



# Code of Conduct Policy

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## Overview

<b>Purpose</b>	This document outlines the standards for defining, and assists in managing, the appropriate behaviour and conduct required of all personnel in The Salvation Army (TSA) and anyone who engages with TSA.
<b>Who does this apply to?</b>	This policy applies to TSA personnel and anyone who engages with TSA.
<b>Effective Date</b>	28/04/2022

## Definitions

Definitions are located in the [Glossary of Terms and Definitions](#).

Term	Definition
<b>Gender Expression</b>	The ways in which a person expresses their gender identity. This can include appearance, behaviour and mannerisms such as how someone dresses, wears their hair, if they use make-up, their body language and their tone of voice. A person's name and pronouns are also common ways of expressing gender, and this is the case for transgender people as well as cisgender people.
<b>Gender Identity</b>	Refers to a person's internal, deeply felt sense of being either man, woman, non-binary, or a range of other gender identities. Because gender identity is internal and personally defined, it is not always visible to others and therefore should not be assumed.
<b>Harm or Risk of Harm</b>	Includes physical harm or psychological harm (whether caused by an act or omission) and includes harm caused by sexual, physical, emotional abuse, exploitation, and neglect
<b>Intersex</b>	People born with physical sex characteristics that don't wholly or solely fit into the binary medical definitions of male or female. This includes naturally occurring and very normal differences of chromosomes, gonads (ovaries and testes), hormones, and/or genitals. There are more than 40 intersex variations.
<b>Sexual Orientation</b>	Sexual orientation refers to a person's sexual and relationship preferences as it relates to gender. For example, whether they are attracted to people of the same or opposite sex, to both men and women or to people who are non-binary. Others may describe themselves as not experiencing sexual or romantic attraction.

# Policy Statement

## Principles

<b>Mission delivery</b>	TSA is committed to delivering its mission safely, legally, ethically and in harmony with its values and in a manner that honours God and serves society effectively.
<b>Vision, Mission and Values</b>	The behaviour of personnel must be in alignment with TSA's vision, mission and values.
<b>The Salvation Army environment</b>	TSA is committed to: <ul style="list-style-type: none"><li>▪ Providing a safe and non-discriminatory work, worship and service environment for all people regardless of their ethnicity, cultural background, language, age, disability, religious beliefs, marital status, sexual orientation, gender identity, gender expression and intersex status.</li><li>▪ Providing transparency and equal opportunity for personnel in the delivery of its mission</li><li>▪ Providing transparency and equal opportunity for all persons engaged with TSA</li><li>▪ Providing a productive work environment and effective operational/service environment</li><li>▪ Support wellbeing of personnel by addressing and reducing workplace trauma</li><li>▪ A zero-tolerance approach to all forms abuse and harm between, with or in the presence of any persons, including children and vulnerable people</li></ul>
<b>Indigenous</b>	TSA aims to respect, value and acknowledge the unique cultures, spiritualities, histories and languages of the oldest surviving culture in the world, and to engage in a unified and positive relationship with Aboriginal and Torres Strait Islander peoples and their communities.
<b>Child safety and wellbeing</b>	<p>TSA will not tolerate or condone abuse, neglect, harm or risk of harm within any of its operations/service environments or by any personnel or any person engaged with TSA.</p> <p>TSA is a child safe organisation and provides an environment which is safe and inclusive for children, where they feel respected, safe, valued and encouraged to reach their full potential.</p> <p>TSA embraces the strengths and individual characteristics of children regardless of their religious beliefs, abilities, cultural background, sexual orientation, gender identity, gender expression, intersex status or social economic background.</p> <p>TSA's Safety and Wellbeing of Children and Young People Framework (GO_LR_PRO_TSWC) defines the organisational culture, strategies and actions that promote child safety and wellbeing.</p>
<b>Community expectations and values</b>	<p>TSA is working towards:</p> <ul style="list-style-type: none"><li>▪ Ethically sourced products</li><li>▪ Combating modern slavery</li><li>▪ Operating in an environmentally sustainable way</li></ul> <p>TSA is committed to good stewardship of all resources entrusted to it.</p>


## Expected Behaviour

<b>Required behaviours</b>	<p>Personnel are expected to comply with the conduct and behaviours specified within the Code of Conduct Standard (GO_LR_PRO-01_TCOC).</p> <p>The Code of Conduct Standard (GO_LR_PRO-01_TCOC) covers the required behaviours:</p> <ul style="list-style-type: none"><li>▪ Of personnel in their interactions with other personnel, children, vulnerable people and the community</li><li>▪ With regard to personal behaviour, dress and appearance, attendance and punctuality, the use of information technology (IT), integrity, honesty and respect</li><li>▪ Of anyone who engages with TSA. Anyone who engages with TSA is expected to comply with the conduct and behaviours specified within the Code of Conduct Standard (GO_LR_PRO-01_TCOC) whilst engaged with TSA</li></ul>
<b>Behaviours not defined</b>	<p>The absence of any reference to a particular behaviour or conduct does not imply that it is acceptable.</p> <p>However, a good guide is to consider whether a reasonable person would consider that behaviour or conduct to be appropriate or inappropriate.</p>
<b>Acknowledgement</b>	<p>Personnel are required to acknowledge and commit to TSA's Code of Conduct:</p> <ul style="list-style-type: none"><li>▪ At the time of their initial engagement with TSA</li><li>▪ Every two years thereafter</li></ul> <p>Anyone who engages with TSA will be required to acknowledge and commit to its Code of Conduct, whilst engaged with TSA.</p>

## Legal and Regulatory

<b>Legislative compliance</b>	<p>TSA is committed to adherence to all legislative and regulatory requirements.</p> <p>TSA will take appropriate action to ensure personnel adhere to all state, territory and federal legislation and regulatory obligations as applicable</p> <p>TSA will report all alleged illegal misconduct and/or behaviour to the relevant authority, this includes reporting alleged abuse, neglect, harm or risk of harm of anyone engaged in its program and services to the relevant statutory authorities.</p>
<b>Personal background checks</b>	<p>TSA requires personnel to undertake necessary background checks in accordance with legislative and regulatory requirements, and as per TSA's policies.</p>

## The Salvation Army Image

<b>Representation</b>	<p>TSA is a well-recognised movement, respected by many, with an easily identifiable brand.</p> <p>All representation, written, verbal and visual, must be in line with TSA's policies.</p> <p>TSA's logo, images, videos and brand guidelines are only to be used for official activities of TSA and are not for private or personal use.</p> <p> See the Brand Policy (GO_PR_POL_TBRA).</p>
<b>Political affiliations</b>	<p>TSA maintains a position of political impartiality.</p>

## Roles and Responsibilities

The roles associated with execution of this policy are provided below:

<b>Personnel</b>	Personnel are required to behave in accordance with this policy.
<b>Senior TSA Representative</b>	Supports and advises personnel in relation to the application of this policy and the Code of Conduct Standard (GO_LR_PRO-01_TCOC), including: <ul style="list-style-type: none"><li>Ensuring personnel have access to and understand this policy and the Code of Conduct Standard (GO_LR_PRO-01_TCOC)</li><li>Ensuring personnel follow and implement this policy and adhere to the Code of Conduct Standard (GO_LR_PRO-01_TCOC)</li></ul>

## Accountability

The Code of Conduct Policy is approved by the Board. The Board considers any violation of the Code of Conduct Policy serious, irrespective of the reason for the violation and irrespective of whether or not there is any actual loss or benefit to TSA or others.

<b>Obligation</b>	All personnel under the terms of their service, employment, engagement or contract must comply with all TSA policies, procedures and supporting documents.
<b>Consequences of non-compliance</b>	Failure to comply with this policy may result in disciplinary action or mediation and, in serious cases, termination of employment or engagement with TSA.

## Location

<b>Repository</b>	<a href="#">Territorial Policy Hub</a>
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## Feedback

<b>Feedback is encouraged</b>	Feedback is used to improve and enhance the impact of this policy. It will be considered when reviewing and updating the document.
<b>Who is feedback provided to?</b>	All feedback is to be forwarded to the Secretary for Personnel via email to <a href="mailto:policy@salvationarmy.org.au">policy@salvationarmy.org.au</a> .

## Related Documents and References

<b>Policy Documents</b>	Code of Conduct Policy (GO_LR_POL_TCOC) Code of Conduct Standard (GO_LR_PRO-01_TCOC) Conflict of Interest Procedure (GO_LR_PRO-02_TCOC) Conflict of Interest Disclosure Form (GO_LR_FOR-01_TCOC) Gifts and Benefits Disclosure Form (GO_LR_FOR-02_TCOC)
<b>Related Policy Documents</b>	Approved Authorities Policy (GO_LR_POL_TAAP) Recruitment and Onboarding Policy (BS_HR_POL_TROB) Safety and Wellbeing of Children and Young People Policy (GO_LR_POL_TSWC) Safety and Wellbeing of Children and Young People Framework (GO_LR_PRO_TSWC) Work Health and Safety Policy (GO_WH_POL_TWHS)
<b>Related Legislation</b>	N/A
<b>Funding Agreement Requirements</b>	N/A
<b>Governance/ Accreditation/ Certification Standards</b>	N/A
<b>Audit Report Findings</b>	N/A
<b>Other Relevant Documents/ Resources</b>	Definition of Child Safe Organisation adapted from <i>Royal Commission into Institutional Responses to Child Sexual Abuse. Final Report: Vol 6 – Making Institutions child safe, Pg.12)</i>

## Document Control Information

<b>Document ID</b>	GO_LR_POL_TCOC		
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<b>Previous Documents</b>	Former AUE - AUE Code of Conduct (June 2017) Former AUS - AUS Code of Conduct (HR 2.1)		
<b>Document History</b>	<b>Version</b>	<b>Date Approved</b>	<b>Summary of Changes</b>
	1-0	08/08/2019	Inaugural version
	2-0	12/03/2021	12-month review
	2-1	01/07/2021	Policy Owner and Implementer update and updated according to Rainbow Tick and SAID Accreditation requirements
	2-2	04/04/2022	Updated to include harm or risk of harm in addition to abuse.