# Members Code of Conduct

Date of Publication: 26 March 2026

Document Number: QDN P0030

## Document Approval

| Rev | Date | Details | Prepared by | Reviewed by | Approved by |
|---|---|---|---|---|---|
| 1 | 18/04/2023 | Reviewed | S Mincher | B Geaney | Board |
| 2 | 26/03/2026 | Revised & formatted | SSC & MR McKeon | M Moss | Board |
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## 1 Background

QDN is a member organisation with the over-arching motto of “Nothing about us, without us”.

Members are central to the achievement of the QDN vision: people with disability are active and valued citizens.

Members undertaking duties on behalf of QDN are expected to adhere to this Code of Conduct. This could be as a network member, local support group convenor, peer facilitator, Representative or Consultant.

As a member of QDN you have a responsibility and obligation to behave and work in ways which:

- reflects the mission and values of QDN
- adheres to QDN’ Members Code of Conduct, social media Policy, and other relevant polices, and
- does not have a negative impact on the reputation of QDN, its members and networks.

This Code incorporates QDN’s commitment to being a Child Safe Organisation and aligns with the Queensland Child Safe Standards, including the ‘Universal Principle’ of cultural safety for Aboriginal and Torres Strait Islander children and the National Principles for Child Safe Organisations.

## 2 QDN responsibilities

- QDN will keep accurate, up to date records of membership.
- All members will receive an announcement of the Annual General Meeting.
- QDN will prepare an annual report.
- Office staff will keep members informed of issues via bi-monthly newsletter.
- QDN will invite regular member feedback into key policy areas (e.g. housing, transport, NDIS).
- QDN has a responsibility to ensure the general physical and psychological safety of members when attending QDN events or activities.

- QDN members can apply for sponsorship for a number of different things to help increase people's participation in policy and member activities which includes transport, attendance at event etc. This is determined based upon individual need and available budget resources.
- People representing QDN will be reimbursed for any reasonable out of pocket expenses agreed to prior to incurring expense.
- To respond to member complaints fairly, promptly and without retribution.
- Member information will be kept confidential.
- The views of the network members should be taken into account in the planning and evaluation of the service.
- Staff and management will at all times act fairly, in good faith and without bias or prejudice.
- QDN will provide a process of induction for members involved in representing the organisation. The process for induction will be determined by the individual needs of the members. Induction will include an introduction to the QDN vision, mission, values and policies to ensure member and QDN alignment.

## 3 QDN rights

- QDN Board of Directors has the right to revoke membership if a member breaches their obligations.
- QDN has the right to take action to protect the safety, wellbeing and reputation of QDN, its members and participants.
- QDN has the right to review and amend member rights and responsibilities and other policies as needed to ensure they are relevant to the work and culture of QDN.

## 4 Member responsibilities

***Conduct***

- Behave honestly and with integrity.
- Support new members and encourage people to join QDN.
- Follow the guidelines of QDN's social and online media policy when communicating via social media and online.

- Follow QDN's media policy with regards to communication with the Media.
- Do not use QDN's logo, tag line, or any other QDN identifying mark in any way in any communication without the prior approval of the Chairperson or CEO of QDN.
- Ensure there is no unauthorised use of the QDN logo or signature block. Members and Volunteers are not to use the QDN logo or signature block in any way which may portray or give the impression the communication is representing QDN, including using a signature block which portrays the Member/Volunteer as a paid QDN employee.
- Show respect for all people equally and respect the rights and dignity of people.
- Ensure communication about QDN and other organisations is respectful and does not defame or prejudice them.
- Work collaboratively with other members and QDN.
- Contribute actively to the mission, vision and values of QDN.
- Present and dress in an appropriate manner.
- Raise issues in accordance with QDN's complaint process.

***Child safety and wellbeing***

QDN is committed to being a child safe organisation, applying the National Principles for Child Safe Organisations and upholding zero tolerance for child abuse, neglect, grooming, exploitation, harm, racism or discrimination.

When participating in QDN activities, members must:

- act in ways that ensure the safety and wellbeing of children and young people
- treat children and young people with dignity and respect
- maintain appropriate personal and professional boundaries
- avoid one-to-one or isolated situations with children wherever possible
- never engage in grooming, exploitative or harmful behaviour, and
- follow directions from QDN staff or event leads relating to child safety.

Any behaviour that causes, contributes to, or risks harm to a child or young person is unacceptable.

### *Cultural safety*

QDN is committed to providing culturally safe environments for Aboriginal and Torres Strait Islanders.

Members must:

- act respectfully toward Aboriginal and Torres Strait Islander children, families and communities
- not engage in racism, discrimination or culturally unsafe behaviour, and
- understand that cultural safety is defined by Aboriginal and Torres Strait Islander peoples themselves.

Racism or culturally unsafe behaviour involving a child or young person is treated as a child safety concern and will be responded to accordingly.

### *Online behaviour and communications*

Members must:

- follow QDN P0070 *Social Media and Online Behaviour Policy*
- communicate respectfully and responsibly in all online settings
- not engage in private or inappropriate online communication with children or young people
- not share personal information, images or contact details of others without consent, and
- ensure online engagement involving children occurs only through QDN-approved platforms or activities.

### *Avoid conflicts of interest*

- Declare any conflicts of interest or the potential for conflict of interest.
- Stand aside when a conflict of interest exists or may be perceived.
- When representing QDN in a particular role, it is not appropriate or ethical to do things to promote self, businesses or organisations which would bring you a personal gain, eg income, more customers, etc.

### *Confidentiality*

- Protect confidential information that is shared with you in your role.

- Maintain the privacy of members and participants.
- Ensure that you do not publicly name people or share their information without their permission.

Information may be disclosed where required or authorised by law, or where disclosure is necessary to protect a child or young person from harm. Any disclosure should be limited to what is reasonably necessary and follow QDN reporting procedures.

***Reporting child safety concerns***

All members must report immediately if they:

- witness or suspect harm to a child or young person
- observe inappropriate, unsafe or boundary-crossing behaviour
- observe racism, discrimination or harassment affecting a child, or
- become aware of a child safety concern during a QDN activity.

Members must raise concerns with QDN staff or event leads as soon as possible so that appropriate action can be taken in accordance with QDN's Child Incident and Reporting Policy and escalation pathways.

## 5 Member rights

- Members have a right to respect for their human worth and dignity including respect for the contributions they make within QDN.
- Members have a right to information about QDN policies and procedures.
- Members have the right to complain about the organisation's activities.
- Members have a right to be made aware of the organisational standards they can expect which will include principles of well-planned, effective and accountable management.

## 6 Other matters

QDN believes that it is very important that all people representing the Network are committed to promoting and protecting the positive image of people with disability. There is a recognition that from time to time some members may not agree with the direction that the board is taking, however, the appropriate forum for raising concerns in not the

community. Due to the importance of the work of QDN as a collective the public airing of concerns should be considered for impact on public image on the organisation and the positive changes in the lives of people with disability.

## 7 Review

This Code of Conduct will be reviewed at least annually, or earlier if required due to legislative change, child safety considerations or organisational review.

*QDN acknowledges Aboriginal and Torres Strait Islander peoples as the First Peoples of Australia and is committed to creating culturally safe environments for Aboriginal and Torres Strait Islander children and young people.*