



RESPONSIVENESS



INTEGRITY



IMPARTIALITY



ACCOUNTABILITY



RESPECT



LEADERSHIP



HUMAN RIGHTS

# CONVERSATION CARDS FACILITATOR GUIDE

DET VALUES



# PURPOSE OF THE FACILITATOR GUIDE

The Conversation Cards have been designed to promote behaviour and conduct consistent with DET's values across offices and schools. The cards help DET staff to consider how they would respond to challenging situations that arise in the workplace from time to time. The cards also encourage staff to apply DET's Values when making decisions. After using the cards, staff should feel confident using the 'Conduct Quick Test' when faced with challenging situations.

The cards can be used in a workshop format or during team meetings.

This guide provides information and suggestions to help the facilitator lead a dedicated workshop. The same information can be used to support and prompt discussion using one or two cards in a team meeting.

## How to use the cards

Each pack contains either a set of participant cards or a set of response cards. The packs are designed to be used together. The participant cards have a numbered scenario on one side and the 'Conduct Quick Test' on the other. The response cards are to assist the facilitator. These cards have a numbered scenario on one side and a good practice response on the other.

The focus of the Conversation Cards is to encourage discussion and encourage the application of the 'Conduct Quick Test'. While there are a number of relevant principles to be considered in each scenario, there are no 'perfect' answers. There are usually a range of responses to these scenarios which are consistent with DET's Values and may be equally acceptable, depending on the circumstances. The good practice response can be used as a tool to debrief and wrap up discussion on each scenario.

## Facilitating discussion

The role of the facilitator is to prompt discussion and guide staff. Participants should be encouraged to focus on principles rather than process. They should explore the behaviours and actions that promote ethical decision making. Learning occurs when participants discuss and debate different ways to respond, so this should be encouraged.

# REFERENCE MATERIALS AND OTHER TOOLS

The discussions may raise questions about the details of DET's policies and procedures. You can access a range of resources about DET's Values (including links to related policies and procedures) by visiting [www.education.vic.gov.au/hrweb/workm/pages/public-sector-values.aspx](http://www.education.vic.gov.au/hrweb/workm/pages/public-sector-values.aspx)

## Icons in Facilitator Guide



Present



Discuss



Activity



Handout/  
Resources

Topic	Method	Resources
Introduction	 <b>Present</b> <ul style="list-style-type: none"><li>• Welcome participants and ask how familiar they are with DET values and the Code of Conduct; explain that this session is to help staff make better decisions when under pressure and/or presented with potentially ambiguous circumstances</li><li>• Explain/discuss the DET Values</li><li>• Introduce the Conversation Cards and explain that the cards were created to:<ul style="list-style-type: none"><li>» to promote decision making consistent with the DET's values</li><li>» promote ethical conduct throughout DET</li></ul></li><li>• Following this workshop, participants should feel confident using the 'Conduct Quick Test' when faced with ethical decisions</li></ul>	<ul style="list-style-type: none"><li>• Code of Conduct for Public Sector Employees</li><li>• DET's Values - Quick Reference Guide</li></ul>

Topic	Method	Resources
<p><b>How to use the cards</b></p>	 <p><b>Present</b></p> <ul style="list-style-type: none"> <li>• The participant Conversation Cards have a numbered scenario on one side and the 'Conduct Quick Test' on the other</li> <li>• The focus of the Conversation Cards is to encourage discussion and teach the application of the 'Conduct Quick Test'</li> <li>• While there are many relevant principles to be considered in each scenario, there are no 'perfect' answers</li> <li>• There are usually a range of responses to these scenarios which are consistent with DET's Values and may be equally acceptable, depending on the circumstances</li> </ul> <p><b>Handout – Conversation Cards (Scenarios)</b></p>	 <p><b>Handout</b></p> <p><b>Handout – Participant Conversation Cards (Scenarios)</b></p>
<p><b>Activity – Conversation Card Scenarios</b></p>	 <p><b>Activity</b></p> <p><b>Instructions for activity:</b></p> <p><i>Divide into groups of 3-4 people per group</i></p> <ul style="list-style-type: none"> <li>• Give each group a card</li> <li>• Using the Conduct Quick Test, invite participants to work together to think of different responses to the scenario</li> <li>• Give groups time to discuss. Ask them to consider whether their responses would change if certain aspects of the scenario were changed (for example would it matter if a gift was a box of chocolate or a \$1,000 gift voucher?)</li> <li>• At the end of the discussion, invite them to share their responses and reflection with the larger group</li> </ul>	 <p><b>Resources</b></p> <ul style="list-style-type: none"> <li>• Code of Conduct for Victorian Public Sector Employees</li> <li>• Conduct Quick Test</li> <li>• DET's Values - Quick Reference Guide</li> <li>• Relevant Policies and Procedures</li> </ul>

Topic	Method	Resources
<b>Debrief – Conversation Card Scenarios</b>	 <p><b>Discuss</b></p> <ul style="list-style-type: none"> <li>• <i>Once participants have shared their responses, share the good practice responses on the back of the response cards</i></li> <li>• <i>Discuss any difference or similarities between the group's answers and the good practice answer. Remember there is no perfect response</i></li> </ul> <p><b>Ask – what else staff could do to effectively deal with the scenario. This could include:</b></p> <ul style="list-style-type: none"> <li>• <i>Conversations:</i> Encourage participants to consider the type of conversation they might have in response to the scenario, who they will talk to and what the purpose of the conversation will be</li> <li>• <i>Seeking advice:</i> Encourage participants to recognise when they should seek advice and from who. This may include advice from their managers or experts in the Department including legal, procurement, occupational health and safety and human resources representatives</li> <li>• <i>Further enquiry:</i> Encourage participants to consider whether the matter needs to be looked into further by gathering facts and evidence and if so, whose role it is to do this</li> <li>• <i>Understanding policy:</i> Encourage participants to consider whether there might be a policy or procedure that is relevant to the scenario. Identify where they should go to check and what to do next</li> <li>• <i>Reporting:</i> Encourage participants to consider whether the conduct should be reported, who it should be reported to and how it should be reported</li> </ul>	 <p><b>Resources</b></p> <ul style="list-style-type: none"> <li>• Code of Conduct for Victorian Public Sector Employees</li> <li>• Conduct Quick Test</li> <li>• DET's Values – A Quick Reference Guide</li> <li>• Relevant Policies and Procedures e.g.: <ul style="list-style-type: none"> <li>» Procurement</li> <li>» Conflict of Interest</li> <li>» Fraud and Corruption</li> <li>» Recruitment and Selection</li> <li>» Gifts, Benefits and Hospitality</li> <li>» Motor Vehicle</li> <li>» Other Employment</li> <li>» Human Rights Charter</li> <li>» Acceptable Use for ICT Systems</li> <li>» Equal Opportunity</li> </ul> </li> </ul>

Topic	Method	Resources
<p><b>Review</b></p>	 <p><b>Discuss</b></p> <p><b>Ask – What insights have you had as a result of using the Conversation Cards?</b></p> <p><b>What will you take back into your work?</b></p> <ul style="list-style-type: none"> <li>• About promoting ethical behaviour in DET</li> <li>• Encouraging you to incorporate DET’s Values into your decision making</li> <li>• Following this workshop, you should feel confident using the ‘Conduct Quick Test’ when faced with ethical decisions</li> </ul> <p><i>Thank participants for their time &amp; close session</i></p>	<ul style="list-style-type: none"> <li>• Code of Conduct for Victorian Public Sector Employees</li> <li>• Conduct Quick Test</li> <li>• DET’s Values - Quick Reference Guide</li> </ul>

# DET'S VALUES QUICK REFERENCE GUIDE

Value	Code of Conduct definition	The meaning for DET	Representative behaviours for DET
 <p><b>RESPONSIVENESS</b></p>	<p><b>Public officials should demonstrate responsiveness by:</b></p> <ul style="list-style-type: none"> <li>• providing frank, impartial and timely advice;</li> <li>• providing high quality services to the Victorian community; and</li> <li>• identifying and promoting best practice</li> </ul>	<p><i>"We respond in a timely way with our best work"</i></p>	<p><b>We always</b></p> <ul style="list-style-type: none"> <li>• care about the quality of our services and programs, and aim to be the best</li> <li>• strive to provide efficient and timely service, honest advice, and information based on all available facts</li> <li>• remain committed to ensuring that the public has a high quality education system that gives opportunities for all</li> <li>• strive to make a difference and seek better ways to do our work</li> <li>• respond promptly and get our work done well</li> <li>• remain apolitical, ensuring we don't use our positions to support personal political preferences</li> </ul>

Value	Code of Conduct definition	The meaning for DET	Representative behaviours for DET
 <p><b>INTEGRITY</b></p>	<p><b>Public officials should demonstrate integrity by:</b></p> <ul style="list-style-type: none"> <li>• being honest, open and transparent in their dealings; and</li> <li>• using powers responsibly; and</li> <li>• reporting improper conduct; and</li> <li>• avoiding any real or apparent conflicts of interest; and</li> <li>• striving to earn and sustain public trust of a high level</li> </ul>	<p><i><b>“We are honest, ethical and transparent”</b></i></p>	<p><b>We always</b></p> <ul style="list-style-type: none"> <li>• spend money wisely for its intended purpose</li> <li>• ask questions, raise issues, speak up and report unethical behavior and misconduct</li> <li>• avoid or manage potential or perceived conflicts of interest</li> <li>• carry out our work safely and avoid conduct that puts ourselves or others at risk</li> <li>• deliver on our promises and avoid conduct in our work or personal lives that may diminish the public’s trust</li> <li>• act honestly, openly and consultatively in the performance of our work and use our positions fairly and responsibly</li> </ul>
 <p><b>IMPARTIALITY</b></p>	<p><b>Public officials should demonstrate impartiality by:</b></p> <ul style="list-style-type: none"> <li>• making decisions and providing advice on merit and without bias, caprice, favoritism or self-interest; and</li> <li>• acting fairly by objectively considering all relevant facts and fair criteria; and</li> <li>• Implementing Government policies and programs equitably</li> </ul>	<p><i><b>“We behave in the best interests of the public by making fair and objective decisions”</b></i></p>	<p><b>We always</b></p> <ul style="list-style-type: none"> <li>• make decisions based on the best available facts, evidence, information and arguments</li> <li>• provide clear and proper reasons for the decisions we make</li> <li>• act fairly, consistently, objectively and with equality (in all our interactions and actions)</li> <li>• avoid being influenced by offers of gifts, benefits or hospitality and adhere to DET policy</li> <li>• follow agreed processes and manage issues consistently, fairly and in a timely manner</li> </ul>

Value	Code of Conduct definition	The meaning for DET	Representative behaviours for DET
 <p><b>ACCOUNTABILITY</b></p>	<p><b>Public officials should demonstrate accountability by:</b></p> <ul style="list-style-type: none"> <li>• working to clear objectives in a transparent manner; and</li> <li>• accepting responsibility for their decisions and actions; and</li> <li>• seeking to achieve best use of resources; and</li> <li>• submitting themselves to appropriate scrutiny</li> </ul>	<p><i>“We hold ourselves and others to account for the work that we do”</i></p>	<p><b>We always:</b></p> <ul style="list-style-type: none"> <li>• use work resources responsibly and appropriately</li> <li>• engage genuinely with the community</li> <li>• use, share and disclose information as intended</li> <li>• consider and accept the consequences of our actions and own our decisions</li> <li>• know what we need to do in our work and take responsibility to achieve it</li> <li>• act and make lawful and transparent decisions within our level of authority</li> </ul>
 <p><b>RESPECT</b></p>	<p><b>Public officials should demonstrate respect for colleagues, other public officials and members of the Victorian community by:</b></p> <ul style="list-style-type: none"> <li>• treating them fairly and objectively; and</li> <li>• ensuring freedom from discrimination, harassment and bullying; and</li> <li>• using their views to improve outcomes on an ongoing basis</li> </ul>	<p><i>“We value others and accept their differences”</i></p>	<p><b>We always:</b></p> <ul style="list-style-type: none"> <li>• treat everyone in a considerate, fair and courteous manner</li> <li>• maintain confidentiality and treat private information properly</li> <li>• recognise the achievements of others and share team success</li> <li>• listen and encourage everyone to explain ideas and actions</li> <li>• ensure that everyone has the right tools to do their work</li> <li>• collaborate and engage constructively with each other working towards a common goal</li> </ul>

Value	Code of Conduct definition	The meaning for DET	Representative behaviours for DET
 <p><b>LEADERSHIP</b></p>	<p><b>Public officials should demonstrate leadership by:</b></p> <ul style="list-style-type: none"> <li>actively implementing, promoting and supporting these values</li> </ul>	<p><i>“We are genuine, supportive and do the right thing”</i></p>	<p><b>We always:</b></p> <ul style="list-style-type: none"> <li>act in a genuine and authentic way, modeling the DET’s values and support others to do so</li> <li>walk the talk and match our actions with our words - others can rely on us to do as we promise</li> <li>promote frank and honest discussions and have courage to challenge the status quo</li> <li>acknowledge the great ideas of others that improve the way we work</li> <li>help others to be accountable for their actions, decisions and their own development</li> <li>make choices and take actions that promote a safe working environment for everyone</li> </ul>
 <p><b>HUMAN RIGHTS</b></p>	<p><b>Public officials should respect and promote the human rights set out in the Charter of Human Rights and Responsibilities by:</b></p> <ul style="list-style-type: none"> <li>making decisions and providing advice consistent with human rights; and</li> <li>actively implementing, promoting and supporting human rights</li> </ul>	<p><i>“We uphold and respect the rights of others”</i></p>	<p><b>We always:</b></p> <ul style="list-style-type: none"> <li>are inclusive and embrace equal rights for all</li> <li>make sure everyone can be involved, regardless of their circumstances, background, or personal preferences</li> <li>respect the rights of others</li> <li>report any suspected breaches of human rights</li> <li>promote the Charter of Human Rights and Responsibilities in all our interactions and activities, with our colleagues, our students, our parents and in our communities</li> </ul>

