



Pegasus Code of Conduct

1. Purpose

Pegasus is committed to providing a safe, respectful, inclusive and professional environment for our participants, families, employees, volunteers, animals and wider community.

Everyone involved with Pegasus has a responsibility to act with integrity, respect and care, and to contribute to a culture of physical and psychological safety.

This Code sets the standards of conduct expected of all people who work for, volunteer with, govern, provide services to, or represent Pegasus, including:

- employees and managers;
- Board members;
- volunteers;
- contractors and consultants;
- students and work experience participants; and
- any other person acting on behalf of Pegasus.

For the purposes of this Code, these people are referred collectively to as 'Pegasus People'.

This Code establishes the minimum standards of behaviour expected of **all Pegasus People**, regardless of their role, seniority, employment status or length of association with Pegasus.

Everyone is accountable for their own behaviour. People who supervise, manage, lead or govern others have an additional responsibility to model this Code, establish appropriate standards and respond appropriately where conduct falls below those standards. To assist everyone with understanding these relationships, the Pegasus organisational chart is published within the Common Room.

All Pegasus People are expected to act as Ambassadors of the organisation. For this reason, our conduct should reflect the Pegasus values of:

- **Commitment** – we are committed to our participants, our purpose and each other.
- **Respect** – we treat people, animals and our community with dignity, courtesy and care.
- **Quality** – we strive for high standards, professionalism, safety and continuous improvement.
- **Connection** – we work collaboratively and build constructive relationships across the Pegasus community.

2. Our expectations

Pegasus People are expected to:

- act honestly, ethically, fairly and in the best interests of Pegasus;



- treat participants, families, colleagues, volunteers, Board members and members of the community with dignity, courtesy and respect;
- contribute positively to a safe, inclusive and welcoming environment;
- perform their responsibilities with care, professionalism and accountability;
- comply with applicable laws, Pegasus and RDAA policies, procedures and standards. These can be viewed at [Governance Documents](#). Any staff member or Coach can provide access to these files;
- follow lawful and reasonable directions relevant to their role;
- work cooperatively with others and address disagreements professionally;
- take responsibility for their own conduct and its impact on others; and
- raise concerns appropriately where they become aware of unsafe, inappropriate or unlawful conduct.

3. Respectful workplace behaviour

Pegasus has **zero tolerance** for bullying, harassment, discrimination, victimisation, threatening behaviour or other conduct that creates an unsafe or disrespectful environment.

Pegasus People must not:

- intimidate, humiliate, belittle or verbally abuse another person;
- engage in aggressive, threatening or disrespectful communication;
- deliberately undermine another person's work, role or authority;
- spread malicious rumours or knowingly false information;
- exclude, isolate or disadvantage another person for an improper reason;
- misuse a position of authority or influence; or
- victimise a person for raising a concern or participating in a workplace process.

Professional disagreement, constructive feedback and reasonable management action carried out reasonably do not constitute bullying.

4. Safeguarding and participant welfare

The safety, wellbeing and rights of children and vulnerable people participating in Pegasus programs are paramount.

Pegasus People must:

- comply with all Working with Vulnerable People, safeguarding and RDAA requirements;



- maintain appropriate professional boundaries;
- demonstrate appropriate role-model behaviour when working with children and people with disability;
- avoid inappropriate unobserved or unaccompanied one-to-one situations with vulnerable participants;
- ensure one-to-one contact occurs within line of sight or immediate hearing of another appropriately authorised adult where required;
- only access or share participant information where necessary to safely support the participant; and
- immediately report safeguarding concerns through the appropriate channels.

Information about a participant's disability, health or personal circumstances is confidential and must only be used for the purpose for which it has been provided.

5. Animal welfare and safety

Pegasus People must:

- treat all Pegasus horses and animals with patience, kindness and respect;
- comply with ACT and RDAA animal welfare and horse management requirements, our primary legislation being the Animal Welfare (Welfare of Horses in the ACT) Mandatory Code of Practice 2024;
- follow authorised instructions about the handling, feeding and management of animals;
- work within their level of training, competence and authority. It is incumbent upon Pegasus Management to ensure that no one is assigned a task outside of their signed-off competencies. Similarly no individual should undertake a task for which they have not had their competency signed off; and
- promptly report any animal welfare concern.

Everyone at Pegasus also has a responsibility to contribute to a safe workplace.

Pegasus People must take reasonable care for their own physical and psychological health and safety and that of others, follow safety procedures and promptly report hazards, incidents, near misses and other risks.

6. Privacy and confidentiality

Pegasus People must protect confidential and personal information relating to participants, families, employees, volunteers, Board members, donors and Pegasus operations.

Confidential information must only be accessed, used or disclosed for legitimate Pegasus purposes.

Employment matters, complaints, investigations and other sensitive workplace matters must be treated discreetly and must not be inappropriately discussed with other employees, volunteers, participants,

families, suppliers, external providers or members of the community who have no legitimate need to know.

Nothing in this Code prevents a person from obtaining confidential legal, union or professional advice, making a lawful complaint, raising a safety concern, contacting a regulator or exercising a workplace right.



7. Digital conduct and representing Pegasus

Pegasus People must maintain respectful and appropriate standards when communicating by email, messaging applications, social media or other digital forums.

Pegasus People must not:

- disclose confidential or personal information online;
- make inappropriate, abusive or disparaging comments about another Pegasus Person;
- use any digital platform under Pegasus sanction for messaging and communication beyond its strictly intended purpose, keeping all communication relevant to Pegasus need and purpose.
- represent a personal opinion as an official Pegasus position;
- speak publicly on behalf of Pegasus unless authorised; or
- use Pegasus' name, branding or information for an unauthorised purpose.

Photographs or recordings of participants, volunteers or other Pegasus People may only be taken or used in accordance with Pegasus' consent and media requirements.

8. Conflicts, financial integrity and use of resources

Pegasus People must:

- disclose any actual, potential or perceived conflict of interest;
- not use their Pegasus position for improper personal benefit;
- use Pegasus property, funds, equipment and resources responsibly;
- comply with financial delegations and approval processes;
- ensure appropriate oversight when handling Pegasus funds; and
- promptly report suspected fraud, theft or misuse of Pegasus resources.

9. Raising concerns

Pegasus has a 'safe to speak up' culture, and we encourage Pegasus People to raise genuine concerns about conduct that may place participants, animals, other people or Pegasus at risk.

Concerns should ordinarily be raised with an appropriate manager or the Executive General Manager.

Where a concern involves the Executive General Manager, it may be raised with the Chair of the Board.



A person must not be disadvantaged or victimised for raising a genuine concern in good faith. Maintaining a 'safe to speak up' culture requires that all Pegasus People feel supported in raising genuine concerns, so that appropriate action can be taken (as necessary) to prevent risk or harm.

10. Breaches of this Code

Breaches of this Code will be addressed fairly and proportionately having regard to the seriousness and circumstances of the conduct.

Depending on the person's relationship with Pegasus and the nature of the breach, action may include:

- counselling, guidance or additional training;
- a warning or other disciplinary action;
- changes to or restrictions on duties;
- suspension from Pegasus activities or premises;
- termination of employment or engagement;
- termination of a volunteer relationship; or
- action in accordance with the Pegasus Constitution in relation to Board members or members.

Serious misconduct may result in immediate action and may also be referred to an external authority where appropriate.

11. Relationship with other obligations

This Code should be read together with the Pegasus Constitution and all relevant Pegasus and RDAA policies and procedures, including those dealing with:

- work health and safety;
- psychosocial safety and respectful workplace behaviour;
- safeguarding and Working with Vulnerable People requirements;
- complaints and grievance management;
- performance and conduct;
- privacy and confidentiality;
- animal welfare and horse management;
- volunteers;
- social media and communications;
- information technology and cybersecurity;



- financial management and delegations; and
- conflicts of interest.

Relevant legislation includes, as applicable:

- Fair Work Act 2009 (Cth);
- Work Health and Safety Act 2011 (ACT) and Work Health and Safety Regulation 2011 (ACT);
- Discrimination Act 1991 (ACT);
- Sex Discrimination Act 1984 (Cth);
- Privacy Act 1988 (Cth);
- Health Records (Privacy and Access) Act 1997 (ACT);
- Working with Vulnerable People (Background Checking) Act 2011 (ACT);
- Children and Young People Act 2008 (ACT);
- Animal Welfare Act 1992 (ACT);
- Associations Incorporation Act 1991 (ACT); and
- any other legislation or regulatory requirement applicable to Pegasus' activities.

Where this Code is inconsistent with legislation, an applicable industrial instrument or another binding legal obligation, the legal obligation prevails.

12. Commitment to the Code

By working, volunteering, governing or otherwise representing Pegasus, all Pegasus People are expected to understand and uphold this Code.

No person's role, seniority, length of service or contribution to Pegasus places them above these standards.

I understand and agree to abide by the Pegasus Code of Conduct:

Name: _____

Signature: _____

Date: _____