
CARE Australia Values and Code of Conduct - May 2021



Supporting women.
Defeating poverty.

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The PDF version of this document is the final, approved version.

1. Purpose of Policy

CARE Australia seeks to ensure all staff and volunteers are working effectively together to achieve our mission in a way which demonstrates our integrity and commitment to our values.

2. Scope

This policy sets out the standards of behaviour that are required of all staff and volunteers. It explains CARE Australia's values, promotes ethical behaviour and sets expectations of our staff across all locations.

The Code of Conduct is not incorporated into employees' contracts and may be amended from time to time.

3. CARE Australia Values and Code of Conduct Values

The CARE Australia values underpin relationships and behaviour and they establish 'the way we work' at CARE. You are expected to embody these values at work.

The CARE Australia Values are:

Courage:

We are clear-eyed about the challenges and opportunities facing humanity; we make difficult decisions and take calculated risks to respond to these knowing we have a healthy and productive workforce in a safe and fun work environment.

Ambition:

We are all leaders, thinking big and taking urgent action to improve the world; we challenge each other, have the confidence to try new things, and we move fast.

Respect:

We know we must be the change we want to see, so we treat colleagues, partners and the public with respect, valuing and promoting different opinions

and perspectives based on our diverse life experiences, working together so we all feel safe and powerful.

Equality:

We know humanity's best chance for overcoming poverty and creating a world of hope, tolerance and social justice lies in equality; we advance equality in all our work and in our dealings with all people, especially gender equality. It all starts with equal.

Code of Conduct

You are expected to:

- Behave honestly and with integrity and act with care and diligence in the course of your employment;
- Foster, promote and contribute to a work environment that is fair, inclusive, equitable and free from any form of harassment or discrimination;
- Behave in a way that upholds and actively promotes the CARE Australia Values and the integrity and good reputation of CARE Australia;
- Comply with any lawful and reasonable direction given by someone in CARE Australia who has the authority to give the direction;
- Take every reasonable step to avoid any conflict of interest (real or apparent) in connection with your employment and, where one exists, disclose it;
- Adhere to CARE Australia's policies and procedures and proactively seek ways for continual improvement.

Protection from Sexual Harassment, Exploitation and Abuse and Child Abuse

Sexual misconduct and child abuse are not acceptable and you must comply with the following policies:

- CARE Australia Child Protection Policy;
- CARE Australia Prevention of Harassment, Discrimination and Bullying Policy, and;
- CARE International Protection from Sexual Exploitation and Abuse, and Child Protection Policy.

The Department of Foreign Affairs and Trade has clear requirements in relation to protection from sexual exploitation and abuse, and child protection with which CARE Australia complies, including:

- You must not engage in any relationship, in the course of conducting business, where rank or position is used improperly to initiate sexual activity, including consenting sexual activity. As such, you must not engage in sexual behaviour or relationships with beneficiaries.
- Where you are a non-national of the country where you are working at any time, any relation of an intimate nature that could be perceived to be of a sexual nature should be discussed with your line manager.
- Should you and a colleague engage in sexual behaviour or relationship, this must be declared to your line manager, or in the case of a volunteer, your Contact Officer, who may transfer one of the parties to another position.

Conflict of Interest

You must not engage in any activity which could be deemed to be in conflict with CARE's interests. It is important to be objective and impartial, and be seen to be so. A conflict of interest can involve:

- pecuniary interests i.e. financial gain or other material benefits
- non-pecuniary interests i.e. favours, personal relationships and associations.
- It may not only be about your own interests. It may include:
 - the interests of members of your family or relatives (where these interests are known); or
 - the interests of your associates or friends.

A key issue to consider in determining whether a conflict of interest exists is what the perceptions of others might be. If you think there may be any existing or potential conflict (perceived or actual) in relation to your employment with CARE Australia you must tell your manager or a member of the Board of Directors.

Conflict may arise in a situation where an employee uses their position to negotiate terms that are personally advantageous, eg. contracting on behalf of CARE to their own company or using CARE's assets (time, equipment, etc) for a separate business or for personal gain. A conflict may arise if an employee's performance can be influenced by conflicting loyalties. Personal gain, direct or indirect benefits to friends, family, etc, at the expense of CARE Australia must be avoided.

You must exercise the powers and responsibilities of their position solely for the benefit of CARE Australia and beneficiary populations targeted by CARE Australia programmes and projects and not for your personal gain.

Outside Employment

You may wish to engage in other employment or activities for which remuneration may or may not be received.

When seeking approval to do so, the following principles will apply:

- the work concerned does not involve a conflict of interest or a perceived conflict of interest;
- the work concerned does not infringe on your responsibilities to CARE Australia or prevent you from attending to all facets of your duties;
- it does not interfere with your regular work;
- your official capacity as a CARE Australia employee is not used in connection with other employment; and
- the nature of the work would not bring CARE Australia into disrepute.

The operation of private businesses, or possession of an Australian Business Number, is included in the category of outside employment.

CARE Australia supports involvement in community activities through charitable, social or sporting bodies where conflict of interest is not involved.

Submissions requesting approval for engagement in outside employment must include details of the nature of the employment and the amount of time involved and be submitted to the Director through your Manager. Delegation for approval lies with the Director.

If you are employed by CARE Australia on a casual basis you would normally not be required to seek approval for outside employment, as it is accepted that the irregular and intermittent nature of your employment would result in, or require, that you have other employment.

Standards of Behaviour/Representation

CARE Australia has a legitimate interest in your private activities because these activities may bring discredit upon CARE Australia in its relationships with

Stakeholders including (but not limited to) the people it exists to support, governments, donors or the general public. You should be vigilant in using sound and good judgement out of work.

In determining whether your activity or conduct is outside the provision of the Code, due regard will be taken of the following factors:

- The nature and circumstances of the activity; or,
- Your position, duties, and responsibilities; or,
- The consequences of the activity on your ability to fulfil your duties and responsibilities; or,
- The effects of the activity or its consequences on relationships of CARE Australia with the people it exists to support, governments, donors or the general public.

Examples of unacceptable behaviour/activities include behaviour which:

- Negatively affects your own or another's performance or has the potential to do so; or,
- Is fraudulent or unethical; or,
- Negatively impacts the reputation of CARE Australia; or,
- Could result in you being charged and/or convicted of a criminal offence which, in the opinion of CARE Australia, brings into question your continued suitability to remain as an employee; or,
- Otherwise breaches the obligations created under the Code.

You have an obligation to disclose any activity, conduct or the existence of any allegation, charge or offence that could possibly call your fitness for continued employment into question. Failure to disclose behaviour/activities which are considered unacceptable may result in disciplinary action being taken against you including the potential termination of your employment.

Use of CARE Australia resources

CARE Australia resources may include money or money-like resources (such as allowances, credit cards and cab charges), tangible goods (such as furniture or computer equipment), intangible goods (such as software), or services derived from those tangible or intangible goods (such as e-mail or internet). These resources are made available to you for fulfilling your work responsibilities. While CARE Australia accepts modest private use of a limited number of resources, you must exercise judgment and caution, and comply with relevant legislation and organisational policies, in your use of any CARE resources.

As an employee you must:

- show reasonable care and only use CARE Australia property, resources, or funds for authorised purposes
- treat CARE Australia property with due care and ensure it is secured against damage, theft and misuse.

Use of Technology

The content of any e-mail sent or received using CARE Australia's systems and equipment are the property of CARE Australia. CARE Australia reserves the right to access employee accounts. You must not download material that is inappropriate including using the internet or email to access or distribute material which would be regarded as being offensive or constituting the use of these for menace or harassment. Accessing pornography using CARE equipment or when you are on duty is strictly forbidden and will lead to disciplinary action including possible termination of employment.

Copyright law is to be observed at all times in copying or distributing any material.

Responsible use of social media regarding content, engagement and commentary is expected. Please see sections on Public Comment and Social Media in this Code of Conduct.

Staff should see the Security Policy and System Use Policy for further guidance on use of technology.

Misuse of CARE Australia resources may constitute fraud and a breach of the Code.

Offers of Gifts or Gratuities

You must not abuse the advantages of your position for private purposes, or solicit or accept gifts, rewards, or benefits which might compromise, or be seen to compromise your integrity.

Gifts exchanged within CARE as well as with other outside organisations should be appropriate to the circumstances and token in nature (eg. less than AUD\$50).

Unless culturally appropriate, gifts should not be presented to visitors to CARE offices or project sites.

The following procedures shall be followed when gifts are offered that have more than a token value:

- You should advise vendors proposing gifts that CARE's policy does not permit the acceptance of personal gifts and that they may like to consider a gift in kind to the organisation.
- Gifts from donors or organisations belong to CARE and will remain in a CARE office or installation.

- Gifts clearly intended for one individual may be purchased by that individual if they wish to keep the gift or it may be donated to CARE Australia. Fair market value of the gift will be donated to CARE by the recipient of the gift.

Public Comment

You have the same rights of free speech and independence in the conduct of their private affairs as other members of the public. However, you also have a duty not to compromise CARE Australia by publicly criticising (particularly via social media) the organisation, its business activities or its staff.

CARE Australia has nominated spokespersons who are authorised to communicate with the media. Unless specifically authorised, you should not communicate to the media any information concerning CARE Australia or its business activities. If you receive a media inquiry you should refer the journalist to the Chief Fundraising and Engagement Officer or Country Director, who will then work with the journalist to answer their inquiry.

The CARE Australia Media Policy must be adhered to at all times.

Social Media

If you use your own resources to participate in social media in your own time, you are covered by the same broad principles as other employees who comment in a private capacity on public issues. You may share posts about your work with CARE, but keep in mind the following points.

1. Be a good ambassador. Your behaviour and comments online reflect on the organisation, so do not engage in behaviour online that would not be acceptable in the workplace.
2. If your personal profiles identify you as having a position within CARE Australia, please avoid making comments that could be interpreted as an official statement on behalf of CARE Australia.
3. Ensure that all posts adhere to the CARE Australia Social Media Guidelines.

A person who could be identified as a CARE Australia employee and who posts derogatory comments of CARE's work or employees, or offensive, racist or obscene material even in their own time and using their own resources, is likely to be in breach of this Code of Conduct.

Political Neutrality

CARE Australia is a non-political organisation and not aligned with a particular political party either within Australia or within countries in which it operates.

You may engage in political activity at your own discretion and in a personal capacity, not identifying your link to CARE Australia. CARE Australia reserves the right to discuss your participation in political activities, evaluate its implied association with CARE, and in special circumstances, not endorse such participation’.

External Communications

All reports prepared by CARE employees are for the use of CARE exclusively and remain the property of CARE Australia. This means that, whenever you prepare correspondence about a CARE program or project, CARE Australia retains ownership of that material.

Access for the use of all CARE Australia publications must be made in writing to the Director of Fundraising and Marketing.

Confidentiality

You must not disclose or use anything which could be considered intellectual property, other property, or confidential information belonging to CARE Australia without prior permission from your Departmental Director or Country Director, or as required by law. You must not make unauthorised use or disclosure of information to which they have had access. The unauthorised disclosure of information may lead to disciplinary action, including dismissal.

Possession of Weapons

Staff, volunteers and consultants will not carry weapons or have weapons or ammunition while on assignment/posting with CARE. Possession of a weapon is grounds for summary dismissal.

Regulations and Legal Requirements

Staff must follow the regulations listed in relevant manuals and guidelines, and comply with legal requirements of the country of operation.

Breach of the Code of Conduct

You have a responsibility to act consistently with the standards and expectations set out in the Code. Failure to comply with these standards and expectations may lead to disciplinary action which could include termination of your employment.

Reporting a breach of the Code

Any person who has reasonable grounds to suspect that misconduct has occurred is required to report that suspicion to the relevant Country Director or Director. Where this is not appropriate, or where a person does not feel comfortable in doing so, or where they have previously made a report and believe no action has been taken, reports may also be directed to the COO or the CEO. Alternatively, a person may report wrongdoings by:

- calling the confidential hotline 1800 898-834 (from within Australia), or +61 2 6279 0261 (from outside Australia),
- by emailing tellus@care.org.au,
- via the CARE International Ethics Point system CARELine:
 - website at <https://secure.ethicspoint.eu/domain/media/en/gui/100612/index.html>
 - the country specific phone numbers listed on the CARELine website.

Further information about reporting misconduct can be found in the CARE Australia Whistleblower Protection Policy.

4. Related Policies and Procedures

- CARE Australia Child Protection Policy and Code of Conduct;
- CARE Australia Prevention of Harassment, Discrimination and Bullying Policy, and;
- CARE International Safeguarding Policy
- CARE International Child Protection Policy.
- CARE Australia Whistleblower Protection Policy
- Prevention of Harassment and Discrimination Policy
- CARE Australia Social Media Guidelines
- CARE Australia Security Policy
- CARE Australia System Use Policy

5. Supporting documents and references

Legislation:

- Fair Work Act Set 2009 (Cth)

CARE Australia or CARE International documents:

- CARE International Code

Other supporting documents:

- DFAT NGO Accreditation Guidance Manual
- ACFID Code of Conduct
- ACFID Quality Assurance Framework.

6. Policy owner

The Values Code of Conduct and Values are owned by the CARE Australia Executive Team and Board, and are updated from time to time by the Human Resources Branch.

Any questions about the Values and Code of Conduct should be directed to the employee's Director, or to the Human Resources Branch.

7. Implementation and communications

Any updates to the Values and Code of Conduct will be communicated to all staff as they are made, through the office of the CEO.

All new staff will sign an acknowledgement that they have received a copy of the Values and Code of Conduct, when they commence employment. Staff orientation will include a session to familiarise participants with the Values and Code of Conduct.

The Values and Code of Conduct will also be made available to all staff through shared drives/ intranet/ CARE Shares.

8. Policy details

- This version of the Values and Code of Conduct is dated May 2021
- This version replaces the version dated March 2019
- The Values and Code of Conduct are reviewed every 3 years.

9. Definitions

CA	CARE Australia
CEO	Chief Executive Officer
CI	CARE International

CD	Country Director
CO	Country Office
COO	Chief Operating Officer
ES	Enabling Services
Director	Director of a Department
ET	Executive Team, made up of the Directors of each of CA's departments, the COO and CEO