



CODE OF CONDUCT & ETHICS

Applicable to: Employees, Volunteers and Board Members

Ronald McDonald House in Australia

TABLE OF CONTENTS

INTRODUCTION.....	3
RESPONSIBILITIES.....	3
STANDARDS OF BEHAVIOUR	3
SAFEGUARDING CHILDREN AND YOUNG PEOPLE.....	5
SUPERVISING CHILDREN AND GUIDING BEHAVIOUR.....	5
PERSONAL RELATIONSHIPS & BOUNDARIES.....	6
IMAGEGRAPHS OF PEOPLE IN OUR PROGRAMS.....	6
WORKPLACE SAFETY.....	9
CONFIDENTIALITY.....	9
CRIMINAL RECORDS.....	10
MEDIA COMMENT.....	10
CONFLICTS OF INTEREST.....	10
BRIBES AND GIFTS.....	10
BREACH OF THIS CODE.....	10
ACCESSIBILITY AND COMMUNICATION OF THIS CODE	11
REVIEW OF THIS CODE.....	11
POLICY ENDORSEMENT AND VERSION CONTROL	11

INTRODUCTION

Our Code of Conduct and Ethics defines the required standards of behaviour and performance for all Employees, Volunteers and Board Members of every Ronald McDonald House Chapter. The mission of the Ronald McDonald House Chapters will be realised, only through our people striving for the highest possible standards in all that we do.

The mission of Ronald McDonald House Australia is to provide essential services that remove barriers, strengthen families and promote healing when children need healthcare. Ronald McDonald House Chapters may have their own mission statement.

This Code aligns with the relevant state and national legislation, including the Fair Work Act 2009, and the National Principles for Child Safe Organisations (AHRC).

RESPONSIBILITIES

You are responsible for:

- Complying with Ronald McDonald House policies, procedures and legislative requirements;
- Being accountable for your own behaviour and actions;
- Adhering to and displaying the relevant Ronald McDonald House Chapter values; and
- Cooperating with Ronald McDonald House and government authorities in the event of an inquiry or investigation.

If at any time you are unsure about relevant policies, procedures, requirements or values – it is your responsibility to ask and clarify these matters, to your own level of satisfaction.

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, privacy and property of every individual;
- Act honestly, responsibly and in good faith at all times;
- Perform your duties to the standard required and in accordance with the law;
- Comply with the required checks for working or volunteering in our Programs e.g. Working with Children Checks, National Criminal History Check and relevant vaccinations.
- Work with colleagues in a co-operative and positive manner;
- Comply with Global, National and Local Ronald McDonald House programs and Chapter policies and procedures including that of any health or education service that you may interact with;
- Be aware of community expectations and uphold the values of the Ronald McDonald House Chapter and conduct yourself accordingly;
- Maintain a high personal standard of dress and personal hygiene, which includes wearing appropriate, neat, and inoffensive attire, and where required, a uniform.
- Be punctual and reliable.

Offensive, abusive, or discriminatory conduct and language is not permitted in any form of communication. Everyone is expected to speak and write respectfully, ensuring the workplace remains professional, inclusive, and free from hostility. Any use of language that demeans or intimidates others may lead to disciplinary action.

Drugs & Alcohol

Ronald McDonald House has always maintained a strong commitment to provide a safe environment for all. It is our policy that you must not be involved in the unlawful use, possession, sale or transfer of drugs.

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) whilst on duty with Ronald McDonald House will be subject to appropriate disciplinary action which may include termination. Consumption of limited alcohol at a Ronald McDonald House event must be approved by the Organisational Leader.

The organisation is committed to providing a safe, healthy, and productive workplace for all team members. To support this commitment, employees must be fit to perform their duties safely and effectively at all times.

Team members who are prescribed medication, whether short-term or ongoing, that may impair their ability to safely or competently perform their role (including but not limited to medications such as medical cannabis, sedatives, pain medications, or any substance that may cause drowsiness, reduced coordination, or altered judgment) have a responsibility to ensure that their use of such medication does not create a risk to themselves, colleagues, clients, or the organisation.

- Employees are required to confidentially disclose to their direct line manager if they are taking prescribed medication that could reasonably be expected to impact their fitness for work or ability to safely perform their duties.
- Volunteers are required to confidentially disclose to the Volunteer coordinator or manager if they are taking prescribed medication that could reasonably be expected to impact their fitness for duties or their ability to safely perform volunteer activities.

Where appropriate, the organisation may request a 'Fit-for-Work Certificate' or medical clearance from a treating practitioner confirming one of the following:

- The employee is fit to perform their normal duties without restriction;
- The employee is fit to work with reasonable adjustments; or
- The employee is not currently fit for work.

Any disclosed medical information will be handled sensitively and kept strictly confidential, in accordance with privacy laws and organisational procedures.

If you observe Employees, Volunteers or Board Members breaching this Code, please immediately advise your Organisational Leader and record it in Donesafe. In the case of a Board Member or the Organisational Leader behaving in a manner contrary to this Code, it should be reported to the Chairperson of the Board.

SAFEGUARDING CHILDREN AND YOUNG PEOPLE

At Ronald McDonald House 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 or injury.

We are committed to recognizing the specific rights of children and young people in our Programs and ensuring that they are safe. We aim to ensure the highest possible standards to protect children and young people from abuse, harm and neglect.

Together with Ronald McDonald House Chapters you share the responsibility for ensuring the safety and wellbeing of children, including reporting any concerns or information related to child abuse. We have established a detailed SCYP Framework which clearly outlines our expectations for behaviour towards, and in the presence of children. The following should be read to further enhance your understanding:

- Individual Success Profiles/Position Descriptions; and
- Safeguarding Children and Young People Framework

Suspected Child Abuse Reporting Obligations

For detailed guidance on the procedure when making a report, please refer to the Suspected Child Abuse Report Procedure. You are required to report immediately (at the latest within 24 hours) if: you become aware of any allegations of child abuse, you have a concern for the safety of a child or young person in our Programs or services; or notice the behaviour of an employee or volunteer is contrary to the expectations of behaviours outlined in the Code.

Reporting should be through the Donesafe reporting system and to the Organisational Leader. The exception is in South Australia, where all reports should be immediately made to the Child Abuse Report Line (CARL), before recording in Donesafe and talking to the Organisational Leader. In the case of a Board Member or the Organisational Leader behaving in a manner contrary to this Code, it should be reported to the Chairperson of the Board. The exception is in South Australia, where all reports should be immediately made to the Child Abuse Report Line (CARL), before recording in Donesafe and talking to the Chairperson of the Board.

SUPERVISING CHILDREN AND GUIDING BEHAVIOUR

You are to avoid one-to-one unsupervised situations with children and young people who are in our Programs and services. All children and young people in our Programs are required to be with their parent or guardian at all times. The conduct of all activities and discussions with Program and service recipients must be within the view of other Employees, Volunteers and / or Board Members.

We promote positive behaviour by setting clear expectations and encouraging kindness, cooperation, and mutual respect among all participants in our Programs. Our focus is on creating an inclusive environment where everyone can thrive.

However, when behavioural issues arise, it is not the role of Ronald McDonald House staff or volunteers to discipline children or young people. Discipline is always the responsibility of parents or guardians.

While our team may offer gentle guidance to help maintain a safe and enjoyable atmosphere, at no time should any team member use physical discipline or engage in behaviour that could be seen as shaming,

threatening, or harmful.

PERSONAL RELATIONSHIPS & BOUNDARIES

Any physical interaction with children or young people should be suitable for the context of our Programs and guided by the child or young person, for example, helping them take part in an activity, not guided by the preferences or comfort of the team member.

You should always ask the child or young person for their consent before initiating physical contact. The only exception is in situations where immediate action is needed to ensure their safety, such as catching them if they're about to fall.

If a child initiates physical contact or is prompted to do so by a parent or guardian, staff and volunteers should gently redirect the child's attention to another activity or topic to avoid the contact. If a staff or volunteer is caught off guard and contact does occur, they should keep it as brief and neutral as possible, while being mindful not to cause discomfort or offense.

If there's any chance the interaction could be misunderstood by someone observing, it must be reported in Donesafe as soon as possible.

Team members must never engage in any form of physical contact with children or young people in our programs that:

- Involves private areas of the body, including the genitals, buttocks, or chest.
- Could reasonably be interpreted as having a sexual undertone.
- Is meant to inflict pain or emotional harm, such as physical punishment.
- Is excessively physical in nature, like rough play, tickling, or wrestling.
- Serves no clear purpose
- Goes against the expressed wishes of the child or young person, unless it's necessary to prevent immediate harm. In those rare cases:
 - Physical restraint should only be used when absolutely necessary.
 - Any force applied must be minimal, proportionate, and solely to protect the individual or others from harm.
 - The incident must be reported immediately via Donesafe and to the Organisational Leader

If a child or young person initiates physical contact that is inappropriate or sexual in nature, including aggressive behavior, team members are required to record the incident through Donesafe record and the legislated state policy. This ensures the situation is handled appropriately and safeguards everyone involved.

Any form of sexual behaviour involving children or young people in our programs is strictly forbidden under all circumstances. This includes any sexual conduct with, by, or in the presence of participants, regardless of their age or whether they are above the legal age of consent. Such behaviour is not permitted at any time during involvement in our programs.

The term sexual behaviour should be understood in the broadest sense, covering any actions that could reasonably be seen as sexual in nature. This includes, but is not limited to:

- Physical contact such as sexual intercourse, kissing, touching or fondling, sexual penetration, or involving a child in prostitution; and
- Non-physical conduct such as suggestive comments or flirting, sexual jokes or innuendo, inappropriate messages or images, taking or sharing sexualised images, or exposing someone to pornography or nudity.
- Grooming, Involving deliberate behaviours aimed at gaining trust and compliance, as well as sometimes targeting family, caregivers or support networks to facilitate abuse and maintain secrecy.

To maintain appropriate professional boundaries and uphold safeguarding standards, there must be no personal or social relationships with children, young people, families, guests, relatives or visitors that fall outside the scope of your professional role.

This includes, but is not limited to, declining any requests to:

- Provide babysitting services
- Attend funerals or other personal events
- Exchange or accept gifts
- Assist with financial transactions
- Provide transport
- Visit individuals in hospital
- Participate in social outings
- Connect via social media or other personal communication platforms

If you are unsure or require further support, you should refer the matter to your Manager or Organisational Leader.

If you become aware of a situation in which a child or young person or family requires assistance that is beyond the scope of your role, or of the charity's usual service offerings you must discuss this further with your Manager or the Organisational Leader.

PHOTOGRAPHS OF PEOPLE IN OUR PROGRAMS

When capturing and sharing images of children and young people, always uphold their dignity, privacy, and bodily autonomy:

- Children should be appropriately dressed and fully clothed in all images or media.
- Exceptions apply only when medically appropriate (e.g., a baby in a neonatal intensive care unit wearing a nappy).
- Images should reflect a supportive, family centred environment. It should be within the scope of your role and for the purposes of Ronald McDonald House;
- You have the written consent of the people/person and where a child is involved their parent/guardian;
 - Our preference is always to use images featuring only children with their families. However, staff and volunteers may appear in images with children if:

- The child's family or caregiver is also present.
- There is no physical contact between the child and the staff or volunteer.

Photographs are not to be published or distributed to any other party without the prior approval of the parent/guardian through the appropriate consent forms and approval from the Organisational Leader or their delegate.

ONLINE CHILD SAFETY

NEW TECHNOLOGIES

Emerging digital technologies offer benefits but also contain risks for children, amongst them safety, privacy and security risks. It is the responsibility of staff at that location to stay updated on new technologies they implement and manage any associated risks to child safety. This particularly includes but is not limited to digital toys controlled by apps on other devices, which can be hacked to show location, audio and video functions.

Wherever possible, parental controls must be set up on all Ronald McDonald House devices to ensure children and young people cannot access inappropriate online material.

USE OF PERSONAL MOBILE PHONES OR OTHER RECORDING DEVICES

To help keep children safe and protect their privacy, only service-issued or approved devices can be used to take images and videos of children and families. Processes need to be in place to make sure any images are stored securely and kept only as long as necessary. To support this, anyone working or involved in a Chapter, regardless of their role, must not carry personal devices that can take images or videos (like phones, tablets, or smartwatches) while they're with children. Exception for staff personal device that are transporting families and children to and from locations with work related vehicles.

ELECTRONIC AND ONLINE COMMUNICATION WITH CHILDREN

Except for children registered with the Ronald McDonald House Learning Program, direct electronic and online communication between children under the age of 12 years old and staff members or volunteers is strictly prohibited and must go through the child's parents or guardians. For children registered with the Learning Program, direct electronic and online communication between children under the age of 12 years old and staff members or volunteers is allowed if the communication is solely related to the Learning Program.

Where a young person is above 12 years old, and where it positively supports their experience with our Programs, and with their parent or guardians expressed verbal consent, a Ronald McDonald House staff member or volunteer may communicate with the young person through electronic means using an Ronald McDonald House provided device. Whenever possible, messages should also be sent to or copy in their parent or guardian. The communication:

- Should be about Program related matters, such as changes to schedule times.
- Keep a friendly tone and only as needed to clearly and respectfully deliver the message. Never include anything that is inappropriate or could be considered grooming in nature.
- Never ask a young person to hide communication from their parent or guardian.
- Chat rooms, social media platforms and gaming sites should never be used to communicate directly

with young people.

COLLECTION OF CHILDREN'S PERSONAL INFORMATION

All Chapters should have policies and procedures that clearly explain how staff collect, store, secure, use, disclose and destroy children's personal information, including:

- The capture, use, storage and disposal of images, videos and voices of children.
- The use of surveillance and monitoring devices (e.g CCTV).
- Images and videos taken of children, including managing the risks of sharing images such as a geotag inadvertently revealing a child's location.
- Obtaining parental or guardian authorisation for the handling of personal information, including taking and retaining images and videos of children.
- Undertaking a risk assessment and identify if children's personal devices (including wearable devices) can be used at the service and in what circumstances.

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 the Manager or Organisational Leader if you become aware of any actual or potential workplace hazard;
- Never inappropriately use equipment or machinery; and
- Immediately report to the Manager or Organisational Leader of any injury suffered by you or another.

CONFIDENTIALITY

Because of the nature of our work, personal, medical, sensitive information or images relating to children, their families, donors, volunteers, employees and corporate contacts may be revealed to you, whilst performing your duties. More information can be found in our Privacy Policy and Privacy Manual. You should respect the privacy of everyone you come into contact with and not use or disclose information revealed to you outside your role with the Charity.

Should you be responsible for or have access to the Charity's financial and any personal information, including payroll, you are required to treat this with absolute confidentiality and not disclose outside the required scope of your duties (such as the financial details to the accountant) or if requested by the Organisational Leader or Board of Directors Representative.

Ronald McDonald House continuously uses monitoring tools and systems including CCTV surveillance systems installed at its premises to monitor transmissions to and from the internet, as well as the use of internet tools and facilities, emails and IT system access. Authorised personnel at Ronald McDonald House will intermittently review monitoring tool results (including CCTV footage or visual images of activities on premises) and undertake in-person monitoring. You will not be notified in advance of any monitoring except for CCTV surveillance. Monitoring may include, but not limited to, tracking internet sites visited, the content

of information or messages sent or received, the time spent using the internet and any other relevant measures of usage. Any evidence of violations of Ronald McDonald House policies or Code discovered in the course of monitoring will be reported to the appropriate personnel, as well as any appropriate authorities in respect of any employee misconduct or criminal activity.

CRIMINAL RECORDS

You are required to notify Ronald McDonald House immediately if you have been convicted of a child-related offence or have had your Working with Children Check revoked or suspended. In addition, you are required to immediately report any criminal charges or convictions laid against you that may impact on your employment or volunteering.

If an Employee or Volunteer or Board Member withholds information and it is later discovered, the breach and or failure to report a conviction may result in suspension, restriction or termination of employment and or volunteer status.

MEDIA COMMENT

In the event that you are approached by any form of external media representative or requested to make comment you are required to refer all media related enquiries to the Organisational Leader. Only the Chairperson of the Board, Organisational Leader, nominated Ronald McDonald House employee or duly appointed representative can comment on behalf of Ronald McDonald House.

CONFLICTS OF INTEREST

You are to act with integrity and to be ethical, honest and accountable in all dealings. You are required to avoid and resolve any conflict of interest where your personal interests may clash with the requirements of your work.

If you are unsure about whether a situation creates a conflict of interest, please raise your situation with the Organisational Leader or Chairperson. For example, if you have a prior and / or existing relationship with any Employee, Volunteer, Board Member, guest family, visitor or another organisation of whom your role requires interaction with.

In particular and without limitation, Employees, Volunteers and Board Members are not permitted to use the accommodation or equipment in any Ronald McDonald House Programs except in accordance with their duties.

BRIBES AND GIFTS

You cannot accept any personal gifts or goods other than token or inexpensive gifts offered as appreciation up to the value of \$75. Gifts over the value of \$75 are to be referred to your Organisational Leader or Chairperson for review. Under no circumstances are you to make or accept bribes or gifts which may influence a decision or action you make regarding yourself, the charity and/or any other third party. For further information relating to gifts, please refer to the Acceptance of Gifts Policy.

BREACH OF THIS CODE

Any breach of this Code is in direct conflict to the mission of Ronald McDonald House in Australia and is considered non-compliance. If you see or hear of an individual breaching this Code, you are required to

report the breach to the Organisational Leader or Chairperson immediately.

In the event of a breach, the Organisational Leader, Chairperson of the Board or delegate will review the matter accordingly and appropriate disciplinary action may be taken which may include suspension or termination of employment.

For further information on notification, please refer to the Whistle Blower Policy.

ACCESSIBILITY AND COMMUNICATION OF THIS CODE

This Code, other relevant policies and procedures are available to all Employees, Volunteers, and Board Members in our organisation and are available within each Chapter and online through Share Hub.

REVIEW OF THIS CODE

This Code will be reviewed every two years or whereby legislative, organisational changes, incident outcomes and other matters which are deemed appropriate by the Organisational Leader.

AGREEMENT

The Code of Conduct and Ethics outlines the required standards of behaviour and practice by Employees, Volunteers and Board Members in undertaking their position within the Ronald McDonald House Chapter. I have read, understand and agree to Ronald McDonald House Code of Conduct and Ethics. I understand the required standards of behaviour and practice as outlined in the Code of Conduct Ethics provided by Ronald McDonald House Chapter.

Name: _____

Current Position: _____

Signature: _____

Date: _____

POLICY ENDORSEMENT AND VERSION CONTROL

This policy has been approved and endorsed by the Mission Leadership Group.

Version	Description of changes	Approved By	Effective date	Next Review Date
1.0	Creation of Code of Conduct		2015	May 2018
2.0	Revised Code of Conduct and Ethics,	Michelle Janes	28 Nov 2018	Nov 2019
2.1	Annual Review of Policy	MLG	April 2020	April 2022
2.2	Monitoring	MLG	18 May 2021	July 2022
3.0	Detailed review and updated to Code of Conduct	MLG	29 March 2023	March 2025
4.0	Revision on Code of Conduct	MLG	May 2026	May 2028