



CODE OF CONDUCT

Shield and Rebuild Charity LTD

Document	Code of Conduct
Version	2.0
Draft date	12 September 2026
Status	Draft for formal Board adoption
Policy owner	Board / Responsible People
Review cycle	At least annually and after material legal, operational or safeguarding change
Next scheduled review	September 2027

Important status

This document is an updated governance-policy draft prepared for Shield and Rebuild. It should be formally considered and adopted by the Board/Responsible People before being represented as an approved organisational policy. It is not an ACNC-approved document and is not legal advice.

1. PURPOSE

To set clear standards of ethical, safe, respectful and lawful behaviour for everyone representing Shield and Rebuild, particularly when working with people affected by crime, trauma or other vulnerability.

2. SCOPE

This policy applies to the Board/Responsible People, employees, volunteers, contractors, consultants, students, partner organisations and any person acting for or representing Shield and Rebuild. Contractual arrangements should require relevant third parties to meet equivalent standards where appropriate.

3. CORE PRINCIPLES

Act honestly, lawfully, fairly and in furtherance of Shield and Rebuild's charitable purposes.

Treat every person with dignity and respect. Do not exploit vulnerability, trauma, financial hardship, disability, age, family circumstances or dependence on assistance.

Put safety first. Follow safeguarding, child-safe, privacy, confidentiality, WHS, incident-reporting and site-safety requirements.

Use charity money, property, information and opportunities only for proper organisational purposes and protect them from misuse, fraud, theft or personal benefit.

Declare actual, potential or perceived conflicts of interest promptly and follow any management direction.

4. EXPECTED BEHAVIOUR

Professional boundaries

Do not seek personal, sexual, romantic, financial or other exploitative relationships with beneficiaries. Do not accept significant gifts, loans or private payments from applicants or beneficiaries. Do not use information obtained through the charity for personal advantage.

Respectful conduct

Harassment, bullying, discrimination, intimidation, retaliation, threats, violence, sexual misconduct and victim-blaming are prohibited.

Home and site attendance

Attend only where authorised. Follow the approved scope, check-in/check-out arrangements and risk controls. Leave and escalate if conditions materially differ from the risk assessment or become unsafe.

Children and vulnerable people

Follow the Child Protection & Safeguarding Policy. Never be alone with a child where this is avoidable or contrary to approved procedures. Do not photograph, record, contact or communicate privately with a child except where authorised and necessary.

Information

Access personal information only where needed for duties. Do not discuss referrals, police matters, addresses, security vulnerabilities or beneficiary circumstances with unauthorised people.

Public statements and social media

Only authorised persons may speak on behalf of Shield and Rebuild. Do not publish identifying beneficiary information, images, addresses or case details without documented authority and a legitimate organisational purpose.

Drugs, alcohol and weapons

Do not work while impaired. Do not bring unlawful drugs or unauthorised weapons to charity activities or sites.

5. ELIGIBILITY AND IMPARTIAL DECISION-MAKING

Program eligibility criteria must be documented, approved, consistently applied and connected to the charity's purposes, resources and legitimate safety or service-delivery considerations. Staff must not promise assistance before assessment and approval. Decisions and exceptions should be recorded.

6. REPORTING CONCERNS

Suspected abuse, exploitation, fraud, serious misconduct, privacy breaches, conflicts, unsafe work, retaliation or other wrongdoing must be reported promptly through the appropriate internal process. Where there is immediate danger or suspected criminal conduct, emergency services or police should be contacted as appropriate.

7. BREACHES AND CONSEQUENCES

Alleged breaches will be handled fairly, confidentially and proportionately. Outcomes may include guidance, training, changed duties, supervision, warning, suspension, termination of engagement, removal from a site, referral to authorities or other action. No person may retaliate against someone who raises a concern in good faith.

DOCUMENT CONTROL & REVIEW

The Board/Responsible People will review this policy at least annually and sooner following a serious incident, complaint trend, material change to services, legislative change, regulatory guidance, or identified control weakness. Superseded versions should be retained in accordance with the organisation's recordkeeping requirements.

Website: www.shieldandrebuild.com