

Code of conduct

New South Wales Ombudsman



Easy English

Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**
- we write what the hard word means.

You can get help with this book



You can get someone to help you

- read this book
- know what this book is about
- find more information.



About this book



This book is written by the
New South Wales Ombudsman.



The Ombudsman

- helps people fix **complaints**



- talks to the government and other organisations about how to make things better.



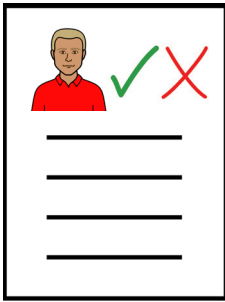
Complaints are when you

- are **not** happy

and



- tell someone the reason.



This book is about our **code of conduct**.

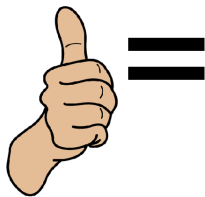
A code of conduct is a set of rules you **must** follow when you work for us.

We call it the code.



The code says how you can

- do a good job



- make fair choices



- help the **public interest**.

Public interest means what is best for everyone **not** just one person.

What you must do

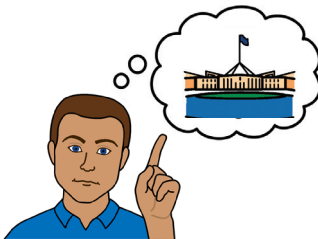
You **must** tell us if you have a **conflict of interest**.



Conflict of interest means you might **not** make fair decisions in your job.

For example, if you

- are family or friends with someone who gives us products and services
- have a second job that might change the way you work for us
- have strong political views.

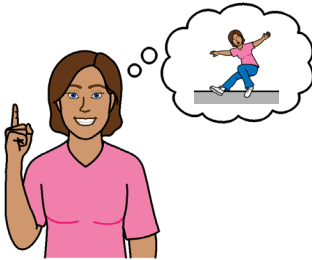




You **must** act in a **professional** way.

Professional means you must

- tell the truth



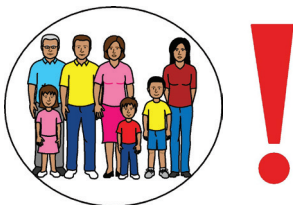
- know about safety



- **not** use alcohol or drugs at work



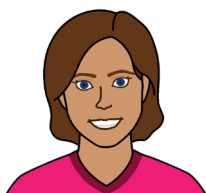
- dress neat and tidy at work



- treat people with **respect**.

Respect means you

- understand everyone is important



- are kind to everyone.

You **must** use our **resources** in a fair way.

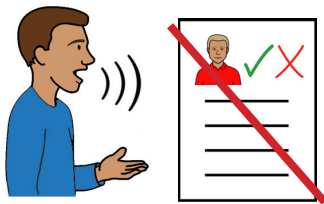


Resources might mean

- money
- information
- things we own.

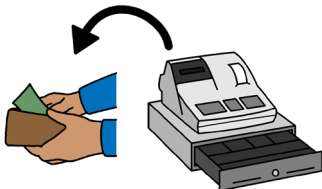


You **must report** if something bad happens.



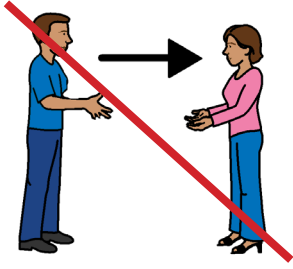
Report means you tell us when

- someone does **not** follow the code
- someone does a crime
- a child is **not** safe.



What you must not do

You must **not** take gifts from people or organisations you help at work.



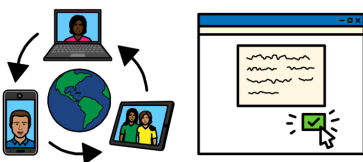
A gift might mean

- money
- a service
- hospitality
 - for example, if someone invites you out for a meal.



You must **not** say things about us

- in public
- on social media.

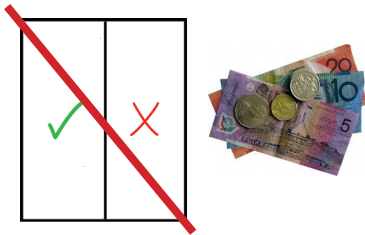


What happens if you do not follow the code?



If you do **not** follow the code we might

- give you a **warning**
 - a warning means we tell you to **not** do the wrong thing again



- make you pay a **fine**
 - a fine is the money you pay when you break a rule



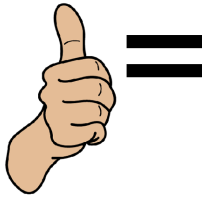
- pay you less



- move you to a different job

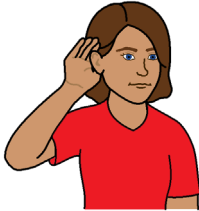


- tell you to stop working with us.



We will make sure we

- treat you in a fair way



- listen to what you say



- give you the right support



- keep a **record** of what we do
 - a record means something is written down to read at another time



- try to keep things **confidential**
 - confidential means we do **not** tell other people your information.



More information

For more information contact the
New South Wales Ombudsman.



Call 02 9286 1000



Website www.ombo.nsw.gov.au



Email nswombo@ombo.nsw.gov.au



If you need help to speak or listen

Contact the Ombudsman through the
National Relay Service or NRS.

Call the NRS help desk

1800 555 660

Go to the NRS website

communications.gov.au/accesshub/nrs

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Scope's Communication and Inclusion Resource Centre wrote the Easy English version in July 2020.

To contact Scope call 1300 472 673 or visit www.scopeaust.org.au

To see the original contact the New South Wales Ombudsman.

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