable and disadvantaged people with a non-financial option to address their infringement debt.  A WDP allows an eligible person to work off their infringement debt by participating in certain activities and treatment.

For more information, please visit <https://www.justice.vic.gov.au/wdp> or email [WDP@justice.vic.gov.au](mailto:WDP@justice.vic.gov.au) or [Justice@dcssaustralia.org](mailto:Justice@dcssaustralia.org)



**WDO** (NSW Revenue – NSW Legal Aid) means Work and Development Order (WDO) are a way to help people who can't pay their fines. WDO deliver real change and benefit to the community

For more information, please visit <https://www.revenue.nsw.gov.au/fines-and-fees/advocates/wdo-sponsors> or email [wdo@revenue.nsw.gov.au](mailto:wdo@revenue.nsw.gov.au) or [Justice@dcssaustralia.org](mailto:Justice@dcssaustralia.org)



**CJP** (DCSS Australia Inc.) means Community Justice Program, which is the program that operates between the Organisation and the Government Accreditation bodies, the Community Justice Program intends to support participants of the program, through the commitment of our values which are **TRUST – RESPECT – INTEGRITY – BELIEF – EQUALITY**, to assist the participant in achieving their goals through treatment and rehabilitation, community support services, education and life skills, to encourage and reduce instances of recidivism.

1. **Personal conduct**

All participants must:

* treat all employees, honorary appointees, consultants, contractors, volunteers, any other members of the public and other clients with respect, dignity, impartiality, courtesy and sensitivity (all stakeholders);
* act honestly and ethically in their dealings with all stakeholders;
* ensure that they do not act in a manner that unnecessarily or unreasonably impedes the ability of all stakeholders to carry out their work, research or participation with the Organisation, including work, research or participation that is primarily or otherwise undertaken online or in any other digital manner;
* ensure that they do not act in a manner that unnecessarily or unreasonably impedes the ability of all stakeholders to access or use the resources of the Organisation, including the any resources that are primarily or otherwise held or accessed online or in any other digital manner;
* ensure that they do not become involved in or encourage discrimination against or harassment or all stakeholders.

1. **Conduct purported to be under a WDP/WDO/CJP**

All clients must:

* ensure that their eligibility and progress purported to be under a WDP/WDO/CJP is lawful and consistent with the policies, rules and terms of the Organisation;
* read all official correspondence from the Organisation, including email;
* act ethically and honestly in the preparation, conduct, furnishing, submission, and publication of work purported to be under a WDP/WDO/CJP
* act ethically and honestly in the preparation, furnishing, submission, and publication of any reporting requirements purported to be under a WDP/WDO/CJP, whether or not that reporting is actually required under a WDP/WDO/CJP;
* behave professionally, ethically and respectfully in all dealings with the Organisation’s commercial or social partners; and
* use Organisation resources, including information and communication technology resources, in a lawful and ethical manner and for Organisation purposes only, unless express written permission has been granted for non-Organisation or private usage.

1. **Record keeping**

Formal records are made of security incidents or a client or visitor’s refusal to cooperate with the enforcement of this Code.

The Organisation will maintain incident and investigation reports in accordance with the requirements of the Organisation’s Privacy Policy and the Privacy and Data Protection Act 2014 in Victoria or the Personal Information Protection Act 1998 in NSW (depending on the jurisdiction of the incident).

Incident and investigation reports and related information are treated as confidential and limited to authorised Organisation management. The Organisation may disclose personal information in instances where another Act or law authorises it to do so.

1. **Relationship with other policies**

This Code is not an exhaustive list of policies applying to participants. Participants are expected to act in compliance with all of the Organisation’s policies to the extent that they apply to Participants.

1. **Termination of agreement**

All clients are required to be compliant with agreed case management, treatment, courses, community services and other activities as per agreement between the client and the Community Justice Program Officer. Failure to do so within the 28 days will be considered a breach of the agreement.

Where a breach occurs, the client may receive a written warning from the Organisation. The client may also receive a failure lodgement, forfeiting any activity count for those 28 days.

All participants will only receive a maximum of three (3) warnings. After three warnings, the Director or Delegate will review the client’s file and organise a disciplinary conversation with the client to see if the program is the right course of action for the client’s circumstances. The Director or Delegate will then decide whether the client can continue the program or have their participation terminated.

Note: In the case of cancellation, it is wholly the client’s responsibility to contact the relevant government department within 28 days of cancellation to organise other means of finalising outstanding matter(s). Failure to do so may result in enforcement action from where it was suspended upon the commencement of the WDP/WDO/CJP.

**Date determined and effective:** 1 October 2019

Declaration:

By signing this undertaking, you agree that you:

* will adhere and uphold the Organisation Values;
* understand that all information in regard to the WDP/WDO/CJP;
* understand that any breach of the Organisation’s policies or procedures or this Code may result in the termination of your agreement as outlined in this Code; and
* will always be honest and respectful, act with integrity, respect everyone’s privacy, communicate effectively and clearly with all Officers and Delegates regarding your WDP/WDO/CJP.

Please sign here:

I Click or tap here to enter text (full name), understand all requirements as stated in this Client Code of Conduct, and agree to abide by all mutual obligations.

Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date Click or tap here to enter text