

# Code of Conduct



At LINK Community Transport our vision is to empower mobility through effective, accessible, and flexible local transport. Everyone participating in LINK Community Transport's programs including staff, volunteers, customers, and visitors must follow our code of conduct, as outlined

## Compassionate

We embody equity and respect for all people; we celebrate the richness of diversity in all forms

- Treat everyone fairly, with respect and dignity, listening and responding respectfully and thoughtfully to the views and concerns of others
- Ensure the safety, participation, and empowerment of customers of all ethnicities, origins, and backgrounds
- Support the reasonable accommodation of disability, frailty, mobility difficulty, cultural and religious considerations in respect of, customers, employees, volunteers, and community. stakeholders.

## Authentic

We are honest, ethical, and accountable in all that we do; our deeds match our words

- Always act honestly and in a way, that does not cause harm to LINK's reputation
- Understand and maintain boundaries - never use inappropriate language or behaviour or develop inappropriate relationships with customers or those in your care
- Support the organisation to carry out its business in accordance with the law including maintaining privacy and confidentiality.

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## Resourceful

We solve innovate, flex and respond with immediacy to the needs and expectations of our stakeholders

- Work collaboratively and cooperatively with others
- Perform duties to the best of your abilities with the best methods available to you
- Be resourceful and flexible in dealing with challenges
- Recognise the importance of fun and enjoyment in our work.

## Exceptional

Sound research, operational excellence, commercial savvy, courage, and self-awareness permeates all that we do and characterises who we collaborate with

- Embrace continuous improvement of work practices
- Generate and thoughtfully explore innovative ideas
- Be reliable and committed to use skills & knowledge to benefit the LINK community
- Work constructively and in good faith in the interests of LINK, publicly and privately (including social media).