

PSA's Values and Code of Professional Conduct in action **How we behave in places and virtual spaces**

If you attend a PSA event - in-person or online - take part in a PSA project or provide a service to PSA, we consider you to be part of the PSA community.

This statement sets out our organisation's behaviour standards for any PSA activities and interactions – regardless of whether you're a member, guest or supplier.

It reflects PSA's Values, especially those of Community and Integrity, and our Code of Professional Conduct, which includes a requirement to treat other speakers with professional courtesy and dignity.

Behaviour we expect in the PSA community

- **Respect** – We consider the feelings, wishes and rights of others as well as our own.
- **Courtesy** – We speak politely and kindly to and of each other, including on social media.
- **Openness** – We are welcoming and friendly, supporting people from all backgrounds and identities, and creating a comfortable environment for all participants.
- **Responsibility** – We speak up if we notice an issue that needs to be addressed. We don't leave the work to those in leadership roles.

Behaviour we don't accept in the PSA community

- **Personal attacks** – We don't insult, intimidate or put each other down.
- **Harassment and discrimination** – We don't tolerate these in any form. Refer to the Australian Human Rights Commission information on harassment - <https://humanrights.gov.au/quick-guide/12040> and discrimination - <https://humanrights.gov.au/quick-guide/12030>
- **Unsolicited direct sales pitches** – We understand that in the PSA community, we're each other's "mates, not our market". We don't pitch our services to others in the community unless they have invited us to do so.
- **Taking credit for someone else's material** – We don't use other people's original stories or intellectual property without acknowledging that it's their work.

If you notice behaviour that falls beneath these standards – or if you'd like to acknowledge someone for outstanding behaviour that embodies the standards – please contact the PSA Secretariat by email, admin@professionalspeakers.org.au for referral to the PSA Board.

This policy was endorsed by the PSA Board at its meeting on 27 May 2021.