

1. Purpose of the policy

Transport is committed to providing a safe and supportive workplace where expected standards of conduct are upheld.

This Policy prescribes principles and requirements to give effect to that commitment, and promotes prompt, effective and fair management of all alleged conduct issues.

This Policy is supported by procedures that explain in detail the processes for effective management and resolution of matters relating to serious misconduct, misconduct, inappropriate conduct, and underperformance.

2. Who does it apply to?

This Policy applies to permanent and temporary staff, staff seconded from another organisation, and the external workforce including labour hire and external workers performing work for any of the following agencies:

Department of Transport* except for staff working in DoT who follow Department of Planning and Environment policies	YES
Transport for NSW	YES
NSW Trains	YES
Sydney Trains	YES
Sydney Metro	YES
Sydney Ferries	YES
State Transit	YES
The Point to Point Transport Commissioner	YES

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Policy owner: Executive Director, Workforce Relations and Management	Review date: 20/6/26

3. Principles and requirements

The objective of conduct issue resolution is to work through these matters in a procedurally fair manner that is sensitive to all parties involved.

Transport prescribes a list of requirements to give effect to the conduct issue management principles and ensure that our commitment is achieved.

3.1 Principles

Conduct issue management is underpinned by the following principles:

- Safe and supportive workplaces for our staff and our customers.
- Prompt, effective, and fair management of each allegation.
- Procedural fairness afforded to all parties.
- Confidentiality respected at all times.
- Simple and accessible reporting channels.

3.2 Requirements

To give effect to this Policy and the conduct principles prescribed, we must:

- manage conduct issues reported promptly, impartially, fairly, confidentially, and with procedural fairness
- ensure that our conduct issue management processes are well-publicised in clear and simple language
- facilitate robust procedures that explain in detail the processes for reporting and managing conduct issues in clear and simple language, and
- ensure our staff understand their obligations, through communication and training.

4. Compliance and breach

You are required to comply with this policy and its related procedures and standards. If you do not, this may result in disciplinary action up to and including termination of your employment or contract.

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Appendix A:

5. Accountabilities and responsibilities

Who	
Chief People Officer	Accountable for setting the strategic direction of managing conduct in line with our organisational objectives and compliance obligations.
Executive Director, Workforce Relations Strategy and Management	Accountable for ensuring this policy continues to align with Transport's strategic direction, and that guidance and controls are in place to help business areas measure and monitor compliance with this policy and any related documents.
Chief Executives of the Transport agencies to which the policy applies	Accountable for ensuring program areas in their agencies align and comply with this policy.
All staff to whom the policy applies	Responsible for complying with the principles and requirements in this policy and any related procedures or standards.

6. Related/supporting material

1. Transport Code of Conduct
2. Transport Conduct Management and Discipline Procedure
3. Transport Performance Improvement Procedure
4. *Public Interest Disclosures Act 2022* (NSW)

7. Document control

Superseded documents

This Policy replaces the following document:

- Transport Managing Conduct and Discipline Policy CP16002.4

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Transport Conduct Management Policy

CP24005



Document history

Date & Policy No	Document owner	Approved by	Amendment notes
20 June 2024 CP24005	Executive Director, Workforce Relations and Management	Chief People Officer	Overall update

Feedback and help

For advice on interpreting or applying this document, please contact
HRPolicy@transport.nsw.gov.au

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