



CODE OF CONDUCT

Insurance Commission of Western Australia

**LIVING OUR CORE VALUES
THROUGH OUR BEHAVIOUR**



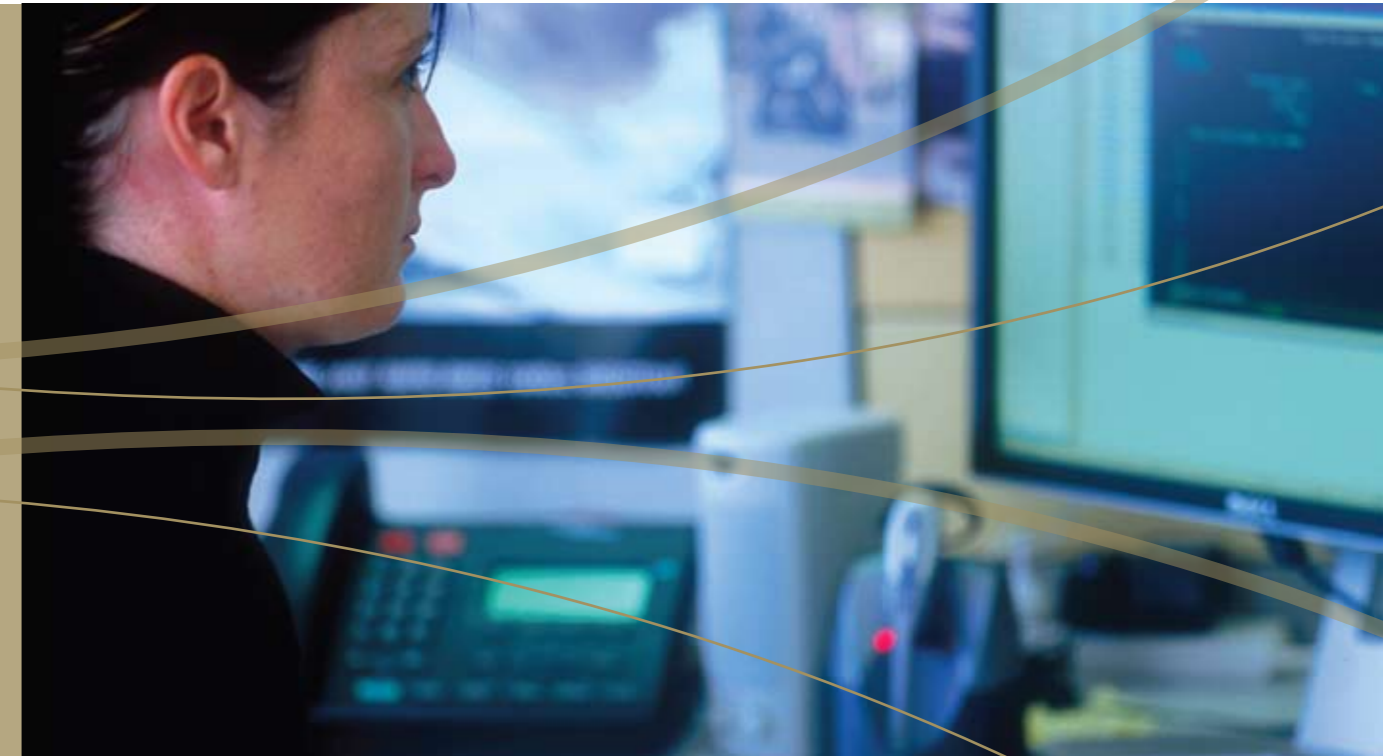
Insurance Commission
of Western Australia

THINGS SHOULD BE MADE AS SIMPLE AS POSSIBLE, BUT NOT SIMPLER.

Albert Einstein

OUR CORE VALUES ARE

- Simplicity
- Teamwork
- Accountability
- Integrity and Openness
- Respect & Compassion



INTRODUCTION

Our Code of Conduct is underpinned by our Core Values that provide the fundamental direction on what type of organisation we aspire to be and in guiding our behaviour.

Our Code of Conduct (which applies equally to employees, contractors and consultants) will provide us with a framework of guiding principles for our behaviour, the way we conduct our business activities and the way we interact with each other.

However, it is neither possible nor desirable to write prescriptive policies or Codes of Conduct for every situation we may face at work.

Accordingly, it is important that we all comply with the spirit of the Code of Conduct which relies on the notion of everyone accepting personal responsibility for our behaviour that is consistent with the Core Values.

It is therefore important that we all read and understand this Code.

SIMPLICITY

Simplicity is about having an uncomplicated approach in what we do and services we provide.

This will be achieved by:

- explaining things in a simple way and by striving to say what we mean with fewer words and less jargon;
- providing ease of access to our information, services and products;
- not exploiting our expert knowledge to the detriment of others; and
- our business processes being free of unnecessary steps and delays.

SHARING TOGETHER, WORKING TOGETHER, SUCCEEDING TOGETHER TO ACHIEVE A COMMON GOAL.

Anonymous



TEAMWORK

Teamwork is about working together for a common purpose, irrespective of our role.

To apply this value we will:

- work together to achieve our mission and organisational objectives;
- participate in team and individual development opportunities;
- encourage and recognise teamwork and cooperation;
- recognise the diversity of views that our team members can provide; and
- encourage new ideas or ways of doing things.

IT IS NOT ONLY WHAT WE DO, BUT ALSO WHAT WE DO NOT DO, FOR WHICH WE ARE ACCOUNTABLE

Moliere



ACCOUNTABILITY

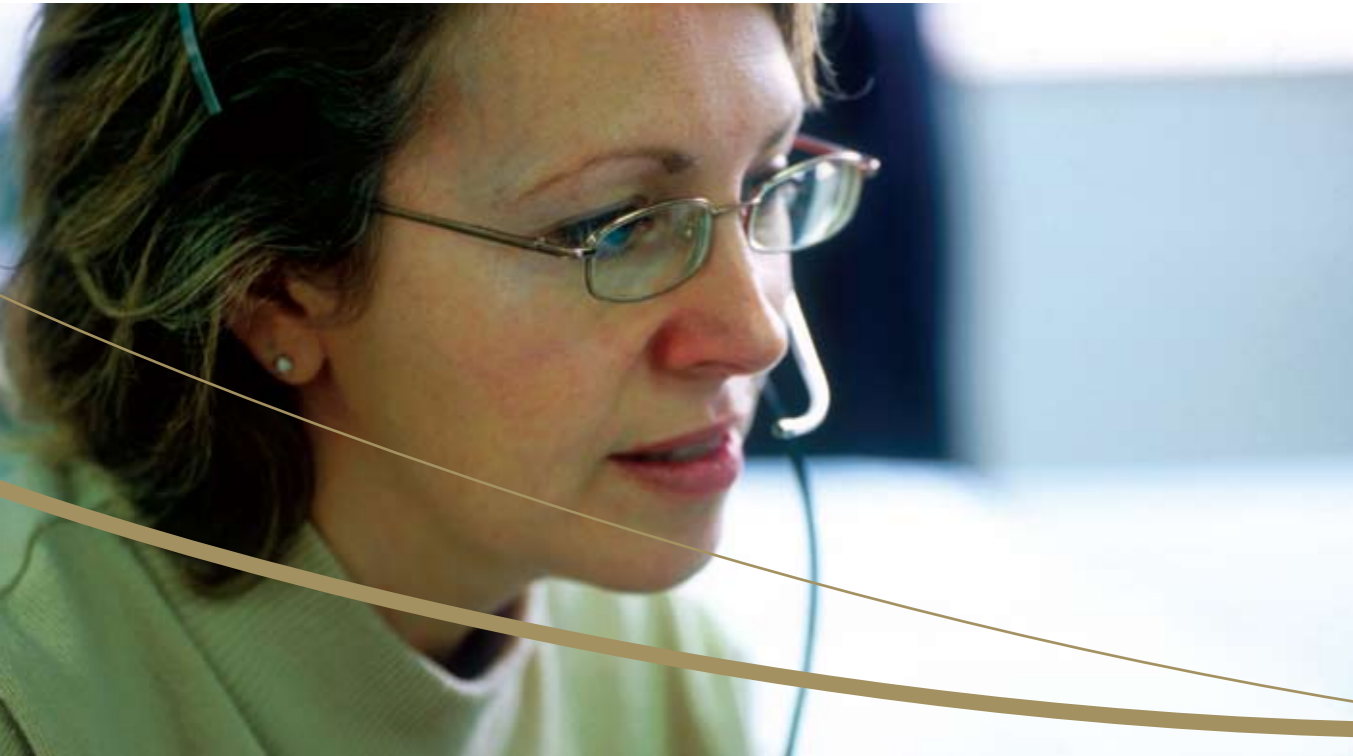
Accountability is about taking responsibility for our actions which will be achieved by:

- accepting personal responsibility for our decisions and actions;
- fostering and displaying a positive attitude within our working environment;
- acknowledging our mistakes and learning from them;
- seeking to achieve the best use of our resources;
- complying with the spirit and the letter of all internal policies; and
- knowing, understanding and complying with all relevant legislation that applies to us as an employee and as a member of the community.

For details on what is considered to be acceptable workplace attire, refer to our Personal Presentation and Dress Standards Policy.

WE WILL DO THE RIGHT THING, EVEN WHEN NO ONE IS WATCHING

Anonymous



INTEGRITY AND OPENNESS

In our daily lives this will be achieved by:

- avoiding real or perceived conflicts of interest;
- using our authority responsibly;
- reporting improper conduct;
- not accepting a gift or hospitality that could reasonably be argued as compromising your judgement;
- ensuring that any contact with a Lobbyist is conducted in accordance with public expectations of transparency, integrity and honesty;
- promoting open access to information and resources; and
- not taking action that may result in inappropriate personal gain.

The way we conduct our business and the way in which we interact with each other can at times lead to a perceived or a real conflict of interest. Accordingly, we are also required to comply with the Conflict of Interest Policy.

RESPECT YOURSELF AND OTHERS WILL RESPECT YOU.

Confucius



RESPECT AND COMPASSION

Respect is the attitude which recognises the diversity of views, with compassion enabling us to understand the level of discomfort and suffering that our clients may be experiencing.

To live this Core Value we:

- provide support to others in their time of need;
- demonstrate understanding towards all people we deal with;
- ensure freedom from harassment, discrimination and bullying;
- will not release information about our customers/clients/claimants without authorisation;
- are aware of the commitments of other employees so that they can manage their time effectively;
- provide positive feedback and accept constructive feedback;
- will not attend for work impaired by alcohol or illegal substances;
- treat others with respect, dignity and fairness at all times; and
- aim to be environmentally friendly in the use of our resources including land and buildings.

Our Disclosure of Official Information Policy provides additional details on the extent to which we may release information gained in our roles within the Insurance Commission.

A GREAT PLACE TO WORK

Insurance Commission of Western Australia

CONSEQUENCES OF BREACHES OF THE CODE

We all should take our commitment to our Core Values seriously. Any breach of this Code may lead to disciplinary action, which could ultimately result in dismissal.

In accordance with our Core Value of Accountability, actions or behaviours that are inconsistent with the Code and which are based on the premise of "I was unaware..." are not acceptable. Our Discipline Policy outlines the process that we follow when the Code of Conduct may have been breached.

WHERE TO SEEK HELP

From time to time we may be faced with a situation that does not comply with the Code. In this instance or if further information is required contact your Manager. If you have concerns or wish to report potential improper conduct please contact the Manager, Special Investigations Division in his role as the Insurance Commission's Public Interest Disclosure Officer.

Office Hours

8:00am – 5:00pm weekdays

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