LA MAMA THEATRE
CODE OF CONDUCT

Purpose

La Mama is a workplace built on respect, inclusion, integrity, professionalism, fairness and cultural safety.

La Mama recognises and respects Aboriginal and Torres Strait Islander peoples as the First Peoples of Australia.

La Mama has this Code of Conduct to communicate its workplace standards and expectations, what it requires of all workers, and how breaches of this Code of Conduct will be handled. This Code of Conduct reflects the laws that apply to La Mama and its workers.

This Code of Conduct underpins all interactions at La Mama.

Scope

This Code of Conduct applies to everyone who works with La Mama. This includes all employees, independent contractors and unpaid workers such as volunteers. It includes all artists and crew who work at La Mama.

It applies regardless of seniority, experience or work arrangement, and extends to La Mama board members.

The people covered by this Code of Conduct are referred to as workers.

This Code of Conduct applies to La Mama's workplace and different locations where work or work-related activities are carried out, including:

- the way workers provide services to artists and interact with other members of the public.
- all aspects of employment or work, procurement, recruitment and selection, including training, task allocation, shift and roster management, hours allocation, leave arrangement, workload allocation, equipment and transport.
- on-site, off-site and after-hours work, and working from home .
- work-related social functions, artist, donor or sponsor functions, public venues, conferences, seminars or training sessions, travel and accommodation.
- use of social media and other online environments that require interaction with La Mama's workers and being associated with La Mama when interacting with the public, including outside of work hours.
- treatment of other workers, volunteers and clients and other members of the public in the course of working duties.

This Code of Conduct also applies to any behaviours outside of work that have a connection to La Mama's workplace, people and workers.

Conduct standards

La Mama requires all workers to uphold and display behaviours of respect, safe working practices, integrity and professionalism.

Workers must behave respectfully.

La Mama requires all workers to:

- use respectful and professional language and behaviour when dealing with others.
- be respectful of the perspectives, ideas, cultural differences and access needs of others.
- demonstrate cultural awareness when working with Aboriginal and Torres Strait Islander peoples, their communities, knowledges and cultural expressions.
- comply with La Mama's policies and cultural protocols.

Workers must act safely.

La Mama requires all workers to:

- take reasonable care of their own health and safety, and how their actions and omissions may impact the health and safety of others.
- have up-to-date knowledge of work health and safety matters and take part in training.
- comply with La Mama's work health and safety procedures and policies.
- comply with safety guidelines, reasonable instructions and directions at all times.
- respect cultural responsibilities and obligations that may impact a person's participation in work.
- report to La Mama's CEO or another listed person if something or someone is unsafe.

Workers must act with integrity.

La Mama requires all workers to:

- be honest in their dealings and in their work.
- use La Mama's resources, equipment and material for work or authorised purposes only.
- acknowledge the ideas, knowledge, intellectual property (IP) rights, Indigenous Cultural and Intellectual Property (ICIP) rights and contributions of others
- if using generative artificial intelligence (AI), use it responsibly and ethically (including by respecting ICIP rights) Do not use AI for creative or original work including for publicity.
- act in the interests of La Mama and avoid, declare, minimise or manage any potential conflict of interest (a conflict of interest is where a worker's personal interests, relationships or financial interests interfere or conflict with the interests of La Mama.)
- keep accurate records and ensure that confidential information (such as personal or sensitive information or commercially sensitive information) is kept confidential.

Workers must be professional.

La Mama requires all workers to:

- perform their job diligently and to the best of their ability.
- efficiently use resources, equipment and material belonging to La Mama.
- work as a team member.
- behave and communicate in ways that uphold La Mama's reputation.
- comply with La Mama's policies and procedures.
- comply with any lawful and reasonable requests given by any La Mama staff member who is authorised to give the direction.
- protect cyber security.
- report breaches of this Code of Conduct to La Mama's CEO.

Unacceptable conduct

Workers of La Mama must not engage in unacceptable conduct.

Workers who engage in unacceptable conduct may face disciplinary action, including termination of employment or work arrangements.

Unacceptable conduct includes unlawful behaviours, the conduct identified below, and other conduct that does not align with the values or standards of La Mama as set out in this Code of Conduct or its other policies.

Workers must not engage in disrespectful behaviours.

Workers must not:

- use disrespectful language or gestures, or insult, threaten, abuse, slander or malign another person.
- engage in any cultural disrespect, cultural appropriation or stereotyping.
- engage in bullying (repeated unreasonable behaviour that creates a risk to health and safety).
- engage in harassment (unwelcome conduct that a reasonable person would find offensive, intimidating or humiliating), including unlawful harassment (such as sexual, sex-based or disability harassment and racial hatred).
- engage in unlawful discrimination (treating a person unfairly or less favourably based on a protected characteristic, such as age, disability, sex, gender identity, parent and carer responsibilities, pregnancy and breastfeeding, marital or relationship status, race and ethnicity, religion, political belief, national extraction or social origin, family and domestic violence).
- engage in any other behaviour that breaches La Mama's other policies or cultural protocols.
- engage in victimisation (treating somebody, or threatening to treat somebody unfairly, unjustly or by exposing them to a detriment because they are involved or may be involved in a workplace complaint or investigation).

Workers must not engage in unsafe conduct.

Workers must not:

- engage in acts or omissions that cause risk to the health and safety of themselves or others fail or refuse to follow safety procedures, guidelines and direction.
- failing to take reasonable care or being reckless as to risks to health and safety.
- engage in violent behaviour or assault.
- be unfit for work or under the influence of alcohol or drugs.
- engage in behaviour that breaches La Mama's work health and safety policies and procedures.

Workers must not engage in dishonest conduct.

Workers must not:

- continue to work with a conflict of interest in breach of this Code of Conduct
engage in dishonest, misleading or corrupt activity.
- accept any personal benefit or gift without approval.
- pass off somebody else's work, artistic expression, cultural knowledge or stories as their own, including through use of AI.
- use, reproduce or perform copyrighted work without the owner's permission, or engage in any other forms of IP or ICIP infringement.
engage in behaviour that is otherwise dishonest, fraudulent or unlawful.

Workers must not engage in unprofessional conduct.

Workers must not:

- refuse to perform their job to the expected standard, or refuse to follow reasonable direction misuse their position or authority.
- improperly use La Mama 's resources for non-work purposes.
- speak publicly on behalf of La Mama without prior approval.
- engage in conduct that damages the reputation and standing of La Mama.
- recklessly cause financial harm or damage to La Mama.
- share confidential or personal information in breach of this Code of Conduct.

Consequences for breaching this Code of Conduct.

La Mama may take a range of actions if this Code of Conduct has not been followed. This may include disciplinary action against a worker who has breached this Code of Conduct, such as termination of employment or ending a work arrangement.

Reporting concerns under this Code of Conduct

La Mama requires all workers to report a concern if they are aware of, experience or reasonably suspect a breach of this Code of Conduct.

Workers in a leadership or management role are required to act on and report all concerns raised under this Code of Conduct that they become aware of.

La Mama recognises that some concerns may involve cultural safety, cultural authority or cultural protocols. Where appropriate, culturally appropriate support persons, appropriately authorised cultural advisors, Elders or community representatives may be involved in addressing concerns.

Dealing with reports under this Code of Conduct

A worker who has a concern or wants to make a report under this Code of Conduct can speak with:

- Caitlin Dullard, CEO, caitlin@lamama.com.au, 0430 033 495
- Helen Hopkins, Chair, chair@lamama.com.au, 0407 876 813
- Angela Buckingham, Deputy Chair, hello@angela-buckingham.com, 0478 777 901
- Kim Ho, Board Member, kimhowriter@gmail.com, 0448 396 258
- A union delegate
- A support person

If a worker makes a report, La Mama will treat it seriously, and will aim to respond quickly, fairly, and with the wellbeing of workers in mind.

Where appropriate, workers involved in a report may be accompanied by a support person or union delegate to meetings about the concern.

Where possible, La Mama will apply a person-centric and trauma-informed approach while maintaining a safe workplace.

Any person who raises a concern, or proposes to raise a concern, under this Code of Conduct is protected from victimisation.

In deciding how to respond to a concern, La Mama will consider the preferences of the person raising the concern. Some possible options for responding to a concern include:

- supporting a person to manage the concern themselves (if it is their preference and safe to do so).
- facilitating informal discussions between affected people, if appropriate.
- conducting an investigation.
- applying a temporary change in work arrangements, taking care not to victimise the person who raised the concern.

Depending on the issue and details, La Mama may use a different process.

Where a concern involves cultural safety, La Mama may seek advice from appropriately authorised cultural advisors, Elders or community representatives.

For very serious matters, La Mama may have legal obligations to report a problem to an external authority or government body. If that happens, La Mama will explain what information needs to be shared and why.

Support

La Mama recognises that being involved with the issues in this Code of Conduct can be difficult.

La Mama also recognises that workers may require different forms of support, including culturally safe support that respects cultural identity, accessibility needs, community connections and cultural responsibilities.

Support person

A support person is someone who can support a worker in meetings about a complaint or report. A support person provides personal, emotional or professional support – they are not a representative, or somebody who speaks for somebody else.

A support person can be:

- a family member.
- friend.
- union official or delegate.
- work colleague .
- translator.
- an external adviser, Elder, cultural advisor or community representative.

If a chosen support person is involved in an investigation, or there is a conflict of interest, La Mama may ask a worker to choose another person.

Other support available

The following external organisations can provide support:

Support Act — Free, confidential counselling service available Australia-wide, specifically for the creative industries. Dedicated support lines are available for First Nations peoples, LGBTQI+ communities, manager support, and 'Safety at Work' for bullying, discrimination or sexual misconduct.
Call 1800 959 500 | Visit www.supportact.org.au/creative-industries

Lifeline — Free and confidential 24-hour crisis support for mental and emotional health and suicide prevention.
Call 13 11 14 | Text on 0477 13 11 14 | Visit www.lifeline.org.au

13YARN — Free and confidential 24-hour support that is culturally safe and for Aboriginal and Torres Strait Islander people only.
Call13 92 76 | Visit www.13yarn.org.au

1800RESPECT — Free and confidential 24-hour counselling, information and support service for anyone impacted by domestic and family violence.
Call 1800 737 732 | Text 0458 737 732 | Visit www.1800respect.org.au

Beyond Blue — Offers a safe and reliable place to access information, advice and support.
Call 1300 22 46 36 | Visit www.beyondblue.org.au

MensLine — Free telephone and online counselling service offering support for Australian men anywhere, anytime.
Call 1300 78 99 78 | Visit www.mensline.org.au

External pathways

In addition to this Code of Conduct, some government organisations can provide additional support and information about anti-discrimination, harassment, bullying, or unsafe conduct, including:

- Australian Human Rights Commission
- Fair Work Commission
- Fair Work Ombudsman
- Work health and safety authorities
- The Creative Workplaces website for information about where to get help

Confidentiality

Workers involved in a report under this Code of Conduct in any way must keep the matter confidential.

Workers may still seek external advice or support from a support person, union delegate formal advisors or family members on a confidential basis.

La Mama will also keep reports confidential unless it needs to share information on a need-to-know basis to keep people safe or to meet legal obligations.

Code of Conduct review

This Code was implemented on 23rd November, 2026.

La Mama may periodically review this Code of Conduct in line with changes in legal requirements.

La Mama will share any revisions to this Code of Conduct with workers.