

CODE OF CONDUCT POLICY

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1. PURPOSE

- 1.1 As our name implies, Churches of Christ is founded on the teachings and values of Jesus Christ who calls on every one of us to individually be a light in the place we are in, and collectively to be the light of the world through the expression of love. Our Mission is “Bringing the light of Christ into communities”.
- 1.2 He calls upon us to be united in this effort and to work together as one body. This is not just something we do, but rather a way of life. Flowing from this understanding of who we are and what we stand for as an organisation, is a commitment to our values:
 - Unconditional Love
 - Continual Innovation
 - Mutual Trust
 - Wise Stewardship
 - Safety
- 1.3 The Churches of Christ Code of Conduct is anchored in our core values, to provide detail and guidance on the high standards expected in our employment and undertakings. Churches of Christ is a large and diverse organisation made up of people from many cultures and backgrounds. We value and celebrate difference, high quality care and services, relying on all individuals and teams to align their behaviour with this Code.

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- 1.4 This Code applies to all employees, volunteers, students and contractors employed or otherwise engaged by the organisation. Together, we aspire to create working and living environments that reflect our core values and support our mission: “Bringing the light of Christ into Communities”.

2. SCOPE

2.1

<input checked="" type="checkbox"/> All			
<input type="checkbox"/> Children Youth and Families	<input type="checkbox"/> Seniors Living	<input type="checkbox"/> Housing Services	<input type="checkbox"/> Integrated Communities
<input type="checkbox"/> Centenary Development Foundation	<input type="checkbox"/> Church and Community Engagement	<input type="checkbox"/> WHS	<input type="checkbox"/> Corporate Services

3. POLICY STATEMENT

- 3.1 All our team members, regardless of religious affiliation or beliefs, are important and valued partners in fulfilling our purpose to bring the light of Christ into communities.
- 3.2 While team members are not required to subscribe to any specific doctrine or belief, they are required to uphold the Organisation’s values, and behave in a manner that is demonstrative of these values. Churches of Christ’s values are outlined below:

Value 1: Unconditional Love

- We make room for and show compassion to everyone, whatever their circumstances.
- We respond out of love first, considering the needs of others and treating all people as we would expect to be treated ourselves.
- We seek fairness and justice for marginalised people, advocating for the poor, frail, and vulnerable in our communities.
- We take the initiative to reconcile known grievances, restoring trust wherever possible.
- We value diversity and we are committed to inclusion.
- We treat both our workforce and our customers with kindness, care and respect.

Value 2: Continual Innovation

- We look for opportunities for improvement and are willing to make changes for the better.
- We actively encourage new ideas to improve the quality of the services we provide.
- We collaborate with others in our communities and industries, creating best practice solutions to local issues.
- We support learning, celebrate growth and embrace change.
- We value research and are committed to evidence-based practice.

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- We value feedback and will actively engage those we care for and support to innovate and improve in all areas of our service.

Value 3: Mutual Trust

- We relate with honesty, respect and consistency.
- We speak and act in ways that promote dignity and protect confidentiality.
- We clarify expectations so that we can deliver on our commitments.
- We listen with empathy and respect the stories of others.
- We respond promptly, confidentially and without prejudice to staff concerns raised in the course of employment.
- We make decisions in a transparent, fair and equitable manner, and take responsibility for decisions taken and for following through on commitments made.
- We are equal partners with those we care for and support, and will be open and accountable if things go wrong.
- We maintain professional boundaries, prevent exploitation and encourage independence for those we support.
- We represent Churches of Christ in a responsible and professional manner, and do not engage in conduct that may put the organisation's reputation in the community at risk.

Value 4: Wise Stewardship

- We are accountable for looking after and managing our people and resources wisely.
- We seek to leverage resources and assets to ensure that we generate the best measurable return for our mission.
- We support and empower people to bring a unique and sustainable contribution whilst we pursue our mission.
- We practice self-care so we bring our best to what we do.
- We are committed to good governance, including financial governance, and expect and practice the highest standards of management.
- We declare any personal conflicts of interest, and disclose any suspected instances of fraud, corruption or abuse of position.
- We maintain confidentiality and do not access, store, forward or otherwise disclose information in breach of privacy laws, policy or direction.
- We provide requisite resources, education, direction and competent supervision for our team members to complete their duties.
- We provide career development opportunities based on the principles of equity and fairness .
- We encourage praise and reward effort without favour.

Value 5: Safety

- We prioritise safety in all that we do: safe culture, safe places, safe relationships, and safe care.

- We nurture the wellbeing of our people and those we serve and support.
- We ensure people of all ages and circumstances feel safe with us and have a voice, in particular the children and families that access our support services.
- We prioritise the safety, wellbeing and rights of all children in our care and in our communities and prevent sexual abuse by committing to strengthening our child safe culture. We have a continuous improvement approach to embedding the National Principles for Child Safe Organisations.
- We care about others and take personal responsibility for providing a healthy and safe work environment for all.
- We have a zero-tolerance approach to violence and abuse within the workplace, and believe in supporting and nurturing those who might be experiencing this outside of the workplace.

3.3 Supervisors and managers have a specific responsibility to:

- Be conversant with relevant Churches of Christ policy and procedures.
- Inform all team members of this policy.
- Clarify expected standards of workplace behaviour and act as a role model of appropriate values aligned behaviour.
- Monitor the work environment for behaviour that does not align with Churches of Christ values, identify and address this behaviour.
- Ensure that team members are made aware of and have received training in Churches of Christ's values.
- Treat all complaints seriously and take immediate action to investigate and resolve the matter.
- Refer complaints to the HR Support Desk if the matter is beyond the scope of their experience (e.g. if there is a conflict of interest or if a particularly complex or serious complaint arises).

3.4 Team members are required to:

- Demonstrate appropriate values aligned behaviour.
- Understand and comply with this policy.
- Report any incidents that breach this policy.
- Not tolerate unacceptable behaviour.
- Maintain confidentiality during investigations.
- Notify management immediately if charged with a criminal offence. Any such matters will be managed in accordance with Australian Human Rights Commission guidelines and other relevant legislation.
- Abide by any position-based Code of Conduct including National Health Workers Code of Conduct, Retirement Living Code of Conduct and Code of Conduct for Nurses, in addition to the Churches of Christ Code of Conduct.
- Comply with all reasonable, lawful directions given by their manager or supervisor.
- Maintain current knowledge and compliance with relevant legislation.

- Report any known breaches of Commonwealth, State or Local Government laws.

4. PRINCIPLES

Responsible and Accountable

- 4.1 Throughout the organisation, all workforce roles/types have some level of responsibility or accountability for adherence to this policy. The key roles and responsibilities are defined in the following statements.
- 4.2 The **Board** of Churches of Christ in Queensland:
 - is the owner and is accountable for this policy; and
 - other than minor formatting and editing, must approve all changes.
- 4.3 The **Relevant Executive** supported by the **Executive Group**:
 - encourages a culture where all team members are aware of the organisational values that guide our work, and feel motivated and inspired to live these values in practice;
 - ensures effective processes, reporting and management strategies are in place across Churches of Christ in Queensland;
 - ensures robust processes are in place to monitor compliance to expected organisational behaviours, legislative requirements and obligations; and
 - identifies risks and opportunities that can support continuous improvement opportunities.

Consulted and Informed

- 4.4 The **Strategic Management Team** (SMT) supported by the **Subject Matter Expert/s** will:
 - identify areas within the organisation that policies should be developed or reviewed for presentation to the CEO and Executive Group;
 - evaluate and review Governing Principles and Benchmarks, providing suggestion where necessary, to the Executive Group for improvements;
 - provide peer support and facilitate communication between Senior Managers;
 - ensure quality practice is applied through regular audit and review
 - ensure risk-rated policy reviews are conducted in accordance with the guidelines outlined in the **Policy of Policies**;
 - inform the Strategic Management Team of any issues, within the context of the **Code of Conduct Policy**, which may impact on the organisation; and
 - review the actions taken or proposed for significant systems improvements made by the consultation team; and
 - identifies risks and opportunities that can support continuous improvement opportunities.
- 4.5 The Workforce supported by Employees, Volunteers, Contractors, Students and Consultants:
 - are expected to remain informed and knowledgeable of all policies related to their own areas of work within the organisation;

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Compliance, Monitoring and Review

- 4.6 This policy is mandatory and binding upon
- the Board of Churches of Christ in Queensland;
 - CEO;
 - Executive, Senior Leadership and all other Managers; and
 - workforce.

Breaches to this policy may result in investigation, disciplinary action and reporting to the Executive/Board.

Reporting and Records Management

- 4.7 No additional reporting is required.
- 4.8 Staff must maintain all records relevant to administering this policy in a recognised Churches of Christ in Queensland record keeping system.

5. DEFINITIONS AND TERMINOLOGY

Terms and definitions

Term	Description
Accountability	The person who has ultimate ownership of a policy. Ownership cannot be transferred.
Consulted	The people who contribute valuable subject matter expertise to the development/review of the policy.
Informed	The people expected to remain informed and knowledgeable of the policy.
Organisation	Means Churches of Christ in Queensland Group of Entities including Churches of Christ in Queensland, Churches of Christ Care, Churches of Christ Housing Services Limited and all Churches of Christ subsidiary entities.
Responsibility	The person who implements the process and monitors compliance.
Strategic Management Team	Refers to all Executives and General Managers
Subject Matter Expert	The person/s with definitive sources of knowledge who contribute their expertise to enhance organisational efficiency.
Team Member/s	Refers to workers, volunteers, students and contractors employed or otherwise engaged by the organisation.

6. RELATED LEGISLATION AND DOCUMENTS

Category	Related Reference Document(s)
Related Churches of Christ in Queensland Policies	Health, Safety & Rehabilitation Policy
Related Legislation, Industry Standards and Care Standards	Anti-Discrimination Act 1991 (Qld) Disability Discrimination Act 1992 (Cth) Fair Work Act 2009 (Cth)

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	Privacy Act 1988 (Cth) Sex Discrimination Act 1984 (Cth) Age Discrimination Act 2004 (Cth) Australian Human Rights Commission Act 1986 (Cth) Racial Discrimination Act 1975 (Cth) Equal Opportunity Act 2010 (Vic) Racial and Religious Tolerance Act 2001 (Vic) Workplace Gender Equality Act 2012 (Cth) Occupational Health & Safety Act 2004 (Vic) Work Health & Safety Act 2011 (Qld)
Related Churches of Christ in Queensland Procedures, Supporting Documents and references	Our Values in Action Code of Conduct Information Sheet AICD Good Governance Principles & Guidance for NFP Organisations

7. FEEDBACK

- 7.1 Churches of Christ in Queensland workforce and consumers may provide feedback about this document by one of the following mechanisms:
- internal workforce are invited to open a Quality Support Ticket by selecting 'Enquiry' from the available options; and
 - consumers are invited to provide Feedback via the Churches of Christ in Queensland website.

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8. REVIEW AND APPROVAL DETAILS

Approval and Review	Details		
Policy Author and Position	Karen Dabner, General Manager – Culture & Employee Experience		
Accountability	Board of Churches of Christ in Queensland		
Responsibility	Executive Group		
Consulted – Executives Only	No.	Name	Date
	1	Jodie McAloney – Director, People & Culture	15/11/2021
	2		
	3		
Informed	The workforce of the organisation known as Churches of Christ in Queensland.		
Date Approved by the Board			
Next Review Date (calculate from the date approved and risk category)			

Signatories	Please sign here
On behalf of Board of Churches of Christ in Queensland	
Name:	
On behalf of the Executive Group	
Name:	

Revision History	Details
Previous Review Date	23/12/2019
Amendment History	Refresh of existing policy to include Safety value and align language with new Fairness at Work Policy.
Notes (if any)	NA