Brisbane Seniors OnLine

Code of Conduct

Version 1.5 – 6 January 2020

1   PREFACE

1.1   Overview

The personal computer revolution has occurred in just the last 20 years. While some seniors were very lucky to be involved in this revolution, many had little if any contact with computers and/or the internet during their working lives. They now find it necessary to use computers to communicate with family, handle digital technologies (e.g. digital photos) and deal with the myriad organisations making the internet their primary mechanism for doing business.

Brisbane Seniors OnLine (BSOL) is a voluntary, not-for-profit organisation established to teach its members the basic skills they need to use a personal computer and for such tasks as email, word processing and accessing the internet.

1.2   Our Aims and Objectives

Our aims are:

- To provide the home training for members to undertake basic tasks on their computers.
- To improve the skills of our members in using personal computers and the internet via a program of talks and hands-on workshops.
- To help bridge the digital gap between our members and younger generations by giving our members the basic skills to use a computer.
- To enhance the social and recreational opportunities for members.

1.3   Membership

BSOL has three categories of members:

- Our learners comprise people over fifty who are not working full time and who wish to learn basic computers skills for their personal benefit; they pay a small annual membership fee.
- Our mentors provide support and instruction to our learners; no fee applies.
- Our volunteer staff members contribute their skills and time to support the organisation: no fee applies.

While there are no specific age requirements for our mentors, most are aged over fifty, and many are retired. Some have worked professionally with computers, though most are self-taught. Some of our learners have later gone on to become mentors, and others join our volunteer staff. What all our mentors share is a desire to help others become proficient with computers.

Because our mentors and staff are volunteers, the learners' annual fee can be kept low. It is mainly to cover our city office expenses, administrative costs and public liability insurance. While many learners find their particular needs met in only three or four lessons, a greater number is generally required. As a guideline, approximately 12 lessons are usually sufficient to cover the basic curriculum.

After the initial 12 months, a learner can renew his or her membership and continue to receive on-going telephone and/or remote access support and use of the computers in the City Training Centre.

Renewing learners will continue to be eligible to participate in BSOL special workshops and courses and in any social activities.

1.4   How We Work

When someone joins as a learner, either the hub coordinator for their area or a BSOL mentor will contact them and arrange a time and place for their first lesson. Most commonly, this is on the learner's own computer in their own home. However, if the learner does not have their own computer or prefers to be taught at a public venue, the mentor may suggest some other teaching location such as the BSOL Training Centre, a BCC library or a community centre. Because of the demand on these facilities and mentor's time, some of this teaching may be in a small group rather than one-on-one.

The mentor will discuss what the learner would like to be able to do with a computer and then tailors the lessons to give the basic knowledge to meet the learner's needs. Teaching and follow on lessons will be arranged at a pace to suit the learner. There is no pressure and no exam.

1.5   What BSOL Teaches

The formal curriculum is designed to cover the basic computer tasks that seniors find most useful. As well as covering some simple terminology, it includes use of the Windows (or Apple) operating systems, word processing, email, the internet and security among its topics. All curriculum topics are taught at an introductory level to get the learner going with what he or she wants to do on the computer. The learner does not have to learn all of the topics, only those that they wish to.

The formal curriculum is regularly reviewed to keep it up to date with the basic computer tasks members need as the technology evolves. Members should check the BSOL web site www.bsol.asn.au to keep up to date with any curriculum changes.

Additionally, BSOL runs a program of talks and hands-on workshops during the year which cover a range of topics of interest to many members. Such topics could include spreadsheets, advanced word processing, editing digital photos, video editing, archiving music, restoring old photos, internet telephony, internet banking etc. These are notified to members via email and in the newsletter and are free to mentors and volunteer staff. They are mostly held at the City Training Centre and generally these topics are not offered in home tutoring.

Collectively BSOL mentors encompass a huge range of experience and expertise. If a learner wants assistance outside of the standard BSOL services (e.g. to buy and set up a new computer or to study a topic at an advanced level) it is usually possible to find someone who can help. However, such work is beyond the scope of the membership of BSOL and will be a private arrangement between the learner and the individual mentor.

1.6   Our Goal

Our ultimate goal is to develop a large community of seniors who can work comfortably and confidently with their computers to benefit and enrich their daily lives.

2   CODE OF CONDUCT

This Code of Conduct (Code) is important for all people working within Brisbane Seniors OnLine Association Inc (BSOL), because BSOL's goals will be most successfully achieved if all members fulfil their roles in an exemplary manner by adhering to the highest possible standards of professional competence and conduct. BSOL has prepared this Code of Conduct to shape and guide the standards of conduct expected of all members. In this context, a member is anybody who assists BSOL on a voluntary basis, or who is classified as a learner.

The Code of Conduct sets the context of our work, including how it is to be performed, and how we should conduct our relationships with others. It provides direction and guidance on our responsibilities as members. The requirements of the Code apply to all of our dealings while working at BSOL. Advice and support on the Code may be obtained from the President or the Secretary of BSOL.

All members should read this Code either before joining BSOL. All new members are required to sign a declaration stating that they agree to abide by the Code of Conduct. The Code addresses three key areas:

- Respect for Persons;
- Diligence; and
- Economy and Efficiency.

The Code expands on these by establishing standards for conduct that are applicable to the BSOL context. It aims to be clear and concise in its standard setting to avoid confusion or misunderstanding about BSOL's expectations.

The Code aims to be a current and relevant document that supports us in the performance of our duties. BSOL welcomes recommendations for future revisions. These recommendations should be forwarded to either the President or the Secretary.

2.1   Respect for People

2.1.1   Introduction

We all come into contact with a range of people such as work colleagues, representatives of member organisations, and members of the general public, while performing our duties. These people have a diverse range of views, aspirations, expectations and behaviours. It is important we show respect for others in all of our communications and interactions. In turn, we can expect to be treated with respect and dignity by others. The positive relationships we build with others, both internal and external to BSOL, will influence how well we achieve our individual work goals and BSOL's purpose and objectives.

Our daily interactions with others reflect on BSOL and on us as individuals. It is therefore important to our individual and collective reputations that we conduct our relationships in a professional and respectful way.

Demonstrating respect for people can be achieved by adopting a consultative approach to decision-making, informing people of their rights, entitlements and responsibilities, and fulfilling a duty of care to others.

2.1.2 Standards

The following sections outline standards we should adopt in our daily work at BSOL.

2.1.3.1 Respecting the dignity, rights and views of others

2.1.4.2 Interactions with other BSOL members, and with members of the general public

2.1.5.3 Aggressive behaviour by others

2.1.6.4 Procedural fairness

2.1.7.5 Personal appearance and hygiene

2.1.8.6 Sexual harassment

2.1.9.7 Unlawful discrimination

2.1.2.1 Respecting the dignity, rights and views of others

Each of us should endeavour to:

- Treat all people with dignity and respect at all times
- Respect and be sensitive to an individual's cultural and ethnic background
- Be responsive, engaging and helpful to the reasonable requests of fellow BSOL members and members of the general public
- Be familiar with and uphold BSOL policies
- Ensure that all decisions, including those which adversely affect the rights or interests of others, are procedurally fair, reasonable, honest and impartial.

We should respect the dignity, rights and views of others by:

- Listening to and seeking to understand different points of view (This does not necessarily mean agreeing with the point of view)
- Valuing and acknowledging the genuine contributions others make in meeting BSOL's purpose and objectives
- Expressing constructive feedback that is considered and moderate in its tone
- Being courteous, sensitive and honest in our communications
- Being considerate of the needs of others
- Actively managing any conflict with fellow members, working towards positive and constructive outcomes
- Informing people of their rights and entitlements where appropriate
- Working co-operatively and collaboratively with others to achieve common goals and a harmonious work environment
- Not causing intentional physical, emotional or psychological harm to others
- Not causing embarrassment or offence
- Supporting the personal and professional development of others.

2.1.2.2 Interactions with other BSOL members, and with members of the general public

- The following behaviours are regarded as unacceptable:
  - Unwarranted and inappropriate touching
  - Suggestive remarks or actions of a sexual nature
  - Sexual exhibitionism
  - Obscene gestures and language, jokes containing sexual references, or deliberately exposing people to the sexual behaviour of others in any form.

- We must also discourage and reject any advances of a sexual nature initiated by fellow members with whom we have a professional relationship
- We must not engage in behaviour that raises a reasonable suspicion that we have engaged in, or will engage in, inappropriate sexual conduct, or that the standards applying to the professional relationship have or will be breached. Our interactions with fellow BSOL members and with members of the public must be professional at all times
- We must not misuse our professional relationship with other BSOL members for improper personal gain
- Mentors and volunteers must not ask for or encourage the giving of any form of gift or benefit in connection with the performance of their work duties
- We must comply with and implement all organisational policies and procedures
- We must follow all directions given by appropriate authorities and provide all information required by appropriate authorities
- Mentors and volunteers must not accept a monetary gift in connection with their work duties under any circumstances.

2.1.2.3   Aggressive behaviour by others

At times, a member of the community may act aggressively, or in an offensive manner, despite our best efforts to be helpful and understanding. In these circumstances, we are entitled to suspend further contact with the person until it can be established that there will not be a repetition of the aggressive behaviour. We must not reciprocate the aggressive behaviour. If a person attempts to physically attack us, or another BSOL member, we may use reasonable and necessary force to defend ourselves, or the other person, against the attack.

2.1.2.4   Procedural fairness

Procedural fairness refers to a decision-making process that is free from bias, includes only relevant considerations, and where the decision-maker hears from affected people before a decision is made. If we make decisions that may adversely affect the rights or interests of others, we should observe procedural fairness where reasonably possible.

2.1.2.5   Personal appearance and hygiene

Dress, personal appearance and hygiene are important elements of professional presentation. We should ensure our personal appearance and presentation is clean, tidy and appropriate for our work role.

2.1.2.6   Unlawful discrimination

We must not unlawfully discriminate against any person. Except where exempted by law (refer to the *Anti-Discrimination Act 1991*), it is unlawful to directly or indirectly discriminate against a person on the following grounds, as set out in the *Anti-Discrimination Act 1991*:

- Sex
- Relationship status
- Pregnancy
- Parental status
- Breastfeeding
- Age
- Race

- Impairment
- Religious belief or religious activity
- Political belief or activity
- Trade union activity
- Lawful sexual activity
- Gender identity
- Sexuality
- Family responsibilities
- Association with, or relation to, a person identified on the basis of any of the above attributes

2.2   Diligence

2.2.1   Introduction

Diligence is about members performing their work duties to the best of their ability.

They should:

- Exercise proper application, care, and attention when carrying out their duties
- Be responsible for their decisions and actions
- Exercise a duty of care to members and to others with whom they have contact in the course of their work, or those who may reasonably be affected by the work they do.

2.2.2   Standards

The following sections outline standards we should adopt.

> 2.2.3.1 Conflict of Interest
> 2.2.4.2 Performing our duties
> 2.2.5.3 Maintaining knowledge of this Code and other relevant BSOL policies
> 2.2.6.4 Training and development
> 2.2.7.5 Fitness for work– alcohol, drugs, medication
> 2.2.8.6 Workplace health and safety

2.2.2.1 Conflict of Interest

Members should understand what is meant by an apparent and an actual conflict of interest.

> An apparent conflict of interest exists when a member's private interests have the potential to interfere with the proper performance of their duties.

> An actual conflict of interest exists when a reasonable bystander, in possession of the relevant facts, would conclude that the member's private interests are likely to interfere with the proper performance of their work duties.

An apparent or actual conflict of interest must be identified, declared, and avoided, or resolved in favour of BSOL's interests.

An undeclared and unresolved apparent or actual conflict of interest can seriously undermine the impartiality of BSOL's operations and decision-making and reduce confidence in the organisation.

Members should be aware that an apparent or actual conflict of interest may arise between their private financial and business interests, or personal/familial relationships, and the impartial and proper performance of their work duties.

They must immediately identify any apparent or actual conflict between their private interests and work duties and resolve the conflict in favour of BSOL's interests.

A member must not use his or her position to pursue private interests to gain an improper private advantage for him/herself or others.

> Example 1: A mentor provides training in a private capacity for personal profit to the same learners to whom the mentor provides training in their capacity as a BSOL mentor.

> Example 2: A mentor utilises their position in BSOL as a means of finding people to whom they can sell computer equipment or services for profit.

To aid decision-making, members should ask:

> *'Taking into account all the relevant circumstances, would a reasonable person consider that I might not be able to bring an impartial and unbiased mind to this task?'*

If the answer is yes or maybe, there is probably a conflict. If the answer is no, there is probably not a conflict.

2.2.2.2   Performing our duties

Members are expected to actively support the aims and constitution of BSOL.

We must not criticise or undermine the organisation publicly.

We should perform our work competently and responsively, with a focus on delivering and supporting the delivery of high-quality services to our members.

We have a responsibility to maintain the accuracy, integrity and appropriate confidentiality of all BSOL information.

We should act in a way that enhances our personal and professional reputation and the reputation of BSOL.

2.2.2.3   Privacy

In the course of performing his or her duties, a member may obtain personal information such as other members' details or computer passwords. Such information must be treated as confidential and may be disclosed to another person only if the information is required by that other person to perform their duties on behalf of BSOL. Furthermore, the member may use the information only to fulfil his or her duties on behalf of BSOL. Any person who ceases to be a BSOL member must ensure that all such information, whether written or in electronic form, is either destroyed or returned to BSOL.

The passing of contact information to any outside party shall be allowed only with the expressed permission of the member. Coordinators of BSOL shall have access to the database as directed by the Management Committee. All members have the right to express concerns or report privacy and security violations to the Management Committee

2.2.2.4   Maintaining knowledge of this Code and other relevant BSOL policies

We should maintain a current understanding of this Code and BSOL policies and procedures relevant to our work, to a standard that enables us to competently perform our duties.

2.2.2.5   Training and development

Mentors and volunteers should take responsibility for developing their skills and knowledge and remaining abreast of advances and changes in computer technology. All members should ensure that they stay up to date with changes in policy and procedures.

2.2.2.6   Fitness for work – alcohol, drugs, and medication

Members should ensure that consumption of alcohol, drugs, and other medication does not adversely affect their work performance or endanger the health and safety of others.

Any member suffering from a drug or alcohol problem that adversely affects their work performance should be encouraged to seek professional assistance to correct this problem. This requirement does not apply to unforeseen side effects resulting from the intake of prescribed medication e.g. some antihistamines can make you drowsy.

2.2.2.7   Workplace Health and Safety

BSOL has a responsibility to ensure the health and safety of its members. We must:

- Comply with all organisational instructions about workplace health and safety
- Be alert to actual or potential health or safety risks and hazards in the Central training Centre (CTC), and report these to management, so that action can be taken to remove or secure the risk/hazard
- Be alert to actual or potential health or safety risks and hazards in any other training location, including learners' own homes. If such hazard cannot be removed or avoided, the member is to cease providing services on behalf of BSOL at that location and report the matter either to the Hub Coordinator or to a member of the Management Committee as appropriate.
- Not wilfully put the health and safety of any person at risk
- Not put our health and safety at risk except where there is a real and substantial risk to the health and safety of others, and the action is necessary to remove the risk

2.3   Economy and Efficiency

BSOL has stewardship of a range of financial resources and assets that are used to provide high quality services. Through economy and efficiency in administration, we seek to obtain value for every dollar spent by BSOL.

We should aim to ensure that resources are not wasted, abused, or used improperly or extravagantly.

We should strive to:

- Help develop more effective and innovative ways of delivering our services
- Help find and create ways of using BSOL's existing resource allocation to add value
- Flexibly adapt to changing priorities.

2.3.1   Standards

The following sections outline standards we should adopt in our work for BSOL.

2.3.2.1 Efficient resource management

2.3.3.2 Using equipment and consumable resources

2.3.4.3 Using the Internet and electronic mail

2.3.1.1   Efficient resource management

Members whose work duties involve purchasing or managing resources on behalf of BSOL must act within their delegated authority and comply with the legal framework, policies and procedures for the purchase, use and disposal of any BSOL resource.

Members must not incur expense or sign contracts or agreements on behalf of BSOL without prior approval.

2.3.1.2   Using equipment and consumable resources

We must ensure that all BSOL equipment, resources, and consumable items are used only for the work and business of BSOL. The following limited and private use of BSOL equipment and resources may occur, providing it does not adversely affect the performance of our work duties, the work duties of others, or the reputation of BSOL:

- Brief local telephone calls
- Use of photocopiers or printers. Users may be asked to pay a fee to cover the cost of any consumables
- BSOL computers and related equipment may be used for private purposes, so long as it does not interfere with training or other activities undertaken by others on behalf of BSOL.

We should ensure that organisational equipment is maintained, and used responsibly, safely and legally.

Any BSOL equipment and resources which are removed from CTC must be booked out and must be returned as promptly as possible. Any such equipment or resources must be safely stored and secured.

Members must ensure that they do not breach copyright law or licensing arrangements when copying any BSOL property, such as software, library and reference materials. Licensed software must be used only in accordance with the relevant licence.

2.3.1.3   Using the Internet and Electronic Mail

BSOL's computers and internet connections may be used for private purposes providing such use does not interfere with any training or administrative work or the reputation of BSOL.

Such use is subject to BSOL's policy on use of computer equipment.

Members must not use BSOL equipment or facilities to access, store, or transmit words or images that are sexually explicit, violent or contain other offensive material.

Material is deemed to be offensive if:

- It shows a lack of respect for people; and
- A reasonable person would find the material offensive.

3   Policy Updates

This Code of Conduct may change from time to time and is available on our website. Printed copies are not controlled and therefore may not reflect the latest version of this Code.