



Don River Railway

Code of Conduct

1. Objective

To assist Don River Railway, maintain a harmonious and ethical work environment, which upholds Don River Railway's mission and values.

2. Application of this Code of Conduct

This Code of Conduct applies to all volunteers, employees, contractors, consultants and board members of Don River Railway ("Volunteer's and Staff").

3. Our Mission and Values

All Don River Railway people are expected to behave in ways that are aligned with our mission and values.

Mission

Don River Railway connects people to Tasmania's proud railway heritage and resilient spirit through authentic restoration, meaningful storytelling, and community engagement

Values

Our core values underpin all that we do. They are:

- **Accountability** - We honour our commitments and deliver excellence in all that we do.
- **Care and Respect** - We treat each other and our heritage with genuine care and respect.
- **Community Driven** - We build strong connections within our team and across the Devonport and wider community.
- **Opportunity** - We embrace growth, innovation, and new possibilities for the future.

4. Policy

The Code of Conduct sets out the expected standard of behaviour of all volunteers, staff, contractors, consultants and board members of Don River Railway

The Code of Conduct and the behaviours outlined within it are fundamental to Don River Railway building healthy, positive, and respectful relationships with our community. The Code of Conduct also governs the way in which all Don River Railway's people are expected to relate to one another, clients, visitors, and all stakeholders.

The Code of Conduct is not intended to provide an exhaustive list of what to do in every aspect. Instead, it represents a broad framework that will help guide conduct and behaviour in the performance of duties and interactions at Don River Railway.

5. Standards of behaviour

Performance of duties

In the performance of their duties or as part of their engagement, volunteers and staff will:

- Act honestly, ethically, and responsibly in all activities
- Honour commitments and follow through on agreed responsibilities
- Comply with applicable laws, safety requirements, policies, and procedures
- Treat volunteers, staff, customers, suppliers and all other stakeholders with courtesy and respect at all times
- Treat everyone equally
- Use Don River Railway's resources carefully and for authorised purposes only
- Use all reasonable endeavours to promote the interests of Don River Railway
- Follow all lawful and reasonable directions given by Don River Railway

Confidentiality

Volunteers and staff must not disclose any confidential information belonging to Don River Railway except as required by law, in the performance of their duties or part of their engagement or as permitted in writing by Don River Railway.

Volunteers and staff must not misuse confidential information.

Volunteers and staff must take whatever measures as reasonably necessary to prevent the disclosure or misuse of confidential information.

Conflict of interest

Volunteers and staff must not act in conflict with or be in a position of conflict (or potential conflict) with, the interests of Don River Railway without the express written consent of the Don River Railway.

Volunteers and staff must comply with any Don River Railway policies and procedures relating to Conflicts of Interest.

Fraud and Corruption

Volunteers and staff must not engage in fraud, bribery, corruption, or any dishonest or unethical conduct in connection with their duties for Don River Railway.

Volunteers and staff must act honestly and with integrity at all times and must comply with any Don River Railway policies and procedures relating to fraud, and corruption.

Workplace Health and Safety

Volunteers and staff must take reasonable care for their own health and safety and the health and safety of others while performing duties for Don River Railway.

Volunteers and staff must use equipment, tools, and Personal Protective Equipment (PPE) correctly and as required for the duties being performed.

Volunteers and staff must promptly report hazards, incidents, injuries, near misses, or unsafe conditions to the appropriate supervisor or the General Manager.

Volunteers and staff must not intentionally or recklessly interfere with, misuse, or disable anything provided for work health and safety purposes.

Volunteers and staff must comply with all Don River Railway work health and safety policies, procedures, instructions, training, and lawful and reasonable directions.

Dress

Volunteers and staff are required to dress appropriately for the role in which they perform.

Personal presentation, including personal grooming and hygiene, should be of a high standard at all times.

Clothing should be clean, tidy and appropriate.

Use of Don River Railway IT Equipment

Volunteers and staff must ensure that their use of Don River Railway IT resources and equipment is reasonable and appropriate.

Volunteers and staff are prohibited from accessing, downloading, transmitting or otherwise storing content, information or images that is unlawful or may be deemed offensive.

Discrimination, harassment and bullying

Volunteers and staff must not discriminate against, harass, sexually harass or bully anyone, and are expected to encourage a workplace culture that is free from such treatment.

Volunteers and staff who witness any type of inappropriate behaviour in the workplace, are obliged to report it immediately to the General Manager. Staff are also encouraged to speak to the General Manager if they have any questions or concerns about bullying, harassment or discrimination in the workplace.

Alcohol and Drugs

Volunteers and staff must not work while there is any presence of alcohol or an illicit drug in their system. Don River Railway has a zero-tolerance approach to drugs and requires a zero blood alcohol concentration (0.00) at all times when working.

Volunteers and staff that require medication that affects their ability to perform their duties, should produce a medical certificate from a qualified medical practitioner explaining their capacity or incapacity to perform their duties.

Volunteers and staff must comply with any Drug and Alcohol policies and procedures implemented by Don River Railway.

Use of resources

Volunteers and staff must not destroy or take for personal use any items belonging to Don River Railway without prior written approval.

Volunteers and staff must only use Don River Railway equipment, funds, facilities and other resources effectively, economically and carefully for the benefit of Don River Railway.

Diversity Equity & Inclusion

Don River Railway is committed to fostering a diverse, equitable, and inclusive environment where all people feel welcome, respected, and valued.

Volunteers and staff must treat all people fairly and without bias, recognising and respecting diversity in background, identity, culture, age, ability, gender, sexuality, religion, and experience.

Volunteers and staff are expected to contribute to an inclusive culture by behaving in ways that support equal opportunity, participation, and access for colleagues, volunteers, visitors, and members of the community.

6. Working with Children

Performance of Duties

Don River Railway is committed to compliance with the Child and Youth Safe Organisations Act. All adults interacting with minors at Don River Railway Must:

- Treat children and young people with respect and dignity
- Listen to, value, and value the opinions of children
- Act in ways that promote the safety, wellbeing, and best interests of children at all times
- Work in pairs or in visible, public, or observable settings when supervising with children
- Immediately report any child safety concerns, suspected harm, or breaches of the Child Safety Code of Conduct to the General Manager or a Board member
- Hold and maintain a valid Working With Vulnerable People (WWVP) registration as required by Don River Railway
- Immediately advise the General Manager or a Board member of any change to the status of their WWVP registration
- Immediately disclose to the General Manager or a Board member any criminal charges relating to children, young people, or family violence

Unacceptable conduct

- Engage in any form of abuse or harassment
- Be alone with a child in a private or unobservable setting
- Develop relationships that could be seen as favouritism or grooming
- Use inappropriate language or behaviour around minors

7. Breach of the Code of Conduct

Any breach of this Code of Conduct will be taken seriously and may lead to disciplinary action, up to and including termination of volunteering or employment, changed working arrangements or the cessation of any contract or engagement.

Disciplinary action may include (but is not limited to):

- Counselling
- Requiring a formal apology
- Conciliation/mediation
- Training on expected standards of behaviour
- Verbal or written warning
- Termination of volunteering or employment

Where a breach involves conduct that may amount to unlawful behaviour, Don River Railway may refer the matter to the appropriate authorities. Mandatory reporting obligations relating to children and vulnerable people will always be met.

8. Related Documents

Child Safety Policy
Conduct and Performance Management Policy

9. Review

This policy will be reviewed at least every two years, or earlier if required due to changes in legislation, regulatory requirements, business activities, or related processes.

Policy Number	Version	Approved Date	Review Due	Approved by
HR001	1.0	11/4/2026	2 years from approval unless required earlier	Board of Management