

## **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.



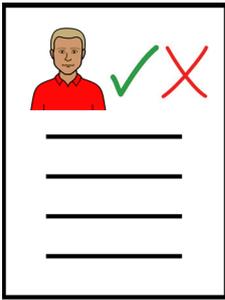
Complaints are when you

- are **not** happy

and



- tell someone the reason.



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

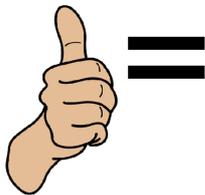
A code of conduct is a set of rules you **must** follow when you work for us.

We call it the code.



The code says how you can

- do a good job



- make fair choices

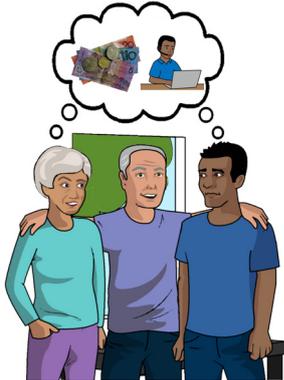


- help the **public interest**.

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

## What you must do

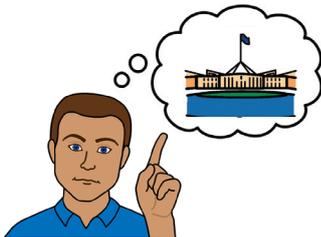
You **must** tell us if you have a **conflict of interest**.



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.

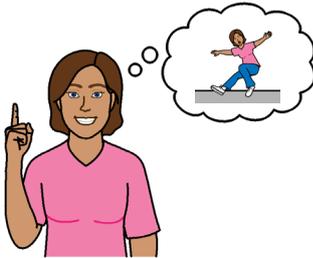




You **must** act in a **professional** way.

Professional means you must

- tell the truth



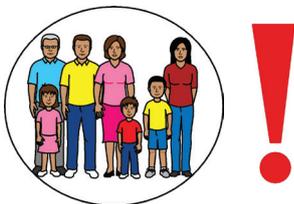
- know about safety



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



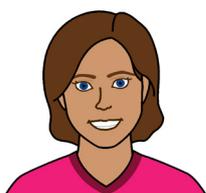
- dress neat and tidy at work



- treat people with **respect**.

Respect means you

- understand everyone is important



- are kind to everyone.

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

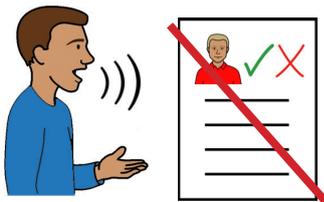


Resources might mean

- money
- information
- things we own.

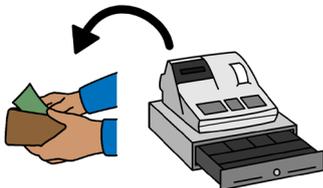


You **must report** if something bad happens.



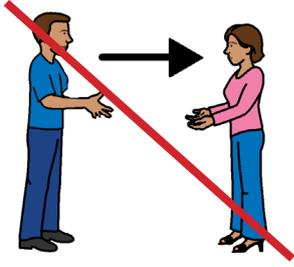
Report means you tell us when

- 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.



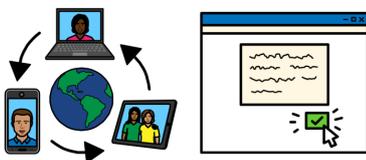
A gift might mean

- 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.

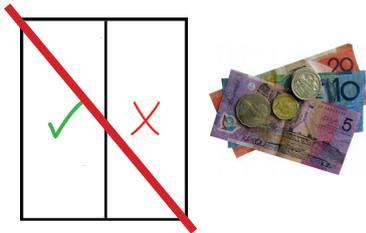


## What happens if you do not follow the code?



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



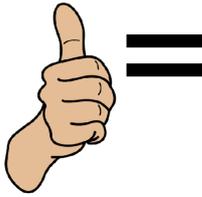
- pay you less



- move you to a different job

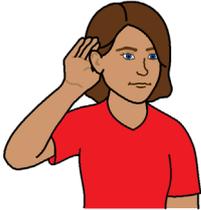


- tell you to stop working with us.



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

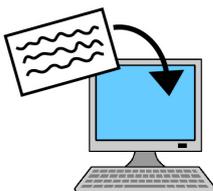
For more information contact the  
New South Wales Ombudsman.



Call 02 9286 1000



Website [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)



Email [nswombo@ombo.nsw.gov.au](mailto: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](http://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](http://www.scopeaust.org.au)

To see the original contact the New South Wales Ombudsman.

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