



NATIONAL EMPLOYMENT SERVICES ASSOCIATION

CORPORATE MEMBER CODE OF ETHICS



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INTRODUCTION:

The National Employment Services Association (NESA) members are committed to operating at the highest level of ethical behaviour. To this end, NESA has developed the following mandatory Code of Ethics. NESA has established a process to deal with any complaints against a member alleging breach of this Code.

CODE OF ETHICS

1. INTEGRITY INCLUDING SOCIAL RESPONSIBILITY

Members will observe a high standard of ethical and professional conduct. To this end, members:

- Ensure scrupulous avoidance of deception, unethical practice or any other behaviour that is, or might be construed as less than honourable.
- It is behaviour that holds up to disclosure and to public scrutiny.
- Respect for and adherence to, the laws of Australia

2. ORGANISATIONAL BEHAVIOUR

Members shall ensure that their own organisation will operate ethically. To this end:

- Members will act in accordance with their fiduciary duties complying with the spirit as well as the letter of the law.
- Members will ensure that actions by their organization, or persons acting on behalf of their organization, will be aimed at supporting the ongoing growth and positive public perception of employment and related services. This will include ensuring that any behaviour does not bring the industry into dispute.
- Members shall comply with all laws and regulations applicable to their business and to maintain high standards of ethical conduct in the operation of that business and in their dealings with employees, customers, competitors and the general community.
- Members will treat all applicants and employees with dignity and respect and provide equal employment opportunities, based on bona fide job qualifications, without regard to race, color, religion, national origin, sex, age, disability, or any basis prohibited by applicable law.

3. PROFESSIONAL COMPETENCE

Members will work diligently to develop and maintain a satisfactory and up to date level of relevant professional knowledge. This will include regularly reviewing their own performance and actively participating in external benchmarking, standards or other relevant external measures.

Members will ensure that they adhere to relevant Industry Standards in particular the Employment Services Industry Standard and all of its requirements

Members will ensure that their staff are adequately trained and skilled to undertake their responsibilities, including holding any qualifications deemed as essential in performing their duties.(For example the Employment Services Practitioners Certificate).

4. CONFIDENTIALITY

As per relevant contractual and legal requirements, members will need to maintain the confidentiality and privacy of job seeker, employee and general public information.

5. COMPLAINTS

NESA has developed a process for handling any complaints against a NESA member for alleged breach of this Code. In the first instance complaints should be directed to the Company Secretary who will advise the complainant of the procedure.

6. REVIEW

This Code will be reviewed annually by the NESA Board. Any suggestions for improvement or issues of interpretation should in the first instance be directed to the NESA CEO.