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	ADRA Australia Code of Conduct		
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	Paul Rubessa	2019/2	20 November 2018
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This policy applies to both ADRA Australia and Open Heart International. Unless specifically mentioned in the policy, references to ADRA Australia extend to, and include, Open Heart International.

CR 000 600 ADRA Australia Code of Conduct

1. Purpose and Scope

This Code of Conduct sets out the expectations for the behaviour and standards of professional and personal conduct for ADRA Australia’s employees (including Conference ADRA Directors), volunteers, contractors, committee members and Company Directors (**ADRA Australia Personnel**) in the performance of their duties, in their interactions with each other and where recognised as a representative or spokesperson for ADRA Australia. It is intended to promote a shared understanding of conduct that is consistent with ADRA Australia’s values and the expectation that all ADRA Australia Personnel will uphold the public reputation of the agency and the wider Seventh-day Adventist Church while serving the interests of people living in poverty and distress.

2. Policy Statement

ADRA Australia Personnel’s commitment to this Code of Conduct is required to support ADRA Australia’s ability to maintain public trust and confidence in the integrity and professionalism of the programs and services provided to the community and our ethos as a part of the Seventh-day Adventist Church. The Code of Conduct is not intended to provide a detailed and exhaustive list of what to do in every aspect of our work. Instead, it represents a broad framework that will help guide conduct and behaviour in the performance of duties and our interactions with each other, our clients, donors, partners and other stakeholders.

3. Responsibilities

All ADRA Australia Personnel are expected to:

- Be aware of and comply with the Code of Conduct.
- Respond appropriately to behaviour that is contrary to the Code of Conduct. This may include informally raising your concerns in the first instance with the person concerned (where you feel you can) or reporting the matter to a manager or complying with any mandatory or other regulatory reporting requirements.
- Model the values of ADRA Australia in the workplace or when otherwise representing ADRA Australia.


In addition to the above, all ADRA Australia Managers (those persons responsible for the supervision of one or more employees, volunteers or contractors) are expected to:

- Ensure that all ADRA Australia Personnel under their supervision are aware of, and have access to, the Code of Conduct.
- Take appropriate steps to address and resolve breaches of the Code of Conduct consistent with ADRA Australia policy and guidelines.

4. Policy Application

A. Values

All ADRA Australia Personnel are expected to know and model ADRA Australia’s values - **Connected**, **Courageous** and **Compassionate**.

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- **Connected** – we work collaboratively for the best outcome for those living in poverty or distress
- **Courageous** – we persevere through challenging situations
- **Compassionate** – we empathise with the communities we work with and also with each other

These values are foundational throughout the Code of Conduct.

B. Personal and Professional Behaviour

All ADRA Australia Personnel are expected to perform any duties associated with their position diligently, consistent with all standards relevant to their profession, fairly and conscientiously to the best of their ability. They are expected to at all times use their best judgment to uphold the interests of ADRA Australia and the people in Australia and overseas who we serve. This includes acting with honesty and integrity at all times.

All ADRA Australia Personnel are expected to contribute to a workplace environment where people are treated with kindness and respect at all times and where everyone is able to participate fully and find a sense of belonging. Each person is responsible for the creation of a fair, respectful, inclusive and safe workplace where diversity is valued and where unlawful discrimination, violence (or threats of violence), bullying, harassment and victimisation in any form are considered unacceptable.

ADRA is the official humanitarian agency of the Seventh-day Adventist Church. Regardless of their personal faith and beliefs, ADRA Australia Personnel are expected to act and conduct themselves in a way that is respectful of the beliefs and practices of the Seventh-day Adventist Church when they are in the workplace or otherwise representing ADRA Australia.


C. Conflicts of Interest, Gifts or Benefits

All ADRA Australia Personnel are expected to be familiar and in compliance with ADRA Australia’s Conflict of Interest Policy. They are expected to avoid real, or apparent, circumstances in which they might use, or be perceived to use, their position with ADRA Australia for personal benefit. They must also avoid circumstances in which their personal or professional relationships might be seen to influence their work or decisions to the detriment of ADRA Australia. Where a potential or actual conflict of interest has arisen, ADRA Australia Personnel are expected to declare it immediately. This includes any consideration of secondary employment by ADRA Australia’s employees.

It is unethical for ADRA Australia Personnel to solicit any gifts, benefits or additional money for themselves or other ADRA Australia Personnel. Under no circumstances are they to accept gifts or benefits that might obligate, compromise or influence ADRA Australia or that person in their professional capacity.

D. Use of ADRA Australia Information and Resources

All ADRA Australia Personnel are expected to protect confidential information that they have access to in the course of their duties. All information held by ADRA Australia should be treated as confidential unless it is already in the public domain (for example information on our website or published in our annual report). Some information such as employee, volunteer, contractor, support, client or partner personal information must be handled and protected as required in ADRA Australia’s Privacy Policy and consistent with relevant legislation. Good judgement in relation to the confidentiality of information should be exercised to protect the interests of ADRA Australia. If there is doubt about the privacy or confidentiality

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obligations relating to specific information, the relevant manager or supervisor should be consulted before using or disclosing the information (including disclosure to a third party or the public). For sensitive engagements, including where ADRA Australia Personnel have an association with another organisation that has similar objectives to ADRA Australia, a Confidentiality Agreement must be signed.

All ADRA Australia Personnel with access to ADRA Australia resources including facilities, equipment, paid services such as electricity or internet access, intellectual property, vehicles, funds or other resources are expected to use those resources effectively, economically and carefully for the benefit of ADRA Australia. Internet and communications technology resources must be used in accordance with SPD ACTS Acceptable Usage Policy. In most cases use of ADRA Australia resources for personal benefit is inappropriate, but where it is undertaken should always be done transparently and with approval from the relevant manager or supervisor. Wherever possible use of resources should be undertaken to balance effectiveness with cost control and environmental impact reduction as outlined in ADRA Australia’s Environmental Sustainability Policy.

In the interests of protecting the agency’s reputation and resources all ADRA Australia Personnel are expected to comply with ADRA Australia’s Financial Wrongdoing Policy, as well as any internal controls on use of resources, accounting, financial reporting and procurement. It is expected that ADRA Australia Personnel will report any suspected fraud or corruption in accordance with ADRA Australia’s guidelines and Whistle-blower Policy.

E. Public Comment on Traditional and Social Media

All ADRA Australia Personnel must ensure that public comments in any form made in a private capacity are not attributed, or seen to be attributed, to ADRA Australia. In this regard the use of official stationery, email signatures or communication platforms for private correspondence or non-work purposes is not appropriate.


ADRA Australia Personnel should only make media comments or publish information relating to ADRA Australia that is considered accurate, ethical, lawful and consistent with ADRA Australia’s values and when authorised to do so. Whether using traditional or social media, ADRA Australia’s Public Comment and Social Media Policy must be followed at all times. This includes the appropriate use of images in accordance with relevant ADRA Australia policy and guidelines.

F. ACFID Code of Conduct

ADRA Australia is a member of the Australian Council for International Development (ACFID) and is committed to upholding the ACFID Code of Conduct in all aspects of its operations. All ADRA Australia Personnel are expected to be familiar with the ACFID Code of Conduct as it relates to their role within ADRA Australia and to act at all times in compliance with its standards and obligations as they apply to ADRA Australia.

G. Protection of Children and the Prevention of Sexual Exploitation, Abuse and Harassment (PSEAH)

ADRA Australia Personnel are expected at all times to act to protect the interests of children and vulnerable adults and to prevent the occurrence of sexual exploitation, abuse and harassment in the course of their duties. This includes ensuring strict compliance with ADRA Australia’s Child Protection Policy and Preventing Sexual Exploitation, Abuse and Harassment (PSEAH) Policy and relevant guidelines.

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ADRA Australia Personnel are required to undergo relevant background checks and to report any reasonable suspicion of a breach of ADRA Australia’s Child Protection Policy or PSEAH Policy in which a child, vulnerable adult or other person may be adversely affected (including compliance with mandatory reporting obligations).

H. Work Health and Safety

In keeping with ADRA Australia’s Work Health and Safety Policy, all ADRA Australia Personnel are expected to use good judgment to carry out their duties in a manner which does not adversely affect their own health and safety or that of others. Full cooperation with all measures and training put in place in the interests of work health and safety is also expected. All ADRA Australia Personnel must report as soon as practical any matters which may affect workplace health and safety to their manager or supervisor. This includes reporting of incidents, near misses and possible risks as well as taking the initiative to remove a hazard or address a risk if it can be done safely.

5. Failure to Comply with the Code of Conduct

ADRA Australia takes breaches of this Code of Conduct seriously. Failure to comply with the expectations set out in this Code of Conduct may lead to disciplinary action or termination of your employment or engagement with ADRA Australia. A breach of the law may be referred to the law enforcement authorities consistent with ADRA Australia’s legal obligations.

6. Related Policies

The Code of Conduct should be read in conjunction with the following policies and guidelines of ADRA Australia:

- Conflict of Interest Policy
- Child Protection Policy
- Workplace Relations Policy
- Personnel Complaints Policy
- Privacy Policy
- ACFID Code of Conduct
- Public Comment and Social Media Policy
- Whistle-blower Policy
- Financial Wrongdoing Policy
- Information Technology Usage Policy
- Work Health and Safety Policy
- Environmental Sustainability Policy
- Preventing Sexual Exploitation, Abuse and Harassment Policy

7. Contacts

General Enquiries, Training or Resourcing: AlisonYoung@adra.org.au

Complaints, Reporting or Whistle-blowing: Complaints.Officer@adra.org.au