



Code of Conduct

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Approved by the Director of Tofarati Angels Limited on 24 December 2019.

Version Control

Contact person	Role	Ver No	Date	Review Date
Warren Fahey	Consultant	1	24 December 2019	24 December 2022

1. About Tofarati Angels Limited

We are all about the relief of poverty, sickness, suffering, misfortune and distress through:

- individual and family one-to-one counselling and support;
- individual and family financial aid and specialised equipment purchases;
- individual and family clothing, food and shelter support;
- carer support for those assisting clients with a disability or special needs; and
- any other direct help necessary for good health.

2. Purpose of Code of Conduct

A Code of Conduct sets out the relevant standards expected of all staff members in order to maintain the highest standards of integrity and leadership. It will help ensure that Tofarati Angels Limited remains effective, open and accountable to its clients.

This Code of Conduct is designed to ensure that staff conduct business transparently, fairly, and in the best interests of Tofarati Angels Limited, working towards achieving Tofarati Angels Limited's Goals and Core Values in the best way possible.

In particular, this Code seeks to:

- Detail minimum standards of workplace behaviour. These behaviours help to build healthy and positive relationships with the people who receive services from Tofarati Angels Limited and govern the way we relate to each other, visitors and other stakeholders.
- Guide all staff members in their values and behaviours as part of their everyday work activities with colleagues, clients and communities. It should be used in conjunction with other relevant policies, guidelines and/or codes which may be specific to the service in which they work.
- Provide clarity for all staff members on the conduct and behaviours to be exhibited in the performance of our duties.
- Not attempt to address all possible issues which we may face in our work.
- Support our legal obligations in a number of areas for example Work, Health and Safety, and Equal Opportunity.

3. Definitions

Client:

A client is a person who receives services or assistance from Tofarati Angels Limited and who is not working on behalf of Tofarati Angels Limited in any capacity.

Conduct

Personal workplace behaviour of an individual.

Employee or Staff Member

An employee or staff member a person who is hired to provide services in exchange for compensation (pay) (Australian Taxation Office, 2012). An employee is a paid member of staff – this can be on a full-time, part-time, fixed term or casual basis. This includes contractors providing services to Tofarati Angels Limited for a set time or specific task and those engaged in the performance of duties for Tofarati Angels Limited from a labour hire agency.

4. Scope

This Code of Conduct applies to all Tofarati Angels Limited staff.

5. Organisational Values

Professionalism

Working in a highly ethical and professional manner at all times.

Transparency

Transparency implies openness, communication and accountability. It is an important element in fostering a work environment which incorporates it into everything that is done. Such a workplace culture is directly opposed to corruption.

Accountability

We are all responsible / answerable / liable for our actions, behaviours and use of Tofarati Angels Limited resources.

Collaboration

Collaboration is working together to achieve a goal. Being courteous, sensitive to the needs of others and honest in communications and working cooperatively with others to achieve common goals and a safe and harmonious work environment.

Respect

Respect all individuals and their diversity in cultural, ethnic, religious, age, gender, socio-economic, sexual orientation and other forms of diversity.

Confidentiality

Treat any sensitive and personal information with strict confidentiality.

Compliance

Adhere to all lawful requests and directions given by appropriate supervisors. Comply with any other policy and conduct requirements that are prescribed by Tofarati Angels Limited.

Lawfulness

At all times, comply with all applicable Australian and NSW laws.

6. Responsibilities of Each Member of Staff

All staff members are required to:

- be familiar with Tofarati Angels Limited's Code of Conduct;
- agree to abide by this Code and additionally, if an employee, to sign and return the Code of Conduct Agreement; and
- adhere to the minimum standards of conduct in the Code at all times whilst carrying out their responsibilities at work.

7. Code of Conduct Agreement

The purpose of the agreement is to:

- set out minimum standards of behaviour as examples for each of Tofarati Angels Limited's organisational values;
- provide a means to capture the written agreement of all staff members to a Code of Conduct, through the Code of Conduct Agreement which will be retained by Tofarati Angels Limited within the individual's personnel file; and
- act as a future reference source to assist whenever a particular situation might arise.

8. Implementation of the Code

Each current staff member will receive a copy of the approved Code of Conduct at an information session, or as part of another training course. Each current staff member will then be asked to read, sign and return a signed copy of the Code of Conduct Agreement to Tofarati Angels Limited for retention as detailed above, after attending an information session.

New staff members will be required to read the Code when commencing work for Tofarati Angels Limited, and additionally be required to sign the Code of Conduct Agreement within two weeks of such commencement.

9. Breach of the Code

This Code of Conduct guides staff members to carry out Tofarati Angels Limited activities in an ethical manner. All staff members have a responsibility to act consistently with the behaviours in this Code.

Where it is established that a staff member has breached the Code of Conduct or exhibited a behaviour which is unacceptable to Tofarati Angels Limited or related Tofarati Angels Limited policies, they may be subject to an investigation into their behaviour and actions which may result in a variety of sanctions including formal warnings, performance management or termination of employment or being asked to leave Tofarati Angels Limited.

Where it is suspected that a criminal offence has been committed, the matter will be referred to the Police.

Reference will be made to the Human Resources Policy and Procedures.

10. Reporting a Breach of the Code

There are informal and formal ways of raising a breach of this Code. If you believe that a suspected breach of the Code may have arisen, you are encouraged to raise this in the first instance with the person concerned (where you feel you can) or in all other cases with the person to whom you report.

If the breach involves your manager or the person to whom you report, you should raise this direct with the Director.

11. Effectiveness and Review

The Director of Tofarati Angels Limited will review this Code each 36 months on the anniversary of its approval.

CODE OF CONDUCT AGREEMENT

I agree to abide by the Code of Conduct for Tofarati Angels Limited whilst working for Tofarati Angels Limited.

Value	I will demonstrate this by the following behaviours:
<p>Professionalism High level of professional and ethical behaviour</p>	<ul style="list-style-type: none"> • A commitment to assisting clients with compassion and respect. • Acknowledging that I am responsible for behaving in accordance with Tofarati Angels Limited's Core Values and the Code of Conduct. • Acting in a way that enhances the reputation of Tofarati Angels Limited. • Keeping up-to-date with advances and changes in my work area and participating in relevant training, information sessions and meetings. • Only making comments in public including social media (e.g Twitter, Facebook, YouTube) and in the media on behalf of Tofarati Angels Limited when authorised by the Director. • Ensuring any public comments made as a private citizen are identified as personal opinion and not necessarily the opinion of Tofarati Angels Limited. • Conducting myself honestly, reliably, being punctual and acting without favouritism at all times. • Implementing the policies and decisions of Tofarati Angels Limited impartially. • Acknowledging that I will not misuse or manipulate my position with the Tofarati Angels Limited to gain any personal benefit. • Dressing in an appropriate professional manner when conducting Tofarati Angels Limited activities. • Accepting supervision, guidance and requesting support from others when needed.
<p>Transparency Openness, communication and accountability</p>	<ul style="list-style-type: none"> • Making decisions which take all the relevant facts into account, in a fair and impartial manner. • Maintaining adequate documentation to support any decisions made as part of my work responsibilities as well as for any clients I may assist. • Refraining from offering gifts to clients especially children or vulnerable individuals. • Accepting personal gifts or other benefit only when I consider them of token value (typically say less than \$25 in value), offered in the spirit of goodwill where nothing is expected in return. • Declaring any personal gifts worth in excess of \$25. • Ensuring that any employment outside Tofarati Angels Limited does not give rise to any conflict or perceived potential conflict of interest. • Recognising good performance and addressing performance concerns quickly, fairly and openly for any people I may manage or supervise. • Raising any workplace related issue or grievance in accordance with Tofarati Angels Limited policy.
<p>Accountability Responsible, answerable and liable for actions, behaviours and use of Tofarati Angels Limited resources</p>	<ul style="list-style-type: none"> • Refraining from fraudulent or criminal behaviour, bribery or the inappropriate or unauthorised use of any Tofarati Angels Limited resources (e.g. internet, email, technology, financial and misuse of any donations, grants and external funding received). • Avoiding real or perceived conflicts of interest at all times. • Accurately recording, reporting and maintaining Tofarati Angels Limited information. • Taking responsibility for my work and my performance for Tofarati Angels Limited. • Respecting and protecting the physical and intellectual property of Tofarati Angels Limited.
<p>Collaboration Working together to achieve common goals and a harmonious work environment</p>	<ul style="list-style-type: none"> • Working collaboratively with others and to the best of my ability to achieve Tofarati Angels Limited's aims and objectives. • Actively supporting, encouraging and promoting diversity in our people and those who use our services. • Supporting Tofarati Angels Limited in creating a culture where there is

