



RAWCS Code of Conduct

JUNE 2024

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1. Introduction

1.1 *Who we are*

1.1.1 Rotary Australia World Community Service Ltd (RAWCS) is a registered charity with the Australian Charities and Not-for-profits Commission (ACNC). We back doing good by supporting and facilitating a broad range of humanitarian and development projects, both in Australia and in developing countries. RAWCS administers three Tax Deductible funds:

1. **Rotary Australia Overseas Aid Fund (RAOAF):** This fund supports efforts by Rotary Clubs, Rotary Districts and other partners to deliver humanitarian assistance in developing countries. RAOAF focuses on both sustained development and immediate disaster response, working collaboratively with communities to deliver impactful, sustainable projects to meet identified needs.
2. **Rotary Australia Benevolent Society (RABS):** RABS supports Rotary Clubs, Rotary Districts and other partners to respond to specific community challenges within Australia. It offers an avenue for wider community involvement through tax-deductible donations. The Rotary Australia Compassionate Grants Projects within RABS uses matching funds from donations, such as those provided by Dick Smith's Trust, to assist Australians facing hardship.
3. **Rotary Australia Relief Fund (RARF):** This fund is dedicated to responding to national appeals and efficiently disbursing funds to appropriate aid projects. RARF's focus is on mobilising rapid support during national crises, such as natural disasters, providing a structured channel for public generosity to be transformed into effective aid. This fund acts as a hub for contributions from both Rotary and non-Rotary sources, ensuring swift and effective aid delivery to disaster-affected areas.

1.2 *Purpose*

- 1.2.1 Our Code of Conduct (Code) explains our expectations of you. It is an agreement between you and RAWCS. This Code of Conduct provides a shared understanding of the way we behave as individuals, towards each other and those we serve.
- 1.2.2 RAWCS operations are based on deeply held values and principles. It is essential that our commitment to humanitarian assistance principles of humanity, impartiality, independence and neutrality as defined in the Core Humanitarian Standard is supported and demonstrated by our people.

1.3 *Scope and Governance*

- 1.3.1 This Code applies to RAWCS and all of its administered funds and subsidiaries – referred inclusively within this policy as RAWCS.
- 1.3.2 It applies to all persons working for us or on our behalf in any capacity and at all times, including when representing RAWCS either within Australia or overseas.
- 1.3.3 This Code applies to all RAWCS staff, volunteers, Board members, committee members, suppliers and contractors. Within this policy all of these are represented by the term: “**our people**” or “**you**”.
- 1.3.4 This Code and its obligations extends to our program partners and any persons who visit our premises, programs or activities within Australia and overseas.

2. Principles

2.1 Values

2.1.1 As an organisation affiliated with Australian Rotarians, Rotary Districts, and Rotary Clubs, RAWCS shares and upholds the values and principles of Rotary. These include the promotion of peace, goodwill, and service above self. We are guided by Rotary's Four-Way Test in all our actions and decisions, asking ourselves:

- Is it the truth?
- Is it fair to all concerned?
- Will it build goodwill and better friendships?
- Will it be beneficial to all concerned?

2.1.2 Our values underpin relationships and behaviour and represent the guiding principles of our culture, including what guides our priorities and actions. They inspire us to foster and support the ideal of service for developing and maintaining integrity in human relations. All our people are expected to embody these values.

Our values are:

2.1.3 **Service:** We believe that our service activities and programs bring about greater world understanding and peace. Service is a major element of our purpose. Through our plans and actions with Australian Rotarians, Rotary Districts, Rotary Clubs and other non-Rotary organisations, we create a culture of service throughout our organisation that provides unparalleled satisfaction for those who serve. Our people demonstrate service by actively listening, offering support where it's needed, and working together to find the best solutions. This focus on service fosters mutual respect and cooperation, enhancing our collective ability to make a meaningful impact.

2.1.4 **Leadership:** We believe in the importance of leadership development in a safe, supportive environment. Leadership is needed to truly change the world. All our people, regardless of their role, are expected to demonstrate leadership qualities. Leaders are expected to be open to new ideas and adaptable to change, constantly seeking innovative solutions and diverse perspectives. They should contribute to creating an inclusive environment where all voices are heard, maintaining a positive outlook that motivates and encourages others. By embodying these behaviours, our people uphold and amplify our core value of leadership.

2.1.5 **Diversity:** We value diversity and celebrate the contributions of all backgrounds regardless of race, religion, ethnicity, indigeneity, disability, age, displacement, caste, gender, gender identity, sexuality, sexual orientation, poverty, class, or socio-economic status. Our people are expected to actively engage with, and learn from, diverse cultures, backgrounds, and viewpoints. By promoting inclusivity in every interaction, we foster an environment where everyone feels respected and valued. By upholding and celebrating diversity as a key value, we enrich our shared experiences and enhance the quality of our collaborations and projects.

2.1.6 **Integrity:** We are committed to and expect accountability from our people, both in the results of our efforts and in the processes, we use to accomplish our goals. We adhere to high ethical and professional standards in our work and personal relationships. We are fair and respectful in our interactions, and we conscientiously steward the resources entrusted to us. Our people exemplify integrity by being honest and accountable, learning from mistakes, and keeping their

commitments. They give credit to others, accept feedback gracefully, and respect confidentiality. They address poor behaviour, discuss concerns openly, and communicate respectfully at all times.

- 2.1.7 **Fellowship:** We believe that individual efforts focus on individual needs, but combined efforts serve humanity. The power of combined efforts knows no limitation, multiplies resources, and broadens our lives and perspectives. Fellowship leads to tolerance and transcends racial, national, and other boundaries. Our people actively collaborate to combine efforts and share resources, which amplifies the results of our projects. They engage in respectful and productive discussions, contribute to a supportive environment, and value each other's contributions. This active cooperation enhances our ability to serve effectively and achieve our common goals.

3. Code of Conduct

3.1 Policy

- 3.1.1 The work and reputation of RAWCS depends on the performance and behaviour of our people. This Code of Conduct outlines our shared understanding and expectations of the manner and spirit in which we come together to achieve our purpose.
- 3.1.2 Our Code of Conduct establishes the standards of conduct and behaviour expected from you in performing your duties and interacting with others, regardless of location. These standards are vital for maintaining public trust and confidence in our integrity and professionalism in delivering comprehensive project support services within Australia and developing countries.

3.2 Our Commitments

3.2.1 Integrity and Ethical Behaviour

- I commit to acting with integrity and ethical behaviour in all my interactions, knowing that I am a representative of RAWCS. I will uphold our values and principles, maintaining transparency and accountability in all my actions and decisions both within the organisation and with external stakeholders.
- I will act honestly, fairly, and transparently in all dealings, avoiding conflicts of interest and ensuring that our actions serve the best interests of the communities and individuals RAWCS aims to assist.

3.2.2 Respect for Diversity and Inclusion

- I commit to treating every individual with respect and dignity, valuing their uniqueness and contributions, and fostering an inclusive environment within RAWCS where everyone feels heard and valued.
- I will actively promote diversity and inclusion within RAWCS activities and projects, striving to engage with, and empower marginalised and underrepresented communities.

3.2.3 Service Above Self

- I am committed to the Rotary motto of "Service Above Self". I will prioritise the needs of others and dedicate myself to serving communities in need, both locally and globally, with compassion, empathy, and humility.

- I will strive to make a meaningful and sustainable impact through RAWCS projects, working collaboratively with local partners and stakeholders to address long-term development challenges and promote positive change.

3.2.4 **Responsible Stewardship**

- I commit to using RAWCS's funds, resources, and information responsibly and ethically, ensuring that they are allocated efficiently and effectively to maximise their impact on the communities we serve.
- I will ensure that all funds raised or allocated for RAWCS projects are used responsibly and transparently, with a focus on maximising the impact and benefit for the intended beneficiaries.

3.2.5 **Professionalism and Accountability**

- I will conduct myself in a professional manner at all times, demonstrating reliability, punctuality, and commitment to my role and responsibilities.
- I will hold myself and colleagues accountable for upholding the principles and values of RAWCS, addressing any concerns or issues promptly and transparently through appropriate channels.

3.2.6 **Safety and Well-being**

- I commit to prioritising the safety and well-being of all individuals involved in RAWCS activities, implementing appropriate measures to mitigate risks, and ensuring a safe environment for everyone.
- I commit to safeguarding the rights and interests of all individuals, particularly children and vulnerable adults, by adhering to all RAWCS policies and procedures designed to prevent exploitation, abuse, or harm in any form.

3.2.7 **Child Safeguarding**

- I am committed to the safety, well-being, and protection of children participating in our programs or benefiting from our projects, ensuring that they are provided with a secure and supportive environment free from harm, abuse, neglect, or exploitation.
- I will adhere to RAWCS's Child Safeguarding Policy and Code of Conduct, which includes measures to prevent, identify, and respond to any instances of child abuse or safeguarding concerns in accordance with relevant laws and regulations.

3.2.8 **Protection of the Elderly**

- I am committed to the safety, well-being, and protection of the elderly (Rotarians and non-Rotarians) participating in our programs or benefiting from our projects, ensuring that they are provided with a secure and supportive environment free from harm, abuse, neglect, or exploitation.
- I will adhere to RAWCS's policies and procedures, which include measures to prevent, identify, and respond to any instances of abuse of elderly people or safeguarding concerns in accordance with relevant laws and regulations.

3.2.8 Confidentiality and Privacy

- I will respect the confidentiality and privacy of individuals and communities we serve, as well as sensitive information related to RAWCS operations, projects, and beneficiaries.
- I will only share information on a need-to-know basis and in accordance with applicable privacy laws and regulations, ensuring the protection of personal data and sensitive information at all times.

3.2.9 Conflict Resolution

- I will seek to resolve conflicts and disputes in a constructive and respectful manner, fostering open communication and collaboration among all parties involved.
- I will strive to understand differing perspectives and work towards mutually beneficial solutions that uphold the values and purpose of RAWCS.

3.2.10 Environmental Responsibility

- I recognise the importance of environmental sustainability in our operations and projects and I will strive to minimise their environmental impact and promote environmentally responsible practices in all activities and initiatives,
- I will seek opportunities to incorporate principles of environmental conservation and sustainability into RAWCS projects, contributing to the protection and preservation of natural resources and ecosystems.

3.2.11 Positive and Respectful Workplace

- I will actively create and maintain a workplace where every individual is treated with respect and dignity. I will encourage open communication, teamwork, and mutual support to ensure everyone feels valued and included.
- I will approach my work with a positive attitude, facing challenges with enthusiasm and resilience. I will celebrate successes, learn from setbacks, and strive to create a welcoming and encouraging atmosphere for all.

3.2.12 Continuous Learning

- I am committed to continuous learning and improvement. I will actively seek opportunities for personal and professional development, enhancing my knowledge, skills, and effectiveness in fulfilling RAWCS's purpose and goals.
- I will provide feedback and suggestions for improvement to RAWCS leadership, contributing to the organisation's ongoing efforts to optimise its operations and maximise its impact.

3.2.13 Compliance and Reporting

- I will comply with this Code of Conduct and all relevant policies, procedures, and guidelines established by RAWCS.
- If I become aware of any violations of this Code of Conduct or unethical behaviour within RAWCS I will report such incidents to the appropriate authorities or designated officials for investigation and resolution.

4. Roles and Responsibilities

Roles	Responsibilities
National Board of Directors	<ul style="list-style-type: none"> • Ultimate accountability for our organisational policies • Guiding governance and culture of RAWCS through strategic leadership • Approving this Code of Conduct and holding the CEO accountable to how effectively it is implemented.
CEO	<ul style="list-style-type: none"> • Ensuring our people are aware of this Code of Conduct and that it is upheld • Informing the Board of any concerns relating to compliance with the Code of Conduct.
National Manager Projects & Volunteers	<ul style="list-style-type: none"> • Ensuring all project participants are aware of, and comply with this Code of Conduct. • Fostering a culture of integrity by actively promoting and supporting whistleblowing channels to report unethical behaviour or policy violations.
All our people	<ul style="list-style-type: none"> • Understanding and complying with this Code of Conduct • Ensuring that your actions and behaviours are in line with this Code of Conduct and that your work reflects our values and the commitments above. • Not encouraging others (directly or indirectly) to breach this policy • Reporting any breach to your supervisor/manager.

5. Failure to Comply with the Code of Conduct

- 5.1 Any alleged breach of this Code of Conduct will be subject to investigation. Consequences for breaches may include but are not limited to counselling, retraining, formal warnings, suspension or termination of affiliation with RAWCS, reimbursement of misused funds, and legal action if warranted.

6. Policy Distribution

- 6.1 All our people will be provided with a copy of the Code of Conduct and can access it upon request and/or via our induction process. We will ensure that all our people are notified of and made aware that they are required to follow this policy. This Code of Conduct will be publicly available on our website.

7. Review

- 7.1 We are committed to continuous improvement to our policy, procedures and practices. This policy will be reviewed at least every three years by the CEO and approved by the National Board of Directors to ensure it is working in practice and updated as required.
- 7.2 Feedback on this and other policies is openly encouraged from our people, partners, stakeholders and the communities we work with. Feedback, as well as emerging good practice and collaborative lessons learnt across the development sector, will be used to strengthen this and related policies and procedures.

8. More information

8.1. If you have a query about this policy or need more information, you can contact us via:

- email: info@rawcs.org.au
- phone: +61 2 8833 8306
- post: Rotary Australia World Community Service Ltd
25/1 Maitland Place
Maitland Place
Norwest NSW 2153
Australia

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