



Ronald McDonald  
House Charities®

# CODE OF CONDUCT & ETHICS

Applicable to Contractors and Sub-Contractors

This Code of Conduct and Ethics outlines the required standards of behaviour and practice by contractors and sub-contractors in undertaking work with Ronald McDonald House Charities in Australia, which includes all RMHC Chapters nationally.

## STANDARDS OF BEHAVIOUR

In summary, you are required to:

- Be familiar and comply with the requirements of the Code of Conduct and Ethics;
- Be respectful, courteous and impartial in your dealings with others;
- Respect the rights, dignity, culture and property of every individual;
- Act honestly, responsibly and in good faith at all times;
- Take direction and feedback from RMHC employees;
- Perform your duties to the standard required and in accordance with the law and keeping current registrations/accreditations required to perform your duties;
- Undertake the appropriate regulatory State based Teacher Registration and/or appropriate Working with Children Check and National Criminal History Check and ensure their validity;
- Work with others in a co-operative and positive manner;
- Be aware of community expectations of the Charity and conduct yourself accordingly;
- Maintain a high personal standard of dress and personal hygiene, which includes wearing appropriate, neat and inoffensive attire; and
- Be punctual and reliable.

## SAFEGUARDING CHILDREN AND YOUNG PEOPLE

Ronald McDonald House Charities' mission is to support the ever-changing needs of seriously ill children and their families. We aim to provide all children and young people with a positive and enriching environment, a place for families to rest and regroup while having access to services and education to reduce the impact of having a child with a serious illness.

We are committed to safeguarding children and young people in our programs and ensuring that they are safe. We aim to ensure that our Board Members, Employees, Volunteers, Contractors and Guests strive for the highest possible standards to protect children and young people from abuse, harm and neglect.

## PHSYCAL CONTACT WITH & SEXUAL MISCONDUCT TOWARDS CHILDREN

Under no circumstances should Contractors or Sub-Contractors have contact with children or young people participating in our programs and services that:

- Is intended to cause pain or distress to the child or young person;
- Is overly physical or unnecessary – e.g. - wrestling, horseplay or tickling;
- Involves touching of genitals, buttocks or the breast area;
- Appears to a reasonable observer to have a sexual connotation; or
- Is initiated against the request of the child or young person, except if such contact may be necessary to prevent injury to the child, young person or to others.

Under no circumstances is any form of 'sexual behaviour' to occur between, with, or in the presence of children or young people.

Contractors and Sub-contractors are expected to make a report to your Supervisor or the Organisational Leader immediately if you have a concern for the safety of a child or young person in our services; or you become aware of any allegations of child abuse.

## SUPERVISING CHILDREN

Parents and guardians must supervise their children at all times. You are not permitted to supervise or babysit children or young people whilst they are in our Programs or Services, even for a short period of time.

If working as an RMHC Tutor all tutoring sessions need to be conducted in a public space at the child's school or local library. Under no circumstance is a tutor to transport the child to and from tuition.

## WORKPLACE SAFETY

You are required to:

- Familiarise and act in accordance with our Work Health and Safety policies and guidelines;
- Take all possible care to ensure the health and safety of yourself and others at all times;
- Immediately report to your Supervisor or Organisational Leader if you become aware of any actual or potential workplace hazard;
- Not engage in bullying or harassing behaviour towards children, families, staff, volunteers or third parties;
- Never inappropriately use equipment or machinery; and
- Immediately report to your Supervisor or Organisational Leader of any injury suffered by you or another.

## CONFIDENTIALITY AND PRIVACY

You must comply with the Privacy Act and:

- Treat all information as strictly confidential;
- Respect the privacy of employees, volunteers, children and families at all times;
- Never release or distribute any of the Charity's private, confidential or copyrighted records, reports, documents or information to persons outside the Charity, unless required by law; and
- Never access, store, process or transmit any information which is threatening, obscene, pornographic, discriminatory or harassing by nature.

## DRUGS AND ALCOHOL

Any individual who possesses, uses, purchases, distributes, sells, manufactures, and/or is found to be under the influence of any drug (which is not specifically and lawfully prescribed) or alcohol whilst completing contract work with RMHC will be subject to appropriate action which may include terminating the contract.

Under no circumstances, should you dispense alcohol, drugs, medications or cigarettes to anyone in an RMHC program. You are reminded that smoking is not permitted whilst you are representing RMHC except in designated smoking areas, if provided.

## CRIMINAL RECORDS

You are required to notify RMHC immediately if you have been convicted of a child-related offence or have had your Working with Children Check revoked. In addition, you are required to immediately report any criminal charges or convictions laid against you that are likely to impact on your contract work.

If you withhold information and it is later discovered, the breach and or failure to report a conviction may result in termination of the contract.

## MEDIA

Contractors and Sub-contractors are not permitted to speak on behalf of RMHC in response to media enquiries. We also require that you do not post any confidential RMHC information on social media at any time, whether you are commenting as your organisation or under a personal blog, profile, wiki etc.

Never disclose information about employees, volunteers, donors, families, visitors, contractors and any other RMHC stakeholder, unless you have been granted permission. If you have any questions, please speak with your Supervisor or Organisational Leader.

## CONFLICTS OF INTEREST

All Contractors and Sub-contractors are required to avoid and resolve any conflict of interest where your personal interests may clash with the requirements of your contract work.

If you are unsure about whether a situation creates a conflict of interest, please raise your situation with your Supervisor or Organisational Leader. This includes but is not limited to; if you have a prior and / or existing relationship with any employee, volunteer, Board Member, family member, visitor or another organisation of whom your role requires interaction with.

## BREACH OF THIS CODE

If you see or hear of another person breaching this Code of Conduct you are required to report the breach to your Supervisor or Organisational Leader immediately. Persons breaching this Code may be subject to disciplinary action appropriate to the situation, which may include ending of the contract.

## AGREEMENT

You agree that you have read, understood and will behave in line with the expectations outlined in this Code of Conduct & Ethics.

Name:	Signature:
Name of Organisation (if applicable):	Date: