

	Code of Conduct	
	Type: Code	Approval Date: 21.09.26
	Document Owner: Governance	Version: 3.0
	Document No: ORH-03	Review History: 14.05.19, 30.03.22, 26.09.23, 19.05.25, 21.09.26
	Approved By: Board	

INTRODUCTION

At Our Rainbow House, we are committed to the highest standards of integrity, professionalism and ethical conduct in everything we do. Our conduct reflects our values and directly influences the trust placed in us by the children, vulnerable people, families, communities, partners, donors, supporters and governments with whom we work.

We recognise that our representatives often work in positions of trust and that unequal power relationships may exist between ourselves and the people and communities we serve. With that privilege comes a responsibility to act with honesty, respect, accountability and humility, and to ensure our actions never exploit, abuse or cause harm to others.

We are committed to creating and maintaining safe, inclusive and respectful environments where all people are treated with dignity, where diversity is valued, and where exploitation, abuse, harassment, discrimination and other forms of misconduct are not tolerated. Safeguarding is a shared responsibility, and every representative of Our Rainbow House has a role in preventing harm, promoting wellbeing and speaking up when concerns arise.

This Code of Conduct sets out the standards of behaviour expected of all representatives of Our Rainbow House. It supports our organisational values and should be read in conjunction with the *Our Rainbow House Child Protection Policy*, *Child Protection Code of Conduct*, and *Safeguarding Vulnerable People Policy*.

All representatives are expected to understand, uphold and model the standards contained in this Code at all times, both while undertaking Our Rainbow House activities and whenever their conduct may affect the reputation, integrity or objectives of Our Rainbow House.

SCOPE

Our Code of Conduct:

- applies to all representatives of Our Rainbow House. (Any board member, staff member, volunteer, student placement, apprentice, contractor, sub-contractor or any other person who is caused to undertake tasks or duties on behalf of Our Rainbow House).
- forms part of any employment or partner agreement that is in place with Our Rainbow House.
- applies whenever you represent Our Rainbow House, including when outside of the school/office and is not limited by contracted hours.
- applies to behaviours that might cause harm to anyone or damage the reputation of Our Rainbow House.

OUR VALUES

- Partnership
- Respect
- Empowerment
- Transparency and Accountability
- Australian–Zambian Friendship

These values guide every decision and interaction undertaken on behalf of Our Rainbow House.

STANDARDS OF CONDUCT

Safeguarding Children and Vulnerable People

Representatives of Our Rainbow House will:

- uphold the rights, dignity, safety and wellbeing of children and vulnerable people at all times;
- comply with the *Our Rainbow House Child Protection Policy*, *Child Protection Code of Conduct*, *Safeguarding Vulnerable People Policy* and all relevant safeguarding procedures;
- maintain appropriate professional boundaries and avoid conduct that could exploit trust, vulnerability or unequal power dynamics;
- contribute to safe, inclusive and respectful environments that prevent exploitation, abuse, harassment and harm;
- promptly report any safeguarding concerns, suspected abuse, misconduct or breaches of organisational policies; and
- cooperate fully with safeguarding investigations and response processes.

Respect, Inclusion and Professional Behaviour

Representatives of Our Rainbow House will:

- treat every person with dignity, courtesy, fairness and respect;
- promote equality, diversity and inclusion, and not discriminate on the basis of age, disability, gender, race, ethnicity, religion, culture, sexual orientation, gender identity or any other protected characteristic;
- contribute to a workplace and community that is free from bullying, harassment, intimidation and victimisation;
- respect local culture while upholding Our Rainbow House's values and safeguarding standards;
- communicate honestly, respectfully and professionally;
- consider the potential impact of their actions on people, communities and the environment, and take reasonable steps to avoid, minimise or manage harm; and
- listen to and respect the perspectives, needs and concerns of people and communities affected by Our Rainbow House activities, and support meaningful participation in decisions that affect them where appropriate.

Prevention of Sexual Exploitation, Abuse and Harassment (PSEAH)

Representatives of Our Rainbow House will not:

- engage in any form of sexual exploitation, sexual abuse or sexual harassment;
- abuse their position, authority, influence or access to resources for personal, financial or sexual benefit;
- engage in grooming, coercive or exploitative behaviour;
- exchange money, employment, goods, services, assistance or any other benefit for sexual activity or sexual favours;

- engage in exploitative or inappropriate relationships that arise through their work with Our Rainbow House; or
- retaliate against any person who reports safeguarding concerns in good faith.

Integrity, Accountability and Ethical Conduct

Representatives of Our Rainbow House will:

- act honestly, ethically and in the best interests of Our Rainbow House;
- comply with all applicable laws and organisational policies;
- perform their duties with due care, diligence and professionalism;
- declare and appropriately manage conflicts of interest;
- protect the reputation of Our Rainbow House through their personal and professional conduct;
- refuse, report and never participate in fraud, corruption, bribery or other dishonest conduct;
- respect human rights and will not engage in, facilitate or knowingly benefit from slavery, forced labour, human trafficking, child labour or other forms of exploitation;
- report any suspected or identified human rights abuse or modern slavery concern arising in connection with Our Rainbow House activities through the appropriate organisational channels;
- use organisational resources responsibly and only for authorised purposes; and
- immediately disclose any criminal charges or convictions that may affect their suitability to undertake their role.

Privacy, Information and Communications

Representatives of Our Rainbow House will:

- respect the privacy, dignity and confidentiality of all people;
- protect personal and confidential information obtained through their role;
- obtain appropriate consent before collecting or using personal information, stories or images;
- comply with the *Our Rainbow House Communications Policy, Privacy Policy* and safeguarding requirements when using photographs, videos or personal information;
- use social media responsibly and distinguish personal opinions from official organisational communications; and
- not speak publicly on behalf of Our Rainbow House unless authorised to do so.

Health, Safety and Wellbeing

Representatives of Our Rainbow House will:

- contribute to a safe and healthy working environment;
- comply with workplace health and safety requirements;
- avoid behaviour that places themselves or others at unnecessary risk;
- not work while impaired by alcohol or illegal drugs; and
- support the physical and psychological wellbeing of colleagues, volunteers, beneficiaries and community members.

Environmental Responsibility and Sustainability

Representatives of Our Rainbow House will:

- respect and protect the environment in the course of their work and activities undertaken on behalf of Our Rainbow House;
- comply with applicable environmental laws, regulations, organisational policies and project-specific environmental safeguards;
- take reasonable steps to avoid, minimise and manage adverse environmental impacts arising from Our Rainbow House activities;

- use natural resources, including water and energy, responsibly and avoid unnecessary waste;
- consider environmental risks and potential impacts when planning and undertaking activities, particularly where activities may affect local communities, natural resources or ecosystems;
- report significant environmental risks, incidents or concerns through the appropriate organisational channels; and
- where appropriate, support sustainable practices and improved environmental outcomes in the communities and locations in which Our Rainbow House works.

Speaking Up

Representatives of Our Rainbow House will:

- speak up if they witness or suspect behaviour that is inconsistent with this Code or any Our Rainbow House policy;
- support a culture where concerns can be raised safely and respectfully;
- cooperate with investigations; and
- respect the confidentiality of all complaints and investigations.

Concerns may be raised through normal management channels or in accordance with *the Our Rainbow House Complaints Handling Policy, Whistleblower Policy, Child protection Policy or Safeguarding Vulnerable People Policy*, as appropriate.

NON-COMPLIANCE WITH OUR CODE OF CONDUCT

Suspected breaches of this Code of Conduct will be assessed and managed in accordance with the relevant Our Rainbow House policies and procedures.

Failure to comply with this Code of Conduct or associated organisational policies may result in disciplinary or other appropriate action, including counselling, additional training, suspension, termination of employment, volunteer engagement or contractual arrangements, and referral to relevant authorities where appropriate. Serious breaches may constitute gross misconduct.