



MEMBER

NESA CODE OF CONDUCT

RESPECT. INTEGRITY. PROFESSIONALISM. AUTHENTICITY. TRUST

About NESA

NESA was established in 1997. It is the voice of Australia's contracted employment and related services sectors. The employment and related services sectors have a pivotal role assisting individuals, businesses and Government in achieving workforce participation, productivity and social inclusion objectives.

NESA is dedicated to a vision of opportunity for everyone through employment and inclusion and through sector representation strives to ensure that we have vibrant and sustainable employment and related services sectors. NESA's priority is to ensure that job seekers and employers have access to quality employment and related services to assist them to overcome barriers to economic and social participation, with particular emphasis on those who are most disadvantaged.

NESA leads the sector delivering intensive policy, operational and capacity building support to ensure continuous improvement and maintain our world leading model of employment assistance. NESA represents the breadth of organisations engaged in the sector, including not-for-profit, for-profit and public organisations delivering the full suite of Australian government employment assistance programs.

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, accountability, reliability and impartiality in the conduct of employment and related services and acknowledge their social responsibility

PROFESSIONALISM

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

TRUST

We expect honesty, personal accountability, and consistent adherence to ethical principles

AUTHENTICITY

We affirm aligning actions with true intentions, values, beliefs and ethical commitments

Introduction to the NESAs Code of Conduct

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

The NESA Member Code of Conduct ("the Code") sets out the values, principles and standards of conduct which enable organisations to deliver accountable, high quality, ethical employment and related support 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 and related service organisations who are NESA Members.

Eligibility for NESA membership is conditional on commitment to this 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 Ltd Constitution, notably clause 4.9 Discipline of Members.

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

NESA Code of Conduct

Preamble

NESA Members recognise that adherence to the NESA Code of Conduct (“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 respect, integrity, professionalism, trust and authenticity; and
- demonstrates their understanding that actions which impact on an individual organisation’s reputation have repercussions for the whole sector.

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 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 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 report all instances of organisational or professional misconduct or negligence through appropriate channels.
- 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.



TRUST

- We demonstrate honesty and integrity in all our professional dealings
- We build and maintain trust through consistent, ethical behaviour
- We communicate truthfully and clearly, avoiding deception or omission
- We keep commitments and follow through on obligations.
- We act in the best interests of clients, employers, colleagues, and stakeholders
- We take responsibility for our actions and decisions
- We foster a culture of mutual respect, reliability, and accountability

AUTHENTICITY

- We are genuine and honest in all our communications and actions.
 - We represent qualifications, experience, and intentions truthfully.
 - We stay true to our values while respecting the values of others.
 - We act in alignment with our words, beliefs, and ethical commitments.
 - We avoid presenting a false image or misleading others for personal gain.
 - We encourage open and sincere dialogue with colleagues and stakeholders.
 - We maintain self-awareness and reflect on our motivations and behaviour.
 - We own our decisions and are transparent about our reasoning.
 - We respect the authenticity and individuality of others.
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