

Code of Practice

Exemplary Ethical Practices for All Members of the Australian Camps Association (ACA)

This Code, as amended or replaced by the ACA's Board of Directors from time to time, guides expectations and prescribes a minimum standard of conduct from all Australian Camps Association Members in their interactions with each other, the ACA Board and staff, and within the community. This Code is authorized and endorsed by the ACA Board and is enforceable pursuant to the ACA Constitution and Membership contract.

A Code of Practice identifies those behaviors and attitudes the ACA and the Australian outdoor sector believes to be the minimum acceptable standards of conduct. It is not possible for a Code to identify or include examples of all such practices or concepts. A Code is built on a commitment to integrity, truthfulness, and fairness to all persons.

To that end, the Members of the ACA agree, by their application for Membership, to uphold and comply with the following standards of conduct:

1. I shall conduct myself in a manner consistent with the ACA's purpose: *"The Australian Camps Association develops, supports and promotes the delivery of camp experiences that provide positive community, social and personal outcomes"*.
2. If I am a camp or led outdoor activity provider, I shall recognise my responsibility for the welfare of others in my care.
3. I shall be a Member in the proper ACA category and I shall pay the correct Membership fees as established by the ACA Board.
4. I shall speak for the Association only when specifically authorised to do so and will otherwise make it clear that my statements and actions are my own.
5. I will not engage in conduct likely to bring the ACA into disrepute.
6. I acknowledge that I have an obligation, at all times, to comply with the spirit, as well as the letter of the law and the principles of this Code.
7. In the course of my Membership, I may receive or have access to the ACA's confidential information. In this context confidential information includes all non-public ACA information. Unless proven otherwise, all ACA information is deemed confidential information. Confidential information is proprietary and valuable, and unauthorised disclosure may cause the ACA damage. Accordingly, members in receipt of ACA information must keep it confidential, and only use or disclose it as necessary for the purpose it was obtained for, or as authorised.

Exemplary Ethical Practices for Camp/led Outdoor Activity Program Owners, Directors, and Executives

The ACA recognises the camp or led outdoor activity owner, director, or executive as the primary professional person assuming responsibility for actual practices of their organisation. Therefore, in addition to the Code of Practice for all Members above, any Member operating a camp or providing led outdoor activities to the public agrees to subscribe to the following:

1. I shall endeavor to provide an environment conducive to promoting and protecting the physical and emotional well-being of participants and staff.

2. I shall seek to instill in my staff and participants respect for the natural environment and observe ecologically sustainable practices which reflect a commitment to the health of that environment.
3. I shall be truthful and fair in securing and dealing with client groups, parents/guardians, other Members and staff.
4. I, or my agent, will promptly respond to any and all complaints from guests received by me and make a good faith effort to resolve all such complaints in accordance with applicable laws (including but not limited to the Australian Consumer Law) and the ACA Code of Practice.

Non-compliance with these practices

All ACA members must adhere to this Code as agreed in the Membership application.

If a complaint is received about a Member's compliance with this Code of Practice, a Committee will be established to hear the matter. If the Member is found in non-compliance with the Code, the Board of Directors of the ACA may suspend or cancel Membership in accordance with the terms of the ACA Constitution (see rule 8, below):

8. Disciplinary Procedures

- a) *If any Member wilfully refuses or neglects to comply with the provisions of this Constitution or is guilty of any conduct which in the opinion of the Board is unbecoming of a Member or prejudicial to the interests of the Company, the Board will have the power by resolution to suspend the Member from the Company for such period as the Board determines.*
- b) *Any action taken by the Board in accordance with clause 8(a) is effective only after the Member has been given 7 days' notice of the resolution and has had the opportunity to be heard at the meeting at which the resolution is proposed.*