

TITLE: CODE OF CONDUCT			
APPROVED BY:	WVA Board		
POLICY OWNER:	Chief People & Culture	POLICY DELEGATE:	
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Purpose

World Vision Australia's (**WVA**) Code of Conduct (**the Code**) provides guidance and framework regarding the standard of behaviour expected in WVA workplaces. As a Christian organisation, this policy states WVA's commitment to conduct that is ethical, legal, and consistent with the organisation's values and mission.

In accordance with the Code, all workplace participants are responsible for their conduct, decision making and actions. If this doesn't occur, WVA is committed to addressing issues in an appropriate and timely manner. The Code provides guidance regarding acceptable behaviour, how to raise concerns and seek support and what can happen if the Code is breached.

WVA is committed to supporting all workplace participants to adhere to the Code, recognising that by maintaining the highest levels of professionalism and conduct in the workplace, it will result in strong engagement and optimal business outcomes. By complying with the Code, all workplace participants contribute to WVA's brand and success.

Scope

Who - The Code applies to any person who is employed by or who represents WVA. This includes all employees (engaged in any capacity – permanent, temporary, full time, part time, casual), students, secondees, volunteers, contractors, agency employees and our Board Members (also known as Directors).

For the purpose of the Code, those covered by the scope are collectively referred to as "workplace participants" in the document.

Where - When and where the Code applies extends to any location that is our workplace at any time we are representing WVA. This can include but is not limited to behaviours and conduct occurring:

- at an office or other premises including WV/government/donor/supporter locations;
- using technology or electronic device including a mobile, personal computer, on social media;
- when working from home or remotely;
- whilst travelling including in vehicles, trains, airplanes, accommodation, meal locations;
- work initiated events and conferences including Christmas parties or similar;
- at locations within Australia or elsewhere in the world.

In summary in any workplace, location or situation in which you are performing work, representing World Vision or you are there because of your employment or engagement with WVA.

Code of Conduct

As a WVA workplace participant we have a responsibility to ourselves and others to behave respectfully, with integrity and to take full accountability for our actions. We owe this to the:

- donors and supporters who trust us with good stewardship of their funds;

- children, adults, communities and beneficiaries of all those we serve;
- governments, institutions and other bodies who support and fund our work; and
- fellow employees, board members, volunteers, contractors and anyone in our workplaces.

While the Code provides guidance regarding expected behaviours, it cannot cover every situation you may experience, therefore everyone must be accountable and responsible for their own behaviours. Workplace participants must consider both the “content” of the Code and also its “intent” to enable them to use sound judgement and the appropriate discretion in applying the Code.

To achieve this, every workplace participant is responsible for:

- a) Treating ourselves and each other, the beneficiaries of our work, our communities, our donors and supporters and the environments in which we work with respect, equality and dignity;
- b) Conducting ourselves ethically, reliably, with integrity and professionally to highest standards while performing our duties to the best of our ability. This includes complying with; all lawful and reasonable instructions; all relevant laws and WVA policies; and striving for continuous improvement;
- c) Ensuring the health and safety of ourselves and others (physical and psychological) and addressing and/or reporting any matters in a timely manner that impact our ability to undertake our WVA duties or obligations;
- d) Exercising objectivity in our decision-making, in the best interests of the organisation and those we serve and managing all WVA resources and information effectively and appropriately;
- e) Being transparent and accountable for our actions and decisions and the way in which they are achieved.

If your role has responsibilities for managing or leading people or financial resources, you have additional responsibilities to:

- f) Ensure good stewardship by effectively maximising the performance of other workplace participants and the appropriate use of WVA resources; and
- g) Appropriately model behaviours, influence and guide those under your leadership to ensure compliance with the Code.

These standards are to be maintained despite possible contrary practices elsewhere where the Code applies. This means – simply because another person is behaving in a particular manner, it does not make it acceptable.

Misconduct - occurs when a workplace participant fails to comply with the requirements of this Code. Where the behaviour or conduct relates to failing to adhere to WVA policy or procedure, this may not only be a breach of the relevant policy, but any “material” breaches may also be deemed misconduct under the Code. A material breach of a WVA policy or procedure is one that is substantial and results in, or has the potential to result in, significant consequences.

Serious misconduct - WVA is committed to supporting its employees to comply with the Code, however there are some behaviours which will not be tolerated. These behaviours constitute serious misconduct and have been identified as being inconsistent with the continuation of employment and/ or engagement between WVA and the workplace participant.

Serious misconduct includes wilful, deliberate or reckless behaviour that causes serious and imminent risk to the health and safety of a person and /or to the reputation, viability or profitability of WVA.

At WVA serious misconduct can include (but is not limited to) a workplace participant, in the course their employment or engagement, engaging in:

- i. theft, fraud, corruption, financial impropriety, falsification of records or criminal activity;
- ii. assault or engaging in violent behaviour in the workplace;
- iii. being intoxicated (including under the influence of alcohol or drugs) or behaving in a manner that impairs ability to perform duties, puts yourself or others at risk or has the potential to negatively impact WVA as an organisation;
- iv. use, distribution or possession of any illegal or dangerous substances, drugs or unauthorised materials including firearms or explosives or pornographic materials;

- v. behaviour or activities which are inconsistent with or contrary to WVA's Child and Adult Safeguarding policies including but not limited to sexual exploitation, misconduct or abuse;
- vi. unauthorised absenteeism; or
- vii. unauthorised use of WVA equipment, resources or systems.

As WVA is part of the World Vision International Partnership, workplace participants must also comply with the WVI Code of Conduct Guidelines (**WVI Guidelines**) - a copy of which is available on WVCentral. Please contact People & Culture if you need assistance accessing this via the WVA Hub. This WVA Code of Conduct also incorporates and acts as the WVA Code of Conduct Guidelines as is required to be developed in accordance with WVI Guidelines.

Misconduct – Code of Conduct breaches

WVA is committed to acting quickly and appropriately to address any breaches of the Code. However, the resolution of a breach may differ depending on the circumstances of the matter.

Reporting a breach – All workplace participants are encouraged to report concerns in relation to a breach of the Code in a timely manner. Workplace participants can report concerns in the following ways:

- By raising with your immediate or any other Manager/Chief within WVA. The Manager or Chief will work in consultation with a nominated member of the People & Culture team to determine what is the most appropriate course of action to address the concern.
- Where appropriate, by using the processes outlined in WVA's Resolving Issues Policy.
- Board members may raise matters with the Board Chair or Company Secretary.
- Via WVA's Protected Disclosure (Whistle blower) Policy procedures including via the nominated independent, confidential external service (refer to WVA Hub for this policy).
- If the matters are of a criminal nature, they may also be reported to the appropriate external body such as the police.

Dealing with Code breaches – In determining the appropriate course of action required to resolve a potential breach of the Code, actions may be taken to:

1. substantiate what has or hasn't occurred including a review of available information (desktop review) or the appropriate level of investigation;
2. determine whether the identified matters constitute a breach;
3. ensure the relevant participants in any processes are treated respectfully, confidentiality and in accordance with the principles of natural justice;
4. address and rectify the matters arising from the breach; and
5. where applicable implement appropriate corrective actions and / or disciplinary outcomes.

Consequences of misconduct – A breach (of the Code may be determined to be misconduct or serious misconduct. Where a workplace participant has been found to have breached the Code, this can result in corrective and / or disciplinary action, up to and including termination of employment / engagement with WVA.

Serious misconduct may also result in immediate termination of employment / engagement and may, at WVA's discretion be without notice.

Confidentiality and victimisation – Regardless of whether you are reporting a matter, the subject of a concern or contributing to the resolution of an issue associated with a breach of the Code, you are required to maintain the appropriate confidentiality and treat all other workplace participants lawfully and respectfully. Failing to do so, may also constitute a breach of the Code.

Support – All workplace participants are encouraged to seek support from:

- their Manager and/ or Chief (or in the case of Board Members from the Board Chair or Company Secretary) if they are unsure about any aspects of the Code and what it means for them: or
- the Employee Assistance Program (EAP) or similar service if they need support to address behaviours that have the potential to result in a breach of the Code.

By adhering to the Code, acting with sound judgement and full accountability, we will ensure that WVA prospers and has the greatest possible impact for the children and beneficiaries we serve.

Policy Revision History

Revision Date	Summary description of revision	Section(s) Changed
1 December 2020	Policy extensively reviewed and re-written as part of review of Ethics suite of policies. Incorporated the Board and Employee policy into one document. Consideration and linkage to WVI Code of Conduct Guidelines. Approved by Board on 27 November 2020.	All

Appendix A – Supporting Information to the Code of Conduct

The Code of Conduct cannot cover all situations and examples that a workplace participant may experience but there are several policies, procedures and resources that can be used in conjunction with the Code to support workplace participants to conduct themselves at the highest professional standards. These documents include (but are not limited to):

Standard or Industry Reference	Summary of what these cover
Australian Council for International Development - ACFID Code of Conduct	A voluntary, self-regulatory industry code of good practice. The aim of the Code is to improve the outcomes of international development and increase stakeholder trust by enhancing the transparency and accountability of signatory organisations.
Australian Charities and Not-for-profits Commission – ACNC External Conduct Standards	A set of standards that govern how a registered charity must manage its activities and resources outside Australia. The Standards require charities to take reasonable steps to ensure appropriate standards of behaviour, governance and oversight when undertaking activities or providing funding overseas

Policy or Area	Examples of what these cover
Conflict of Interest	Making decisions and acting in a manner which is free from inappropriate influence, without favouritism, bias or personal gain. Eliminating, declaring and managing actual or perceived conflicts of interest is essential in complying with the Code of Conduct.
Gifts, Benefits and Hospitality	Conduct in relation to the receipt of gifts, benefits and hospitality including reporting all events of this nature and declining or returning items.
Child & Adult Safeguarding	Protecting child and adult beneficiaries is integral to the Code of Conduct. Sexual misconduct, exploitation, abuse or any behaviour that is inconsistent or contrary to WVA's Safeguarding policies and procedures will not be tolerated.
Fair Treatment	Information and examples regarding respectful behaviours and work relationships including discrimination, harassment, bullying, sexual harassment, occupational violence and victimisation.
Legal and Risk	Includes screening policies (police checks, working with children requirements) and fraud and corruption control.
Procurement	Associated with ethical sourcing and engaging of suppliers and contracts related to the operation of the business.
Financial Management & Operations	Associated with financial resource management including delegated levels of authority, credit card usage, petty cash and purchasing.
IT and Technology	Associated with technology including data privacy, social media, appropriate usage and cyber security.
Heathy & Safety	Resources and information on health and safety in the workplace including travel, security, physical and psychological wellbeing.
Media and Communications	Associated with various aspects of communication including the Social Media and Privacy & Confidentiality policies

Board Resources & Portal	This information is specific to the Board (Directors) and is available via the Board Portal or on request from the Company Secretary.
WVI Code of Conduct Guidelines (WVI Partnership Policy)	Prepared by the WVI Partnership to which all World Vision employees are required to comply. This document also provides more specific examples of what is identified as misconduct.

Documents that may support the resolution of issues associated with conduct.

Protect Disclosure (Whistle blowing)	Explains how to report “improper conduct” including illegal, dishonest, fraudulent, unethical conduct. This policy provides specific “protections” to those reporting under this mechanism.
Resolving Issues Policy	Explains options for resolving workplace grievances such as unfair treatment (including discrimination, harassment, bullying) or if you believe you have been treated detrimentally as a result of a workplace decision or application of a policy or procedure.

For further information and access to these resources please refer to World Vision Australia’s intranet - the [Hub](#) or request a copy from People & Culture (AUSO P&C Support peopleandculturesupport@worldvision.com.au) or submit a “Something Else” request via the PIPPA system.