



everyone's family

The Smith Family Code of Conduct

Policy

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1 Purpose

The Code of Conduct sets out The Smith Family's expectations for team members, both paid and unpaid in relation to conduct, behaviour and responsibilities as a team member at The Smith Family. This Code also outlines actions that may be taken by The Smith Family in cases of breaches of these requirements. While the intention of this Code of Conduct is to ensure that all team members have clarity about these expectations, it is expected that team members use their own discretion and judgement in each situation. It is also an expectation that if a team member is unclear about expectations or appropriate actions, they seek the input and guidance of their manager, People & Culture or a more senior leader in their location.

2 Definitions

- **Team member:** Someone engaged by The Smith Family either on a paid or unpaid basis.
- **Paid team member:** Someone engaged by The Smith Family under an employment contract.
- **Unpaid team member:** Someone engaged by The Smith Family as a volunteer, intern or on a placement including Work for the Dole or representing an organisation that is providing pro bono services to The Smith Family.
- **Our Values Promise:** Outlines our values and the behaviours, which underpin them. More information on Our Values Promise can be found on SmithNet.
- **Our Leadership Promise:** Outlines the capabilities and accompanying behaviours expected of our leaders. More information on Our Leadership Promise can be found on SmithNet.
- **SmithNet:** Internal web portal for all Smith Family team members. This contains key information and documents relevant to The Smith Family and the work we do and the tools required to complete our work on a daily basis.

3 Values and Behaviours

Team members are expected to demonstrate the values of The Smith Family in their behaviour at work. These values are outlined in Our Values Promise and are demonstrated in our interactions with others, how we use our time and the decisions we make. They are at the core of everything we do and help us to align to our mission and achieve our strategy.

The Smith Family values are:

- Respect
- Integrity
- Collaboration
- Innovation and
- Excellence.

4 Employment Contracts/Duty of Care

All paid team members are provided with a written offer of employment. By signing the letter of offer, team members are accepting and confirming that they will abide by the employment conditions set out in the letter. While this Code of Conduct does not form part of the terms and conditions of a team members' employment contract, it is expected that all team members will act in accordance with this Code and breaches of the code may result in disciplinary action up to and including termination of employment.

Unpaid team members who breach the code may also have their engagement with The Smith Family finalised.

Team members also have a responsibility to do their best to support the achievement of the organisation's mission, which is to create opportunities for young Australians in need by providing long-term support for their participation in education.

5 Legal Compliance

Team members at The Smith Family are subject to laws in many different jurisdictions across Australia. Team members are expected to comply with the relevant law and the Code of Conduct. In the event that the Code is perceived to conflict with the law, the law will always prevail over the Code. All team members must take personal responsibility to understand the Code of Conduct and to comply with both the Code and the law.

6 Hours of Work

Letters of employment and/or enterprise agreements/awards state the minimum number of hours that paid team members are required to work each week. The general operating hours of The Smith Family are between 8.30am and 5.00pm Monday to Friday. The Smith Family encourages team members to adopt a flexible approach in their work arrangements in order to meet the demands of the organisation and your role. Flexible working arrangements will be considered on a case-by-case basis and will be considered in line with operational and organisational requirements. Any flexible working arrangements must be agreed by the manager and will be reviewed on an ongoing basis. The Smith Family reserves the right to vary or end a flexible working arrangement subject to operational requirements.

Unpaid team members' hours are determined and agreed in discussion with their supervising team member, are based on operational and organisational requirements and will consider industry best practice. The Smith Family's volunteering team can provide further information on structure and design on unpaid team member's assignment.

7 Standards of Dress

While the organisation is not prescriptive in relation to its dress code, it does require team members to observe the following general standards:

- work attire is to be appropriate to the nature of work and its location, which will cover a diversity of situations across the organisation; and
- work attire should not be of a style, which may cause offence to others or be obviously inappropriate for the work environment.

Some locations may have specific dress requirements because of the nature of the work and associated safety issues.

8 Privacy/Confidentiality of Information

The Smith Family is committed to protecting the privacy and confidentiality of our clients and supporters and is bound by the Australian Privacy Principles (APPs) under the Privacy Act 1988 and the Privacy Amendment (notifiable Data Breaches) Act 2017.

Team members have a responsibility to follow The Smith Family's privacy and confidentiality policies and procedures and need to ensure that client and supporter information is only collected or distributed once the necessary consents and approvals have been given in accordance with these policies and procedures.

The Smith Family actively seeks to ensure that all personal information we collect is reasonably necessary for The Smith Family's functions or activities and protected from misuse, unauthorised access, modification or disclosure.

All information relating to the operation of The Smith Family which is not in the public domain is held to be confidential, including (but not exclusively) marketing and fundraising plans, client and statistical information, pricing policies, costing structures, technical specifications and production techniques. As such, information is not to be disclosed without specific prior approval.

All information obtained by team members about The Smith Family and its operation, documentation or written material is to be kept confidential during and after their time working with The Smith Family and must not be removed, passed on, copied or disclosed to third parties without specific prior approval. If a team member believes there has been a breach of these obligations, it must be immediately reported to the relevant line manager.

9 Intellectual Property/Copyright

All intellectual property initiated, discovered, created and/or improved by team members during their time with The Smith Family or in connection with the organisation remains the property of The Smith Family, unless a specific prior agreement has been made.

10 Use of Facilities and Equipment

Equipment provided to team members because of their employment or unpaid engagement with The Smith Family remains Smith Family property at all times and must be returned when the team member leaves The Smith Family. Team members must ensure that all Smith Family equipment provided to them is used for its intended purpose, is to be kept safe, secure, and in good condition at all times. Smith Family facilities and equipment includes but is not limited to property, information and personal work equipment. Smith Family equipment or facilities cannot be used for private or commercial purposes without prior manager approval.

Separate policies exist for the following areas, which are considered to be of critical importance to the organisation:

- *E-mail and Internet Usage and Computer Network Security. Details are outlined in the Use of Information Services and Communications Policy and Procedures*
- *Use of company cars. Details are outlined in the Motor Vehicle (Tool of Trade) Policy and Procedures*
- *Mobile phone usage. Details are outlined in the Mobile Phone Policy*
- *Company-issued Credit Cards. Details are outlined in the Corporate Credit Card Policy*

If equipment used in the course of a team members employment or unpaid engagement with The Smith Family is lost or stolen, this must be immediately reported through the relevant line manager.

11 Enabling High Performance

Ongoing and regular communication between a team member and their manager is one of our most important contributions to enabling high performance and excellence at The Smith Family. This ongoing and continual cycle aligns the efforts of team members with organisation objectives, promotes consistency in performance planning and reviews and motivates team members to perform at their best.

In order to enable a high performing culture at The Smith Family we will focus our efforts on:

- The behaviours we need to demonstrate
- The objectives and KPIs we need to achieve and
- The development required to support us to do both of these things.

When we demonstrate our key behaviours, together we create a great culture. When we achieve our individual objectives and KPIs, enabled by our great culture, we contribute to the achievement of our strategic objectives and KPIs.

While The Smith Family is committed to enabling a high performing culture that supports the growth and development of team members and the organisation, there will be instances in which it is appropriate to have formal performance discussions. The intention of these discussions is to ensure that the team member is clear about what expectations are required moving forward and to move towards a positive resolution. However, in instances of repeated breaches or serious misconduct The Smith Family reserves the right to take further disciplinary action up to and including termination of employment or unpaid engagement.

12 Conflicts of Interest

A conflict of interest occurs when an individual's private interest interferes in any way – or even appears to interfere, with the interests of The Smith Family. A conflict of interest may also arise when any team member receives improper personal benefits because of their position with The Smith Family. Team members' actions and behaviours are a reflection of The Smith Family and if there are any concerns in relation to this then team members must speak to their manager for guidance.

12.1 Acceptance of Gifts or Benefits

The giving and receiving of gifts, entertainment or other benefits occurs on occasions. The Smith Family's guidelines are in place to prevent interferences or an inducement for business or personal gain.

Gifts, entertainment or benefits given as a sign of appreciation from clients, donors, business partners or others may be accepted up to a value of approximately \$100. Gifts whose value exceeds this threshold should be refused or where possible returned. If this is not possible, the gift is required to be handed to a senior manager. Team members must not accept gifts or benefits which may be intended to influence, or could reasonably be perceived as influencing business decisions.

12.2 External Activity

Team members are expected to refrain from any external activity, either paid or voluntary, which may directly or indirectly compromise the performance of their role or be in conflict with the interests of The Smith Family. It is an expectation of all team members that if there is or may be the possibility of a conflict arising then this must be disclosed to their manager. It is also a breach of this Code to benefit personally from your association with The Smith Family. This could include but is not limited to the benefit gained from professional relationships or associations developed while working at The Smith Family,

inappropriate use of supplier or proprietary information or financial gain through a professional relationship or association.

12.3 External Employment

The Smith Family generally expects that paid employment with the organisation will be a paid team member's primary occupation. External employment must not conflict with the requirements of this primary occupation. Paid team members are expected to refrain from any external activity, association or investment that may directly or indirectly compromise the performance of their role.

Unpaid team members are required to disclose potential conflicts of interest including volunteering or employment with other organisations where a potential conflict may exist. Further information can be found in the Conflicts of Interest Policy.

12.4 Voluntary Activities

Team members are free to participate in voluntary community organisations and charities and in professional associations provided that such activities do not conflict with their organisational commitments.

12.5 Political Activity

As an independent not for profit organisation, The Smith Family has no political affiliations. While team members are free to support political parties, in no way should team members express their own views as if they are the views of The Smith Family. Where team members are politically active, they must ensure that there is no overt display of their affiliations, and that their personal views and beliefs are not represented as being those of The Smith Family or its work.

12.6 Disclosure of conflicts

Team members must inform their manager of any potential or perceived conflicts of interest that may arise throughout their employment. Where a team member is uncertain about whether a conflict of interest exists, they should refer to the Conflicts of Interest Policy and discuss this matter with their manager.

13 Delegation of Internal Authorities

Certain paid team members at The Smith Family have the authority to approve activities and transactions related to the Smith Family's activities from a legal, financial, operational and human resources perspective. This delegated internal authority is outlined in the *Delegation of Internal Authorities Policy* as amended and located on SmithNet.

This Policy aims to provide:

- details on delegated authority inclusions and exclusions; and
- a clear understanding of the requirements related to the authorisations, such as the specific activity, the authorised persons and the limits of the authorisation for that activity.

14 Public Comment

All proactive and reactive dealings between The Smith Family and the media are the responsibility of the Head of Communications or delegate. Team members are not authorised to make any public comment on behalf of the organisation or to comment in a way which might be construed as expressing the views of The Smith Family. Requests for comment should be referred to the National Media Manager and are to

be dealt with in accordance to The Smith Family's Media Policy. Only those officially designated by The Smith Family have the authority to speak on behalf of the organisation in social media.

15 Personal use of Social Media

We encourage team members to exercise sound judgement and common sense in their use of social media and in their personal online activities. Any content that you publish that could damage the reputation of The Smith Family, its activities or other team members could be subject to disciplinary action. Taking a public position online that is counter to The Smith Family's interests could also be subject to disciplinary action up to and including the termination of employment or finalisation of unpaid engagement.

Further information on social media use is explained in the Smith Family Media Policy and team members are expected to understand and apply this. The Smith Family Social Media Policy located on SmithNet.

16 Workplace Health and Safety

The Smith Family is committed to providing team members, clients and stakeholders with a healthy and safe environment, and will integrate health and safety into all aspects of its operations. Team members also have a duty of care towards their own safety and that of others, and should ensure that The Smith Family health and safety policies and procedures are followed. Potential and actual safety hazards should be reported immediately through the relevant manager, and where appropriate, team members must take immediate action to either eliminate or isolate the hazard.

17 Alcohol and Non-Medically Prescribed Drugs

It is The Smith Family's policy to maintain a work environment that is free from the effects of alcohol and drugs taken for non-medical purposes. The use of controlled substances subjects team members, volunteers, clients and visitors to unacceptable safety risks and undermines our ability to operate efficiently. The unlawful manufacture, distribution, dispensation or use of a controlled substance in the workplace or whilst engaged on Smith Family business is strictly prohibited.

Team members are not permitted to commence duty whilst under the influence of a drug, which may have a detrimental effect on their performance. A team member who is taking prescribed medication, which is likely to affect their performance, should inform their manager before commencing work so that safety risks may be assessed.

A team member working whilst under the influence of a drug which is likely to endanger the health and safety of others to whom The Smith Family owes a duty of care will be suspended from duty without pay. The team member will remain off duty until they are able to provide adequate evidence of their capacity to return safely to work.

18 Discrimination, Bullying and Harassment

The Smith Family is committed to ensuring that working relationships between all team members, are respectful and productive.

Discrimination, bullying and harassment are unlawful and unacceptable forms of behaviour which cause stress, debilitate morale, erode the rights of the individual and interfere with the effectiveness of the workplace. The Smith Family adopts a zero tolerance approach to these behaviours. Team members are required to report instances of discrimination, bullying or harassment to their manager, or the National Manager Human Resources.

Volunteers may wish to speak with their local Volunteer Relationship Coordinator in the first instance for assistance with reporting issues related to discrimination, bullying and harassment.

Discrimination

Discrimination happens when an adverse action takes place because of a person's characteristics. Discrimination may be based on a number of things including but not limited to race, religion, gender, disability or sexual orientation.

Bullying and Harassment

Bullying at work, as defined by the Fair Work Act 2009, occurs when a person or group of people behaves unreasonably and repeatedly towards a worker or a group of workers while at work, and the behaviour creates a risk to health and safety. Unreasonable behaviour includes victimising, humiliating, intimidating or threatening.

Further information is contained in the Harassment, Bullying and Discrimination Policy.

19 Working with Children and Other Clients

The Smith Family has an obligation to ensure that all team members who work in child related employment are not prohibited persons, or the equivalent, under child protection legislation. Potential team members are required to complete the necessary employment screening prior to commencing employment. This screening is comprised of police records checks and/or child work safety checks as required by legislation or Smith Family policy.

The Smith Family expects all team members to conduct themselves appropriately in working with all clients, and to comply with relevant policies and procedures.

20 Breaches of the Code of Conduct

Paid team members who violate The Smith Family's Code of Conduct may face disciplinary action. Serious breaches of the Code may lead to disciplinary action up to and including the termination of employment without notice.

Team members who believe that this Code of Conduct has been breached must report this breach or breaches to their manager, or the National Manager Human Resources. Any breaches reported to a manager must be escalated to the National Manager Human Resources to determine the nature of the breach and to determine appropriate action.

Unpaid team members whose engagement with The Smith Family does not align with The Smith Family's Code of Conduct may have their engagement with the organisation finalised.

Any feedback on this code of conduct should be provided to the National Manager Human Resources.

Document information

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