

Code of Conduct



St Vincent de Paul Society
QUEENSLAND
good works

Code of Conduct Agreement

January 2014

Dear Conference Members, Volunteer Members & Employees,

The St Vincent de Paul Society Queensland is extremely grateful and blessed to have you - a dedicated team of people working together to offer a hand up to those in need.

State Council of the Society has introduced this Code of Conduct following a process of consultation with the Society's people. Each of us, being part of the St Vincent De Paul Society Queensland community, has a responsibility to put this Code into practice.

If you believe a breach of this Code has occurred, you are encouraged to raise your concerns firstly with the person concerned, if it is practical and you are comfortable doing so, then direct your concerns to the appropriate President. Staff should direct their concerns to their supervisor or HR Manager. The Society whistleblower process is also available for activities involving serious matters such as fraud, dishonesty, criminal or illegal activities and unsafe practices.

You are expected to abide by this Code. Failure to do so could result in disciplinary action or the end of your role in the Society. The examples referred to in this Code are not exhaustive. They have been included to encourage reflection on the impact our behaviours have on our relationships and our contribution to achieve the Society's mission and vision. This Code supplements the various legal and policy obligations you have through your involvement with the Society.

Your servant in Christ.

A handwritten signature in black ink, appearing to read 'B. Moore', written in a cursive style.

Brian Moore – State President

St Vincent de Paul Society Queensland

Fundamental Principle

Our Conference Members, Volunteer Members & Employees are bonded together by the seven key values of the St Vincent de Paul Society in Striving to achieve our vision and mission.

We work together in an environment where our people have a shared understanding of how we behave towards each other, the individuals and communities we serve, our supporters and all those we are in contact with through our good works.

Key Values



The Code of Conduct is supported by the key values of the St Vincent de Paul Society as contained in “The Rule”, a publication written for Society Conference Members to articulate the Vincentian vision. These values underpin our role as a caring Catholic charity offering a “hand up” to people in need.

This Code reflects our commitment to working in a just, ethical and responsible manner with all those we engage with day to day, including each other. It establishes guidelines for behaviour and supplements the various legal responsibilities which the Society must meet.

Commitment

Loyalty in service to our vision, mission and values.

We show Commitment by

- working together to provide a hand up to people in need
- believing we all have a role to play in making a difference to the lives of those that are disadvantaged
- supporting the Society with taking a caring Catholic approach to delivering the Church's message of love.
- embracing the key values in all we do while facilitating the good works of the Society
- doing what we can to build a solid sense of community amongst our people
- preserving the spirit of youth characterised by our enthusiasm, adaptability and creativity.

We do not

- behave in a manner that detracts from the Society's vision and mission
- ignore or undermine the Society's key values as we perform our roles
- act in a way that harms the reputation of the Society.

Compassion

Welcoming and serving all with understanding and without judgement.

We show Compassion by

- supporting those in need, no matter how distressed or disadvantaged they may be
- sharing our hope and encouraging people to take control of their own destiny
- listening to the stories of those seeking help so as to discern the best way of meeting their needs
- treating people as we would like to be treated
- recognising the value and dignity of the people we assist by acknowledging the presence of Christ in each person
- creating an environment in which the person seeking help is at ease and feels safe in relating their stories
- accepting people as they are, treating them with respect, courtesy and without discrimination.

We do not

- ignore people when they ask for help
- insult or belittle others
- unfairly judge or criticise others.

Respect

Service to all regardless of creed, ethnic or social background, health, gender or political opinions.

We show Respect by

- treating everyone fairly, courteously and with dignity
- respecting cultural, ethnic, religious and other differences
- being honest in our communications
- valuing each other's contributions and giving support and encouragement
- working to resolve conflicts and disagreements that arise
- doing what we can to achieve a harmonious work environment
- accepting that all those who seek help are worthy of our time and assistance
- responding to the requests of people we assist in a timely and respectful manner.

We do not

- behave in an aggressive or intimidating manner
- dismiss someone's ideas or beliefs
- disrespect someone's privacy
- spread gossip
- discriminate on the basis of nationality, race, culture, health, gender, age, social background, sexual orientation, religious beliefs or political opinions
- engage in other forms of unacceptable or unlawful behaviour including harassment, bullying or victimisation.

Integrity

Promoting, maintaining and adhering to our mission, vision and values.

We act with Integrity by

- taking a positive and proactive approach to the work we do
- being honest and transparent in our decision making
- disclosing any actual or potential conflict of interest
- complying with laws and Society policies
- respecting the privacy of others
- using the Society's resources, including IT, properly
- acting in the best interests of the Society
- reporting any observed non-compliance with this Code
- being aware of the position of trust we hold and the obligations.

We do not

- exploit people who the Society assists, including children and others who are vulnerable
- steal
- engage in fraudulent or criminal behaviour or other unlawful conduct
- make false or misleading statements
- disclose any information which is confidential to the Society
- seek or accept gifts which might compromise the manner in which we fulfil our roles
- ignore wrongdoing
- victimise anyone raising a breach of this Code in good faith.

Empathy

Establishing relationships based on respect, trust, friendship and perception.

We show Empathy by

- recognising each person is unique and has value in God's eyes
- establishing relationships based on trust and friendship
- seeking to understand those who we serve and each other
- seeing things from the perspectives of others
- acknowledging you have heard and understood the story you have been told and responding respectfully.

We do not

- take advantage of vulnerable people
- allow our beliefs and personal experiences to cloud our relationships with those seeking help
- exclude those who have a genuine desire or need to be part of our community.

Advocacy

Working to transform the causes of poverty and challenging the causes of human injustice

We demonstrate Advocacy by

- exchanging knowledge and information that will assist with serving the poor
- seeking to strengthen our relationships with government and other charitable organisations
- speaking up for those of us who are unable or not comfortable with doing so themselves
- supporting those excluded from society by rejecting attitudes which impact on their dignity.

We do not

- agree that poverty is inevitable
- support organisations whose values contradict with our own ethos and mission
- act in a manner that undermines the Society's commitment to social justice.

Courage

Encouraging spiritual growth, welcoming innovation and giving hope for the future

We show Courage by

- personal reflection and spiritual growth as we perform our work in serving the poor
- learning from the opportunities we are given so we can develop our capabilities
- collaborating with others to achieve goals
- generating and supporting innovation to improve the Society's good works
- actively supporting the safety, health and well-being of our people and others we interact with
- taking pride in what we do and our appearance
- creating an environment which encourages change and a better future
- recognising the importance of enjoying what we do for the Society.

We do not

- refuse to improve our performance where there is a genuine reason to do so
- undermine the contributions of others
- ignore safety requirements in the workplace
- lose sight of all that has been achieved through the Society's good works and the need to continue serving in hope.

Contact us

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