

Code of Conduct Policy & Procedures

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Drafted by	Ninos Hozaya	Approved by Board on	10/09/2023
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1. Purpose

- 1.1. This policy sets out the standards of behaviour expected of everyone who works with or for Tawasul Foundation Incorporated ("the Association"), including Board members, staff, contractors, volunteers, and consultants.
- 1.2. It is a practical guide designed to ensure our actions fulfill the charitable purposes set out in Rule 2 of our Constitution while protecting our people, our community, and the trust that makes our work possible.

2. Who This Applies To

This policy applies to:

- 2.1. Board members
- 2.2. Employees (including full-time, part-time, and casual staff)
- 2.3. Contractors and consultants
- 2.4. Volunteers
- 2.5. Members of the Association acting on its behalf

It applies in all work-related settings in the office, at community events, online, and in any situation where you represent Tawasul Foundation.

3. Our Charitable Purpose & Vision

3.1. Charitable Purpose (Rule 2):

3.1.1. Tawasul Foundation Inc. is a charitable, refugee-led organisation established to relieve the distress, helplessness, suffering, and misfortune experienced by refugees, newcomers, and culturally and linguistically diverse (CALD) communities in Australia as a result of displacement, trauma, social isolation, marginalisation, and barriers to settlement.

3.2. Our Vision:

3.2.1. An Australia where every person regardless of background has equal access to opportunity, recognition, and belonging.

4. Our Values

4.1. Connection: We connect people, communities, and systems.

4.2. Dignity: We treat every person as a skilled individual facing barriers never as a problem to be solved.

4.3. Evidence: Our programs are designed, tracked, and reported against real outcomes.

4.4. Empowerment: We work alongside communities to build capacity that outlasts our involvement.

4.5. Authenticity: We are part of the community we serve.

4.6. Action: We ignite change and act decisively when relief is needed.

5. Standards Of Behaviour

5.1. Performing Your Role & Duties

5.1.1. Show up on time and fulfill commitments diligently.

5.1.2. Exercise your powers and duties in good faith, with reasonable care and diligence, and strictly in the best interests of the Association (Rule 45).

5.1.3. Do not make improper use of your position or information acquired through your role to gain an advantage for yourself or cause detriment to Tawasul (Rule 45(5)).

5.2. Respect & Dignity

5.2.1. Treat every person with respect, regardless of background, role, or opinion.

5.2.2. Value cultural difference as a strength.

5.2.3. Do not tolerate discrimination, harassment, or victimisation on any grounds protected under Australian law.

5.3. Safeguarding

5.3.1. Safeguard children and vulnerable community members as an essential priority.

5.3.2. Report any safeguarding concerns immediately to the Manager or President.

5.3.3. Comply strictly with the Tawasul Child Safety Policy.

5.4. Confidentiality & Data Protection

5.4.1. Maintain strict confidentiality regarding personal information, community data, and internal Association books and records (Rule 75).

5.4.2. Understand that member details obtained from the Register of Members must never be used for improper, commercial, or unauthorised purposes (Section 58, Associations Incorporation Reform Act 2012).

5.5. Conflicts of Interest (Rule 65)

5.5.1. Board members, staff, and volunteers must disclose any actual or perceived material personal interest in a matter as soon as it arises.

5.5.2. In accordance with Rule 65 of the Constitution, a Board member who has a material personal interest must not be present while the matter is considered at a meeting and must not vote on the matter.

5.6. Use of Resources & Funds

5.6.1. Use equipment, assets, and funds solely in furtherance of the Association's charitable goals.

5.6.2. All financial transactions and fund usages must adhere to Part 6 of the Constitution and the operation of the Gift Fund (Rule 76).

6. Raising A Concern or Grievance

If you witness or experience behaviour that breaches this policy:

6.1. Speak directly to the person involved if appropriate.

6.2. Contact the Secretary, or President.

6.3. For disputes between members or between a member and the Association, the formal Grievance Procedure under Part 3, Division 3 (Rules 25–29) of the Constitution will apply.

7. Breaches Of This Policy

Breaches will be dealt with promptly, transparently, and fairly.

7.1. Staff & Contractors: Responses may include warnings, retraining, or termination of employment/contract in accordance with Australian employment law.

7.2. Members & Board Members: Breaches by members of the Association constitute grounds for disciplinary action under Part 3, Division 2 (Rules 19–24) of the Constitution. The Board may appoint a Disciplinary Subcommittee, which may reprimand, suspend, or expel a member, subject to formal appeal rights.

8. Related Governance Documents

- 8.1. This policy operates alongside:
- 8.2. Constitution of Tawasul Foundation Inc.
- 8.3. Privacy Policy
- 8.4. Complaints & Feedback Policy (Rules 25–29)
- 8.5. Refund & Donation Policy (Rules 68, 69, 76)
- 8.6. Child Safety Policy
- 8.7. Conflict of Interest Policy (Rule 65)