



**nesa**  
national employment services association

CORPORATE MEMBER

# Code of Ethics

RESPECT . INTEGRITY . PROFESSIONALISM . ACCOUNTABILITY

NATIONAL EMPLOYMENT SERVICES  
ASSOCIATION

NESA Membership reflects a shared commitment to the following principles:

### **RESPECT**

We insist on conduct which promotes equity, dignity and the protection of human rights.

### **INTEGRITY**

We value honesty, reliability and impartiality in the conduct of employment services.

### **PROFESSIONALISM**

We recognise the skill, competence and character required within organisations to ethically and effectively deliver employment services.

### **ACCOUNTABILITY**

We acknowledge the social responsibility of employment service organisations and the high level of professional accountability that flows from it.

## **Introduction to the NESA Code of Ethics**

NESA's effectiveness is in part dependent on the ethical standing of the sector that we represent. All NESA members share the responsibility of working to improve the reputation of the sector, both for the quality of its work, and for the manner in which members conduct themselves.

The NESA Corporate Member Code of Ethics ("the Code") sets out the values, principles and standards of conduct which enable organisations to deliver accountable, high quality, and ethical employment services.

The Code is designed to guide organisations to achieve their business objectives in an ethically accountable manner, as well as to provide clients, members of the public and Government with an understanding of the standards they can expect from employment service organisations who are NESA Corporate Members.

Eligibility for NESA Corporate membership is conditional on commitment to the Code and cooperation in resolving allegations of ethical misconduct against an organisation, where required.

The Code is managed and implemented in accordance with the provisions of the NESA Constitution, notably clause 2.12.1 Membership Termination and Discipline.

The Code does not replace other complaints procedures or requirements associated with the contractual or legislative framework of existing employment services programmes.

## About NESA

NESA was established in 1997 to be the voice of Australia's contracted employment services sector. We have served that sector diligently and effectively since that date, and have participated strongly in the establishment of a sector which has a pivotal role in assisting Governments to achieve their policy objectives in workforce participation, productivity and social inclusion.

NESA provides leadership for continuous sector improvement. Our priority is to ensure a vibrant and sustainable employment services sector which delivers high quality services to job seekers and employers. We are focused on ensuring that appropriate services are available to the most disadvantaged job seekers, to overcome barriers to economic and social participation.

NESA delivers member support via advocacy, policy development and advice, member services, information, education and training, as well as practice and professional development. We represent the full range of contracted employment services providers, including not-for-profit and for-profit organisations servicing all current government employment programmes.

# NESA

## Code of Ethics

### Preamble

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NESA Members recognise that adherence to the NESA Code of Ethics (“the Code”),

- is in the best interests of the employment services sector, the clients who use employment services, and the wider community
- mandates that business be conducted with the highest ethical standards, which encompasses legal compliance, corporate responsibility, honesty, integrity, respect, and accountability
- demonstrates their understanding that actions which impact on an individual organisation’s reputation have repercussions for the whole sector.

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Members undertake that their standards of conduct and business processes will reflect the following engagements:

### Respect

- We hold the interests, well-being and rights of our clients as our primary concerns.
- We recognise that those who share information with our organisation have a right to confidentiality and that we have a responsibility to protect their information in a way that is consistent with prevailing privacy legislation.
- We recognise that our organisation shares the responsibility for the culture of our sector and we undertake to interact with and represent our sector peers in a respectful manner.
- We recognise that behaviours reasonably perceived as coercive, demeaning, or bullying will not be tolerated
- We value diversity and inclusion, and will not tolerate discrimination in any form.

### Integrity

- We provide leadership and guidance congruent with the values of our sector.
- We recognise that we derive authority from our role, and we undertake to exercise that authority in the interests of our clients and the broader community.
- We operate honestly and impartially, ensuring due process and consistency to avoid actual or reasonable appearance of discrimination or biased treatment.
- We are reliable and trustworthy in our business dealings.
- We respect our fiduciary duties, complying with the spirit and the letter of the law.

## Professionalism

- We actively contribute to policy and practice that promote sector advancement.
- We encourage those acting on behalf of our organisation to support the positive reputation of employment services and discourage behaviour that might bring the sector into disrepute.
- We ensure that our personnel are adequately trained to undertake their responsibilities and that they act within the bounds of their professional expertise.
- We will not knowingly misrepresent the skills, competencies or performance of personnel past or present.
- We will not knowingly misrepresent the nature, views and policies of the sector.
- We require clear boundaries to be maintained between professional and personal relationships.

## Accountability

- We acknowledge the public nature of the funds invested in the delivery of employment services and accept responsibility for the good stewardship of our organisation in managing these funds to the best advantage of our clients.
- We comply with all laws, deeds and regulations relevant to maintaining high standards of ethical conduct in business dealings with employees, clients, competitors, other stakeholders and the general community.
- We actively seek feedback from all stakeholders, are responsive to complaints and resolve issues in a timely and appropriate manner.
- We operate transparently and make actions open to public scrutiny.
- We report all instances of organisational or professional misconduct or negligence through appropriate channels.