



## Code of Conduct

### INTRODUCTION:

The Code of Conduct ("Code") relates to CFC ANCOP Australia Ltd ("ANCOP") and, where relevant, operates in conjunction with other policies relating to minimum standards of behaviour and conduct.

ANCOP recognises and actively promotes best practice.

We are dedicated to helping those who are poor to live with dignity and hope.

### SCOPE:

The Code sets out the expectations for the behaviour and standards of professional and personal conduct as a lawful and reasonable direction by ANCOP and should be always complied with.

The Code applies to all volunteers, board members, and committee members.

### PURPOSE:

The purpose of this Code is to describe the standards of behaviour and conduct expected from volunteers in their dealings with the public. It provides a high-level statement of professional boundaries, ethical behaviour and acceptable and unacceptable relationships.

The Code expects volunteers, board and committee members to observe the standards set out in this Code. Compliance with this Code is expected, and non-compliance may result in disciplinary action.

## PRINCIPLES AND COMMITMENTS:

### 1. RIGHTS, PROTECTION AND INCLUSION

**1.1. CFC ANCOP Australia Ltd, Board Committee, Management Committee and volunteers** are expected to observe the highest standards of ethics, integrity and behaviour.

- To respect and protect human rights.
- To respect and respond to the needs, rights and inclusion of those who are vulnerable and less empowered and excluded.
- To support people affected by crisis through timely response to victims of natural disasters and humanitarian crises by bringing immediate aid and relief goods.
- To prioritise safeguarding of children.
- To protect those who are vulnerable, prohibits any form of sexual exploitation and any related abuse.

This Code provides overview of important policies, which are based on standards that underlie ethics and professional integrity standards.

**1.2 CFC ANCOP Australia Ltd, Board Committee, Management Committee and volunteers** are expected to conduct themselves in a professional and courteous manner and observe the following standards of behaviour when representing ANCOP.

- a) To comply with all laws, policies, and procedures.
- b) To comply with all lawful and reasonable directions from ANCOP
- c) To be honest and fair in dealings with committee management and the general public.
- d) To treat volunteers, committee management and the public in a non-discriminatory manner with proper regard for their rights and dignity.

In this regard, discrimination, victimisation, bullying or harassment based on a person's race, colour, religion, origin, age, gender, sexual orientation, marital and/or social status, family responsibilities, pregnancy or potential pregnancy, disability, or any other classification protected by law **will not be tolerated**.

e) To be truthful in all dealings. Must not make false or misleading declarations during the performance of providing services on behalf of ANCOP

f) Not abuse any person for any purposes or solicit or accept any gift or benefit in connection with their service to ANCOP which might compromise or be seen to compromise their integrity or ANCOP reputation.

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g) Maintain secrecy of any confidential information, records or other materials acquired during their service to ANCOP.

h) Do not make any unauthorised statements to the media about CFC ANCOP

Australia Ltd (**requests for media statements should be referred to the President and refer to the Board**).

i) On all occasions, or any instance, we do not fight or use any form of violence.

j) Do not use inappropriate language in the conduct of service.

k) Never be affected by or 'under the influence' of illicit drugs or alcohol.

l) Not smoke during service unless it is during prescribed breaks and within designated areas.

**1.3 CFC ANCOP Australia Ltd, Board Committee, Management Committee and volunteers** is committed to establish mechanisms that prevent and respond to sexual exploitation or abuse and mitigate risks thereof.

*CFC ANCOP Australia LTD declared to comply with the law for the WWCC. We were guided by the Office of the Children's Guardian that CFC ANCOP Australia Ltd does not provide services to children.*

*The WWCC is for organisations employing workers to provide services to children in NSW. The provided website for CFC ANCOP Australia Ltd indicates it provides aid in overseas countries where the **NSW WWCC has no effect**.*

In this regard, we have a policy about behaviour in this Code that covers the following regarding child safeguarding, such as the use of appropriate language and communications to young person and children. We are banning of alcohol and drugs, gifts to children. Also, consent and unconsented physical contact with children is prohibited.

We ban any sexual relations with children, any forms of child labour.

We have lawful governance about photos and images, especially if they are posted online and relevant reporting responsibilities on our Code.

A simplified and relevant Code of Conduct should be signed by all volunteers, providers of support, partners and visitors especially if they are attending functions, camps and conferences involving children and young persons.

**1.3.1** To adopt a victim-centred approach, that prioritizes listening to the victim(s), avoids re-traumatization, and systematically focuses on their safety, rights, well-being, expressed needs and choices, thereby giving back as much control to victim(s) as

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feasible and ensuring the empathetic and sensitive delivery of services and accompaniment in a non-judgmental manner.

### 1.3.2 Steps to be Taken

a. To train and equip Board Committee, Management Committee and volunteers with specific steps to prevent it. For example, discuss action plans.

b. To prioritise assessment and mitigation of risks, including affected people, assess and map potential risk areas and discuss actions that can prevent and reduce the risks.

***In emergency, call 000. If it's not an emergency, call Police on 131 444. Report suspected child abuse to the Child Protection Hotline on 1800 700 250 (24 hours, 7 days a week).***

c. Provide victims with support and assistance and eliminate the risk of its recurrence.

d. To complete the mandatory e-learning course on Protection from Sexual Exploitation and Abuse (PSEA) UNHCR.

e. To provide training on capacity-building and Awareness-raising on sexual exploitation or abuse.

f. Strengthen community engagement and awareness-raising.

g. To act with confidentiality.

h. Identify and support feedback inclusive of sensitive to age, gender and diversity (AGD) and accessible to women, children, persons with disabilities, older persons, minority groups, and others at heightened risk.

## 2. PARTICIPATION, EMPOWERMENT & LOCAL OWNERSHIP

### 2.1 CFC ANCOP Australia LTD commitment to gender equality and equity.

**2.2** Promoting gender equality and equity and to non-discrimination regarding gender identity.

**2.2.1** We advocate for safe, treated with respect, have choices, and have access to resources and equal outcomes no matter their gender.

**2.2.2** We adhere to gender equality to live happy and fulfilling lives, and to thrive economically and socially and live more peacefully.

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**2.2.3** We empower families, especially women and children in terms of health and wellbeing. Part of our mission, we focus on improving their livelihoods, while children can spend more time in school and be a valuable member of society.

### 3. SUSTAINABLE CHANGE

CFC ANCOP Australia LTD, solidarity in combating poverty.

### 4. QUALITY AND EFFECTIVENESS

#### 4.1 We possess clear strategic goals for our work

Poverty affects millions worldwide. Children and youth can become trapped in its vicious cycle. To get out of poverty, the poor need our help to access education, skills training, and other opportunities. The effects of poverty being passed on from one generation to the next can be stopped.

#### 4.2 We analyse and understand the contexts in which we work

##### EDUCATION SUPPORT

CFC ANCOP Australia LTD, believe that education is key to poverty alleviation. It levels the playing field, unlocks potential and breaks the vicious cycle of poverty.

##### COMMUNITY DEVELOPMENT

The Community Development Program organises, develops and empowers a community so that a poor child and his family can live in decent surroundings to experience life grounded on Christian values, respect and practices.

##### CALAMITY RESPONSE

CFC ANCOP Australia LTD help provide timely assistance to victims of natural disasters and calamities by bringing immediate aid and relief goods and help with rebuilding.

##### OTHER INITIATIVES

Fundraising, Immersion and Community Programs

#### 4.3 To invest in the quality assessment of our work

To provide accurate organisational on track especially on budgets and cashflows, including having a worst-case scenario forecast such as;

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- Adopting a conservative approach to its beneficiaries.
- Communicating with key donors and partners to better understand the ability to maintain donations and support
- Assessing whether fundraising activities can be conducted virtually or using an online platform
- Ensuring we conduct its services and activities in a safe manner that will not create health issues of volunteers.

#### **4.4 To reflect on, share and apply results and lessons with stakeholders**

We help families help other families through scholarships, decent housing, formation, livelihood programs, and calamity response. Donation to CFC ANCOP Australia, goes towards funding these programs. The beneficiaries are located in four countries: Philippines, Papua New Guinea, Solomon Islands and Vanuatu

**4.4.1** CFC ANCOP Australia LTD planning and practice are informed by analysis of context, evidence and research, and inclusion of the perspectives and knowledge of primary stakeholders.

The Evaluation include quarterly campaign ideas and website qualities are discussed to achieve the objectives through ongoing evaluation and dynamic approaches.

Inclusion of the perspectives and knowledge of primary stakeholders through **Memorandum of Understanding (MOU)**

- The MOU articulate the Partnership approach that the Partners wish to develop. It also set out shared goals, objectives, commitments, priorities and principles.
- MOU recognize that both the Partner NGOs and CFC ANCOP Australia LTD are investing in this Partnership.
- The MOU maintain a high level of mutual accountability by making clear the obligations of each Partner.

CFC ANCOP Australia LTD assess and manage risk in their development and humanitarian initiatives

CFC ANCOP Australia LTD policies and activities prevent, respond to, and support reporting of concerns regarding abuse. Our policies work to ensure the safety of children and adults at risk at the core of how they plan, think and act.

## **5. COLLABORATION**

To respect and understand those with whom we collaborate by promoting a team spirit.

To have shared understanding of respective contributions, expectations, responsibilities and accountabilities of all parties and maintain confidentiality so far as is reasonably practicable when conducting investigations into grievances and disputes and avoiding bias in decision making.

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To invest in the effectiveness of our collaborations and partnerships and ensure compliance with procedures when carrying out duties and service. And to exercise objectivity when administering recompense or discipline. And not condone, permit, or fail to report any breaches of this Code.

To have a documented assessment process that includes;

- Values and objectives,
- Governance and legal registration.
- Financial reports
- Reference checks of partners against prohibited entities listings.
- Capacity assessment for implementation of key safeguarding and risk policies (eg child protection and prevention of sexual exploitation, abuse and harassment).
- Policy compliance, and
- safeguarding of children and those vulnerable to sexual exploitation and abuse.

## 6. COMMUNICATION

**CFC ANCOP Australia LTD** communicate in manner,

- That respects their dignity, values, history, religion, language and culture, and is authentic to the context, person and terms of consent given.
- We commit to use consent images and messages in communications that portrays the intended people, this includes children that respects their dignity, values, history, religion, language and culture, and protects their safety and rights.
- We provide training to volunteers on appropriate ways to collect and use information, images and relevant articles.

## 7. GOVERNANCE

**7.1** CFC ANCOP Australia is a non-profit non-government company established in Australia in 2002. The name "ANCOP" is coined from the acronym "Answering the Cry of the Poor" which is the company's main calling.

### **7.2 To meet our legal and compliance obligations, we adhere to**

- Keep charity status. Charities must keep their charity status by maintaining their entitlement to registration.
- Notify the ACNC of changes.
- Keep records.
- Report information annually.
- Comply with the ACNC Governance including,
  - Division 60 of the ACNC Act presents the reporting obligations for registered charities. The objects of this Division are to promote the: transparency and accountability of charities.

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- Section 4 (1) of the Charities Act 2011 defines 'the public benefit requirement' as: "the requirement ... must be for the public benefit if it is to be a charitable purpose"

### 7.3 To be accountable to our stakeholders

Non-profit organizations are accountable to the donors or sponsors that have provided them with the finances to conduct their operations. CFC ANCOP Australia LTD acknowledge all the volunteers and respect their contributions to the mission to be achieved.

### 7.4 To have responsible and independent governance mechanisms

For CFC ANCOP Australia LTD, a not-for-profit charity to remain charitable, operate lawfully, and be run in an accountable and responsible way.

Stakeholders if needed, to make complaints to the organisation in a safe and confidential manner.

#### A documented complaints-handling policy that:

- Is readily accessible on the website.
- Provides a safe and discrete point of contact for stakeholders in Australia and countries where work is conducted, to raise concerns or complaints about CFC ANCOP Australia LTD.
- To be responsive and fair.
- Provides information on reporting and complaints procedure.
- Provides information in a clear and easily understandable manner in appropriate forms.
- Advises a complainant of the ability to make a complaint regarding an alleged breach of the Code to the ACFID Code of Conduct Committee.
- Provides information on how volunteers are equipped to understand and implement the policy.
- Includes a process for reviewing and analysing complaint information within the organisation.
- Outlines a triage system for escalating serious incidents including child protection and sexual exploitation, abuse and harassment.
- Outlines a referral process for complaints that do not fall within the scope
- Commits to providing appropriate assistance and referrals to complainants. (e.g. medical, social, legal and financial assistance, or referrals to such services).
- Consultation to ensure their perspectives inform the design of community-based complaints mechanisms, particularly in relation to sexual exploitation, abuse and harassment.

CFC ANCOP Australia LTD information will be available to all stakeholders;

- Information on their website.
- Organisational structure, responsible persons and organisational contact information

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- ABN: Current details for ABN 61 099 188 244 7
- Statement of commitment to adherence to the Code
- Mechanism for lodging a complaint against the organisation, and a point of contact
- Identification of the ability to lodge a complaint alleging a breach of the Code with the ACFID Code of Conduct Committee, and a point of contact
- An Annual Report and audited financial statements
- Key policies relevant to the public including but not limited to, privacy, complaints, child protection, code of conduct, prevention of sexual exploitation and abuse, and conflict of interest.

## 8. RESOURCE MANAGEMENT

We work alongside our partner donors to build on existing strengths and resources. ANCOP envisions a world where every poor child and family is blessed and becomes a blessing to their communities.

## 9. PEOPLE AND CULTURE

**9.1.** CFC ANCOP Australia LTD have the human resource capacity and capability to deliver work

**9.2** To protect, value and support people by treating them fairly and effectively

**9.3** Board and Management Committee and Volunteers conduct themselves professionally and according to stated values

**9.4** To always be fair, transparent and non-discriminatory in management of volunteers.

**9.5** Human resource policies and procedures for volunteers, includes but not limited to;

- Recruitment of volunteers, including equality and diversity.
- Induction and training.
- Supervision and support.
- Health and safety.
- Confidentiality and data protection.
- Problem solving and complaint procedures for volunteers.

A code of conduct that specifies the values and expectations of expectation of professional conduct of all volunteers is inclusive in this Policy 1.3

Volunteers work in accordance with agreed standards of practice.

Volunteers **should be provided** with information about the ACFID Code of Conduct and opportunities for associated training.

Volunteers with information about, and training in, other Codes and Standards as relevant to their roles **must be provided**.

Volunteers must have an updated training on code of conduct and key policies including child protection, prevention of sexual exploitation, abuse and harassment, and complaints.

CFC ANCOP Australia LTD provide pre-deployment training that covers scenario-based discussions about power imbalances, status and cultures of the destination country and how these impact work and personal relationships.