

Australian Red Cross (2010). *Code of Conduct*. Author.

COMMONWEALTH OF AUSTRALIA

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Australian Red Cross
THE POWER OF HUMANITY



Code of Conduct

**every
person,
every day**

Code of Conduct

Australian Red Cross staff and volunteers are united by the organisation's vision, mission and the International Red Cross Red Crescent Movement's Seven Fundamental Principles.

This Code of Conduct is one of the elements that brings us together. It states **who** we are and **how** we conduct ourselves in our work on behalf of Red Cross and in situations where we are recognised as a spokesperson or representative of Red Cross. It represents the organisational culture we strive to have and provides a shared understanding and expectation of the way we behave as individuals, towards each other, our members, clients, donors, partners and other supporters.

The Code supplements our legal obligations in areas such as Occupational Health and Safety, Equal Opportunity and Privacy. It applies to all Australian Red Cross staff and volunteers - *every person, every day*.

Fundamental Principles

Humanity
Impartiality
Neutrality
Independence
Voluntary Service
Unity
Universality

Australian Red Cross Code of Conduct

Fundamental Principles
Respect
Integrity
Empowerment
Accountability
Representation
Champion

Organisational, Team and Individual Behaviour

**every
person,
every day**

1 Fundamental Principles



We are bound by the Fundamental Principles that underpin this Code.

The Fundamental Principles distinguish us from other organisations, and hence distinguish our Code from other codes.

Specifically, the Principles of Humanity, Impartiality, Neutrality and Independence characterise the way we work to improve the lives of vulnerable people through programs and services and through the promotion of humanitarian laws and values. These Principles apply to our behaviours and interactions with each other.

I demonstrate this by:

- upholding the human dignity of every person at all times through protecting the life and health of others and by promoting mutual understanding, friendship and cooperation
- ensuring my actions are guided by the needs of vulnerable people and by not discriminating on the basis of nationality, race, culture, gender, sexual orientation, religious beliefs, social background, disability, family status, marital status, age or political opinions
- not taking sides in hostilities or engaging publicly in controversies of a political, racial, religious or ideological nature
- acting at all times in accordance with the principles of the Movement and the laws of the country in which I work.

2

Respect

We genuinely acknowledge and respect each other's individual values, beliefs, efforts and ideas.

I demonstrate this by:

- valuing and acknowledging the opinions and contributions of everyone
- treating everyone fairly, courteously and with respect
- contributing to dialogue and discussion in a constructive manner
- ensuring the way I work promotes trust among others
- using language which is respectful to clients, the community and others
- abstaining from all forms of unacceptable or unlawful behaviour such as discrimination, harassment, bullying and victimisation.



3

Integrity

We maintain high standards of integrity and are conscientious in our approach to work.

I demonstrate this by:

- conducting myself honestly, reliably and without favouritism
- not engaging in fraudulent or criminal behaviour, bribery or other unlawful conduct
- being transparent in my decision making
- providing constructive feedback to others in an honest and respectful way
- appropriately disclosing or mitigating a real or potential conflict of interest
- ensuring my actions and decisions are in the best interests of Red Cross
- refraining from financially or sexually exploiting Red Cross clients including children and other vulnerable people and promptly acting on any reasonable suspicion that exploitation is occurring
- accurately recording and reporting Red Cross information.

4



Empowerment

We collaborate with the aim of empowering each other to be the best that we can be.

I demonstrate this by:

- working collaboratively with others and to the best of my ability
- sharing information and acting in good faith
- developing, maintaining and using my own skills and capabilities and those of others
- providing support to my team members to help achieve common goals
- generating and supporting innovative ideas to improve our work
- recognising the importance of fun and enjoyment in the workplace.



5



Accountability

We acknowledge and assume responsibility for our own actions and personal behaviour and we are entitled to expect the same of others.

I demonstrate this by:

- acknowledging that I am responsible for behaving in accordance with the Fundamental Principles, relevant laws, Red Cross policies and this Code
- only making commitments I know I can fulfil, and following through on them
- taking responsibility for my work and performance
- raising a perceived breach of the Code in good faith
- not victimising anyone for raising a breach in good faith
- ensuring my expectations of others are reasonable, clear and understood
- recognising good performance and addressing performance shortfalls quickly, directly, fairly and openly
- respecting and protecting the physical and intellectual property of Red Cross
- ensuring appropriate use of resources with consideration for greatest need and reducing waste and duplication.

6



Representation

We represent Red Cross in a way that respects the Fundamental Principles and promotes confidence in the organisation. This includes representing Red Cross while at work, when publicly displaying a connection to Red Cross (for example wearing t-shirts, pins or writing on letterhead) and in situations where we are recognised as a spokesperson or representative of Red Cross.

I demonstrate this by:

- being mindful at all times (including outside work activity) that my actions can impact the reputation of Red Cross and the people we assist
- refraining from party political actions while publicly representing Red Cross
- acting in a way that does not harm the reputation of Red Cross
- ensuring the correct use of the emblem
- only making comments in the media on behalf of Red Cross when authorised
- accepting gifts only when I am confident they are of token value, are genuinely offered in the spirit of goodwill, and where the giver is not seeking favoured treatment
- dressing in an appropriate manner when conducting Red Cross business.

7



Champion

We champion and stand up for all Red Cross policies and procedures and comply with the laws of the country in which we work.

I demonstrate this by:

- actively supporting the safety, health and well-being of all Red Cross people and others we interact with
- protecting the privacy and confidentiality of Red Cross as an organisation, its people, clients, donors, partners and other supporters
- actively supporting, encouraging and promoting diversity in the workplace
- understanding that many of our policies provide guidance on the way we treat each other, including the Equal Opportunity, Complaints and Grievance, Disciplinary Action, Occupational Health and Safety, Privacy, Protecting Children and Young People, Drugs and Alcohol, Diversity and Whistleblower policies
- working within other Red Cross behavioural frameworks including the Ways of Working, the Capability Framework and the Client Service Charter.



7 Fundamental Principles

Humanity

The International Red Cross and Red Crescent Movement, born of a desire to bring assistance without discrimination to the wounded on the battlefield, endeavours, in its international and national capacity, to prevent and alleviate human suffering wherever it may be found. Its purpose is to protect life and health and to ensure respect for the human being. It promotes mutual understanding, friendship, cooperation and lasting peace amongst all peoples.

Impartiality

It makes no discrimination as to nationality, race, religious beliefs, class or political opinions. It endeavours to relieve the suffering of individuals, being guided solely by their needs, and to give priority to the most urgent cases of distress.

Neutrality

In order to continue to enjoy the confidence of all, the Movement may not take sides in hostilities or engage at any time in controversies of a political, racial, religious or ideological nature.

Independence

The Movement is independent. The National Societies, while auxiliaries in the humanitarian services of their governments and subject to the laws of their respective countries, must always maintain their autonomy so that they may be able at all times to act in accordance with the principles of the Movement.

Voluntary Service

The International Red Cross and Red Crescent Movement is a voluntary relief movement not prompted in any manner by desire for gain.

Unity

There can be only one Red Cross or one Red Crescent Society in any one country. It must be open to all. It must carry on its humanitarian work throughout its territory.

Universality

The International Red Cross and Red Crescent Movement, in which all Societies have equal status and share equal responsibilities and duties in helping each other, is worldwide.

Recognising and acknowledging appropriate and excellent conduct

A simple thank you, either publicly or privately, is often underestimated. If you believe that someone you are working with has displayed excellent conduct, you are encouraged to acknowledge this directly to them. You may also consider letting their manager know that you value the conduct and behaviour displayed.

Breach of the Code

Red Cross treats breaches of this Code seriously.

All staff and volunteers have a responsibility to act consistently with the behaviours of this Code. Failure to comply with the expectations set out in this Code may lead to disciplinary action or termination of employment as a staff member or volunteer.

A breach of the law will be referred to the police or relevant legal authority under Red Cross's legal obligations.

Reporting a breach of the Code

There are informal and formal ways of raising a breach. If you believe a breach of the Code has occurred in Red Cross, you are encouraged to raise your concerns informally in the first instance with the person concerned (where you feel you can) or with your manager. If the breach involves your manager, you should raise it with your manager's manager. Where you feel unable to raise your concerns as described, you should contact your local Human Resources team or the Director, Human Resources.

The Complaints and Grievance Policy can be used as a guide for raising a breach more formally.

This Code does not affect your right to approach an external agency in relation to your complaint. For information go to www.hreoc.gov.au or www.fwa.gov.au

If you are uncertain about whether your actions or the actions of others are in accordance with this Code, you are encouraged to seek guidance from and discuss with your manager, your local Human Resources team or the Director, Human Resources.



Code of Conduct Agreement

As a staff member or volunteer of Red Cross, and as a term of my employment or volunteering with Red Cross, I agree to abide by this Code. I understand that the list of examples provided in each section is designed to give context to the topics covered and is not an exhaustive list. I also understand that this Code supplements the various legal and policy obligations I have as a staff member or volunteer of Red Cross.

Name

Signature

Date

Some of our external partners require us to subscribe to their Code of Conduct. In these circumstances, both this Code of Conduct and the partner organisation's Code of Conduct apply. Aid workers will also be required to comply with the Federation, ICRC or another National Society's Code of Conduct.



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November 2010