



HEARTKIDS LIMITED

Policy – Chapter 3 Human Resources

HeartKids Code of Conduct – Every person, every day

Policy Number: 3.1

Approval date: April 2017

Review date: April 2019

1. Introduction

- a) HeartKids staff and volunteers are united by the organisation's vision, purpose and values. It represents the organisational culture we strive to have and provides a shared understanding and expectation of the way we behave as individuals, towards each other, our members, clients, donors, partners and other supporters.

2. Purpose

- a) The Code of Conduct is one of the elements that bring us together. It states who we are and how we conduct ourselves in our work on behalf of HeartKids and in situations where we are recognised as a spokesperson or representative of HeartKids.
- b) The Code supplements our legal obligations in areas such as Occupational Health and Safety, Equal Opportunity and Privacy. It applies to all HeartKids staff and volunteers – *every person, every day*.

3. Policy

- a) HeartKids Code of Conduct is as follows:

Respect – We genuinely acknowledge and respect each other's individual values, beliefs, efforts and ideas.

I demonstrate this by:

- Valuing and acknowledging the opinions and contributions of everyone
- Treating everyone fairly, courteously and with respect
- Contributing to dialogue and discussion in a constructive manner
- Ensuring the way I work promotes trust among others
- Using language which is respectful to clients, the community and others

- Not participating in any form of unacceptable or unlawful behaviour such as discrimination, harassment, bullying and victimisation

Integrity – We maintain high standards of integrity and are conscientious in our approach to work

I demonstrate this by:

- Conducting myself honestly, reliably and without favouritism
- Not engaging in fraudulent or criminal behaviour, bribery or other unlawful conduct
- Being transparent in my decision making
- Providing constructive feedback to others in an honest and respectful way
- Appropriately disclosing or mitigating a real or potential conflict of interest
- Ensuring my actions and decisions are in the best interest of HeartKids
- Refraining from financially or sexually exploiting HeartKids clients including children and other vulnerable people and promptly acting on any reasonable suspicion that exploitation is occurring
- Accurately recording and reporting HeartKids information

Empowerment – We collaborate with the aim of empowering each other to be the best that we can be

I demonstrate this by:

- Working collaboratively with others and to the best of my ability
- Sharing information and acting in good faith
- Developing, maintaining and using my own skills and capabilities and those of others
- Providing support to my team members to help achieve common goals
- Generating and supporting innovative ideas to improve our work
- Recognising the importance of fun and enjoyment in the workplace

Accountability – We acknowledge and assume responsibility for our own actions and personal behaviour and we are entitled to expect the same of others

I demonstrate this by:

- Acknowledging that I am responsible for behaving in accordance with HeartKids Values, relevant laws, HeartKids policies and this Code
- Only making commitments that I know I can fulfil, and following through on them
- Taking responsibility for my work and performance
- Raising concerns about a perceived breach of the Code in good faith
- Not victimising anyone for raising concerns about a breach in good faith
- Ensuring my expectations of others are reasonable, clear and understood

- Respecting and protecting the physical and intellectual property of HeartKids
- Ensuring appropriate use of resources with consideration for greatest need and reducing waste and duplication

Representation – We represent HeartKids in a way that respects the organisation’s Values, and promotes confidence in the organisation. This includes representing HeartKids whilst at work, when publically displaying a connection to HeartKids (for example wearing a uniform, pin or writing on letterhead) and in all situations where we are recognised as a spokesperson or representative of HeartKids.

I demonstrate this by:

- Being mindful at all times (including outside work activity) that my actions can impact on the reputation of HeartKids and the people we assist
- Refraining from party political actions whilst publically representing HeartKids
- Acting in a way that does not harm the reputation or brand of HeartKids
- Ensuring the correct use of the brand
- Only making comments in the media on behalf of HeartKids when authorised and delegated to do so
- Accepting gifts only when I am confident they are of token value, are genuinely offered in the spirit of goodwill, and where the giver is not seeking favoured treatment
- Dressing in an appropriate manner when conducting HeartKids business

Champion – We champion and stand up for all HeartKids strategic directions, policies and procedures and comply with the laws of Australia and the State and Territory in which we work.

I demonstrate this by:

- Actively supporting the safety, health and well-being of all HeartKids people and other we interact with
- Protecting the privacy and confidentiality of HeartKids as an organisation, its people, clients, donors, partners and other supporters
- Actively supporting, encouraging and promoting diversity in the workplace
- Not seeking to influence or advocate to clients to the detriment of HeartKids strategic directions, policy or positions
- Understanding that many of our policies provide guidance on the way we treat each other, including the Equal Opportunity, Complaints and Grievance, Disciplinary Action, Occupational Health and Safety, Privacy, Protecting Childhood and Young People, Drugs and Alcohol, Diversity and Whistleblower policies

4. Responsibilities

- a) The CEO is responsible for the implementation of this Code of Conduct and ensuring a culture of adherence.

- b) The Code applies to all Board Members, staff, members, contractors and volunteers.

5. Procedures

a) **Recognising and acknowledging appropriate and excellent conduct**

A simple thank you, either publically or privately, is often underestimated. If you believe that someone you are working with has displayed excellent conduct, you are encouraged to acknowledge this directly to them. You may also consider letting their Manager know that you value the conduct and behaviour displayed.

b) **Breach of the Code**

HeartKids treats breaches of this Code seriously.

All staff and volunteers have a responsibility to act consistently with the behaviours of this Code. Failure to comply with the expectations set out in this Code may lead to disciplinary action or termination of employment as a staff member or volunteer.

A breach of the law will be referred to the police or relevant legal authority under HeartKids legal obligations.

c) **Reporting concerns about a breach of the Code**

There are informal and formal ways of raising concerns about a breach. If you believe a breach of the Code has occurred in HeartKids, you are encouraged to raise your concern informally in the first instance with the person concerned (where you feel you can) or with your manager. If the breach involves your manager, you should raise your concern with your manager's manager.

Where you feel unable to raise your concerns as described you should contact either the Chief Executive Officer, or the Chairperson of the Board if the matter concerns the CEO.

The Complaints and Grievance Policy can be used as a guide for raising a breach more formally.

This Code does not affect your right to approach an external agency in relation to your complaint. For information go to www.fwa.gov.au

If you are uncertain about whether your actions or the actions of others are in accordance with this Code, you are encouraged to seek guidance from your manager or your CEO.

6. Related documents

- HeartKids Limited Strategic Plan and Values
- Complaints and Grievance Policy
- Whistleblower Policy
- Occupational, Health and Safety Policy



Code of Conduct Agreement

As a staff member or volunteer of HeartKids, and as a term of my employment or volunteering with HeartKids, I agree to abide by this Code. I understand that the list of examples provided in each section is designed to give context to the topics covered and is not an exhaustive list. I also understand that this Code supplements the various legal and policy obligations I have as staff member or volunteer of HeartKids.

Name _____

Position Title _____

Program _____

Department _____

Division _____

Signature _____

Date _____

Some of our external partners require us to subscribe to their Code of Conduct. In these circumstances, both this Code of Conduct and the partner organisation's Code of Conduct apply.