

# Code of Conduct - Ballina Players

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## INTRODUCTION

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## 1. WHY DO WE HAVE A CODE OF CONDUCT?

The Code of Conduct exists because certain defined behaviours are necessary for Ballina Players to meet the Objects of its Constitution as well as fulfilling its community and legal responsibilities.

Most people know generally what is “right” but in a group such as ours it is important to ensure we share the same ideas on what “right” looks like in our theatre; this is why we have a Code of Conduct.

The Code of Conduct is also required because it is cited in Clause 10 of the Constitution as the document to be used to resolve disputes within Ballina Players.

## 2. WHAT IS THE CODE OF CONDUCT?

The Code of Conduct describes:

- the **guiding principles** that inform appropriate conduct within Ballina Players;
- how members are expected to **behave** when involved in Ballina Players activities;
- the **consequences** of breaches of the Code;
- the **procedures** for managing breaches.

To ensure that all members are aware of the expected behaviours, new members will be provided with a copy of the Code on joining. When members are invited to take on a specialised role or task, such as for example team leader, they will also be provided with a copy of the policies and procedures which apply specifically to the role.

The Code of Conduct and the Policies & Procedures Manual can be accessed at any time on the Ballina Players website.

### 3. WHAT IS REQUIRED OF MEMBERS UNDER THE CODE OF CONDUCT?

The Ballina Players Code of Conduct is based upon the following set of four **Key Principles**:

< OBJECTIVES > < RESPONSIBILITY > < FAIRNESS > < LEGALITY, ETHICS, MORALITY >

Below is a description of each of the **Key Principles** (“*what they mean*”) accompanied by examples of appropriate behaviours. These examples are indicative only, and are provided to make the intention of each key Principle clearer.

The **Key Principles** apply to all members in all situations. Certain roles or tasks – such as Committee member, Team Leader, Front-of-House, and Subcommittee member - require additional role-specific behaviours, details of which are set out in the Ballina Players *Policies & Procedures Manual*.

KEY PRINCIPLES	
What they mean	Indicative appropriate behaviours
<p><b>OBJECTIVES</b></p> <p>Management and individual members will work towards the achievement of Ballina Players’ Objectives as expressed in the Constitution, operational plans, processes, policies and procedures. Outcomes include the following:</p> <ul style="list-style-type: none"> <li>• <b>Value to audiences</b> – quality of performance and quality of audience experience : “Best in Regional Theatre”.</li> <li>• <b>Value to members</b> – quality of theatrical/non-theatrical experience, skills development, social enjoyment, aware of and able to influence the direction and operations of Ballina Players.</li> <li>• <b>Ballina Players</b> operational effectiveness and efficiency</li> <li>• <b>Ballina Players</b> image in the community</li> </ul>	<p>INDIVIDUALS</p> <ul style="list-style-type: none"> <li>• Give your best to a role, task or job</li> <li>• Make sure you know what’s required</li> <li>• Develop your skills; be willing to learn/to take advice; ask for development opportunities or assistance</li> <li>• Take on different aspects of theatre</li> <li>• Support others</li> </ul> <p>MANAGEMENT</p> <ul style="list-style-type: none"> <li>• Provide good theatre and best value in choice of repertoire</li> <li>• Have customer friendly systems</li> <li>• Ensure effective operational methods</li> <li>• Ensure members have full opportunity to benefit from their membership</li> <li>• Provide member development opportunities – group and individual</li> <li>• Provide for members to be involved in planning, leadership, evaluation and decision making</li> </ul>
<p><b>RESPONSIBILITY</b></p> <p>This Principle refers to <b>personal responsibility</b>, where every member is responsible for:</p> <ul style="list-style-type: none"> <li>• Their actions and decisions and the consequences;</li> <li>• Asking when they are not sure or need assistance</li> <li>• Working towards being capable of whatever role or task they accept, and</li> <li>• The impact they have on others</li> </ul>	<p>INDIVIDUALS</p> <ul style="list-style-type: none"> <li>• Be accountable for what you take on</li> <li>• Keep agreements</li> <li>• Co-operate to produce the best outcome</li> <li>• Treat others with courtesy and respect</li> </ul> <p>MANAGEMENT</p> <ul style="list-style-type: none"> <li>• Plan and manage theatre performance</li> <li>• Report outcomes achieved against targets set</li> <li>• Treat others with courtesy and respect</li> </ul>
<p><b>FAIRNESS</b></p> <ul style="list-style-type: none"> <li>• Decisions by those in authority will be objective, impartial, consistent.</li> <li>• Conflict of interest will be declared and managed.</li> <li>• Opportunity (including for development) will be afforded on merit, regardless of gender, age, cultural background, etc.</li> </ul>	<p>INDIVIDUALS</p> <ul style="list-style-type: none"> <li>• Resolve differences openly and honestly</li> <li>• Acknowledge the achievements of others</li> </ul> <p>MANAGEMENT</p> <ul style="list-style-type: none"> <li>• Act non-discriminately</li> <li>• Account for impact of decisions</li> <li>• Administer Code of Conduct equitably</li> </ul>
<p><b>LEGALITY, ETHICS, MORALITY</b></p> <p>Behaviours and decisions will be within the law and in accordance with the generally accepted ethical and moral standards of our community.</p>	<p>INDIVIDUALS</p> <ul style="list-style-type: none"> <li>• Act lawfully in your capacity as a member</li> <li>• Act in response to any perceived breaches</li> </ul> <p>MANAGEMENT</p> <ul style="list-style-type: none"> <li>• WH&amp;S procedures in place</li> <li>• Working with children protocols applied</li> </ul>

## 4. WHAT PROCESSES AND PROCEDURES ARE USED TO ADMINISTER THE CODE?

### 4.1 Some general principles

- a) Any incident likely to impact adversely on an individual's sense of well-being, or to risk the performance (in the broadest sense) of Ballina Players, must be dealt with as soon as possible and in the most appropriate way.
- b) The first line of response to any potentially adverse incident should aim to ensure that the good will and interests of members and patrons prevail, and that problems are resolved 'on the spot' whenever possible.
- c) Examples of an appropriate response include:
  - i. An altercation between members that is likely to be forgiven and forgotten might need nothing more than an apology.
  - ii. A conflict that could affect say the ongoing operation of a production may require involving more than just two people, and could require reaching a group consensus in order to achieve resolution.
  - iii. Any incident involving intimidation, bullying, denigration and the like, and any serious breach of law or moral behavior, **must be reported** to a member of the Dispute Resolution Subcommittee (DRS), details of whom can be found on the Ballina Players website as well as on notices posted around the theatre.
- d) Members involved in an incident are encouraged to seek aid if they feel this would help them, or would help resolve the situation more effectively.

### 4.2 What is expected of members?

If you inadvertently breaches the Code, eg insult another member, you should:

- (a) immediately endeavor to remedy it in the most appropriate way, and
- (b) consider what you need to do to avoid this happening in future.

### 4.3 How does Ballina Players deal with perceived breaches of the Code?

Ballina Players have constituted a Dispute Resolution Subcommittee (DRS) to deal with perceived breaches of the Code. The DRS follows the procedures set out in Appendix 1 of this Code to deal with any such breach of which it is made aware.

All parties involved in the resolution procedures are bound by the privacy principles set out in Appendix 1.

## 5. What is required of a member when they take on specialised tasks?

Requirements for specialised tasks are set out in the Ballina Players Policies & Procedures Manual.

## **6. What is expected of a member if they witness someone breaching the Code?**

- Judge the seriousness of the perceived breach; refer to Clause 4.1(c) above for the appropriate expected response;
- For other than a reportable breach, as defined in Clause 4.1(c) iii above, decide whether to intervene yourself or to seek assistance;
- If you consider help is needed, approach either a member whom you trust or someone in a position of authority: in a production, that might be your team leader, the Production Manager or the Director; alternatively you can contact a member of the DRS.

## **7. What should a member do if they consider themselves to have been inappropriately treated by another member?**

- Review the facts and, if necessary, get impartial advice from a third party (Theatre or non-Theatre) to help you decide whether to react to the grievance or not.
- If you decide the grievance needs to be addressed, it is suggested you first talk to the person who has affected you; describe the facts as you see them (without ascribing motive to them) and state how you would like the issue resolved.
- If direct discussion does not resolve the issue, you are encouraged to report your grievance to a member of the DRS, who will instigate an impartial process to deal with your grievance.

## **8. If a member is accused of breaching the Code, what are their options?**

The Dispute Resolution Process detailed in Appendix 1 of this Code sets out how the accusation will be dealt with by Ballina Players: as a member, you are expected to cooperate with all aspects of the resolution process so that the accusation can be impartially reviewed and appropriately dealt with. At no stage of the process will you be prevented from seeking advice or help from any source, however the direct involvement of third parties in the process is limited to the extent set out in the Appendix. Failure to cooperate with the process may lead to disciplinary action by the Committee, which will be dealt with in accordance with Clause 11 of the Constitution; the right of appeal of any disciplinary action is set out in Clause 12 of the Constitution.

## APPENDIX 1

### < THE DISPUTE RESOLUTION PROCESS AT BALLINA PLAYERS >

#### DISPUTE RESOLUTION SUB-COMMITTEE

Any incident of a perceived breach of the BP Code of Conduct or of the BP Constitution is herein referred to as a dispute.

To deal with disputes Ballina Players has constituted a

#### **Dispute Resolution Sub-Committee (DRS).**

The DRS consists of three BP members,

no more than one of whom may be a BP Committee member.

Members of the DRS are appointed, and may be removed, by the BP Committee; all appointments will be reviewed annually by the Committee.

The names of current DRS members will be prominently listed on the BP website and displayed in selected areas of the theatre, and will be confirmed at every AGM.

Where a dispute involves any member(s) of the DRS such member(s) will declare a conflict of interest and will not participate in any part of the resolution process; the remaining DRS member(s) will (temporarily) co-opt another BP member to fill each vacant position.

#### DISPUTE NOTIFICATIONS

The Code of Conduct requires that any BP member who perceives a breach of the Code **must** respond to the breach in the manner outlined in Section 4 of the Code.

Where the Code requires the breach to be reported [clause 4.1.(c)], the member must duly notify a member of the DRS and provide the relevant details of the incident.

### V

#### NOTIFICATION ASSESSMENT

The DRS will jointly triage the notification and decide on the most appropriate next step of the resolution process.

The DRS may refuse to deal with a dispute if it considers the dispute to be trivial or vexatious in nature, or if the notification is lodged anonymously.

If the DRS considers the notification needs to be acted upon it will instigate the resolution process; it will also confidentially advise the Committee of the notification's basic details.

The DRS will report monthly to the Committee on the progress of all unresolved notifications.

### V

#### THE MEDIATION PROCESS

The DRS actively supports self-resolution; if the matter cannot thereby be resolved to the satisfaction of the aggrieved member(s) the DRS will offer a mediation process.

Mediation aims to provide a supportive environment where the matter is discussed using mediation/dispute resolution techniques. All concerned parties should attend, including a support person if requested. The support person does not say anything during meetings: they attend simply to provide moral/emotional support for the member involved.

Support persons are bound by confidentiality.

Initially mediation will be facilitated in-house by the DRS. A dispute can almost always be resolved if all parties are encouraged to declare the outcome they want to achieve, and when each is given the opportunity to be fully heard.

If the DRS mediation process does not settle the matter to the satisfaction of all parties the dispute will be referred to a Community Justice Centre for mediation under the *Community Justice Centres Act 1983*.

### V

### ESCALATION TO THE BP COMMITTEE

If a dispute is not resolved by mediation within 3 months of the referral to a Community Justice Centre, the DRS will notify the BP Committee that the matter requires its determination. Where the DRS determines that a member requires disciplining because of a breach of the Code or the Constitution, the DRS must promptly report accordingly to the BP Committee, which must then deal with the matter as set out in Clause 11 of the Constitution.

A member can appeal against a disciplinary resolution of the BP Committee in the manner set out in Clause 12 of the Constitution.

Where a dispute involves any member(s) of the BP Committee such member(s) must declare a conflict of interest and must not be involved in any aspects of the resolution processes related to the dispute.

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### PRIVACY AND SETTLEMENT

The resolution process will be transparent whenever possible, however the privacy of all participants involved in the process will always be maintained UNLESS the matter under consideration, or its potential consequences, is likely to affect the wider membership; the Committee will determine on a matter by matter basis which part(s) thereof may be made accessible to members.

Disclosure of any details pertaining to Dispute Resolution matters to the general public is strictly not permitted unless it is unlawful to withhold such details or if withholding them is contrary to the best interests of Ballina Players.

Criminal offences such as theft, damage to property etc, may, depending on the severity of the offence, be referred to the Police unless the parties are able to settle the matter by for example restitution, which is the preferred outcome.

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