



## **SISTERS OF THE GOOD SAMARITAN FOUNDATION STAFF AND VOLUNTEER POLICY AND PROCEDURES**

### **Policy Governance**

Approver	Board of Directors
Mandatory Reviewer	Governance Committee
Owner	Executive Director
Review frequency	Every two years
Next review	August 2026

### **Policy brief and purpose**

This policy outlines our expectations regarding staff behaviour towards their colleagues, people leaders, primary stakeholders, donors, Sisters of the Good Samaritan and the broader community.

We promote freedom of expression and open communication, however, we expect all staff and volunteers to follow our code of conduct. You should avoid offending, participating in serious disputes and disrupting others in the workplace. It is important that you foster a respectful and collaborative environment.

### **Scope**

This policy applies to all staff regardless of employment agreement or rank and volunteers.

### **Policy elements**

GSF staff and volunteers must follow our Employee Code of Conduct while performing their duties. We outline the components of our Code of Conduct below.

### **Compliance with law**

All staff and volunteers must comply with human resource regulatory requirements and legislation. In Australia this includes but is not limited to:

- the National Employment Standards;
- the Privacy Act 1988;

- the Fair Work Act 2009;
- the Racial Discrimination Act 1975;
- the Sex Discrimination Act 1984;
- the Human Rights and Equal Opportunity Commission Act 1986; and
- the Disability Discrimination Act 1992.

Staff are expected to be ethical and responsible when dealing with our company's finances, products, partnerships and public image.

## **Recruitment**

GSF staff and volunteers will be selected on their ability to fulfil the inherent requirements of their role and the recruitment of staff is to adhere to GSF's Gender Equality and Diversity Policy and Disability Inclusion Policy.

Prospective GSF staff and volunteers must not be appointed unless and until their suitability to fulfil the inherent requirements of their role have been verified. This includes, but is not limited to a prospective staff member or volunteer:

- Providing a valid Working With Children Check;
- GSF conducting a police history check; and
- References from at least two people have been reviewed to ensure the candidate is of good character and capable of fulfilling the inherent requirements of the role

## **Leave Entitlements**

GSF will provide staff with the leave entitlements and benefits they are entitled to under the National Employment Standards, the Fair Work Act, or any other subsequent applicable laws.

## **Respect in the workplace**

As GSF staff and volunteers, we show respect for our colleagues. We do not tolerate any kind of discriminatory behaviour, harassment, bullying or victimisation.

## **Protection of Company Property**

We treat our organisation's property, whether material or intangible, with respect and care. We protect our organisation's facilities and other material property – eg laptops, phones – from damage, theft and vandalism wherever possible. We respect our incorporeal property – our trademarks, brand and other property (information, reports etc.) only using them to complete our work duties.

## **Professionalism and compassion**

We show integrity, compassion and professionalism in the workplace – aligning to the parable of the Good Samaritan and the Rule of St Benedict. We understand that we represent the charism of the Sisters of the Good Samaritan and act accordingly.

## **Corruption**

We discourage staff and volunteers from accepting gifts from clients or partners. We prohibit bribes for the benefit of any external or internal party.

## **Job duties and authority**

All staff and volunteers should fulfill their duties with integrity and respect toward donors, primary stakeholders, and the broader community. Supervisors and managers must not abuse their authority. Leaders should delegate duties to their team members taking into account their competences and workload. Staff and volunteers should follow team leaders' instructions and complete their duties with skill and in a timely manner.

We encourage mentoring.

## **Learning and Development**

GSF encourages and promotes all staff and volunteers to undertake further learning and development of their professional capabilities. Where further learning and development is necessary to ensure that staff and volunteers continue to be able to fulfil the inherent requirements of their role then the organisation will, on application, fund the cost of that training.

## **Absenteeism and tardiness**

Staff, where possible, should follow their schedules. However, we are flexible and open to discussion concerning working from home and hours worked per day.

## **Conflict of interest**

We expect staff and volunteers to avoid any personal, financial or other interests that might hinder their capability or willingness to perform their job duties.

## **Collaboration**

At the GSF we are friendly and collaborative. We work towards a harmonious workplace where each individual's opinions are valued and respected.

## **Communication**

In line with the Rule of St Benedict, we encourage staff and volunteers to listen with the ear of their heart and be open and honest in their communication with others.

## **Grievances**

Staff and volunteers are entitled to enjoy a safe and supportive workplace.

Any staff or volunteers who have legitimate grievances around their experiences in the workplace are to raise their concerns with their manager, the Executive Director, or the Chair of the Board, as appropriate.

Any complaints will be handled in accordance with the Bullying and Harassment Policy, the Internal Complaints Protocol contained at Annexure 1 of this policy, and/or any other applicable policy which responds to the grievance.

## **Benefits**

We expect our staff will not abuse their employment benefits. This can refer to time off, insurance, facilities, subscriptions or other benefits we offer.

## **Policies**

All staff and volunteers are required to read and follow GSF policies. If you have any questions please ask the Executive Director for guidance.

## **Performance Management**

1. Expectations around your work deliverables are determined by the Executive Director and the Board and set out in your job description.
2. Your performance will be monitored weekly, fortnightly or monthly (depending on your role). Good performance will be celebrated and rewarded at the end of the calendar year. Capacity gaps or grievances will be discussed at the time they occur so that an action plan can be developed to address any concerns.
3. A training schedule will be developed with you annually so that you can share any capacity.

## **Disciplinary actions**

GSF may have to take disciplinary action against staff and/or volunteers who repeatedly or intentionally fail to follow our Code of Conduct.

The following actions by a staff member may result in disciplinary action:

- (a) dishonesty;
- (b) fraud, money laundering or misappropriation of funds offering or accepting a bribes;
- (c) Unreported financial irregularities;
- (d) failure to comply with, or breach of, legal or regulatory requirements;
- (e) misleading and deceptive conduct, in particular around accounting or financial reporting practices;
- (f) corruption;
- (a) gross mismanagement and/or breaches of administrative procedures; and
- (b) unethical behaviour, bullying and harassment (including sexual harassment).

The disciplinary actions taken will vary depending on the violation.

Possible consequences include:

- Reprimand
- Suspension or termination for more serious offenses.
- Detraction of benefits for a definite or indefinite time.

We may take legal action in cases of corruption, theft, embezzlement or other unlawful behaviour.

You will be kept informed at all stages of any disciplinary process so that you have transparency and the ability to offer witnesses, documentation of further verbal explanations that might be in your interests.

## ANNEXURE 1

### Internal Complaints Procedure

The Good Sams Foundation (GSF) has an internal complain process so that we can address any employee and volunteer complaints – including allegations of discrimination and harassment and wrong doing.

Please read our Bullying and Harassment Policy [here](#)

All complaints which are received will be handled in accordance with the following principles:

- Fair – Both the complainant and the respondent (the person being complained about) will be given the opportunity to present their version of events to an impartial person. The principles of natural justice will be adhered to in responding to all complaints.
- Confidential – Information about a complaint will only be provided to those people who need to know about it, for the complaint to be actioned properly.
- Transparent – The complaint process and the possible outcomes of the complaint will be clearly explained, and the people involved will be kept informed of the progress of the complaint and the reasons for any decisions.

### Process

#### Initial contact point

- 1) Please email your complaint to the Executive Director - [smears@goodsams.org.au](mailto:smears@goodsams.org.au).

If your complaint relates to the Executive Director – please email the Chair of the Board of the Good Sams Foundation – [msslattery@codea.com.au](mailto:msslattery@codea.com.au), any reference to the Executive Director below shall be replaced with a reference to the Chair

#### Understanding the complaint

- 2) Your complaint will be passed to two impartial non-executive Directors of the Good Sams Foundation Board who will define how best to proceed with the complaint and the process and people they recommend so that an expeditious resolution can be reached.
- 3) You should receive acknowledgement of your complaint and an outline of the steps to follow within 5 – 10 working days depending on the complexity of the complaint.

#### Investigation

- 4) If you wish to proceed with a formal complaint and if it is deemed by the 2 responsible non-executive Board Directors that this is considered to be the most appropriate course of action we will:
- Ask you to submit a fully documented complaint – including any supporting information such as dates, times and witnesses.
  - Advise the respondent about the complaint and that they have the opportunity to respond in writing or in an interview.
  - Consider and advise you and the respondent of any proposed actions that will be taken and the relevant time line for enacting same. This may include the retention of an independent investigator.
  - During this part of the process, you and any relevant witnesses will be given the opportunity to comment on the information that has been provided by the respondent and to provide any other information to support your allegations before a final decision is made.

5) Outcomes from the process

- a) Where the allegations are admitted or substantiated Outcomes for the respondent may include:
- disciplinary counselling
  - an official warning
  - a requirement to attend discrimination and harassment awareness training
  - a requirement to provide a formal apology to the complainant
  - disciplinary action (e.g. demotion, transfer, suspension, probation or dismissal) • participation in mediation to restore relationships in the workplace.

Outcomes for the complainant may include, at the discretion of the ED:

- re-crediting of any leave taken as a result of the discrimination or harassment
- supportive counselling
- a change in the work environment, as requested, for example, a change in work days
- participation in mediation to restore relationships in the workplace

- b) Where the allegations are not admitted or substantiated action may still be required as appropriate. For example, training or coaching may be required.