



ASPA Code of Conduct

Introduction

The Australian Ski Patrol Association Inc (ASPA) Code of Conduct provides guidelines for all employees, members, executive members and students of ASPA. The Code of conduct is relevant whilst on duty, during training sessions, in uniform, and any time you may be representing the organisation.

The Executive of ASPA will:

- Reinforce ASPA's commitment to the highest standards of professional ethics and standards
- Respect the dignity, rights, freedom and individual needs of all members
- Provide a working environment that is enjoyable, safe, challenging and rewarding
- Recognise the work of each of their members
- Obey the law
- Ensure every member has a copy of, or access to a copy of, all relevant association policies

Employees and Members will:

- Treat casualties, the public and fellow members with honesty, courtesy and respect
- Respect and safeguard the property of ASPA, members and the public
- Maintain the confidentiality of all patients, ASPA or other parties
- Perform all duties to the best of their ability
- Do their job in a safe, responsible and effective manner
- Ensure their personal, business and financial interests do not conflict with their duty to ASPA
- Read, understand and work within ASPA's policies and procedures
- Ask for a copy of all relevant policies from their supervisor/manager

Students will:

- Perform all required tasks in the training sessions to the best of their ability
- Respect trainers and other students
- Respect and safeguard the property of ASPA during training sessions
- Read, understand and work within ASPA's policies and procedures
- Ask for a copy of all relevant policies from their supervisor/manager



Alcohol

The consumption of alcohol that may affect public relations, safety in the work place, or the safety of the public and other members, including being under the influence of alcohol whilst on duty or during a training session is prohibited.

Behaviour

All members are expected to behave in a polite, respectful and helpful manner towards the public, other members and other students at all times.

ASPA Property

All members and students must

- Take good care of all ASPA property including all First Aid and resuscitation equipment, uniforms, machinery and staff passes
- Not remove ASPA property from its normal location without proper authorisation
- Report all property damage, losses and evidence of theft to the Course Director immediately

NB Any loss or malicious damage caused by an employee will be charged to that employee at replacement cost

ASPA vehicles, equipment and machinery

Members must hold an appropriate Licence or Certificate of competency to operate any ASPA machinery or equipment. ASPA machinery or equipment should not be used for unauthorised purposes or in a way that will reflect badly on ASPA.

Customer Service

All members and the executive must ensure that:

- The public feel they will receive professional understanding when asked about their physical and mental well being;
- They deliver what they promise, when promised;
- Services and facilities meet the public needs and that they function as expected;
- The public are made aware of services and facilities provided and that they understand how to access them.

All members should:

- Avoid arguments and confrontations with the public, and
- Refer difficult members of the public to a supervisor



Drugs

The consumption of, sale of, or being under the influence of an illegal substance whilst on duty, on ASPA property, or during a training session will result in expulsion and maybe dealt with by the Police.

Where prescription drugs are involved, members and students should ensure that safety in the workplace is not affected and that any potential performance impairment is properly managed.

Environment

All members are responsible for maintaining and improving the environment, including the performance of their activities in relation to the environment.

Grievances

All members should report any grievances to their supervisor in the first instance. If they do not feel the matter has been satisfactorily dealt with, they should report to the appropriate member of the ASPA Executive Committee.

Students should refer any grievances regarding course presentation, examinations, or other students to the Course Instructor, the Course Director or the Vice President Education. For more information, refer to the Customer Complaints, Grievance and Appeal Policy in this manual.

Non-discrimination and Equity

The Executive is committed to Equity and Equal Opportunity for all its employees, members and students. Members may not discriminate against or harass anyone in the workplace (public or member) based on race, colour, religion, gender, age, marital status, disability or other factors unrelated to legitimate operational interests.

Members should avoid sexual advances or comments, racial or religious “*jokes or slurs*”, or any other conduct that is or may be regarded as intimidating or offensive. For more information, refer to the Access and Equity Policy in this manual.

Occupational Health and Safety

All members must:

- Know and comply with safety regulations and procedures relevant to their position;
- Wear appropriate clothing and use equipment safely;
- Report unsafe practices or conditions, as well as injuries to a supervisor.