

QUAKER SERVICE AUSTRALIA LIMITED
Unit 14, 43-53 Bridge Road, Stanmore, NSW 2048
ABN 35 989 797 918 ACN 618 346 839
QSA's CODE OF CONDUCT FOR STAFF, VOLUNTEERS AND VISITORS

Central to this Code of Conduct is the Quaker belief in the equal worth of all people, and the role of QSA to work in a way to promote the Human Rights and dignity of all involved in its projects.

OFFICE ENVIRONMENT

1. In its Australian office, the QSA Management Committee, staff and volunteers will work together endeavouring to create a work environment sensitive to gender equity and diversity, free of any form of harassment, with an awareness of cultural issues and confidentiality, and the need to be fair and transparent in all aspects of its work.
2. In an attempt to create a healthy and safe workplace environment for all, **certain modes of behaviour will not be tolerated in the workplace**, whether in the Australian office or visiting project partners. **These unacceptable behaviours are:**
 - Being under the influence of alcohol or illegal drugs, or being found to use these in the workplace;
 - Being abusive in manner, words or deeds, making comments, jokes or stories of a lewd, sexist, racist, homophobic or suggestive nature;
 - Bullying, harassment or exploitation - behaviour which is in any way belittling, bullying or abusive in nature, or which involves harassment or sexual exploitation;
 - Theft, or neglect of duties and responsibilities;
 - No employee, volunteer or visitor to the office or a supported project should subject any other employee, volunteer, project partner or participant to any form of sexual harassment;
 - Disruptive verbal behaviour or use of physical violence;
 - Breach of confidentiality, or breach of trust;
 - Intentionally using QSA computers in ways not in keeping with Quaker ethics, e.g. for accessing pornographic websites, or material of a lewd, sexist, racist, homophobic or suggestive nature, or for internet gambling;
 - Harassment of a sexual nature such as unwelcome sexual advances, stalking, persistent mobile phone calls or text messages of an unwelcome nature, or request for sexual favours or other unwelcome conduct which makes a person feel offended, humiliated or intimidated;
 - **None of the above will be tolerated** and if claims of such behaviour are substantiated after investigation, disciplinary action by the Executive Administrator or Management Committee may result up to and including termination of employment.
3. **Grievances** - A staff member who feels that they have been treated in a way that conflicts with any of the principles in this policy, must follow the procedures in QSA's Policy statement on Grievance Handling, Complaints and Disputes Resolution, included in this document.
4. **All documents, whether internal or public documents, must not denigrate anyone in any way.** This means that :

- all people and groups are presented justly and fairly in any documents; and
 - all relations with them are conducted in an open, honest and transparent way;
 - all recorded images should present people, particularly children, in a dignified and respectful manner and not in a vulnerable or submissive way and not posing in a way that could be seen as inappropriate, sexually suggestive or conveying a false impression.
 - **All photographs** are only to be taken with the consent of the adult being photographed, or in the case of children, their parent, guardian or school teacher. Each person photographed is to be made aware of the possible purpose to which the image could be used, ie newsletters, annual report, fund raising material, and on QSA's website. Every effort will be made via project partners to give them a copy of any image of them which is used in the future. This also applies to photographs taken by project partner organisation.
5. At all times there should be an awareness of, and respect for, the **sensitivities of cross cultural interactions** and of the confidential nature of the work. If there is any uncertainty around local customs and sensitivities, the project partner staff should be consulted to discuss them.
 6. Under no circumstances should **office computers** be used for
 - deliberately accessing or downloading inappropriate material from the internet, such as from pornography or online gambling sites, or
 - for extensive personal emailing.
 - Users must not
 - access, send, or cause to be sent any uploaded or downloaded material of a sexual nature, indecent, offensive, pornographic, gambling related, is illegal, unlawful or inappropriate;
 - could cause insult, offence, intimidation or humiliation to a reader;
 - gives the impression it represents the opinion of the QSA Management Committee when in fact this is untrue;
 - potentially could adversely impact on the reputation of QSA.
 - Letterheads and other approved document formats are not to be changed without instructions from the Executive Administrator to do so, nor is software to be downloaded from the internet without consultation and approval and after examining the implications of this in terms of overall suitability, safety from viruses and licensing agreements.
 - Cyber-security can only be maintained with the help from everyone – computer passwords are never to be shared unless necessary to do so for legitimate business reasons, care is to be taken in the internet sites accessed, and computer virus scans to be regularly run.
 - Any email received which is suspected of containing a virus is not to be opened, nor any attachment, and both deleted from the system.
 7. **Large volumes of printed text** should not to be downloaded or photocopied without due consideration to environmental issues, copyright legislation and due recognition of the author.
 8. **Making the office and its environment safe for all** is the responsibility of everyone under QSA's Work Health and Safety Policy statement.

FINANCIAL MATTERS

9. No project which QSA supports or administers is to be conducted for the private gain of any member of QSA, office staff or volunteer. The only exception to this being as a wage /

salary paid for work undertaken. Any conflict of interest by any member in relation to QSA's projects is to be reported immediately it is detected or perceived to the convenor of QSA.

10. Management Committee members, office staff, volunteers or donors may not access QSA administered funds either as a personal loan or gift, and expressly not by means of fraud or corruption.
11. Details of QSA's donors and project partners are not to be divulged to a third party without their express consent or if required to do so by law.
12. QSA funds or other resources must not be used to support proselytising activities, funding of or supporting local or national political or religious groups or candidates, or supporting any terrorist organisation.

PERSONAL CONTACT WITH QSA PROJECT PARTNERS

13. You are not permitted to represent yourself as an agent of QSA unless operating under a specific and current contract from QSA, and never as a representative of the Australian Government or its agent, the Department of Foreign Affairs and Trade unless you have appropriate written approval from them to do so.
14. Unless alternative arrangement have been previously agreed, you will pay for all expenses incurred as a result of your visit. Any current or previous association with QSA does not entitle anyone to expect or ask for preferential treatment or favours.
15. Care is to be taken in photographs of project partners, especially children, which could be used in documents or on the website, to ensure that identifying features of a location would not enable someone to locate those photographed as a result. Personal addresses of project participants, especially children, are not to be disclosed to a third party
16. QSA does not support the giving or receiving of gifts of cash or goods (except token gifts) for its staff, its members, monitors or consultants either in Australia or within any of the countries in which it works. This includes commissions, bribes or promises of future assistance. QSA maintains a list of gifts given and received and their approximate in-country value. Due care also needs to be taken in providing token gifts which could be viewed as culturally inappropriate, or showing favouritism to one person or group of people, particularly children, to the exclusion of others.
17. **There is a clear expectation that staff, volunteers or visitors will at all times behave in a manner which is honest, fair and respectful of others.** It is essential that you do not use language or behaviour towards others, particularly children or vulnerable adults, that could be considered harassing, abusive, of a sexual nature, demeaning or culturally inappropriate, such as being alone or out of sight of other adults or children with a child or engaging in physical conduct such as kissing, hitting and other forms of physical punishment, or of a sexual nature, or causing humiliation of children, or engaging in conduct which is physically harmful or humiliating of others, including transactional sex or fraternisation while visiting project partners or representing QSA at any time.
18. Adherence to this Code of Conduct, along with QSA's specific policy statements such as Child Protection; Financial Matters; Work, Health and Safety are mandatory for all employees and volunteers (including company members). Also mandatory is the reporting of any policy breaches using the processes defined in the policies.