Code of Conduct

Purpose

The Code of Conduct seeks to ensure Good Neighbours Australia ("GNAU") maintains a harmonious, supportive, safe, and ethical work environment that reflects GNAU's mission and values. It sets out the basic principles and guidelines that GNAU Committee members, employees, volunteers, and contractors must follow in the performance of their work.

The Code of Conduct is not intended to provide a detailed and exhaustive list of what to do in every aspect of work. Rather, it represents a broad framework that will help guide conduct and behaviours in the performance of duties and interactions in the workplace.

Scope

The Code of Conduct applies to all members of the GNAU, including Committee members, employees, volunteers, and contractors ("**GNAU Personnel"**).

Our Mission

GNAU delivers programs to help those suffering from poverty, disasters and oppression, to rebuild hope and achieve self-reliance.

Our Values

- Compassionate
- Inclusive
- Innovative
- Accountable

Policy

The Code of Conduct outlines the required standards of acceptable conduct and behaviour that we expect of all GNAU personnel in the performance of your duties and/or interactions at work. These required standards of acceptable conduct and behaviour support our ability to maintain public trust and confidence in the integrity, safety, and professionalism of our work, programs, personnel, and ethos as an international humanitarian organisation.

The Code of Conduct, and the behaviours outlined within it, are fundamental to GNAU building healthy, positive, and respectful relationships with our personnel and external stakeholders. The Code of Conduct also governs the way in which all GNAU personnel are expected to relate to one another, external donors, visitors, and all other stakeholders.

Your Responsibilities

Essentials

- Be aware of, and comply with, GNAU's Code of Conduct.
- Expected to model GNAU's Values at all - https://www.goodneighbours.com.au/who-we-are/.
- Perform your defined duties to the best of your ability.
- Report behaviour that may be contrary to the Code of Conduct and required standards of behaviour.
- Comply with mandatory reporting requirements, including but not limited to, mandatory reports of domestic and family violence, reportable incidents involving children and vulnerable people, or other regulatory requirements.
- Keep all records, documents, and communications accurate, truthful, and up to date.
- Inform yourself and comply with all GNAU policies and procedures relevant to your position.

Conduct and Behaviour

- Uphold the highest standards of honesty, integrity, and transparency in the workplace.
- Treat others, including all GNAU personnel, donors, and other stakeholders with respect, dignity, fairness, and courtesy.
- Exercise best judgement in the interests of GNAU and our stakeholders.
- Make decisions ethically, fairly and without bias, using the best information available.
- Never act in a discriminatory, harassing, or violent way towards others.
- Never use your position to gain an unfair advantage or exploit the vulnerability of others.
- Avoid putting yourself or GNAU in a real or perceived conflict of interest.
- Conduct all business activities in a responsible and accountable manner, consistent with ethical obligations of stewardship and in accordance with all applicable laws, policies, and procedures.
- Always strive for the highest health, safety, and environmental standards in all facilities, sites, and work areas.
- Use information technology, including internet, social media, and email, in a professional and appropriate manner, in accordance with relevant GNAU policies.
- Never participate in, or assist others to participate in, any unethical, illegal, and criminal activities.
- Comply with any legislative, industrial, or administrative requirements, and all lawful and reasonable directions given by persons in authority.
- Act responsibly in the event of becoming aware of any unethical behaviour or

wrongdoing and report such conduct or activity.

Examples of Harmful Workplace Behaviours

GNAU promotes equal employment opportunities ("EEO") and will not tolerate any discrimination, bullying, harassment, and violence in the workplace. If you have been investigated and found to have committed any of such acts, you will be subject to disciplinary actions, including termination of employment and/or reporting to relevant external authorities where required.

Use of GNAU Resources

- Never destroy or take for personal use any items belonging to GNAU without prior written approval.
- Use GNAU equipment, funds, facilities, and other resources effectively, economically, and carefully, for the benefit of GNAU.

Use of Information

- Collect, use, and disclose confidential information only in accordance with GNAU policies and applicable privacy laws.
- Protect confidential information. Confidential information is defined as information obtained or developed in the course of the conduct of GNAU's businesses, which if disclosed will or could lead to risk, damage, or injury to GNAU, GNAU personnel, donors, or other third parties.
- Only access confidential information when it is required for work purposes.
- Not use confidential information for any unofficial or non-work purposes.
- Only release confidential information if authorised to do so.

Public Comment

- Ensure that public comments (either verbal or written) made in a private capacity are not attributed as official comments of GNAU. In this regard, the use of official stationery, email addresses, text messages, or any other electronic identifiers is not permitted for private correspondence or for purposes not related to official GNAU duties.

Management Responsibilities

Managers and Supervisors have an additional responsibility to ensure this Code of Conduct is accessible, understood, and complied with by all GNAU personnel they are responsible for at all times, by:

- Taking appropriate steps to resolve conflict that arises in the workplace to ensure a healthy, safe, and harmonious work environment.
- Taking appropriate action to address breaches of the Code of Conduct by any employee, volunteer, or contractor.
- Complying with mandatory reporting requirements, including but not limited to, mandatory reports of domestic and family violence, reportable incidents involving children and vulnerable people or other regulatory requirements.

Secondary Employment

All GNAU personnel will not undertake employment that would in any way directly or indirectly compete with the work, businesses, programs, and activities of GNAU or which conflicts with your duties or affects your ability to perform your duties.

Obligations After Leaving GNAU

As stipulated in your employment contract, GNAU personnel who concluded their employment tenure with GNAU must:

- Not disclosing any official Information after leaving GNAU that was non-disclosable during their engagement.
- Ensure that public comments (either verbal or written) made in a private capacity are not attributed as official comments of GNAU.
- Not use official stationery, email addresses, text messages, or any other electronic identifiers of GNAU for any purpose.

You must be careful in your dealings with former employees and volunteers and ensure you do not give them favourable treatment or access to personal, confidential, or official GNAU information.

You must not use your position to advance your prospects for future employment, or allow your work to be influenced by plans for, or offers of, external employment which would conflict or compromise in any way the best interests of GNAU.

Failure to Comply with the Code of Conduct

GNAU personnel who have breached the Code of Conduct will be investigated. If it is established that you have breached the Code of Conduct, you may be subject to disciplinary

action, including termination of employment or contract, and/or reported to the relevant external authorities.

Policy Responsibility

The Executive Director is responsible for the maintenance and upgrade of this policy.

Review

This Policy will be reviewed every three years, or earlier where required. GNAU may amend or vary this Code of Conduct, at its discretion, from time to time.

Related Policies

This Policy is to be read in conjunction with:

- Conflict of Interest Policy
- EEO, Anti-Discrimination, Bullying, and Harassment Policy
- Financial Wrongdoing Policy
- Communications Policy
- Whistleblower Policy
- Grievance Management Policy

Acknowledgement

GNAU acknowledges the templates of this policy were sourced from Mission Australia (https://www.missionaustralia.com.au/documents/governance/47-code-of-conduct) and Good Neighbours International (https://www.goodneighbors.org/who/account) on 19/02/2024; and was further modified to suit GNAU's operating environment.

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