

CODE OF CONDUCT POLICY

1. PURPOSE AND SCOPE

- 1.1 As our name implies, Churches of Christ in Queensland (CofCQ) 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 CofCQ Code of Conduct (Code) is anchored in our core values to provide detail and guidance on the high standards expected in our employment and undertakings. CofCQ 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.
- 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”.

☒ 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"/> Churches of Christ Foundation	<input type="checkbox"/> Mission	<input type="checkbox"/> Corporate Services	<input type="checkbox"/> Council
<input type="checkbox"/> CEO and Board		<input type="checkbox"/> Executive Group and Senior Leadership	

2. POLICY STATEMENT

- 2.1 All CofCQ 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.
- 2.2 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. CofCQ'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.
- 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 CofCQ in a responsible and professional manner, and do not engage in conduct that may put the organisation's reputation 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.

2.3 Supervisors and managers have a specific responsibility to:

- Be conversant with relevant CofCQ 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 CofCQ values, identify and address this behaviour.
- Ensure that team members are made aware of and have received training in CofCQ'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).

2.4 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.

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- Maintain privacy and confidentiality at all times.
- 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 statutory Codes of Conduct relevant to the context of CofCQ, i.e. Aged Care of Conduct (mandated under Aged Care Quality and Safety Commission Amendment (Code of Conduct and Banning Orders) Rules 2022; NDIS Code of Conduct (mandated under NDIS (Code of Conduct) Rules 2018); National Code of Conduct for Health Care Workers (mandated under Health Ombudsman Regulation 2014; Code of Conduct for General Health Services (mandated under Health Complaints Act 2016.
- 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 policies and legislation.
- Report any known breaches of Commonwealth, State or Local Government laws.

3. PRINCIPLES

Responsible, Accountable, Consulted and Informed (RACI)

Staff

- 3.1 Responsible for abiding by the statements laid out in this policy, using its procedures and supporting documents to guide their practice.

Policy Review Priority	Accountable	Responsible	Consulted	Informed
<input checked="" type="checkbox"/> High	<input checked="" type="checkbox"/> Board	<input checked="" type="checkbox"/> CEO	Via Quality Compliance Coordinator	All workforce

Compliance, Monitoring and Review

- 3.2 This policy is reviewed yearly or sooner where relevant legislation is updated or the company position changes.
- 3.3 Breaches to this policy may result in investigation, disciplinary action and reporting to the Executive/Board.

Reporting and Records Management

- 3.4 Staff must maintain all records relevant to administering this policy in a recognised Churches of Christ in Queensland record keeping system.

4. DEFINITIONS AND TERMINOLOGY

Term	Definition
Accountable	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.

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Informed	The people expected to remain informed and knowledgeable of the policy.
Institution	Churches of Christ in Queensland group of entities as defined by the term Organisation as well as any affiliated member churches.
Organisation	Churches of Christ in Queensland Group of Entities including Churches of Christ in Queensland, Churches of Christ Housing Services Limited and all Churches of Christ subsidiary entities.
RACI	A matrix describing the participation by various roles in completing tasks or deliverables in support of business processes.
Responsible	The person who implements the process and monitors compliance.
Subject Matter Expert	The person/s with definitive sources of knowledge who contribute their expertise to enhance organisational efficiency.
Team Member/s	Workers, volunteers, students and contractors employed or otherwise engaged by the organisation.

5. RELATED LEGISLATION AND DOCUMENTS

Category	Related Reference Document(s)
Related Churches of Christ in Queensland Policies	Fairness at Work Policy Health, Safety and Wellbeing Policy Human Resources Policy
Related Legislation, Industry Standards and Care Standards	Age Discrimination Act 2004 (Cth) Aged Care Act 1997 (Cth) Aged Care Quality and Safety Commission Act 2018 (Cth) Aged Care Quality Standards (ACQS) AML-CTF Act 2006 (Cth) Anti-Discrimination Act 1991 (Qld) Australian Human Rights Commission Act 1986 (Cth) Disability Discrimination Act 1992 (Cth) Equal Opportunity Act 2010 (Vic) Fair Work Act 2009 (Cth) Food Act 1984 (Vic) Food Act 2006 (Qld) Human Services Quality Standards National Principles for Child Safe Organisations 2019 National Disability Insurance Scheme (NDIS) Act 2013 (Cth) Occupational Health & Safety Act 2004 (Vic) Privacy Act 1988 (Cth) Racial and Religious Tolerance Act 2001 (Vic) Racial Discrimination Act 1975 (Cth) Retirement Villages Act 1999 (Qld)

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	Retirement Villages Act 1986 (Vic) Sex Discrimination Act 1984 (Cth) Work Health & Safety Act 2011 (Qld) Workplace Gender Equality Act 2012 (Cth)
Related Churches of Christ in Queensland Procedures, Supporting Documents and references	Governance Principles

6. FEEDBACK

- 6.1 Feedback related to this document can be submitted by the following:
- Internal workforce is invited to open a Quality Support Ticket by selecting 'Enquiry'.
 - Consumers are invited to provide Feedback via the Churches of Christ in Queensland website.

7. REVIEW AND APPROVAL DETAILS

Review	Details
Policy Author and Position	Rachel Lane, Interim HR Delivery Manager
Consulted	Rebecca Scott, Manager – Employment Relations Quality Assurance and Compliance Committee

Authority Approval	Date of Meeting
Endorsed by Executive Group	21/01/2025
Endorsed by Council	NA
Approved by Board	07/04/2025

Revision History	Details
Original version date	11/10/2018
Previous version number and date	Version 6.1 as at 21/03/2023
Next review date	07/04/2026