

Policy name	Mission Australia Code of Conduct
Policy date	May 2021
Authorisation	Board
Policy owner	Executive, People and Culture
Policy type	Enterprise Policy and Governance
Policy Setting	Ethics

1 Purpose

- 1.1.1 To assist Mission Australia, maintain a harmonious and ethical work environment, which upholds Mission Australia's Founding Purpose and Values.
- 1.1.2 The Code of Conduct sets out the basic principles and rules that all members of the Mission Australia team must follow in the performance of their work.
- 1.1.3 Mission Australia may amend or vary this Code of Conduct, in its absolute discretion, from time to time.

2 Scope

- 2.1.1 The Code of Conduct applies to all members of the Mission Australia team comprising Mission Australia Directors, employees, volunteers, student placements and contractors of Mission Australia (**MA People or "you"**).

3 Guiding Principle

All MA People are expected to behave in ways that are aligned with our Founding Purpose and Values.

3.1 Founding Purpose

- 3.1.1 Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.

3.2 Our Values

- 3.2.1 Our core values underpin all that we do. They are:
 - **Compassion** - We are sensitive, understanding and caring in our service of all people.
 - **Integrity** - We are honest and transparent in our relationships and are accountable for our performance.
 - **Respect** - We treat people with respect, recognising them as they are and always offering compassionate support.

- **Perseverance** - We are dedicated to serving and helping people to overcome their challenges, no matter how hard it is.
- **Celebration** - We readily celebrate the efforts and successes - large and small - of the people we help, our volunteers, supporters, and colleagues.

4 Policy

- 4.1.1 The Code of Conduct outlines the required standard of acceptable conduct and behaviour that we expect of all MA People in the performance of your duties and interactions at work no matter where you are performing your duties. This required standard of acceptable conduct and behaviour supports our ability to maintain public trust and confidence in the integrity and professionalism of the services we provide to the community, and our ethos as a non-denominational Christian organisation.
- 4.1.2 The Code of Conduct and the behaviours outlined within it are fundamental to Mission Australia building healthy, positive, and respectful relationships with our clients. The Code of Conduct also governs the way in which all MA People are expected to relate to one another, external professionals, clients, visitors, and all stakeholders.
- 4.1.3 The Code of Conduct is not intended to provide a detailed and exhaustive list of what to do in every aspect of work. Instead, it represents a broad framework that will help guide conduct and behaviour in the performance of duties and interactions in the workplace.

5 Responsibilities

5.1 All MA People

5.1.1 Responsibilities

- Be aware of, and comply with, the Code of Conduct.
- Model our Values of Integrity, Respect, Perseverance, Compassion and Celebration 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 Mission Australia policies and procedures relevant to your position

5.1.2 Personal & Professional Behaviour

- Uphold the highest standards of honesty, integrity, and transparency in the

conduct of duties.

- Treat others, including other MA People, funders and clients with respect, dignity, fairness, and courtesy.
- Exercise best judgment in the interests of Mission Australia and our clients.
- 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 advantage over or exploit the vulnerability of others.
- Avoid putting yourself or Mission Australia in a real or perceived conflict of interest.
- Conduct all business activities in a responsible 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 and email, in a professional and appropriate manner, in accordance with relevant Mission Australia policy.
- Never participate in, or assist others to participate in, any illegal and/or 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 by any other member of the Mission Australia team and report such conduct or activities to the appropriate level of management.

5.1.3 Use of Mission Australia resources

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

5.1.4 Public comment

- Ensure that public comments (either verbal or written) made in a private capacity are not attributed as official comment of Mission Australia. 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 Mission Australia duties.

5.1.5 Use of information

- Collect, use, and disclose confidential information only in accordance with Mission Australia policy and applicable privacy laws.
- Protect confidential information.
- 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.

Confidential information is information obtained or developed in the course of the conduct of Mission Australia's business and which if disclosed will or could lead to risk, damage or injury to Mission Australia, MA People, clients or third parties.

5.2 People Leaders

5.2.1 People leaders have an additional responsibility to ensure this Code of Conduct is accessible, understood and complied with by all people they are responsible for at all times by:

- Taking appropriate steps to resolve conflict that arises in the workplace to ensure a healthy and harmonious work environment.
- Taking appropriate action to address breaches of the Code of Conduct by employees, volunteers, or contractors.
- 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.

6 Conflicts of Interest and Relationships

The Code of Conduct is to be read in conjunction with the policies listed below, including the [Conflict of Interest Policy](#) and the [Good Working Relationships Policy](#), which apply to all MA People.

In addition, the Code of Conduct considers appropriateness of certain personal relationships.

6.1 Personal Relationships

6.1.1 Under no circumstances are you permitted to develop personal relationships with clients, including after-hours and through the use of digital and social media. This includes where the personal relationship develops within a two-year period after the client is no longer accessing Mission Australia services. A personal relationship is an association between two or more people that may be based on liking, love, some other type of social commitment or regular business interactions. Personal relationships may include a relationship between two parties that can have the unintentional effect of influencing judgement or behaviour or creating a perception of influencing judgement.

6.1.2 Any pre-existing relationship that may lead to a conflict of interest including with the client must be disclosed to your people leader or senior manager and the [Conflict of Interest Policy](#) must be followed:

- A plan is to be put in place and approved by the State Director/General Manager to mitigate any potential conflict of interest.
- The relationship must not directly or indirectly compromise the performance of your duties or conflict with Mission Australia's interests at any point in time.
- If you are involved in a decision relating to the selection, appointment, or promotion of a person with whom you share a personal relationship, for example a family member, it must be immediately declared in writing to the

relevant Executive prior to the decision to hire.

- Mission Australia treats all conflicts of interest in this regard extremely seriously and any instance of non-disclosure may result in disciplinary action, including, termination of employment.

6.2 Secondary Employment

- 6.2.1 MA People, excluding members of the Executive Team, are permitted to engage in outside employment, provided that this employment does not have a detrimental impact on your ability to meet the requirements of your role, adversely affect your work performance or give rise to a conflict or potential conflict of interest.
- 6.2.2 Before engaging in work that could potentially raise a conflict of interest, you must seek written permission from a senior manager. Approval will not be granted where the secondary employment involves, or could involve, a conflict of interest with Mission Australia-related duties or could reasonably be perceived by a member of the public to give rise to a conflict of interest.
- 6.2.3 Executives are not permitted to engage in any secondary employment and must seek written approval from the Chairman of the Board before accepting any directorships.

7 Responsibilities after Leaving Mission Australia

- 7.1.1 MA People who leave Mission Australia must:
- Not disclose any official information after leaving Mission Australia 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 comment of Mission Australia.
 - Not use official stationery, email addresses, text messages or any other electronic identifiers of Mission Australia for any purpose.
- 7.1.2 MA People must be careful in your dealings with former employees and ensure you do not give them favourable treatment or access to personal, confidential, or official Mission Australia information.
- 7.1.3 MA people 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 Mission Australia

8 Failure to Comply with the Code of Conduct

- 8.1.1 MA People may be subject to disciplinary action, up to and including termination of employment or contract, where it is established that you have breached the Code of Conduct.

9 Authority

- 9.1.1 This Policy has been authorised by the Board of Directors.
- 9.1.2 Mission Australia may amend or vary this Code of Conduct, in its absolute discretion, from time to time.

10 Resources

10.1 MA People are expected to comply with all Mission Australia policies and procedures and are not limited to the below list of policies:

- 10.1.1 [Speak Up & Speak Out Statement](#)
- 10.1.2 [Good Working Relationships Policy](#)
- 10.1.3 [Gifts & Benefits Policy](#)
- 10.1.4 [Conflict of Interest Policy](#)
- 10.1.5 [Grievance Management Policy](#)
- 10.1.6 [Managing Underperformance and Misconduct Policy](#)
- 10.1.7 [Domestic and Family Violence Policy](#)
- 10.1.8 [Social Media Policy](#)
- 10.1.9 [Business Technology Policy](#)
- 10.1.10 [Whistleblower Policy](#)
- 10.1.11 [Fraud Control & Corruption Prevention Policy](#)