



# Code of Conduct Policy

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## Overview

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<b>Purpose</b>	This policy establishes The Salvation Army's (TSA) standard for defining and assists in managing the appropriate behaviour required of all personnel of TSA and anyone who engages with TSA.
<b>Who does this apply to?</b>	This policy applies to: <ul style="list-style-type: none"><li>▪ All personnel of TSA Australia Territory</li><li>▪ Anyone who engages with TSA</li></ul>
<b>Effective date</b>	07/11/2019

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## Definitions

Term	Definition
<b>Abuse</b>	<p>Abuse refers to all forms of:</p> <ul style="list-style-type: none"> <li>▪ Physical abuse</li> <li>▪ Sexual abuse</li> <li>▪ Emotional abuse</li> <li>▪ Psychological abuse</li> <li>▪ Neglect</li> <li>▪ Spiritual abuse</li> <li>▪ Exposure to family violence</li> <li>▪ Exploitation</li> <li>▪ Grooming</li> <li>▪ Commercial or other exploitation of a person</li> <li>▪ Actions that result in actual or potential harm or injury to a person</li> </ul> <p>Abuse can be a single incident, but usually takes place over time.</p>
<b>Board, The</b>	<p>The Salvation Army Australia (Territory) Board provides governance oversight to the Australia Territory and has been established to strategically position the Territory so it has a sustainable, major influence on Australian society. The Board provides advice and assistance to the Trustees.</p>
<b>Child, Young Person</b>	<p>Refers to and includes all persons under the age of 18 years.</p>
<b>Discrimination</b>	<p>Disadvantaging someone because of an actual or perceived personal characteristic (protected attribute) as defined in relevant legislation such as:</p> <ul style="list-style-type: none"> <li>▪ Age</li> <li>▪ Physical features</li> <li>▪ Industrial activity</li> <li>▪ Parental status</li> <li>▪ Political belief</li> <li>▪ Personal association</li> <li>▪ Race/ethnic background</li> <li>▪ Carer status</li> <li>▪ Relationship status</li> <li>▪ Gender, Gender identity, sexual orientation</li> <li>▪ Pregnancy</li> <li>▪ Lawful sexual activity</li> <li>▪ Impairment/disability</li> <li>▪ Unrelated criminal record</li> <li>▪ Religious belief/activity</li> </ul> <p>Discrimination occurs if a person treats or proposes to treat a person with a protected attribute less favourably because of that attribute.</p>
<b>Engaged</b>	<p>Any individual or entity with a formal or informal relationship with The Salvation Army including but not limited to suppliers, corps attenders, service recipients and members of the community.</p>

Term	Definition
<b>Equity and Diversity</b>	<p>Equity ensures everybody has an equal opportunity and is not treated differently or discriminated against because of their characteristics.</p> <p>Diversity takes into account the differences between people and respects the diversity of perspective and contribution of all people.</p> <p>TSA values the diverse skills and perspectives people bring to its operations, mission expressions, and the workplace through their gender, gender identity, age, language, ethnicity, cultural background, disability, religious belief, sexual orientation and marital status.</p>
<b>Mission Expression</b>	<p>Ministries or services of The Salvation Army that provide holistic mission and serve people in local communities.</p> <p>This includes Corps, Social and Community programs, Chaplaincy and Mission Enterprises.</p> <p>Examples include, but are not limited to, Corps meetings and programs, accommodation services, Doorways and Salvo Stores.</p>
<b>Personnel, TSA</b>	<p>A person who may be an officer, territorial envoy, aux-lieutenant, cadet, candidate, person serving under officer conditions, employee, volunteer, a contractor or subcontractor, employee of a contractor or subcontractor, employee of a labour hire company, trainee or student on placement that is engaged in any TSA mission delivery or expression or is a Board or Board Committee member.</p>
<b>Policy Owner</b>	<p>The Policy Owner is the delegate to ensure that all policies, procedures and supporting documents are developed, amended, rescinded and reviewed according to the <a href="#">Policy Management Policy</a> (GO_LR_POL_TPMP) and the <a href="#">Policy Lifecycle Procedure</a> (GO_LR_PRO_TPMP).</p> <p>The Policy Owner is responsible for managing the following four stages of the Policy Lifecycle:</p> <ol style="list-style-type: none"> <li>1. Identify and Plan</li> <li>2. Develop, Consult and Approve</li> <li>3. Implement</li> <li>4. Monitor and Review</li> </ol>
<b>The Salvation Army (TSA)</b>	<p>The Salvation Army in Australia inclusive of all mission expressions.</p>
<b>Vulnerable Person</b>	<p>Vulnerable Person for the purpose of this policy means:</p> <ul style="list-style-type: none"> <li>▪ A child or young person under 18 years of age</li> <li>▪ An individual aged 18 years and above who is or may be unable to take care of themselves, or is unable to protect themselves against harm or exploitation by reason of age, illness, trauma or disability, or any other reason</li> </ul>

# Policy Statement

## Organisation 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>	<p>TSA is committed to:</p> <ul style="list-style-type: none"><li>▪ Providing a safe and non-discriminatory work, worship and service environment for all people regardless of their gender, gender identity, age, language, ethnicity, cultural background, disability, religious belief, sexual orientation and marital status.</li><li>▪ Providing transparency and equal opportunity for all 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>▪ 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 of any kind within any of its operations/service environment or by any person working for or under the banner of 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 abilities, sex and sexual identity, gender and gender identity or social economic or cultural background.</p> <p>TSA's <a href="#">Safety and Wellbeing of Children and Young People Framework</a> (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

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### Required behaviours

All personnel are expected to comply with the conduct and behaviours specified within this [Code of Conduct Standard](#) (GO\_LR\_PRO\_TCOC).

The [Code of Conduct Standard](#) covers the required behaviours:

- Of all TSA personnel in their interactions with other personnel, children, vulnerable people and the community
  - With regard to personal behaviour, dress and appearance, attendance and punctuality, IT use as well as integrity, honesty and respect
  - Anyone who engages with TSA is expected to comply with the conduct and behaviours specified within the [Code of Conduct Standard](#), to the extent of their relationship with TSA.
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### Behaviours not defined

The absence of any reference to a particular behaviour or conduct does not imply that it is acceptable.

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### Acknowledgement

All personnel are required to acknowledge and commit to this Code of Conduct:

- At the time of their initial engagement with TSA
- Every two years on an ongoing basis

Anyone who engages with TSA will be required to acknowledge and commit to this Code of Conduct, to the extent of their relationship with TSA.

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## Legal and Regulatory

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### Legislative compliance

TSA is committed to adherence to all legislative and regulatory requirements.

TSA will take appropriate action to ensure all personnel adhere to all state, territory and federal legislation and regulatory obligations as applicable.

TSA commits to reporting all alleged illegal misconduct and/or behaviour to the relevant authority.

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### Personal background checks

TSA requires all personnel to undertake necessary background checks in accordance with legislative and regulatory requirements and as per TSA's policies.

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## The Salvation Army Image

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### Representation

TSA is a well-recognised and respected organisation and has an identifiable and respected brand.

All representation, written, verbal and visual must be in line with TSA's policies.

TSA's logo, images, videos and brand guidelines are only to be used for official activities of The Salvation Army and are not for private or personal use.

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### Political affiliations

TSA maintains a position of political impartiality.

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## Roles and Responsibilities

The roles associated with execution of this policy are indicated in the table below.

<b>Personnel</b>	All personnel are required to behave in accordance with this policy.
<b>Senior Salvation Army Representative</b>	Support and advise personnel in relation to the application of this policy and the <a href="#">Code of Conduct Standard</a> , including: <ul style="list-style-type: none"><li>▪ Ensuring personnel have access to and understand this policy and the <a href="#">Code of Conduct Standard</a></li><li>▪ Ensuring personnel follow and implement this policy and adhere to the <a href="#">Code of Conduct Standard</a></li></ul>

## Risk and Compliance

The Code of Conduct is approved by the Board, which takes violation of the Code of Conduct seriously, irrespective of whether or not the actions in question were taken for the sake of convenience, 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 engagement 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 engagement with TSA.

## Location

<b>Repository</b>	<a href="#">Territorial Policy Application</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 Head of Governance and Risk via email to <a href="mailto:policy@salvationarmy.org.au">policy@salvationarmy.org.au</a> .

## Related Documents and References

**Related Policy Documents** [Approved Authorities Policy](#) (GO\_LR\_POL\_TAAP)  
[Code of Conduct Standard](#) (GO\_LR\_PRO-01\_TCOC)  
 Duty of Care Policy (GO\_LR\_POL\_TDOC)  
[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)

**Related Legislation** N/A

**Funding Agreement Requirements** N/A

**Governance/ Accreditation/ Certification Standards** N/A

**Audit Report Findings** N/A

**Other Relevant Documents /Resources** N/A

## Document Control Information

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**Policy Implementer** Head of Governance and Risk

**Approval Authority** Australia Territory Board

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**Next Review Date** June 2020

**Previous Documents** AUE former Code of Conduct (June 2017)  
 AUS former Code of Conduct (HR 2.1)

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	1-0	08/08/2019	Inaugural version