



TITLE: CODE OF CONDUCT			
APPROVED BY:	LLI BOARD		
POLICY OWNER:	BOARD	POLICY DELEGATE:	CEO
DATE ISSUED:	17 January 2022	LAST DATE REVISED:	Nil
LAST REVIEW DATE:	Nil	NEXT REVIEW DATE:	January 2024
DOCUMENT NUMBER:		VERSION NUMBER:	Version 1.0

PURPOSE

LifeLine International’s (LLI) Code of Conduct (***the Code***) provides guidance and framework regarding the standard of behaviour expected in LLI workplaces. LifeLine International has adopted the following Code of Conduct which sets high ethical standards for the Directors and employees of LLI. Directors and employees will act in accordance with this Code of Conduct and will pursue the highest standards of professional and ethical conduct in the interests of LLI, all Members and all other stakeholders.

In accordance with the Code, all workplace participants and Directors are responsible for their conduct, decision making and actions. If this doesn’t occur, LLI is committed to addressing issues in an appropriate and timely manner. The Code provides guidance regarding acceptable behaviour, how to raise concerns and seek support and what can happen if the Code is breached.

SCOPE

Who - The Code applies to all directors, employees and any person who represents LLI.

For the purpose of the Code, those covered by the scope are collectively referred to as “workplace participants” in the document.

Where - When and where the Code applies extends to any location that is our workplace at any time we are representing LLI. This can include but is not limited to behaviours and conduct occurring:

- at an office or other premises including LLI/government/donor/supporter locations;
- using technology or electronic device including a mobile, personal computer, on social media;
- when working from home or remotely;
- whilst travelling;
- work initiated events and conferences; and

- at locations within Australia or elsewhere in the world.

In summary in any workplace, location or situation in which you are performing work or representing LLI in any capacity.

CONDUCT

1. Behaviours and Decision Making

As an LLI workplace participant we have a responsibility to ourselves and others to behave respectfully, with integrity and to take full accountability for our actions. We owe this to the:

- donors and supporters who trust us with good stewardship of their funds;
- members, helpseekers and the communities we serve;
- governments, institutions and other bodies who support and fund our work; and
- fellow employees, board members, volunteers, contractors and anyone in our workplaces.

While the Code provides guidance regarding expected behaviours, it cannot cover every situation you may experience, therefore everyone must be accountable and responsible for their own behaviours. Workplace participants must consider both the “content” of the Code and also its “intent” to enable them to use sound judgement and the appropriate discretion in applying the Code.

To achieve this, every workplace participant is responsible for:

- a) Treating ourselves and each other, our members, our communities, our donors and supporters and the environments in which we work with respect, equality and dignity;
- b) Conducting ourselves ethically, reliably, with integrity and professionally to highest standards while performing our duties to the best of our ability. This includes complying with; all lawful and reasonable instructions; all relevant laws and LLI policies; and striving for continuous improvement;
- c) Ensuring the health and safety of ourselves and others (physical and psychological) and addressing and/or reporting any matters in a timely manner that impact our ability to undertake our LLI duties or obligations;
- d) Exercising objectivity in our decision-making, in the best interests of the organisation and those we serve and managing all LLI resources and information effectively and appropriately;
- e) Being transparent and accountable for our actions and decisions and the way in which they are achieved.

If your role has responsibilities for managing or leading people or financial resources, you have additional responsibilities to:

- f) Ensure good stewardship by effectively maximising the performance of other workplace participants and the appropriate use of LLI resources; and
- g) Appropriately model behaviours, influence and guide those under your leadership to ensure compliance with the Code.

2. Personal Transactions

- Workplace Participants will keep their personal or other business dealings separate from their dealings in their respective roles at LLI.
- Workplace Participants will not use the name of LLI to further any personal or other business purpose.
- Workplace Participants will use goods, services and facilities provided to them by LLI for legitimate business purposes and strictly in accordance with the terms on which they are provided.

3. Confidentiality of Information

- Workplace participants will ensure that confidential information relating to LLI's business, Members, helpseekers, suppliers, funders and employees is not disclosed to third parties without the consent of LLI.
- Workplace participants will not use information obtained by them as a director of LLI for personal financial gain or for the financial benefit of any other person or business.
- Workplace participants will respect the privacy of others and will comply with the Privacy Policy adopted by LLI.
- Workplace participants will respect the rights and property of LLI and others, including their intellectual property, and only accept their confidential or trade secret information after LLI clearly understands our obligations as defined in appropriate documentation.

4. Disclosure of Interests

- Workplace participants must fully and promptly disclose to LLI any private or other business interests and other matters which may lead to potential or actual conflicts of interest. They must do that in accordance with such policies that the Board may adopt from time to time.
- Workplace participants must fully disclose all relationships they have with LLI in accordance with the LLI's rules on Independence of workplace participants (see Board Charter)
- Workplace participants' dealings with LLI will always be at arm's length to avoid the possibility of actual or perceived conflicts of interest.

5. Payments, Gifts and Travel

- Workplace participants will not use their status as a director to seek personal gain from those doing or seeking to do, business with LLI.
- Workplace participants must not accept any material personal gain arising from their position as a director, from those doing, or seeking to do business with LLI without referring the matter to the CEO or the President of the Board. Materiality attaching to a personal gain will be considered on a case by case basis.
- Workplace participants must table information concerning any material personal gain arising from the position as a director at the first available Board meeting.
- Workplace participants will actively be mindful of resources which are in their trust on behalf of LLI and will support policies which ensure the stewardship of resources (E.G. Travel Policy).

- Workplace participants will only be reimbursed for legitimate expenses incurred for the sake of LLI. Workplace participants will keep all such expenses reasonable and justifiable and will discuss expenses which may be in question with the President of the Board.
- Workplace participants will protect and preserve LLI assets, including LLI business opportunities and intellectual property, for LLI's benefit and not for personal benefit.

MISCONDUCT

Misconduct occurs when a workplace participant fails to comply with the requirements of this Code. Where the behaviour or conduct relates to failing to adhere to LLI policy or procedure, this may not only be a breach of the relevant policy, but any "material" breaches may also be deemed misconduct under the Code. A material breach of a LLI policy or procedure is one that is substantial and results in, or has the potential to result in, significant consequences.

SERIOUS MISCONDUCT

LLI is committed to supporting its employees to comply with the Code, however there are some behaviours which will not be tolerated. These behaviours constitute serious misconduct and have been identified as being inconsistent with the continuation of employment and/ or engagement between LLI and the workplace participant.

Serious misconduct includes wilful, deliberate or reckless behaviour that causes serious and imminent risk to the health and safety of a person and /or to the reputation, viability or profitability of LLI.

At LLI serious misconduct can include (but is not limited to) a workplace participant, in the course their employment or engagement, engaging in:

- i. theft, fraud, corruption, financial impropriety, falsification of records or criminal activity;
- ii. assault or engaging in violent behaviour in the workplace;
- iii. being intoxicated (including under the influence of alcohol or drugs) or behaving in a manner that impairs ability to perform duties, puts yourself or others at risk or has the potential to negatively impact LLI as an organisation;
- iv. use, distribution or possession of any illegal or dangerous substances or unauthorised materials;
- v. unauthorised absenteeism; or
- vi. unauthorised use of LLI equipment, resources or systems.

CODE OF CONDUCT BREACHES

LLI is committed to acting quickly and appropriately to address any breaches of the Code. However, the resolution of a breach may differ depending on the circumstances of the matter.

Reporting a breach

All workplace participants are encouraged to report concerns in relation to a breach of the Code in a timely manner. Workplace participants can report concerns in the following ways:

- By raising the matter with the CEO to determine what is the most appropriate course of action to address the concern. Where the breach involves the CEO, the matter must be reported to the President of the Board;
- Board members may raise matters with the President of the Board; and
- If the matters are of a criminal nature, they may also be reported to the appropriate external body such as the police.

Dealing with Code breaches

In determining the appropriate course of action required to resolve a potential breach of the Code, actions may be taken to:

1. substantiate what has or hasn't occurred including a review of available information (desktop review) or the appropriate level of investigation;
2. determine whether the identified matters constitute a breach;
3. ensure the relevant participants in any processes are treated respectfully, confidentiality and in accordance with the principles of natural justice;
4. address and rectify the matters arising from the breach; and
5. where applicable implement appropriate corrective actions and / or disciplinary outcomes.

Consequences of misconduct

A breach (of the Code) may be determined to be misconduct or serious misconduct. Where a workplace participant has been found to have breached the Code, this can result in corrective and / or disciplinary action, up to and including termination of employment / engagement with LLI.

Serious misconduct may also result in immediate termination of employment and may, at LLI's discretion, be without notice.

Confidentiality and victimisation

Regardless of whether you are reporting a matter, the subject of a concern or contributing to the resolution of an issue associated with a breach of the Code, you are required to maintain the appropriate confidentiality and treat all other workplace participants lawfully and respectfully. Failing to do so, may also constitute a breach of the Code.

Support

All workplace participants are encouraged to seek support from:

- their Manager; or in the case of the CEO from the President of the Board or in the case of Board Members from the President of the Board if they are unsure about any aspects of the Code and what it means for them: or
- the Employee Assistance Program (EAP) or similar service if they need support to address behaviours that have the potential to result in a breach of the Code.

By adhering to the Code, acting with sound judgement and full accountability, we will ensure that LLI prospers and has the greatest possible impact for our Members and the beneficiaries we serve.