



Code of Conduct

March 2025

Endorsed By:	Board	Document Owner:	Chief Executive Officer
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Section 1: Preamble

This Code of Conduct outlines the standards of behaviour of that Goulburn Options Directors, employees, volunteers, contractors, consultants, and others who may be temporarily assigned to perform work or services for Goulburn Options (referred to as our 'People' in this Code) are expected to uphold.

Inherent in this Code of Conduct is the expectation that all People will uphold the [NDIS Code of Conduct](#), Social Services Regulator Standards, Child Safe Standards and other obligations contained therein:

- Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions
- Respect the privacy of all people with disability, including children
- Provide supports and services in a safe and competent manner, with care and skill
- Act with integrity, honesty and transparency
- Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability, in line with all relevant mandatory reporting obligations
- Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability, including children with disability
- Take all reasonable steps to prevent and respond to sexual misconduct

These standards of behaviour are based on Goulburn Options' Quality Framework "Biggest Life Possible," and the quality pillars which underpin this vision. Each area of Goulburn Options' business must resource, monitor and implement high quality, person-centred supports to our participants in the pursuit of their individual service goals.

BIGGEST LIFE POSSIBLE				
Quality Pillars				
Quality of Life	Quality Employment	Quality Practice	Quality Business	Quality Community

These standards of behaviour reflect Goulburn Options' expectation that all People will meet the organisation's core values, which are:

- Appreciating individual **capability**
- Recognising the value of **diversity**
- Promoting **equity**

These standards of behaviour also extend beyond these values to highlight Goulburn Options' expectations of personal integrity, organisational collaboration and service excellence.

This Code of Conduct is expected to be read by all Goulburn Options People, in conjunction with all relevant laws, professional Codes of Conduct, and Goulburn Options Policies and Procedures referred to in this document.

Adherence to this code will ensure that Goulburn Options fulfills its strategic aims, and that Goulburn Options continues to provide services of the highest quality, responsive to the needs of the community.

Section 2: Core Values

2.1 Capability

Goulburn Options is committed to facilitating a supportive environment where all participants can reach their full potential and holds that each individual has valuable contributions to be made to the community. By appreciating the individual capability of all, the Goulburn Options community will thrive.

People can give effect to this core value by:

- Recognising the strengths, skills, and expertise of our community, and applying a strengths-based, person-centred approach during all supports
 - Support each participant to actively pursue their individualised service goals
 - At all times ensure that the individual capability of each participant is considered and promoted
 - Creating and facilitating opportunities for all participants to access and engage in their communities of choice
- Committing to growth, taking ownership of your career and professional development, initiating development goals and conversations about new opportunities
- Actively engaging and promoting Goulburn Options' core values, mission and Quality Framework throughout supports
- Actively promoting the NDIS Code of Conduct throughout supports, including showing respect for individual rights, determination and decision-making

Please refer to:

- Individual Planning and Outcomes Policy and Procedure
- Promoting and Protecting Human Rights Policy and Procedure
- Choice and Advocacy Policy and Procedure

2.2 Diversity

Goulburn Options is an inclusive organisation that celebrates diversity, and intersectionality of all persons within our organisation and community. We commit to creating services which are safe and welcoming environments for people of all abilities and backgrounds.

Goulburn Options takes a holistic approach to support, addressing the risk factors leading to isolation, segregation, exclusion and inequity of opportunity. We align our strategies under the Quality-of-Life pillar, creating safe, flexible and responsive services to our community. We recognise the value of diverse voices and perspectives in the development, continuous improvement and progression of both our organisation and society.

People can give effect to this core value by:

- Protecting and promoting the human rights of all, including people with disability, children and young people, Aboriginal and Torres Strait Islander Peoples, LGBTQIA+ communities, people of all genders, culturally and linguistically diverse communities, refugee and asylum seeker communities and all other characteristics protected by law.
- Treating people fairly and without favouritism or discrimination, and:
 - Communicating Goulburn Options' zero tolerance policy to discrimination of any kind

- Supporting participants and employees to make official complaints which will be believed, investigated and actioned without prejudice
- Providing a safe environment and opportunity for all participants and employees to display their relevant cultural, linguistic, and gender identities – which includes the affirmative practice of respecting and using the correct pronouns of all and actively implementing and promoting cultural competence
- Acknowledging and supporting key days of observation, including but not limited to International Day for People with Disability, NAIDOC Week, Harmony Day, and International Women’s Day
- Committing to the respect of our Aboriginal and Torres Strait Islander communities

All people who come into contact with Goulburn Options will be treated with respect, equity and compassion, regardless of their lived experience.

Goulburn Options prohibits discrimination, harassment and bullying in any form. Please refer to:

- Equal Opportunity and Cultural Inclusion Policy and Procedure
- Promoting and Protecting Human Rights Policy and Procedure
- Recruitment and Selection Policy and Procedure
- Workplace Harassment, Sexual Harassment, Bullying and Violence Policy and Procedure

2.3 Equity

Goulburn Options is committed to providing supports which are equitable and accessible to all, underpinned by relevant standards and legislation, including the United Nations Convention on the Rights of Persons with Disabilities. In line with this convention, Goulburn Options seeks to “promote protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities, and to promote respect for their inherent dignity.” (Article 1 – Purpose, [Convention on the Rights of Persons with Disabilities](#)) Goulburn Options holds that through equitable, and accessible service, as well as the promotion, and dissemination of such services in the community, such purpose can be achieved.

People can give effect to this core value by:

- Ensuring all supports, programs and other organisational offerings are designed with equity and accessibility as key considerations, and taking all reasonable actions to ensure the active and meaningful inclusion of all people
- Applying a strengths-based, person-centred approach to all supports
- Committing to ongoing professional development to continually improve the services – and lives – of all Goulburn Options participants
- Actively promoting Goulburn Options’ values and mission within the broader community, including the modelling of respect, accessibility and equitable supports

Please refer to:

- Equal Opportunity and Cultural Inclusion Policy and Procedure
- Promoting and Protecting Human Rights Policy and Procedure
- Choice and Advocacy Policy and Procedure

2.4 Integrity, Collaboration and Service Excellence

Each of Goulburn Options' core values (Capability, Diversity, Equity) must be enacted via the principles of **integrity**, **collaboration** and **service excellence**. Goulburn Options expects all People to:

- Engage with participants, partners and all other stakeholders to deliver great outcomes for our community
- Provide safe, high quality, person-centred supports
- Be dependable and conscientious, exhibit drive to meet goals and continually improve services
- Be active contributors to, and engage with the organisation
- Hold yourself accountable to the commitments of your role
- Pursue excellence, aim for greatness, and inspire and excite those around you to do the same
- Exhibit quality teamwork at all times, working together and supporting each other for the benefit of all
- Listen intently to create understanding
- Interact respectfully and treat others fairly at all times, use culturally safe practices and respect the backgrounds and differences of all
- Acknowledge the contribution, and seek the professional opinion of colleagues in their area of competence
- Actively involve all People in decisions which affect them

Goulburn Options People are to be provided with equal opportunities to develop their skills.

Goulburn Options People must always interact with other stakeholders in a positive manner, which does not bring themselves, or Goulburn Options into disrepute.

All communications and interactions which could reasonably (in perception or actuality) be seen as representative of Goulburn Options, should maintain and/or increase trust in Goulburn Options.

Our People must make decisions which are free of bias, consider all relevant facts, laws, standards, professional codes of ethics, Goulburn Options policies and mission statement.

Our People should perform their duties diligently, impartially and responsively, to the best of their ability with the goal of service excellence.

Section 3: Professional Responsibility

3.1 Conflict of Interest

Goulburn Options aims to:

- Ensure our People are not put in a position by a colleague, participant or participant parent / carer that conflicts with directives provided by this Code of Conduct
- Reduce opportunities for our People to be compromised by dual relationships

In line with the Goulburn Options Conflict of Interest Policy and Procedure, Goulburn Options employees must declare and avoid conflicts of interest to help maintain community trust and confidence. A conflict of interest can be actual, potential or perceived. This relates to circumstances where an individual is or could be directly influenced, or where it is perceived an individual is, or might be influenced.

Our People should ensure their personal or financial interests do not influence or interfere with the performance of their role. Our People should seek to ensure the interests of family members, friends, or associates do not influence, or could be perceived to influence their performance of their role.

3.2 Personal Views

Our People have a principal responsibility to implement and administer the policies and procedures of Goulburn Options. Our People may hold views on matters that differ from those of Goulburn Options, but such views must not interfere with the performance of duties.

Our People must act in the best interests of Goulburn Options rather than for the benefit of sectional interests.

3.3 Relationships

Goulburn Options staff are expected to demonstrate respectful interactions and maintain a professional relationship with participants and participants families / carers. This includes not entering personal relationships, taking participants to their home at any time or conversely visiting participants or participants parents / carers homes outside of contracted support hours. Additionally entering in commercial/financial arrangements with participants is prohibited no matter how small. Professional boundaries promote good support for participants and protect all parties.

Our People must never:

- Use their professional position to establish or pursue a sexual, exploitative or other inappropriate relationship with anybody whom they support. This includes those close to the participant, such as parents, carers, guardians, or spouses.
- Express personal beliefs in ways which exploit a participant's vulnerability or are likely to cause them distress.

3.4 Gifts and Favours

The general principle to be followed is that our People should not seek or accept favours or gifts from anyone who could benefit by influencing them. This means that our People should not seek or accept favours or gifts for services performed in connection with their duties from participants, their family members, carers, or contractors.

Additionally, our People should not offer gifts or favours to our participants or participants parents or carers. This could be perceived as inducement to receive gifts and favours in return. Furthermore, it may create inequity in service provision to all of our participants and inequity to other workers, which could be perceived as disadvantage.

Where a gift is offered by a participant, participant parent or carer or community member and is a token of goodwill, of low material value, and given without prior knowledge or consent, and where it may be perceived as rude or offensive to refuse, the gift declaration process set out in the Gift and Hospitality Policy be followed, and the relevant direct manager will determine the actions required to be followed.

Under no circumstances can our People accept money, or gift cards unless it is a donation to Goulburn Options, and the gift is appropriately receipted.

Gifts of more than token value will in all cases remain the property of Goulburn Options.

Goulburn Options employees must immediately report the General Manager, or Chief Executive Officer any circumstances where an offer of a benefit or gift is made, regardless of whether it is accepted or not.

3.5 Working for Others

Goulburn Options employees must inform the Chief Executive Officer of any outside employment or the conduct of any business, trade or profession (paid employment or voluntary work) which could interfere with the proper performance of their position or give rise to a conflict of interest between themselves and Goulburn Options. Managers can assist staff to determine if such activities will cause an actual or perceived conflict of interest.

Activities outside working hours must not diminish public confidence in Goulburn Options, or our People's ability to perform their duties.

3.6 Use of Organisational Facilities and Resources

Our People must use all organisational facilities and physical resources for their proper purpose and must not misuse them. Goulburn Options resources and facilities must not be accessed for personal use unless previously authorised.

Section 4: Safety and Workplace Behaviours

4.1 Health and Safety

Goulburn Options promotes a safe and violence-free work environment, and does not tolerate any level of violence, or threat of violence in the workplace.

Our People must observe all workplace health and safety legislative requirements, and act promptly to remove or bring to the attention of a line Manager or relevant Goulburn Options leader, any situation that is, or may be a health or safety hazard.

Goulburn Options employees must carry out their work safely and avoid conduct that puts themselves or others at risk. Duties of employees as outlined in the Occupational Health and Safety Act 2004 Section 25, while at work an employee must:

- Take reasonable care for his or her own health and safety; and
- Take reasonable care for the health and safety of personas who may be affected by the employee's actions or omission at the workplace
- Co-operate with his or her employer with respect to any action taken by the employer to comply with the requirement imposed by or under this Act or the regulations.

This includes the appropriate use of personal protective equipment (including masks, gloves and footwear.) Footwear must reflect workplace standards in keeping with the specific occupation of the employee. Our People involved in clinical (direct participant) support must wear fully enclosed shoes of construction which adequately protects feet with no heel or a very low heel.

Our People must not present for work, or while at work become impaired by the effects of alcohol or drugs (legal or illegal.) Our People must not partake in illegal practices associated with illicit drugs on Goulburn Options sites or whilst representing Goulburn Options.

The consumption of alcohol at work events is at the discretion of the relevant line Manager.

Goulburn Options employees who are on medication that could affect their work performance or the safety of themselves or others must inform their line Manager to ensure any necessary risk assessment is completed and as necessary, is any precautions or adjustments can be considered.

Please refer to:

- Health and Safety Policy and Procedures

4.2 Dress Code

The Goulburn Options dress code allows staff to work comfortably and safely, whilst maintain a professional image to our participants, stakeholders, family and carers and the local members of the community.

Employees and volunteers have the option to wear Goulburn Options branded polo tops and jackets. Disability Support Workers are provided one polo top free of charge after 3 months from the commencement of their employment. All tops are available to order from head office at 16-18 Station Street, should you wish to wear a uniform.

All clothing worn to work must be in good repair and must not display words, terms or images that may be considered offensive to others.

Clothing which reveals areas of the body such as the back, chest (including low cut or singlet tops) abdomen, upper thigh area or part of undergarments is not appropriate and must not be worn.

Hair must be clean, neat and tidy, and any facial hair neatly trimmed. Personal hygiene must always be maintained. Disability Support Workers work in close proximity of participants who may reach out and attempt to grab for your attention, therefore they are encouraged to tie hair back or up, away from the reach of participants.

Appropriate footwear for the role must be worn during working hours. That is for Disability Support Workers or those who may provide a direct delivery service at any time throughout the day, shoes must be flat and closed toe.

Goulburn Options respects individual religious and spiritual beliefs. Where there is a conflict with safety dress standards Goulburn Options will consult with the individual to negotiate a mutually agreed alternative.

Employees and volunteers are always required to wear their Goulburn Options lanyard and/or name badge on Goulburn Options premises, or whilst providing support in the community, or in a participant's home.

4.3 Compliance with Directions

Our People must comply promptly with all lawful directions which they are given. If there are grounds for complaint arising out of such directions, whether ethical or otherwise, this should be discussed and attempted to be resolved with the relevant Manager. Our People must continue to carry out any lawful directions that may be given until the matter is resolved.

Please refer to:

- Disciplinary and Performance Management Policy and Procedure
- Grievance Policy and Procedure
- Complaints and Feedback Policy and Procedure

4.4 Reporting Obligations

Goulburn Options is committed to protecting vulnerable community members, such as people with a disability, children and young people, the elderly, and victims of family violence.

Goulburn Options is committed to mandatory reporting and our People must follow all laws regarding the reporting of:

- Zero tolerance to violence
- OHS incidents and/or hazards
- Alleged or suspected child abuse or neglect
- Discrimination and harassment

Please refer to:

- Incident Management and Reportable Incident Policy and Procedures
- Complaints and Feedback Policy and Procedures
- Health and Safety Policy and Procedures
- Key Elements of Participant Safety and Wellbeing Policy and Procedures
- Promoting and Protecting Human Rights Policy and Procedure
- Child Safety and Wellbeing Policy and Procedure
- Equal Opportunity and Cultural Inclusion Policy and Procedure
- Workplace Harassment, Sexual Harassment, Bullying and Violence Policy and Procedure

4.4.1 Children and Young People

Goulburn Options recognises the especial vulnerability of children and young people with disability who may engage our services. Goulburn Options commits to fulfil its obligations under the Child Safe Standards to protect the health, safety and wellbeing of all participants under the age of 18.

Goulburn Options expects all People to:

- Maintain and promote the safety of all children in physical and online environments, via methods including, but not limited to regular supervision, risk assessments, education and training
- Report any alleged, suspected or actual instances of child abuse, neglect or harm, in line with obligations under the Commission for Children and Young People Reportable Conduct Scheme, and Child Protection requirements
- Provide a safe environment and opportunity for all children to display their relevant cultural, linguistic, and gender identities – which includes the affirmative practice of respecting and using the correct pronouns of all and actively implementing and promoting cultural competence
- Actively support children of Aboriginal and Torres Strait Islander descent to positively engage with their culture and communities of choice in a culturally safe manner
- Engage the families and communities of children in their supports to develop connections and support inclusivity
- Support all children to understand their rights with the view of empowering self-advocacy, and promoting safety
- Involve children in all decisions which relate to them and offer continual opportunities for children to participate within services, and within the organisation

Please refer to policies and procedures above under 4.4 reporting obligations

4.5 Investigations

All staff are required to participate in and co-operate with any investigation, disciplinary or grievance process as requested by Goulburn Options.

4.6 Privacy and Confidentiality

Goulburn Options respects the privacy of all participants and employee information.

Please refer to:

- Privacy Policy and Procedure

Private, Confidential and Personal information must not be released or made available to anyone except to those persons authorised in accordance with applicable legislation and Goulburn Options policy and procedures.

Our People must not, except as required by law, divulge to any person any confidential information concerning:

- Participant personal, health and financial information
- The business or financial arrangements or position of Goulburn Options or any related company
- Any of the dealings, transactions or affairs of Goulburn Options or any related company
- Personal information about other employees gained in the course of their employment or from the community

Our People must not access any confidential information about the business of Goulburn Options, a participant or employee, unless such information is essential to properly and efficiently perform relevant duties. These conditions extend to unnecessary discussion of private, confidential and personal information within Goulburn Options.

4.7 Handling of Monies

Our People must ensure that in financial matters, including the handling of monies, there is full accountability in relation to any advice or transaction in which they may be involved.

People who have financial responsibilities must observe the relevant legislative and regulatory requirements and must maintain a strict separation between work-related and personal financial matters.

4.8 Intellectual Property

Goulburn Options retains the intellectual property of work produced by our People during their employment/appointment/engagement with Goulburn Options, unless otherwise approved by Goulburn Options.

Such approval may be given if Goulburn Options is satisfied that Goulburn Options time, name, information or resources were not used to produce the work.

Section 5: Ability to Meet Essential Requirements and Legal Compliance

5.1 Essential Requirements

Our People must immediately inform the relevant General Manager of any loss, suspension of, or change to:

- Professional registration and/or accreditation
- Driver's license
- Other qualifications
- Investigation by a professional body that affects their ability to meet relevant essential requirements or to perform their duties

All staff are required to obtain and maintain employment checks including clear NDIS Screening Check Clearance, WWC and a statutory Declaration to declare whether you have lived overseas for over 12 months continuously and any other documentation that is required to do their role.

Please refer to:

- Safety Screening Policy and Procedure

5.2 Criminal Offences

Our People must report to the General Manager or the Chief Executive Officer any criminal offence of which they have been found guilty either prior to commencing, or during their employment/appointment/engagement with Goulburn Options, except where the offence is covered by a prescribed spent convictions scheme.

5.3 Compliance with Laws

Our People must ensure that they are aware of and comply with all legislation relevant to the performance of their duties. This includes but is not limited to:

- The NDIS Practice Standards and Quality Indicators
- NDIS Code of Conduct
- Mandatory reporting requirements
- Child Safe Standards
- Commission for Children and Young People (CCYP) Reportable Conduct Scheme
- WorkSafe Standards
- Road Traffic Laws
- Adhering to the policies and procedures of Goulburn Options, which provide systems for compliance with relevant legislation.

Section 6: Communication and Public Comment

Public comment includes providing information or comment to any media (electronic and print), the internet and speaking engagements. Social media is largely about connecting with others. Social media outlets include blogs, online networks, and any other Internet-based tools for sharing and discussing information.

As a rule, only the Board Chair and Chief Executive Officer or authorised delegate will act as public spokesperson for Goulburn Options and/or engage with the media. No one other than the Board Chair or Chief Executive Office shall make comments on behalf of Goulburn Options.

Our People must ensure that when speaking publicly, they do not compromise their capacity to perform their role in an unbiased manner, and that it is clear when they are expressing their own view.

When making public comment on social media or otherwise, our People are to be aware that:

- Everyone is responsible for what they post online, even while not at work.
- Be helpful, supportive and respectful to your employer, co-workers, and other organisations. (This includes past, present, and potential co-workers.)
- Make it clear that the words and thoughts written online are your own and not Goulburn Options'. Unless given permission by a relevant manager, no one other than the Chief Executive Officer is authorised to speak on behalf of Goulburn Options or represent that they do so.
- Your online presence reflects the organisation. Be aware that actions captured via images, videos, posts, or comments can reflect Goulburn Options.
- Our People are prohibited from publishing any criticisms of Goulburn Options, its staff or clients and must not publish anything that damages the reputation of Goulburn Options or its stakeholders.
- Our People must not do anything to offend or harass other staff or volunteers of Goulburn Options.
- Staff can be appropriately disciplined by Goulburn Options for commentary, content, videos, or images that are defamatory, pornographic, proprietary, harassing, libelous, or can create a hostile work environment.
- Inappropriate comments regarding Goulburn Options even in personal chats and forums can be made public.

If an employee has any question about what can be released to the public, they must speak with their Line Manager before releasing information that could potentially harm the organisation, staff, partners, and clients.

Please refer to:

- Organisational Communication Technology Policy and Procedures

Section 7: Accessing Goulburn Options Services and Programs

Goulburn Options is committed to providing services of the highest quality that are responsive to the needs of the community. All staff are eligible to seek and access Goulburn Options services, where appropriate.

Family members who meet the program eligibility criteria for NDIS funded services can access Goulburn Options services, however service access will be arranged by an independent employee in line with the Conflict-of-Interest policy and procedure –In this situation, staff can refer to another Goulburn Options employee or to an external service if required.

Section 8: Whistleblower Protections

Eligible individuals are safeguarded by whistleblower protections under the Corporations Act 2001 and Fair Work Act 2009 when disclosing information about disclosable conduct within Goulburn Options.

Section 9: Roles

Role	Responsibilities and Accountabilities
Board	- Model professional conduct that is consistent with high ethical standards. - Approve this document content
CEO	- Responsible for content and implementation - Review document content as the Executive Sponsor
Organisational Management	- Model professional conduct that is consistent with high ethical standards - Ensure related procedures are appropriate for the implementation of this document. - Ensuring the principles of this document and underpinning legislation, procedures and conduct are applied in the workplace - Ensure employee compliance with online training - Respond to any identified or reported breach
Employee and Volunteers	- Model professional conduct that is consistent with high ethical standards - Ensure compliance with this document and associated policies and procedures - Bring a breach of this document to the attention of their Line Manager

Section 10: Related Documentation

Document Name	Document type
The NDIS Code of Conduct	Regulation
Social Services Regulations	Regulation
Child Safe Standards	Regulation
Individual Planning and Outcomes	Policy
Promoting and Protecting Human Rights	Policy
Choice and Advocacy	Policy
Equal Opportunity and Cultural Inclusion	Policy
Recruitment and Selection	Policy
Workplace Harassment, Sexual Harassment, Bullying and Violence	Policy & Procedure
Conflict of Interest	Policy
Gifts and Hospitality	Policy
Health and Safety	Policy
Disciplinary and Performance Management	Policy
Grievance Policy	Policy
Complaints and Feedback	Policy
Key Elements of Participant Safety and Wellbeing	Policy
Child Safety and Wellbeing Policy	Policy
Privacy	Policy
Safety Screening	Policy
Organisational Communication Technology	Policy

Section 10: Acknowledgement and Agreement – Personnel Copy

I am aware that failure to comply with this agreement may result in disciplinary action being taken by Goulburn Options in accordance with the relevant industrial award/agreement and/or civil criminal legal penalties.

By signing this, I agree to the above requirements:

Signature: _____ **Date:** _____

Print Name: _____

Worker Type (please circle):

Employee Volunteer Student Contractor

Section 11: Acknowledgement and Agreement – GO Copy

I am aware that failure to comply with this agreement may result in disciplinary action being taken by Goulburn Options in accordance with the relevant industrial award/agreement and/or civil criminal legal penalties.

By signing this, I agree to the above requirements:

Signature: _____ **Date:** _____

Print Name: _____

Worker Type (please circle):

Employee Volunteer Student Contractor