



Save the Children

54 reasons

CODE OF CONDUCT

For employees and representatives
of Save the Children Australia

Save the Children acknowledges Aboriginal and Torres Strait Islander peoples as the traditional owners and custodians of the land on which we work and pays respect to Elders past and present.

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INTRODUCTION FROM OUR CEO

Save the Children's work revolves around child rights, inspired by our courageous founder, Eglantyne Jebb, more than 100 years ago. An activist heart has beaten strongly in this organisation every day since, and our people are committed to carrying out the mission she started - to elevate the voice and the needs of children. We work to ensure all children are safe, healthy and can meet their potential, through access to a quality education.

This work requires the highest standards and a commitment to shared values. Our Code of Conduct provides clear guidance on what we expect of our people and other representatives, as well as providing examples of conduct that will always be unacceptable. It is the responsibility of all of us to ensure our behaviour is consistent with the values and principles of Save the Children, set out in the Code of Conduct.

How we show up at work each day matters. To be truly fearless for children, we must hold ourselves and each other to present with accountability, ambition, collaboration, integrity and creativity. It's what Eglantyne would do.

Mat Tinkler

Chief Executive Officer - Save the Children Australia



ABOUT THE CODE

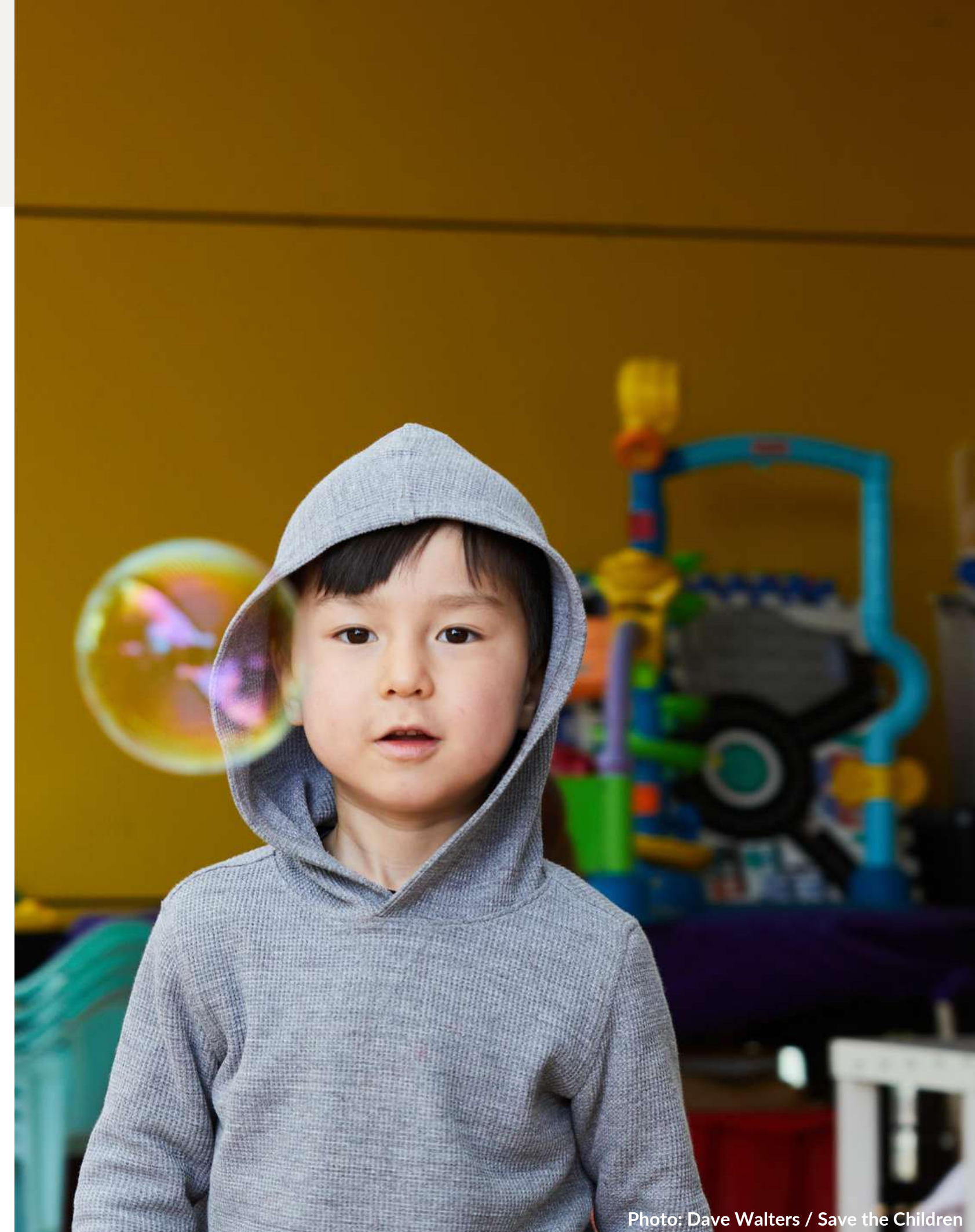
The Purpose of the Code

This Code of Conduct applies to Save the Children Australia (SCAus) employees, volunteers and representatives at work and outside of work. SCAus includes 54 reasons, Pacific Country Offices, and its subsidiaries. It covers all activities, including personal ones, that conflict with the Code or harm the organisation's operational abilities and/or reputation.

SCAus requires all employees and representatives to follow the Code of Conduct, to promote our values and comply with SCAus Policies and Procedures, including:

- working actively to **protect children** by following our Child Safeguarding Policy and procedures
- **respecting the basic rights of others** by acting fairly, honestly, and by treating people with dignity and respect
- **maintaining high standards** of personal and professional conduct
- protecting the **safety and well-being** of self and others
- **protecting** the organisation's assets and resources
- **reporting** any matter that breaks the standards contained in this Code of Conduct.

[Click here to access the Policy Centre](#)





OUR VISION AND MISSION

Here in Australia and around the world, we give a powerful voice to children and champion their rights. As a global organisation, Save the Children directly reaches millions of children whose rights are threatened, across more than 100 countries every year.

OUR VISION

A world in which every child attains the right to survival, protection, development and participation.

OUR MISSION

To inspire breakthroughs in the way the world treats children and to achieve immediate and lasting change in their lives.

OUR CORE VALUES AND WHAT THEY MEAN TO US



Accountability

We are responsible for using our resources efficiently and achieving measurable results. We are accountable to our supporters, partners, and most importantly, children.



Ambition

We have high expectations for ourselves and our colleagues. We set goals and are dedicated to constantly improving everything we do for children.



Collaboration

We respect and value each other. We benefit from our diversity and collaborate with partners to make a difference for children.



Creativity

We are open to new ideas and embrace change. We take calculated risks to develop sustainable solutions for children.



Integrity

We aspire to live to the highest standards of personal honesty and behaviour. We never compromise our reputation and always act in the best interests of children.



IT'S OUR RESPONSIBILITY



HOLDING OURSELVES ACCOUNTABLE

As **advocates for children**, our goal is to fulfil their immediate and long-term rights in all contexts.

Being locally led and globally connected, **we ensure indigenous and local ways of knowing, doing and being are respected**. All decisions on First Peoples Localisation will be guided by the principle of children at the centre and will ensure children have agency in those decisions.

It is our accountability that makes us who we are. We must ensure our people follow the Child Safeguarding Policy and speak up when something isn't right.

The safety and wellbeing of children, the communities we work with and our people is very important to us.

WE TAKE SAFEGUARDING SERIOUSLY

As a Child Rights organisation, our priority is to ensure the safety, well-being, and development of children and young people. We also keep them connected to their community and culture. We take a zero-tolerance approach to abuse or harm and will respond to all concerns without fear or favour.

We are committed to:

- Creating a safe environment for children and young people. We foster an open and aware child-safe culture by following laws and best practices.
- Supporting Pacific Island, Aboriginal and Torres Strait Island children and young people to express their culture and enjoy their cultural rights. Our Framework for Cultural Responsiveness guides us in this effort.
- Ensuring that children, young people, families and communities are well-informed and involved in decisions that affect them.
- Responding to, and reporting, child safeguarding disclosures, incidents, concerns and suspicions.
- Helping our representatives identify and respond to signs of child abuse and harm.

Example #1



I'm finished for the day but noticed a program participant is still waiting to be picked up. The parents always seem very busy and I live in the same direction. Can I offer to drop a child or young person home in my personal vehicle?

No. You should always notify your manager and there must be at least one other youth worker with you. It may be well-intended but it is not safe or appropriate. Speak to your manager or contact the Safeguarding team if you are unsure how to proceed.



Who can I reach out to?

Our Safeguarding Team at:
safeguarding@savethechildren.org.au

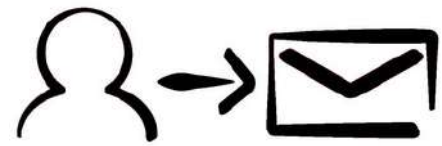


Familiarise yourself with the full policy by following the link here:

[Child Safeguarding Policy](#)

SAFEGUARDING CASE STUDIES CONTINUED

Example #2



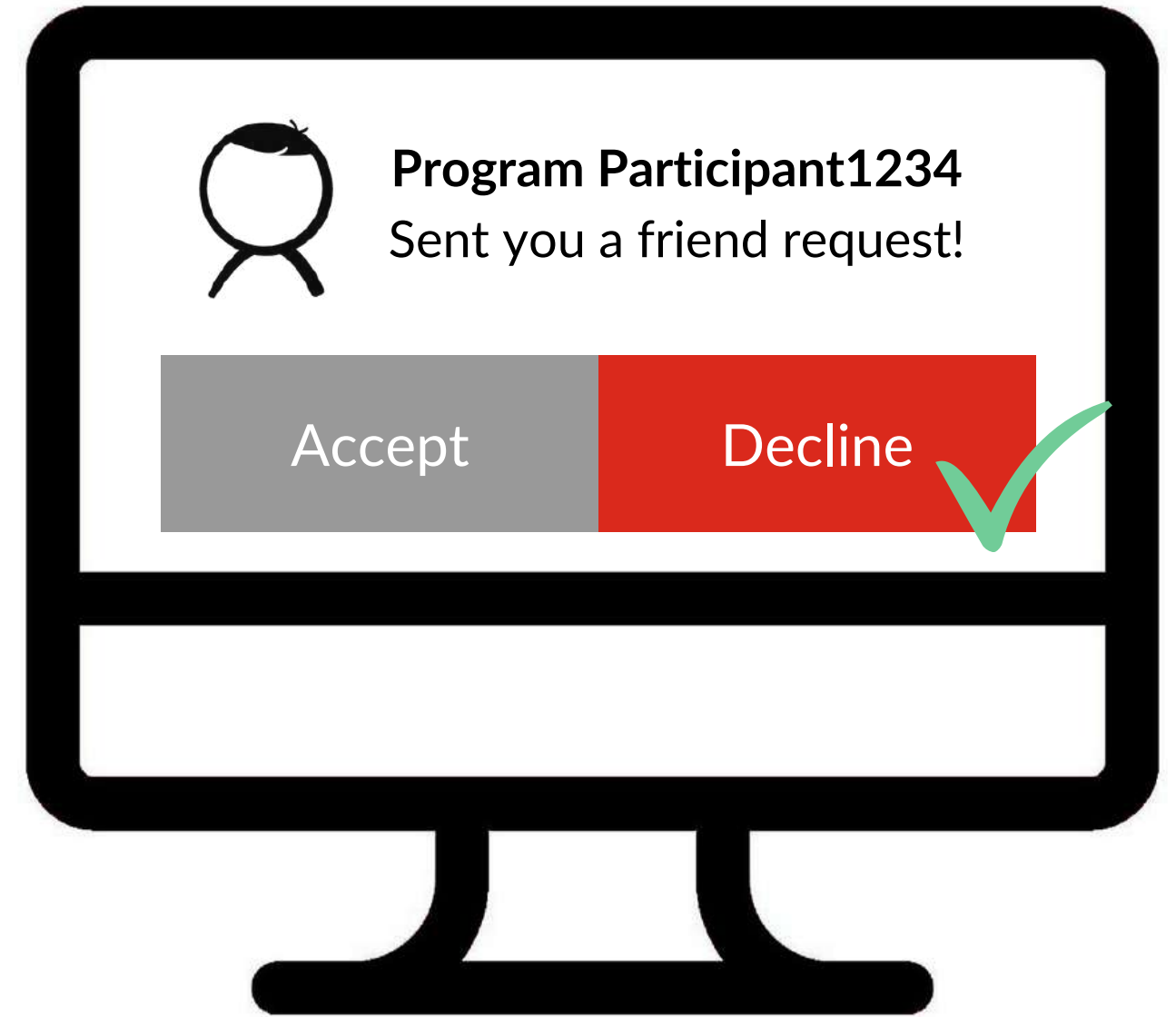
I received a friend request on social media from one of the program participants. I want to be friendly and approachable but unsure if this is appropriate. What should I do?

You should **decline** the friend request.

Let your manager know this has occurred, and either you or your manager can explain to the child or young person that we don't communicate on any personal devices or use any personal communication platforms with them to keep them safe.



Remember: It is a breach of the Child Safeguarding policy to share your personal contact details with program participants.



You should not exchange your personal number, or connect with any child or young person on any form of social media, communication or gaming platform (Whatsapp, Facebook, Instagram, Snapchat, Roblox etc). Reach out to the Safeguarding Team if you are unsure of anything.

ENSURING A SAFE WORKPLACE FOR ALL

We are dedicated to keeping our people and anyone who interacts with our operations safe and healthy. Safety is everyone's responsibility.

Here are a few ground rules that help us create a safe workplace for everyone:

- Take reasonable care of your own health and safety, and the health and safety of others
- Arrive for work fit and able to safely perform your work.
- Work with colleagues to promote health and safety and ensure it's considered in workplace decisions.
- Follow all workplace health and safety policies and guidelines while doing your job.
- Immediately report health and safety incidents, hazards or unsafe conditions.
- If safe to do so, act to remove or make safe any incident, hazard or unsafe condition.



Incidents must be logged onto our Incident Management System called Donesafe.



We encourage you to look at safety and wellbeing in relation to your work and the particular risks you face in certain situations. Visit the links on the right to learn more about the practices and approaches we have in place.



Who can I reach out to?

The **Safety & Wellbeing** team at
workplacesafety@savethechildren.org.au



Click on the links below to learn more:

[Donesafe](#)

[Work Health & Safety Policy](#)

[Incident Reporting](#)

[Safety & Wellbeing Page](#)

SPEAKING UP

We need you to speak up if you see activity or behaviours that are not in line with our Code of Conduct.

Employees and representatives of Save the Children have an obligation to report serious concerns, including potential breaches of the Code of Conduct.

? How do I raise a concern?

There are a range of channels available for people to raise or report a concern. **If you are unsure, always report something.**

- *Verbally or in writing to a senior manager, our General Counsel or People & Culture team.*
- *Via Donesafe - our incident reporting system.*
- *Via our whistleblower protected disclosure portal - you can choose to remain anonymous.*



To learn more, click on the link below:

[Whistleblower Policy and Guidelines](#)

- Anyone can speak up, knowing their concern will be heard and responded to. Reports help us learn and improve. They also protect our people, reputation, and the communities we serve.
- You can report anonymously. Knowing who is raising the concern will be helpful, but you will never be pressured to disclose your identity. Until investigated and proven, it's not proven misconduct.
- We investigate each concern and document our response. We make sure our learnings are put to action through feedback, changes to policy or practice, or disciplinary action if needed.

If you experience or have a concern about any of the following events, it's important that you report it on our Incident Management System called Donesafe. Read more on the next page.



ACTUAL OR
SUSPECTED HARM TO
A CHILD OR ADULT



FRAUD,
CORRUPTION, BRIBERY
OR DISHONESTY



SAFETY HAZARDS,
ACCIDENTS
OR NEAR MISSES



MOTOR VEHICLE
OR PROPERTY
DAMAGE



DATA LOSS OR
BREACH AND
CYBER INCIDENTS

WHEN SHOULD I REPORT AN INCIDENT AND WHAT HAPPENS NEXT?

All incidents should be reported.

All incidents must be verbally reported to your manager and logged in the Incident Management System, Donesafe.

Log in using the Single Sign On button and follow the prompts.

Time critical incidents

The below critical incidents need immediate verbal reporting to key people for action. You can find the contact names and numbers for these people on the Incident Reporting Page.

- Incidents requiring medical treatment, hospitalisation or time off work
- Data breaches
- Cyber Security Incidents

What happens?

Your line manager and the relevant support team are notified. **A support team member will contact you if more information is required.**

We will advise you of the outcome subject to confidentiality.

When should I report?

As soon as possible.
(within 24 hours)



Worried you might be wrong?

Don't be. We will investigate every report with care and confidentiality.

Further Resources:

[Incident Reporting Intranet Page](#)

[Reporting Anonymously](#)



WORKING TOGETHER



OUR PEOPLE

We commit to treating each other with respect, kindness, and fairness. We believe that a **positive and inclusive work environment** is essential for achieving our **mission for children**.

Our strength as a team lies in the diversity of our backgrounds, experiences, and perspectives. We value the unique contributions each person brings and we strive to create a culture where everyone feels valued, heard, and supported.

We will not tolerate any form of discrimination, harassment, or disrespectful behaviour. It's up to all of us to maintain a supportive and inclusive community.

RECONCILIATION MATTERS

Reconciliation is an ongoing journey. We are committed to bringing our vision of reconciliation to life at every level of our organisation and through every aspect of our programs, policy work, and relevant operations.

In Australia, Aboriginal and Torres Strait Islander people are the Traditional Owners of the land and it is important this is recognised at the start of official activities. There are no strict rules on the use of an Acknowledgement, but it is recommended that all significant meetings in size or importance, or guests from interstate or overseas, start with an Acknowledgement of Traditional Owners. Refer to an example of how to do an Acknowledgement on the right.

Reconciliation Action Committee (RAC)

The RAC works to develop and bring our Reconciliation Action Plan to fruition, in consultation with our First Nations Advisory Committee.

First Nations Advisory Committee (FNAC)



The FNAC is made up of Aboriginal & Torres Strait Islander staff from across the organisation. They bring their lived experience, knowledge and expertise to guide Save the Children's approach to reconciliation.

They provide advice on matters impacting First Nations people and help create a culturally safe and inclusive workplace.



To learn more, click on the links below:

[Reconciliation Page](#)

[Cultural Framework](#)

[First Nations Engagement Principles](#)

EVERYONE BELONGS

By fostering an environment that values and supports our people, we unlock our employees full potential and amplify our impact for children. Save the Children is a place to belong.

It takes all types of people to do the challenging work we do.

Our teams are diverse and include people with different backgrounds, attributes, talents, and experiences.

Being part of a leading organisation and global network means we must listen to every voice and always learn from each other. Our diversity helps us innovate and deliver our best for children.



Our bi-annual **employee engagement surveys** provide insights into how our employees feel about our work environment. A deep dive into our different employee demographic and diversity groups are discussed by the executive leaders to ensure we provide a better working experience for our team.



Our **employee-led networks** are also here to provide support. Check out the link on the right to learn more!

We all play a role in helping to make sure everyone belongs.



Who can I reach out to?

- Your Line Manager
- Our People & Culture Team



Click on the links below to learn more:

[Diversity & Inclusion intranet page](#)

ZERO TOLERANCE TO BULLYING, HARASSMENT, DISCRIMINATION & EXPLOITATION

Fostering a workplace culture that is safe and healthy for everyone is very important to us. Bullying, harassment, discrimination, and exploitation (BHDE) are harmful. They can cause immediate and lasting consequences. We will hold all perpetrators responsible for their actions. We have a commitment to each other and to keep everyone safe.

Read the following case studies to learn how you can respond to certain situations.

Example #1



I notice that a colleague is persistently making inappropriate jokes and hurtful comments that belittles another team member. What should I do?

This is an act of bullying. Bullying may be physical, verbal and/or emotional and may include messages, public statements and online behaviour (cyberbullying).

If you are comfortable doing so, calmly and respectfully approach the colleague and ask them to stop making hurtful comments. As a bystander, it is your responsibility to notify your manager, the People & Culture team or any senior leader if the inappropriate behaviour continues.

Example #2



I overheard a hiring manager talking to their colleague about how a female member on their team shouldn't be considered for a certain position because they would be going on maternity leave next year. Is this discrimination?

Yes. Discrimination is the unfair treatment of individuals or groups based on certain characteristics or attributes, including but not limited to, race, gender, age, religion, or disability.

It involves making distinctions, often negatively, that result in unequal treatment, opportunities, or access to resources and services.

ZERO TOLERANCE TO BULLYING, HARASSMENT, DISCRIMINATION & EXPLOITATION

Example #3



My colleague told me that another co-worker keeps giving them unsolicited compliments, sending them frequent texts and unwelcome advances that are making them feel uncomfortable and affecting their work. What should I do?

This is classified as harassment. In this situation, it's important that you listen, empathise and don't judge or try to interpret the situation. Encourage them, if they feel safe to do so, to let the co-worker know the behaviour is unwanted and making them feel uncomfortable.

Tell them that they should report their concern to their manager and the People & Culture team right away if the behaviour doesn't stop, or if they still have concerns.

Example #4



I believe our program manager is engaging in a romantic relationship with an ex-program participant. I saw them together the other day and they looked really close. Is this a breach of our PSEAH policy?

It could be. You should speak to your line manager and then report the incident to the [Safeguarding Team](#) via our Incident Management System, Donesafe.

Not reporting a suspected case is also a breach of our Code of Conduct. Reports made in good faith will not be subject to any disciplinary actions. If unsure, reach out to our [Safeguarding Team](#).



What is PSEAH?

PSEAH stands for the Prevention of Sexual Exploitation, Abuse and Harassment



Click on the links below to learn more:

[BHDE Policy](#)

[PSEAH Policy](#)

[Employee Wellbeing Program](#)

RECOGNISING PEOPLE FOR LIVING OUR VALUES

We are committed to our core values of Accountability, Ambition, Collaboration, Creativity and Integrity. They represent who we are and how we approach our work. We celebrate those who model our values, commemorating achievements, recognising contributions, and fostering a culture of appreciation.

Recognition of great contribution is part of our culture, and it drives the terrific outcomes we can deliver for children and families.

Our two formal recognition programs include our **Values Awards** and **Service Awards**. Outside of these, we encourage you to give shoutouts to your team members who do an amazing job!



Values Awards recognise individuals who have gone above and beyond in their efforts and how they support others. Employees are encouraged to nominate people from their own team or from other departments who consistently demonstrate our organisational values and purpose.



Service Awards recognise the contribution and dedication of our long-serving employees and are celebrated within teams.



Click on the links below to learn more:

[Our Values](#)

[Reward and Recognition](#)





OUR REPUTATION



Photo: Katharina Glynn/Save the Children

OUR REPUTATION

Millions of our supporters and stakeholders around the world have placed their trust in us to advance our **mission for children**.

Our **commitment to preventing fraud, bribery, and corruption** is crucial to maintaining our integrity and the trust of our supporters. We need to protect the resources given to us to fulfil our mission and help the communities we serve.

We recognise that data is powerful. We **value data and use it responsibly to achieve our goals** while respecting the rights and privacy of those whose data we hold. We are committed to handling data ethically. It is an integral part of our accountability to our stakeholders.

We recognise the intrinsic value of our planet and are committed to achieving **net zero** by 2030 across our operations.

UPHOLDING OUR INTEGRITY



We have a zero-tolerance approach to fraud, bribery and corruption because it weakens client, community and donor trust. It also reduces our impact for children.

Our partners and communities trust us because we work with integrity. Everyone working at, or with, Save the Children is responsible for **preventing, finding and reporting** fraud, bribery and corruption.



It is your responsibility to promptly report any behaviour that you think may involve fraud, bribery, or corruption. Notify your line manager or report via Donesafe.

- If fraud, bribery, or corruption is reported, we will investigate and take appropriate action. This may include disciplinary or legal measures if the report is found to be true.
- You won't be penalised for genuinely reporting suspicious behaviour, even if it's not proven to be wrong.

If you have concerns that your line managers may be engaging in fraud, bribery or corruption, please contact the Head of Group Risk and Operations or you can report using the Whistleblower Policy (you can choose to report anonymously). For more information on this, refer to the section on Speaking Up.



Photo: Digital Storytellers



Click on the links below to learn more:

[Gifts & Entertainment Policy](#)

[Fraud, Bribery & Corruption Policy](#)

[Conflicts of Interest Policy](#)

[Incident Management Procedure](#)

AVOIDING REAL AND PERCEIVED CONFLICTS OF INTEREST

Example #1



You work in one of our programs, and your cousin, who you're close to, applies for a job in your program. Your cousin is highly qualified for the job and meets all the requirements. You're excited about the possibility of working together, but you're also aware of the potential conflict of interest.

Is it a conflict? Ask yourself...



Could my personal interests or relationship influence any decisions?



Could it look that way to someone else?



If you've answered yes, or maybe, then it is probably a conflict. Reach out to your line manager or the People & Culture team if you are ever unsure. They can help!

Example #2



Over the years, you have built strong relationships with a supplier. This has led to many discounts for the organisation. They have invited you to join them for lunch as they are hosting a lunch with a guest speaker. The value of the event is \$85. Can you accept the invitation?

You should not accept this if you are in the process of negotiating fees, new work orders or any supplier agreements now or plan to do so in the coming months. Otherwise, this meets the criteria of a token gift. Before you accept the invitation, you should register your gift using the conflict of interest form.

Remember, real and perceived conflicts of interest are damaging to the organisation.

[**Submit Conflict of Interest Form via Service Hub**](#)



KEEPING OUR DATA SAFE

Personal information collected by Save the Children Australia is protected by privacy legislation. Our Privacy Policy outlines how we collect and use personal information.



Keeping our information safe helps ensure clients, community, and donors trust us. It enables our impact for children.

Here are a few ways you can protect our information:

- Follow the **Data Classification and Handling Policy** and Privacy Policy at all times.
- Only collect, use, and share personal information for **legitimate business reasons**, with proper authorisation or when legally required.
- Only give **necessary** personal information to other Save the Children Australia staff for work reasons.
- Only keep personal information **as long as needed** for legal, regulatory, or legitimate business purposes.
- **Take extra care** when using electronic communications which contain personal information and be alert to Phishing emails.

Case Study Example: The 'Phishy' Email

You've received an email that claims to be from a reputable company asking you to respond urgently with some information. You think something's not right.

You should:

- Double check the sender's address, look out for typos and unusual URLs.
- Report as a phishing in outlook.
- Reach out to Tech Central if your are unsure of anything.

You should not:

Forward it to other staff or click on the links unless you are sure that it's safe.



Click on the links below to learn more:

[Data Classification & Handling](#)

[Data Protection Page](#)

[Privacy Policy](#)

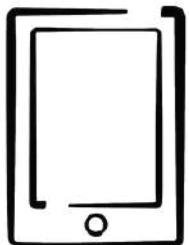
STORYTELLING, MEDIA INQUIRIES AND SOCIAL MEDIA USE

Save the Children places children at the centre of everything we do. We share stories to stand up for children's rights and support them to create a positive future. We also support children to tell their own stories so their voices are heard.

Our communication practices

- For any media opportunities, press release requests, or if you are contacted by a journalist, please reach out to the media team.
- For content gathering, copywriting or graphic design, or for sharing stories on our central digital channels like our website or our social media handle, please reach out to the brand and communications team.

Remember: Before you start on any process of storytelling, you must also understand your responsibilities around informed consent.



Our people are amazing advocates for our mission and our work! We love it when you share our inspiring stories on social media. However, it is also important to do so safely by following the Social Media Policy.

You are responsible for your content - be thoughtful and cautious about what you share online to ensure we keep children, the communities we work with, our people and our brand safe. The safest way to post about SCA online is by sharing a post published directly by the organisation.



Photo: Conor Ashleigh/Save the Children



To learn more, click on the links below:

[Media Page](#)

[Media Policy](#)

[Marketing Page](#)

[Social Media Policy](#)

[Story Telling and Image Guidelines](#)

PREVENTING MODERN SLAVERY

At Save the Children Australia we are committed to ensuring our supply chain is free from forced or child labour, human trafficking, unfair wages, bonds, or illegal retention of documents like passports.

As Australia's largest aid and development agency dedicated to helping children, we can't do this all alone. We rely on our people, our partners, contractors, suppliers, funders and other third parties to help us achieve our mission for children.

We expect our partners and suppliers to:

- Follow all laws and regulations
- Pay wages that are fair and at least meet local minimums
- Respect and treat their workers well, providing a safe and clean workplace without forced labour, discrimination or victimisation
- Regularly check their supply chain to ensure compliance and address any issues promptly and effectively.



As part of our commitment to opposing all forms of Modern Slavery, we also ask our suppliers to sign our Supplier Code of Conduct.



Click on the links below to learn more:

[Supplier Code of Conduct](#)

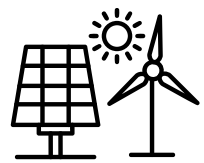


Photo: Lucia Ondrusova / Save the Children

MINIMISING OUR IMPACT ON OUR PLANET

We recognise the intrinsic value of our planet and we act to minimise the environmental impact of our operations.

How we are working towards Net Zero



Shifting to Green Energy

Shifting to renewable energy wherever possible; promoting energy efficiency in our buildings



Reducing Business Travel

Reducing our air travel, accommodation and car hire



Fleet and Transport

Adopting hybrid cars across our fleet wherever possible. Forward planning freight.



Smart Use of Technology

Digitising our operations to reduce reliance on paper, working with technology partners committed to net zero, re-using hardware and recycling our e-Waste



Minimising the environmental impact of our Programs

Assessing environmental impacts of our programs and seeking to reduce impact at all times



Our Retail Network

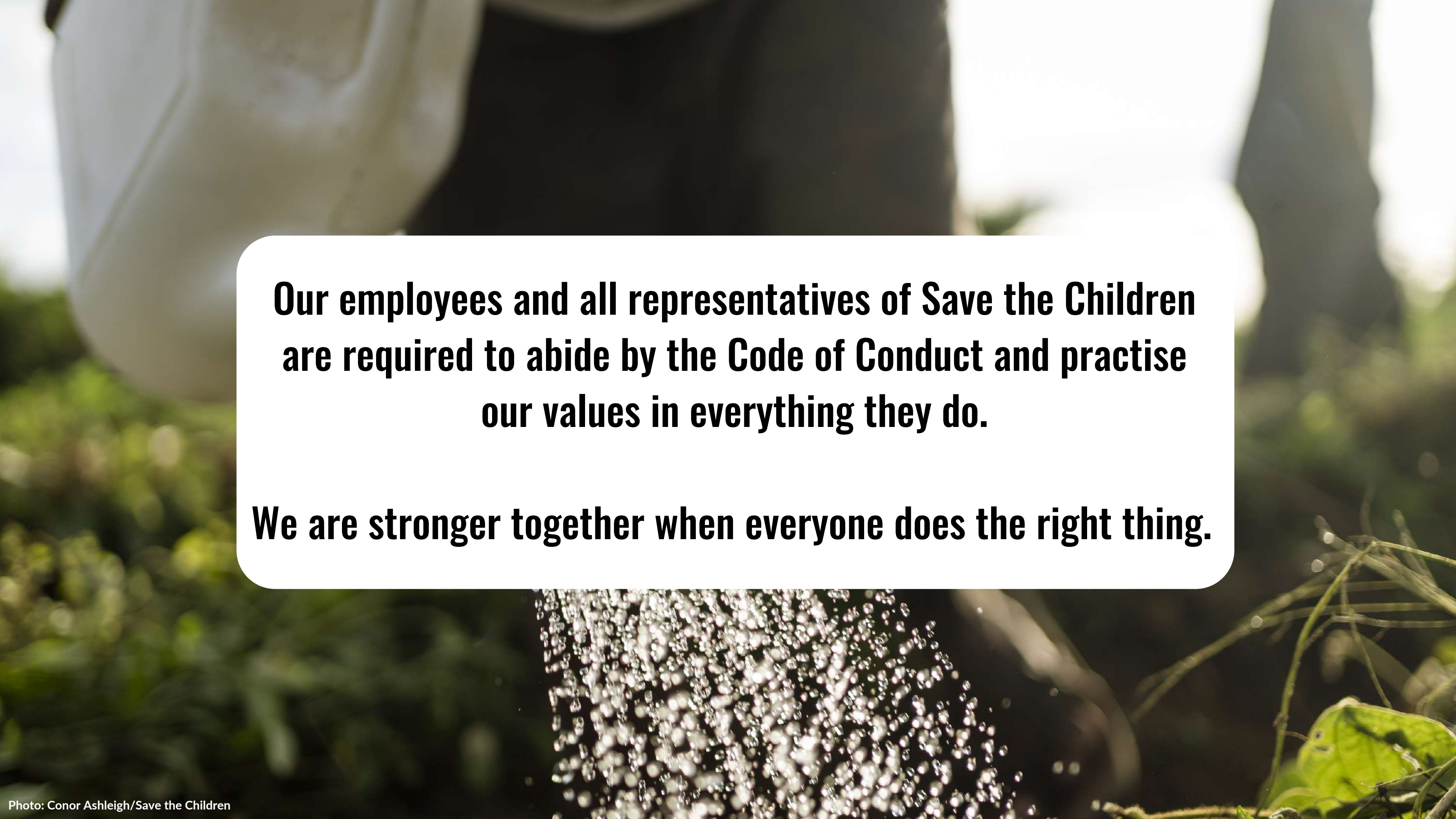
Ensuring quality, re-usable goods find a new home, keeping them out of landfill



Photo: Plaku Production/ Save the Children

How you can help

- Reduce, Re-use, Recycle: read from the screen, don't print; use office recycling hubs for e-waste, batteries; eliminate single use plastics (BYO water bottle and keep cup); donate quality used clothing to our Retail Op Shops
- Reducing your travel by exploring alternative modes of meetings (e.g. Teams)
- Plan purchasing needs in advance to help us cut down on air freight
- Always assess the potential environmental impacts of program design and delivery



**Our employees and all representatives of Save the Children
are required to abide by the Code of Conduct and practise
our values in everything they do.**

We are stronger together when everyone does the right thing.

