



LEGACY BRISBANE POLICY

Code of Conduct

Procedure number: PC-POL 001

Effective date: 23/10/2023

Approving authority: Chief Executive Officer

Sponsor: HR Co-ordinator

Web address: <https://www.legacy.com.au/clubs/qld/brisbane>

Date for review: 23/10/2026

Version History

Date	Description of Change	Version
June 2017	Initial release	1
01/05/2023	Substantial re-write of COC, values alignment, key contacts for reporting, and inclusion of guiding principles and key organizational principles –	2

- 1. Purpose/Objective**

This policy identifies the conduct of all directors, employees, Legatees, volunteers and agents of Legacy Brisbane when undertaking any activity associated with Legacy Brisbane or when representing Legacy Brisbane.
- 2. Application/Scope**

Legacy's Code of Conduct applies to the Legacy Board of Directors, sub-committees, Legatees, employees, volunteers, students, contractors, consultants, and all Legacy clients. The code applies to all locations from which Legacy operates.
- 3. Principles**

The following are the principles underlying Legacy Brisbane Code of Conduct:

Social Justice – Legacy Brisbane, through the important work it undertakes, is committed to enabling its beneficiaries, employees, legatees and volunteers to lead fulfilling lives and be active contributors within the community.

Natural Justice – Legacy Brisbane, is committed to always acting fairly and without bias. Legacy Brisbane understands that the right to a fair hearing requires that individuals should not be penalized by decisions affecting their rights or legitimate expectations unless they have been given prior notice or the case, a fair opportunity to answer it, and the opportunity to present their own case.

Confidentiality – The Privacy of widowers, children, employees, and members of the organization is to be respected and always maintained.

Equality – Legacy Brisbane, is committed to ensure that there is ongoing equal opportunity for all employees, children, widowers, Legatee's, and volunteers
- 3.1 Our Story**

The story of Legacy has its origins in a foxhole during the battle of Pozieres in France in 1916. In that foxhole, one dying digger is said to have asked his mate to pledge to look after his "missus and kids" back home.

In 1923, Legacy made a promise to help families carry on with their lives after the loss or injury of a loved one in military service. It was a simple promise that Legacy keeps today; providing the same stability, guidance and assistance that a partner would normally provide to his or her family.

To this day, we still ensure these families always have someone to turn to for support. Our support and services now extend to include the dependants of members of

today's Australian Defence Force who lose their lives or their health as a result of their military service.

Legacy Brisbane's caring and compassionate service assists more than 5,700 dependants consisting of more than 5,466 widow(er)s and children living throughout South East and Central Queensland, including the Sunshine Coast, Fraser Burnett and Rockhampton regions.

3.2 Mission

Legacy Brisbane strives to ensure that the partners and children of veterans who gave their lives or health can fully realise their potential.

3.3 Our Vision

No dependant of a veteran suffers financial or social disadvantage as a result of their loved ones' death or injury.

3.4 Know your responsibilities

We must each understand and commit with:

- Organisational policies and procedures
- Legacy Values
- Legacy Ode
- Organisational policies and procedures
- National Principles for Child Safe Organisations
- Convention on the Elimination of All Forms of Racial Discrimination
- Convention on the Elimination of All Forms of Discrimination against Women
- Convention on the Rights of the Child
- Convention on the Rights of Persons with Disabilities

We have a responsibility to uphold the Code of Conduct and lead by example within the large Legacy Family and across all the roles we contribute, whether it is in a role of a Legatee, employee or volunteer.

Speaking up when something does not feel right demonstrates the courage and integrity to do right by the vulnerable families we serve.

3.5 Integrity

If you can answer *no* or *not sure* to any of the questions, please stop and reconsider. It is always appropriate to stop and ask for help if needed.

- Does it reflect the Legacy values – Commitment, Understanding, Trust, Empathy and Respect (CUTER)?
- Does it align to the universal principles of human rights?
- Is it good for Legacy, my peers, and the families we serve?
- Would you be okay if it appears in the news?

- What would happen if everyone were to behave like this?
- 3.6 When does the code apply?**
- It applies when everyone is fulfilling the Legacy service, or Legacy-related work, irrespective whether it is an office environment, client home, working from home, meeting space, aged care home, attending functions, including social activities, and/or in any situation which may involve of a conflict.
- 3.7 Where to raise concerns**
- For further information on Legacy policies and procedures, please refer to:
 (Legatees) Legatee Guide - <https://legatee.guide/>
 (Employees/Volunteers) [Q:\5. People and Culture](#)
- In most cases, your manager or Group Chair will be your first point of contact if you have a question, problem, or concern.
- However, if you feel uncomfortable with raising this, or your shared concern has not been addressed appropriately, Legacy supports the disclosure by individuals of serious concerns or misconduct so that appropriate action can be undertaken.
- Legacy will treat all information disclosed in a confidential manner (as far as circumstances may permit), conduct a fair and objective investigation and take appropriate steps.
- If your concern relates to a serious wrongdoing and you are considering Whistleblower protection, please refer to the Whistleblower Policy.
- You can raise concerns verbally, on a confidential or non-confidential basis, or to a Disclosure Officer.
- Disclosure Officers are:**
- Stacey Klimpel – People and Culture Manager, sklimpel@legacybrisbane.org.au, 07 3029 5626
 - Brendan Cox – Chief Executive Officer, brendan.cox@legacybrisbane.org.au, 07 3029 5611
- 3.8 Breaches of the Code**
- If any Legatee, employee or volunteer directs or approves breaches of Legacy's Code of Conduct or has knowledge of such breaches and does not act to correct them, they will be held accountable through disciplinary action which may include termination of employment or membership.

3.9 How to live by our values and conduct every day?

We are **committed** to the best outcomes for our clients. We realise this imposes obligations upon us and may constrain our freedom of actions however we will never forget our Legacy pledge. We are committed to our colleagues and the whole Legacy Brisbane family, by:

- seeking direction when required and responding positively;
- understanding your team's objectives and working positively together;
- taking responsibility for your own actions;
- following safe work practices and taking reasonable care for yourself and other's health and safety;
- participating in continuous improvement; and
- having courage to welcome change.

Understanding is listening to the needs of our clients to understand how best we can meet their needs. Only through truly understanding the needs of our clients can we deliver solutions that can empower Legacy Brisbane's mission, by:

- listening and considering others when offering an opinion;
- being open to new opportunities that will help you reach your goal;
- open and respectful communication to ideas of others;
- embracing various experiences; and
- remaining calm to find the right solution.

Trust is realising trust is hard earned and easily lost. Trust must underpin our engagement with the clients and protection of their interests and information. Trust must be maintained amongst the whole Legacy Brisbane family of Legacy House staff, Legatees and volunteers. United in trust, we are a powerful team, by:

- recognising and reporting misconduct, illegal behaviour and/or conflict of interest;
- acting with integrity in your service of Legacy;
- supporting and participating in change and assisting others to understand Legacy's purpose;
- seeks guidance and advice when required; and
- demonstrating honesty and ethical practices.

Empathy is understanding it is a strength, not a weakness. It requires us to truly understand another person's perspective or circumstance whether we agree with it or not. Through an empathetic approach, collaborative solutions can arise from chaos, by:

- working as a supportive and cooperative member, sharing information, and acknowledging others' efforts;
- responding to others who need an explanation or direction;
- taking the initiative to step in to help others when workloads are high; and
- recognising issues that may lead to conflict and positively addressing the issues as they arise.

Respect is a "universal value, that require us to recognise the human characteristics, both good and bad, that we have in common with all our fellow human beings, and to show the same respect for human dignity and sensitivity in people of other communities that we expect them to show for ours" (United Nations). With mutual respect, we:

- Seek to other understand others;
- show empathy for differences;
- apologise when we are at fault or made an error;
- choose our words carefully;
- keep our promises; and
- being mindful, respectful and polite despite your position, seniority, experience or lived experiences.

3.10 Organisational principles

Our second guiding principles are following Legacy policies, procedures, and constitutions with specific attention to:

3.10.1 Privacy and Confidentiality

We respect the privacy of Legacy clients with whom we provide service or conduct business and we handle personal information with utmost care. Data is valuable and should be protected and used appropriately.

Legacy Brisbane is committed to ethical practices and standards. This includes managing data appropriately, particularly respecting the confidentiality and privacy of all personal information collected, used and stored that could potentially be used to identify someone, either directly or indirectly, such as name, employee identification number, mobile number or email address.

The Privacy Act 1988 (Cth) and Privacy Amendment (Notifiable Data Breaches) Act 2017 (Cth) explains what Legacy Brisbane will handle (collect, use, store and disclose) information, especially personal information, in accordance with relevant legislation. It describes how we will do this in light of the Legacy Brisbane charter. For a succinct statement on Privacy please refer to the publicly available Privacy Statement by clicking [here](#).

3.10.2 *Work health and safety*

At Legacy, we work together to ensure that all practices, environment, and our culture will value, enhance and protect the health and wellbeing of all Legatees, employees, volunteers and clients. We do this by:

- taking reasonable care for our own health and safety;
- taking reasonable care that our actions not adversely affect the health and safety of others;
- complying to all reasonable work health and safety instructions;
- cooperating with all policies and procedures;
- completing all health and safety training requirements;
- reporting incidents and injuries immediately; and
- ensuring you are aware of any emergency evacuation procedures.

Legacy encourages every Legatee, employee and volunteer to take immediate action regardless of your role title or responsibility. If you see a situation that puts others at risk, act and report it immediately.

Legacy's WHS representative:

Stacey Klimpel – HR Officer,
sklimpel@legacybrisbane.org.au, 07 3029 5626.

3.10.3 *Continuous Improvement*

Legacy encourages all Legatees, employees and volunteers to respectfully challenge and learn how we can improve on what we already do, and to exceed our internal standards set by legislation, regulations and our industry.

3.10.4 *Conflicts of Interest*

Legatees, employees and volunteers are responsible for disclosing any personal conflicts of interest to their manager or Group Chair. It is important to know what your personal interests are, and the interests of any other people connected with you, and how this interest may influence you, e.g.:

- Max Legatee is a Legatee of Legacy Brisbane, his second cousin Wanda Widow is supported by Legacy Brisbane. This is a conflict of interest. Max is excluded from discussions about and decisions affecting the provision of services potentially / actually provided to Wanda Widow.
- Felicia Friend is a manager at Legacy Brisbane. Sandy Supplier wants to sell Legacy Brisbane printing services. Sandy Supplier gives Felicia Friend (unsolicited) a large gourmet hamper worth \$250. Felicia Friend declares the gift and the circumstances on the Gift Register and gives the hamper to Fundraising to raffle off. Felicia also records the conflict of interest and as a result will absent herself from discussions and decisions about new printing services supplier.

3.10.5 *Fair treatment of Legatees, employees, and volunteers*

Legacy aspires to be an environment where there is no tolerance of discrimination, bullying or harassment behaviour, not because it is the law, because it is aligned to our values of Commitment, Understanding, Trust, Empathy and Respect. It is also the right thing to do.

If you would like to guidance on resolving grievances, please refer to PC-PRO 007 Resolving Grievances and Complaints.

3.10.6 *Legacy Australia Code of Conduct*

All clubs, foundations, auxiliary workforces, Legacy Australia Inc. and their respective Legatees, staff and volunteer workforces shall act honestly, fairly and with courtesy, competence, diligence, reasonable promptness and shall not engage in conduct prejudicial to the interests of the Legacy movement and in particular shall:

- comply with all applicable government legislation, including but not limited to, child protection and vulnerable people requirements, employment law; including misconduct, discrimination, bullying, harassment, sexual harassment, Workplace Health and Safety standards and training; as well as policies and procedures outlined by respective Legacy Clubs and Legacy Australia Inc;
- advise dependants and families of veterans and others with full, accurate, truthful and relevant information in relation to, and when applying for pensions, benefits and services;
- act only on the dependant's instructions in relation to action to be taken in respect of a claim or application for pension, benefits, or access to services;

- conduct all contact with members of the veteran community, staff of government agencies, providers of services and the general community in a courteous and professional manner;
- ensure that all available relevant details and documents are submitted with claims and applications for pensions, benefits and services;
- only undertake work to the level at which they have been trained and have demonstrated competence;
- maintain and expand their knowledge base by further training and by seeking advice from the Department of Veterans' Affairs, staff of Government agencies or other service providers;
- keep personal information in a secure place and not disclose such information without proper authority as per the Privacy and Freedom of Information Acts and local club policies and procedures;
- promote the interests of the veteran community by communicating openly and honestly with the Department of Veterans' Affairs and other service providers, and by complying promptly with proper requests for information; and
- provide their services for assistance, including pensions and associated matters, free of any fee, gift or gratuity.

No Legatee is to be paid a wage or a salary or any other form of remuneration for providing their services to Legacy.

4. Reference/Information

Policy and Procedures:

Legatees - Legatee Online Guide - [LINK](#)

Employees and Volunteers - [Q:\5. People and Culture](#)

PC-PRO 007 Resolving Grievances and Complaints

FIN-007 Whistleblower Policy

Legacy Brisbane Privacy Statement: [LINK](#)