



Code of Conduct Policy

Policy Owner: Director

Applies to: Employees, contractors, interpreters, volunteers, freelancers, and representatives of Echo Interpreting

Effective Date: 19 May 2026

Review Cycle: Every 2 years or as legislation changes

1. Purpose

Echo Interpreting is committed to delivering professional, ethical, respectful, and high-quality interpreting services.

This Code of Conduct sets clear expectations for behaviour, professionalism, integrity, and accountability for all people representing Echo Interpreting.

The Code reflects the high-trust, client-centred nature of interpreting work, where professionalism and discretion are essential.

2. Scope

This Code applies to:

- All employees of Echo Interpreting
- All contracted interpreters and freelancers
- Volunteers, students, and temporary workers (if applicable)
- Any third parties acting on behalf of Echo Interpreting

It applies:

- During work hours
- At client sites
- During remote or online work
- At work-related events
- When representing Echo Interpreting in any capacity

3. Legislative Framework

This policy aligns with the following legislation:

- Fair Work Act 2009 (Cth)
- Occupational Health and Safety Act 2004 (Vic) and Occupational Health and Safety Regulations 2017 (Vic)
- Work Health and Safety Acts and Regulations in other Australian states and territories, where applicable
- Equal Opportunity Act 2010 (Vic)
- Privacy Act 1988 (Cth)
- Sex Discrimination Act 1984 (Cth)

- NDIS Act 2013 (Cth)
- NDIS Code of Conduct Rules 2018
- NDIS Practice Standards
- Child Safe Standards (Vic)

4. NDIS Code of Conduct & Safeguarding

Echo Interpreting is committed to upholding the rights, safety, wellbeing, dignity, and inclusion of people with disability and expects all workers, contractors, interpreters, freelancers, volunteers, and representatives to comply with the NDIS Code of Conduct where applicable.

All workers must:

- Provide services safely, competently, and ethically
- Act honestly, respectfully, and with integrity
- Respect the privacy, confidentiality, and rights of clients and participants
- Promptly report concerns relating to safety, abuse, neglect, exploitation, misconduct, or unlawful conduct
- Promptly report incidents, safeguarding concerns, or risks in accordance with Echo Interpreting's incident management and reporting requirements
- Comply with Echo Interpreting's safeguarding, incident management, and reporting obligations

Echo Interpreting has zero tolerance for abuse, neglect, exploitation, violence, discrimination, harassment, or misconduct towards people with disability, children, clients, workers, or members of the community.

Echo Interpreting is committed to child safety and expects all workers to act in ways that protect children and young people from harm, abuse, neglect, grooming, exploitation, or inappropriate conduct at all times.

5. Our Behavioural Standards

All people engaged by Echo Interpreting are expected to:

- Act professionally, ethically, and respectfully at all times
- Treat clients, colleagues, and stakeholders with dignity and fairness
- Deliver services competently and within their scope of expertise
- Comply with all Echo Interpreting policies, procedures, and professional expectations
- Follow all lawful and reasonable directions

6. Professional Conduct

Those representing Echo Interpreting must:

- Arrive on time and prepared for assignments
- Dress appropriately for the client environment
- Communicate clearly, respectfully, and professionally
- Maintain appropriate professional boundaries with clients
- Decline or disclose assignments where a conflict of interest exists

Unprofessional behaviour, including lateness without notice, poor preparation, or inappropriate communication, may result in removal from assignments or further action.

Refer to **Echo's Professional Standards & Protocols – A Quick Guide for Interpreters** to further information and guidance.

7. Professional Appearance and Uniform Standards

Echo Interpreting recognises that the appearance of interpreters and representatives directly reflects the organisation's professionalism, credibility, and reputation.

All individuals representing Echo Interpreting are expected to present themselves in a professional, neat, safe, and appropriate manner relevant to the work environment, client setting, and nature of the assignment at all times, including when travelling between assignments.

Echo Interpreting will make reasonable adjustments to appearance requirements to accommodate cultural, religious, medical, or disability-related needs, provided professional and safety requirements can still be met.

The following standards apply:

- Clothing must be clean, neat, professional and appropriate to the work environment.
- Where multiple assignments occur across different settings, workers are encouraged to dress appropriately for the most formal or professional assignment where reasonably practicable.
- Where possible, interpreters are encouraged to carry additional clothing to adjust their presentation between assignments.
- Where additional clothing cannot reasonably be carried, interpreters are expected to 'dress up' rather than 'dress down'. However, Interpreters should exercise professional judgement to ensure their attire is appropriate to the client context and does not create unnecessary power imbalances or discomfort.

Grooming and Presentation

- Jewellery must be discreet and professional
- Hair must be worn in a neat and tidy fashion
- Nail polish must be neutral or plain in colour

Tattoos and Personal Expression

Echo Interpreting recognises tattoos as a form of personal expression. Workers are expected to ensure that personal presentation remains:

- Professional, appropriate to the client environment
- Consistent with the standards expected in client-facing and professional settings

Clothing Standards

Clothing requirements include:

- Shoes must be worn at all times unless swimming.
- Where specific safety requirements apply, including industrial, kitchen, construction, or other high-risk environments, workers must comply with site-specific safety and personal protective equipment requirements.

- Clothing is not excessively revealing or inappropriate for professional settings.
- Caps may be appropriate subject to weather conditions in external environments.

Branding and Representation

- Where identification badges are issued, these must be worn or carried where appropriate to the assignment or client environment.
- When representing Echo Interpreting, individuals must not wear clothing advertising other interpreting services.

Court and Formal Settings

When working in court settings, interpreters are required to wear:

- A complete suit or formal business attire, or
- A suit jacket with a formal shirt and skirt or trousers.

All interpreters and representatives are expected to comply with these standards in accordance with the professional conduct principles set out in the ASLITA Code of Ethics, in addition to Echo Interpreting's policies and procedures.

Echo Interpreting may provide reasonable direction regarding presentation requirements where necessary to meet professional standards, workplace safety obligations, client requirements, or operational needs.

Failure to adhere to these standards may be treated as a breach of the Code of Conduct and may result in removal from assignments or further action.

8. Professional Standards and Ethics (ASLITA)

Echo Interpreting recognises the professional standards and ethical principles set out in the **Australian Sign Language Interpreters and Translators Association (ASLITA) Code of Ethics and Guidelines for Professional Conduct**.

Interpreters engaged by Echo Interpreting are expected to conduct themselves in a manner consistent with these professional principles, where relevant to their role, in addition to complying with all Echo Interpreting policies, procedures, and contractual obligations.

In the event of any inconsistency, Echo Interpreting's policies and procedures take precedence.

This expectation applies regardless of ASLITA membership status.

9. Respectful Workplace Behaviour

Echo Interpreting has zero tolerance for behaviour that is unlawful, unsafe, or disrespectful.

The following will not be tolerated:

- Bullying, harassment, or discrimination
- Sexual harassment or inappropriate conduct
- Aggressive, threatening, or intimidating behaviour
- Vilification or disrespect based on personal attributes

This applies to interactions with:

- Clients
- Other Auslan/Deaf interpreters
- Staff and management
- External stakeholders

10. Equity, Diversity, Inclusion & Equal Opportunity

Echo Interpreting is committed to providing a workplace and professional environment that is fair, inclusive, and free from unlawful discrimination.

All workers must treat others with dignity and respect and must not engage in discrimination, harassment, vilification, or victimisation. Workers must comply with Echo's **Equity, Diversity, Inclusion & Equal Opportunity Policy** and applicable equal opportunity and anti-discrimination legislation.

11. Confidentiality and Privacy

All workers must:

- Maintain strict confidentiality at all times
- Protect all client, staff, and business information
- Take reasonable steps to ensure confidential information cannot be overheard, viewed, recorded, accessed, or disclosed during remote, online, mobile, or digital work activities
- Comply with Echo's **Privacy & Confidentiality Policy**

Confidentiality obligations apply:

- During and after assignment
- After employment or contract engagement ends
- Any breach of confidentiality may result in immediate disciplinary or contractual action

12. Conflicts of Interest

A conflict of interest occurs where personal, financial, or other interests could improperly influence professional judgment.

All workers must:

- Declare actual or potential conflicts of interest
- Not accept assignments where impartiality cannot be maintained
- Not use their role for personal gain
- Failure to disclose a conflict may be treated as misconduct

13. Use of Systems, Technology & Social Media

All workers must:

- Use Echo Interpreting systems and technology responsibly
- Comply with Echo's **IT, Systems & Acceptable Use (including Social Media) Policy**
- Protect business and client information when using digital platforms
- Avoid online conduct that could damage Echo Interpreting's reputation

Personal social media use must not:

- Identify clients or assignments
- Breach confidentiality
- Harass or target clients or colleagues
- Bring Echo Interpreting into disrepute

14. Health, Safety & Wellbeing

Echo Interpreting is committed to providing a safe working environment.

All workers must:

- Take reasonable care for their own health and safety
- Follow safety instructions and procedures
- Report hazards, incidents, or concerns promptly
- Not attend work while impaired by drugs or alcohol

This includes physical safety and psychosocial safety, particularly in client-facing environments.

15. Compliance with Law and Policy

All workers must:

- Comply with applicable laws and regulation
- Adhere to Echo Interpreting's policies and procedures
- Act honestly and with integrity

Illegal, unethical, or dishonest conduct may result in termination and/or legal action.

16. Reporting Concerns or Breaches

Workers are encouraged, and in some circumstances required, to raise concerns about:

- Breaches of this Code
- Unsafe, unlawful, unethical, or inappropriate behaviour
- Safeguarding concerns involving clients, participants, children, or workers
- Conduct that may harm individuals or the organisation
- Incidents involving abuse, neglect, exploitation, harassment, violence, or serious misconduct

Concerns should be raised with the Director and will be handled confidentially and fairly.

17. Breach of the Code

Breaches of this Code may result in:

- Informal or formal warnings
- Removal from assignments
- Disciplinary action
- Termination of employment or contract

- Legal action where appropriate

The seriousness of the response will reflect the nature and impact of the breach.

18. Related Documents

- Privacy & Confidentiality Policy
- Bullying, Harassment & Sexual Harassment Policy
- Equity, Diversity, Inclusion & Equal Opportunity Policy
- Work, Health & Safety (WHS) Policy
- Incident / Near Miss Reporting Procedure/Form
- Safeguarding & Incident Management Policy
- Child Safety Policy
- Professional Standards & Protocols – A Quick Guide for Interpreters
- IT, Systems & Acceptable Use (including Social Media) Policy
- Complaints & Feedback Policy & Procedure
- ASLITA Code of Ethics and Guidelines for Professional Conduct

19. Policy Acknowledgement

All employees and contractors are required to acknowledge that they have read, understood, and agree to comply with this Code of Conduct.