

# Code of Conduct



Subject:	<b>Code of Conduct</b>
Scope:	<i>Fresh Hope and its Agencies</i>
Date of Last Review:	<i>December 2017</i>
Approved By:	<i>Executive Ministry Director</i>
Primary Responsibility:	<i>All Employees</i>
Distribution:	<i>Fresh Hope, Fresh Hope Venues, Fresh Hope Mission &amp; Ministry, Fresh Hope Care, Fresh Hope Education &amp; Training</i>

## General Statement of Intent

Our mission is to transform communities with fresh hope.

We are proud of our reputation, ministry practices, ethical and professional standing and strive for excellence in everything we do. We wish to be respected in the community, and we need to be morally and socially responsible, conducting our business in an open and transparent manner, accountable to the community.

This Code of Conduct has been developed as a guide for all employees setting out our expectations for standards of conduct and workplace behaviour. The objective of the Code is to ensure a high level of professionalism and integrity across our organisation and to promote a clear understanding of the standards required to create a culture of fair and ethical behaviour.

The Directors and management team are strongly committed to this Code of Conduct and we require all employees to also commit to this Code as a term of their engagement with Fresh Hope.

We ask you to familiarise yourself with this Code of Conduct and throughout your engagement with Fresh Hope be accountable for your own conduct, and to encourage peers, employees and volunteers under your supervision to behave in a manner consistent with the Code.

Fresh Hope expects you to behave in a manner consistent with this Code in your daily work, literally, ethically and morally. We view breaches of the Code seriously and will take disciplinary action which may include dismissal for serious misconduct. All alleged breaches will be properly investigated and the employee concerned will have an opportunity to provide a response.

It should be noted that the term “**employee**” refers to anyone working for Fresh Hope, and its Agencies. This includes full time, permanent part time employees, contractors, casual staff, consultants and volunteers who assist in day to day activity.

Managers are available to assist you with any information or clarification on the intent of this Code of Conduct.

## 1. Compliance with Laws, Legislation and Regulations

Fresh Hope expects you to know, understand and comply with the laws that apply to you:

- As a member of society (such as theft, assault and possession of illegal substances);
- As a Fresh Hope employee (including privacy, equal employment opportunity and work health and safety);
- For your specific position and the location in which you work.

Fresh Hope has governance, compliance and fair trading compliance programs that include ongoing development of policies, procedures, training and reporting. These programs are designed to ensure that we conduct all activities to meet the relevant compliance, regulatory and legislative requirements. This also ensures fair and responsible interaction with suppliers, customers and competitors alike, without taking undue advantage. You are expected to familiarise yourself with, and adhere to these obligations. Please note that ignorance of the law does not excuse you from your obligation to comply with the law or this Code.

Transforming  
communities and lives  
with fresh hope

## **2. Working at Fresh Hope**

### **i. Personal Standards of Behaviour**

Fresh Hope expects you to always act fairly, honestly and in a trustworthy manner when you are performing your duties and dealing with residents, consumers, families, suppliers, authorities, competitors and other employees. You must not, intentionally or otherwise, undertake any activity within your capacity that is illegal or unethical that discredits Fresh Hope.

You must also ensure that personal relationships do not adversely affect your performance or the work performance of others. We expect you to actively promote compliance with laws, regulations and this Code with your attitude, behaviour and actions.

### **ii. Health and Safety**

Fresh Hope is committed to creating a working environment that is free from injury and environmental incidents. You are expected to report hazards and adverse events when they occur, to take responsible care of yourself and others, to comply with safety policies and measures and to facilitate the maintenance of a safe working culture.

### **iii. Drugs, Alcohol and Smoking**

You must not be impaired by drugs or alcohol while at work. You must not possess, transfer or use illegal substances in any Fresh Hope workplace or at organisational functions. Smoking is prohibited except in designated smoking areas.

### **iv. Equal Opportunity and Diversity**

Fresh Hope is an equal opportunity employer with a commitment to diversity. We affirm the rights of people from all backgrounds to engage in ministry with us, in the context of our religious and charitable status. We oppose and will address any unlawful discrimination and harassment within our workplace.

### **v. Harassment**

Harassment is defined as any behaviour that is unwanted, uninvited, or offensive that makes a person feel humiliated, intimidated or offended. Fresh Hope is committed to providing an environment that is free from any form of harassment and will not tolerate harassment of any kind. This includes sexual, racial, political, physical or bullying and harassment in verbal, written, electronic, social media or visual form where the purpose or effect is to create an offensive, hostile or intimidating work environment or which disrupts another person's ability to work.

Inappropriate or degrading explicit material in any form is not permitted in workplaces regardless of whether the material is securely stored and not on public display.

We have a shared responsibility for ensuring that the behaviour of our colleagues meets the same standards in relation to acting with honesty, integrity and treating others with dignity and respect.

### **vi. Privacy**

You are responsible for protecting the privacy of information you may be exposed to in your daily work and must protect the security, confidentiality and privacy of our residents, consumers, volunteers and other employees.

If you have a legitimate need to access sensitive or personal information you must manage this information ethically, lawfully, in a fair manner and in a way that is not unreasonably intrusive. You must also inform the person involved the purpose for which the information is being collected and take precautions to ensure that it is appropriately stored and that it is not subject to inappropriate or unauthorised use or disclosure.

### **vii. Whistle-Blower Protection**

If you witness the wrongful use of company resources, unlawful or improper conduct, negligence or a breach of policy which could damage Fresh Hope or a situation which you believe would pose a danger to the health and safety of any person, you are required to notify the matter to management. The organisation will be supportive of anyone who, acting in good faith, reports a breach or wrong doing of any kind and you can be confident that such reports can be made without fear of reprisal.

### **viii. Conflict of Interest**

You must not allow your personal or business interests to conflict with the interests of Fresh Hope. You are expected to declare any conflicts of interest and conduct all your dealings in an open and transparent manner. If you find yourself in a situation where a personal interest conflicts with the activities of Fresh Hope, or you are unsure what to do, then you must discuss this with your manager.

**ix. Professional Relationships**

You should not directly or indirectly, offer, make, authorise, request or accept payment of money or gifts, bequests or other benefits from residents, consumers, suppliers or any party with whom Fresh Hope conducts its activities.

Relationships with our residents; consumers and their relatives must be maintained with clear professional boundaries at all times, and employees must not become involved in the personal or business affairs such as Witnessing of Wills, Acting as Power of Attorney, being an Executor or named as a Beneficiary of an Estate.

If you do receive any donation or gift, you must disclose this to your manager, regardless of the value of the gift to ensure your actions are transparent and to avoid any suggestion of a conflict of interest. All monies exchanged through donations must be receipted in line with standard financial procedures.

**x. Surveillance**

Surveillance is conducted solely for security purposes and personal safety reasons. Close circuit television (CCTV) cameras are used in various locations throughout the organisation and these areas are clearly marked with appropriate signage. Computer monitoring and tracking also occurs as mentioned under email and internet usage. You need to be aware of these types of surveillance within the workplace and organisation generally as they are continuous in nature.

**xi. Environment**

Fresh Hope expects you to comply with all laws, regulations and standards that are in place to protect the environment. You must also try to minimise any harm to the environment when laws are not adequate or specific.

**3. Responsible Management of Company Information or Intellectual Property**

**i. Confidentiality, Disclosure and Use of Intellectual Property and Information**

You must not disclose or reproduce any intellectual property or information you use, develop, or obtain which relates to the business and affairs of Fresh Hope. All items remain the property of the organisation and must not be removed. While you are at work, you will come across information about Fresh Hope, its Agencies and activities or a third party. This information is confidential and may cause damage or create a benefit if it is disclosed without authorisation. If you are uncertain about whether you may disclose information it is important to discuss this with your manager as breaches may be viewed as serious misconduct.

**ii. Public Statements**

You must not make any public statements about Fresh Hope or its Agencies without approval from the Executive Ministry Director or Director. This includes public speaking engagements and conversations with the media, including comments and statements on social media forums.

**4. Responsible Use of Company Property**

**i. Misuse of Organisational Property**

You must not use Fresh Hope's property, funds, resources, equipment or opportunities arising from these items for your own benefit. Fresh Hope property includes material that you produce while you are at work. Fresh Hope own any electronic data or intellectual property created using Fresh Hope resources and organisational time. Fresh Hope may view the unauthorised sale, use, loan, removal, donation or wilful damage of organisational property as serious misconduct.

**ii. Email, Internet and Social Media Usage**

For security and network management reasons Fresh Hope, continuously monitors and records employees' internet usage at work. We have the capacity to monitor all email messages you send and all internet sites, including social media sites, you access.

It is unacceptable to visit internet sites that contain pornographic, obscene, objectionable or defamatory material or send emails containing such materials. This includes materials that may harass, victimise or intimidate another person. It is also unacceptable to disclose, comment or post images on your personal social media sites relating to the affairs of Fresh Hope, its employees, residents, consumers, contractors or volunteers without the consent of the Executive Ministry Director or Director.

## 5. Reporting Breaches

Fresh Hope encourages all employees to report breaches of this code but the Code is not to be used maliciously or mischievously. When acting in good faith, there will be no retaliation against you, and you will not be disadvantaged in any way for reporting any breach.



Dr Andrew Ball  
Executive Ministry Director  
Fresh Hope

### Agreement

I, \_\_\_\_\_ have read, understood and will  
adhere to the Code of Conduct.

**Signature:**

**Date:**