

## Community Transport Organisation – Forum and Event Code of Conduct

The Community Transport Organisation (CTO) is committed to creating a respectful, inclusive, and collaborative environment for all participants in our activities, including member forums, online forums, conferences and other events. At CTO, our work is grounded in six core values: **We care about all people, support our members, advocate to government, respect staff, members and the wider community, innovate and adapt towards change, and always act with integrity.**

To ensure a safe, respectful and productive space for all participants, CTO has developed a Forum and Event Code of Conduct. By registering for and/ or attending a facilitated activity—whether online or in person—you agree to abide by the expectations outlined below.

### 1. We Care about all People

We commit to creating inclusive, respectful and safe spaces where every participant feels heard and valued.

- Treat all participants with respect, courtesy, and professionalism.
- Listen actively and allow others the opportunity to contribute.
- Respect cultural and personal diversity.
- Disagreement is welcome, but must be expressed respectfully and constructively.
- Maintain a professional and respectful tone at all times. Criticism of other organisations should be avoided; instead, focus on shared learning and constructive dialogue.

### 2. We Support all Members

Our activities are opportunities to strengthen collaboration, learning and connection across the sector.

- All attendees—whether online or in person—are encouraged to actively participate.
- Allow space for diverse voices and perspectives to be heard.
- Do not dominate discussions; support balanced contribution from all attendees.
- Use accessible and inclusive language at all times.

### 3. We advocate with integrity

As a peak body, we represent the sector with professionalism, credibility and care.

- Turn cameras on wherever possible to support engagement and connection.
- Keep your microphone muted when not speaking to reduce background noise.
- Use the chat function respectfully and keep comments relevant to the discussion.
- Do not record sessions unless explicitly authorised by CTO.



- Respect the confidentiality of shared information and experiences.
- Do not share others' comments, stories, or contributions outside the forum unless given permission.

#### **4. We Respect Staff, Members and the Community**

We value the people we work with and the communities we serve.

- Engage respectfully with all participants—whether they are staff, members, volunteers, or community partners.
- Show appreciation for diverse experiences, roles, and contributions.
- Avoid interrupting, dismissing or undermining others—every voice adds value.
- Treat CTO staff and facilitators with courtesy and cooperation.

#### **5. We Innovate and Adapt towards Change**

We embrace new ways of connecting and working together.

- Be open to new ideas, formats and technologies during CTO activities.
- Give constructive feedback that helps shape better future practice.
- Try new approaches and contribute ideas with a spirit of improvement.

#### **6. We always act with Integrity**

Trust is central to how we operate and how we engage with each other.

- Be open to new ideas, formats and technologies during CTO activities.
- Give constructive feedback that helps shape better future practice.
- Respect the guidelines of each forum or event.
- Raise any concerns respectfully with CTO staff or facilitators.

Thank you for helping us maintain a supportive and inclusive environment. Our activities are designed to foster collaboration, learning and connection across the community transport sector. If you have any questions or concerns about the Code of Conduct, please contact us through [reception@cto.org.au](mailto:reception@cto.org.au)