



AP-009 - CODE OF CONDUCT

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Approved by: Board of Directors

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Review cycle: Every two years, or earlier where required

1. Purpose

Aurora Multicultural Advisory Hub Inc. is committed to ethical leadership, respectful relationships, responsible conduct and safe participation.

This Code of Conduct establishes the standards of behaviour expected from every person who represents, works with or acts on behalf of Aurora.

It supports Aurora's commitment to:

- Integrity.
- Accountability.
- Respect.
- Inclusion.
- Cultural safety.
- Professionalism.
- Responsible use of authority.
- Protection of community trust.

The Code should be read together with Aurora's Constitution, Governance Framework, Privacy Policy, Conflict of Interest Policy, Complaints Policy, safeguarding requirements and other applicable organisational policies.

2. Scope

This Code applies to:

- Board members.
- Office holders.
- Executive leaders.
- Employees.
- Volunteers.
- Contractors.
- Consultants.
- Committee members.
- Program facilitators.



AURORA MULTICULTURAL ADVISORY HUB INC

- Representatives.
- Delivery partners where required by agreement.
- Any person acting on behalf of Aurora.

The Code applies during:

- Board and organisational meetings.
- Program delivery.
- Community engagement.
- Events.
- Travel undertaken for Aurora.
- Online and digital activity.
- Public representation.
- Communications with stakeholders.
- Use of Aurora systems, information and resources.
- Any situation where a person may reasonably be perceived as representing Aurora.

3. Our Values

Conduct under this Code is guided by Aurora's values.

Integrity

- ❖ We act honestly, ethically and consistently.

Accountability

- ❖ We accept responsibility for our decisions, conduct and use of resources.

Respect

- ❖ We treat every person with dignity, fairness and consideration.

Collaboration

- ❖ We work constructively with communities, colleagues and partners.

Excellence

- ❖ We maintain high standards in governance, leadership and service delivery.

Innovation

- ❖ We remain open to learning, improvement and better ways of working.

Community Leadership

- ❖ We support communities to participate, influence and lead.

Inclusion

- ❖ We promote equitable opportunity and meaningful participation.

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4. General Standards of Conduct

Everyone covered by this Code must:

- Act in Aurora's best interests.
- Support Aurora's charitable purpose.
- Behave honestly and professionally.
- Treat others with dignity and respect.
- Follow lawful and reasonable directions.
- Comply with applicable laws, policies and agreements.
- Exercise care when making decisions.
- Use authority responsibly.
- Protect confidential and personal information.
- Avoid conduct that could damage community trust.
- Raise concerns where wrongdoing or unsafe conduct is suspected.
- Cooperate with legitimate reviews or investigations.
- Take responsibility for mistakes and support corrective action.

5. Respectful Behaviour

Aurora expects respectful conduct in every interaction.

People must:

- Communicate professionally.
- Listen to different perspectives.
- Avoid aggressive, intimidating or humiliating behaviour.
- Respect cultural, religious and personal differences.
- Avoid assumptions about a person's background or circumstances.
- Use inclusive and appropriate language.
- Respect personal boundaries.
- Address disagreements constructively.
- Avoid public criticism that is personal, abusive or retaliatory.

Disagreement is permitted.

Disrespect, intimidation and misuse of authority are not.

6. Diversity, Inclusion and Cultural Safety

Aurora works with culturally diverse communities and expects all representatives to support inclusive and culturally safe environments.



People must:

- Respect cultural identity and lived experience.
- Avoid stereotypes and discriminatory assumptions.
- Recognise differences in communication, family structures and community practices.
- Make reasonable efforts to support accessibility.
- Use interpreters or accessible communication support where appropriate.
- Respect religious and cultural practices.
- Avoid treating cultural identity as a deficit.
- Support equitable participation.
- Respond appropriately when exclusion or discrimination occurs.

Cultural safety requires ongoing learning, reflection and accountability.

7. Discrimination, Harassment and Bullying

Aurora does not tolerate:

- Discrimination.
- Harassment.
- Sexual harassment.
- Bullying.
- Victimisation.
- Vilification.
- Intimidation.
- Retaliation.
- Unwanted sexual conduct.
- Repeated unreasonable behaviour creating a risk to health or safety.
- Abuse of authority.

This includes conduct based on characteristics such as:

- Race.
- Ethnicity.
- Nationality.
- Religion.
- Gender.
- Age.
- Disability.
- Family responsibilities.
- Pregnancy.
- Sexual orientation.
- Gender identity.
- Marital status.
- Political opinion.
- Any other protected or personal characteristic.



Concerns must be raised through Aurora's complaints, safeguarding or reporting processes.

8. Safeguarding

Aurora is committed to protecting children, young people and adults who may be at increased risk of harm.

People covered by this Code must:

- Prioritise safety and wellbeing.
- Maintain appropriate professional boundaries.
- Avoid exploitative, coercive or inappropriate relationships.
- Follow screening and supervision requirements.
- Avoid being alone with a child where this is inconsistent with program arrangements.
- Use approved communication channels.
- Never engage in sexual, abusive or exploitative conduct.
- Report suspected harm, abuse or neglect promptly.
- Cooperate with safeguarding processes.
- Protect the privacy and dignity of people involved.

Any immediate safety concern must be escalated without delay.

9. Professional Boundaries

People representing Aurora must maintain appropriate professional boundaries.

They must not:

- Use their role to pursue an improper personal relationship.
- Seek personal benefit from program participants.
- Pressure a person to disclose private information.
- Offer advice outside their competence or authority.
- Create dependency for personal advantage.
- Exploit trust, vulnerability or power imbalance.
- Communicate in a manner that is sexually suggestive, coercive or inappropriate.
- Use private contact methods with children or vulnerable participants unless authorised and necessary.

Boundaries protect both community members and Aurora representatives.



10. Conflicts of Interest

Actual, potential and perceived conflicts of interest must be disclosed.

A conflict may arise where a person's personal, professional, financial, family or other interests could influence—or appear to influence—their responsibilities to Aurora.

Examples include:

- Participating in decisions involving a family member or close associate.
- Recommending a supplier in which the person has an interest.
- Using Aurora information for personal gain.
- Accepting benefits that could influence judgement.
- Holding another role that conflicts with Aurora responsibilities.
- Directing opportunities towards a connected person or organisation.

People must:

- Disclose conflicts promptly.
- Record conflicts where required.
- Follow approved management arrangements.
- Withdraw from decisions where directed.
- Avoid using Aurora opportunities for personal benefit.

11. Gifts, Benefits and Hospitality

Gifts, benefits and hospitality must not influence—or appear to influence—decision-making.

People must not:

- Request gifts or personal benefits.
- Accept cash or cash-equivalent gifts.
- Accept benefits connected to an improper expectation.
- Accept hospitality that creates a conflict.
- Offer gifts to influence a decision.
- Conceal gifts or benefits.

Modest and culturally appropriate tokens may be accepted where permitted, provided they:

- Do not create an obligation.
- Are reasonable.
- Are lawful.
- Are declared where required.
- Do not damage Aurora's reputation.



12. Fraud, Corruption and Improper Conduct

Aurora has zero tolerance for fraud, corruption and dishonest conduct.

Prohibited conduct includes:

- Theft.
- Falsifying records.
- Misusing funds.
- Submitting false claims.
- Manipulating procurement.
- Concealing financial information.
- Bribery.
- Secret commissions.
- Improper payments.
- Misuse of donations.
- Misrepresentation of program outcomes.
- Unauthorised personal use of Aurora resources.

Suspected fraud or corruption must be reported promptly.

13. Financial Responsibility

People with responsibility for Aurora funds or resources must:

- Use funds only for authorised purposes.
- Follow approved budgets and delegations.
- Maintain accurate records.
- Obtain required approvals.
- Declare conflicts.
- Avoid unnecessary or excessive expenditure.
- Protect donations and restricted funding.
- Comply with funding agreements.
- Report errors, losses or suspected misuse.
- Cooperate with audit and review processes.

No person may approve their own expenditure where independent approval is required.

14. Use of Organisational Resources

Aurora resources include:

- Funds.
- Equipment.
- Devices.



- Vehicles.
- Software.
- Facilities.
- Intellectual property.
- Data.
- Documents.
- Staff and volunteer time.
- Brand assets.
- Contact databases.

Resources must be used:

- Responsibly.
- Efficiently.
- Lawfully.
- For authorised organisational purposes.
- In accordance with security requirements.

Limited personal use may be permitted where reasonable, lawful and consistent with policy.

15. Confidentiality

People may receive confidential information relating to:

- Community members.
- Program participants.
- Employees.
- Volunteers.
- Board matters.
- Funding.
- Partnerships.
- Complaints.
- Safeguarding.
- Legal matters.
- Commercial negotiations.
- Organisational strategy.

Confidential information must:

- Be accessed only where authorised.
- Be used only for legitimate purposes.
- Be stored securely.
- Not be discussed in public or inappropriate settings.
- Not be shared through unauthorised channels.
- Remain protected after a person leaves Aurora.



Confidentiality does not prevent lawful reporting of misconduct, safety concerns or regulatory matters.

16. Privacy

Personal information must be handled in accordance with Aurora's Privacy Policy.

People must:

- Collect only necessary information.
- Explain why information is required.
- Use information only for authorised purposes.
- Restrict access.
- Avoid unnecessary copies.
- Store information securely.
- Report suspected data breaches.
- Avoid sharing personal information through personal accounts or devices unless authorised.
- Protect photographs, recordings and case studies.
- Respect requests relating to privacy and consent.

17. Records and Information Accuracy

Aurora relies on accurate records for governance, funding, safety and public accountability.

People must:

- Create accurate and complete records.
- Avoid misleading statements.
- Record material decisions and actions.
- Preserve records required by law or policy.
- Avoid unauthorised alteration or destruction.
- Correct known errors.
- Maintain appropriate version control.
- Use approved systems where available.

Records must not be fabricated, backdated or intentionally misleading.

18. Public Statements and Media

Only authorised persons may make official public statements on behalf of Aurora.

People must not:

- Present personal opinions as Aurora's position.
- Speak to media without authorisation.



- disclose confidential information.
- Make commitments beyond their authority.
- Use Aurora branding for unrelated purposes.
- Publish misleading or inaccurate information.
- Criticise community members, partners or colleagues in an abusive or unprofessional manner.

Public communication must be accurate, respectful and aligned with Aurora's purpose.

19. Social Media

People associated with Aurora must use social media responsibly.

When referring to Aurora, they must:

- Protect confidential information.
- Respect privacy.
- Avoid harmful or discriminatory content.
- Avoid misleading statements.
- Make clear when views are personal.
- Avoid publishing internal disputes.
- Avoid identifying participants without consent.
- Avoid using Aurora's name or logo without authority.
- Comply with safeguarding expectations.

Private social media activity may become relevant where it materially affects Aurora's reputation, safety or lawful operations.

20. Photography, Video and Storytelling

Photographs, video, audio, testimonials and personal stories must be used respectfully.

People must:

- Obtain appropriate consent.
- Explain intended use.
- Avoid exploitative or demeaning representation.
- Protect children and vulnerable participants.
- Avoid manipulating a person's story.
- Respect withdrawal requests where practicable.
- Use approved storage and publication channels.
- Avoid publishing identifying information unnecessarily.

Community members must not be represented merely as subjects of hardship. Their dignity, agency and capability must be preserved.



21. Health and Safety

Everyone has a responsibility to support safe environments.

People must:

- Follow health and safety instructions.
- Report hazards.
- Avoid reckless conduct.
- Use equipment safely.
- Participate in emergency procedures.
- Report incidents and injuries.
- Avoid attending activities while impaired.
- Take reasonable care for their own safety and that of others.

Threats, violence and possession of dangerous items are prohibited unless lawfully required for an authorised professional purpose.

22. Alcohol and Other Drugs

People must not perform Aurora duties while impaired by alcohol or drugs.

Alcohol may only be present at an Aurora event where:

- It is lawful.
- It has been authorised.
- Risks have been assessed.
- Responsible service requirements are met.
- The event remains safe and inclusive.

Illegal drug activity is prohibited.

23. Political and Religious Neutrality

Aurora may engage constructively with government, elected representatives, faith organisations and policy processes.

However, people must not:

- Use Aurora resources for personal political campaigning.
- Present Aurora as supporting a political candidate without authority.
- Pressure participants to adopt political or religious views.
- Discriminate based on political or religious belief.
- Use Aurora programs for religious recruitment.
- Misrepresent Aurora's charitable position.



Aurora may advocate on issues relevant to its charitable purpose.

24. Relationships with Partners and Suppliers

People must engage partners and suppliers professionally and fairly.

They must:

- Act within approved authority.
- Avoid favouritism.
- Declare conflicts.
- Respect procurement requirements.
- Protect confidential information.
- Avoid making unauthorised commitments.
- Document material agreements.
- Raise concerns about unsafe or unethical partner conduct.
- Ensure community benefit remains central.

25. Intellectual Property and Brand

Aurora's intellectual property may include:

- Reports.
- Frameworks.
- Program designs.
- Research.
- Training materials.
- Logos.
- Photographs.
- Videos.
- Databases.
- Templates.
- Website content.

People must not:

- Copy or distribute protected material without authority.
- Use Aurora branding for unrelated purposes.
- Claim personal ownership of Aurora work.
- disclose unpublished intellectual property.
- use third-party material without appropriate permission or attribution.



26. Reporting Concerns

People are encouraged to raise concerns about:

- Unsafe conduct.
- Misconduct.
- Harassment.
- Discrimination.
- Fraud.
- Privacy breaches.
- Conflicts of interest.
- Safeguarding concerns.
- Financial irregularities.
- Breaches of this Code.
- Retaliation.
- Other serious organisational risks.

Reports may be made to an appropriate:

- Manager.
- Executive leader.
- Board member.
- Safeguarding contact.
- Complaints contact.
- External authority where required or appropriate.

Immediate danger should be reported to emergency services.

27. Protection from Retaliation

Aurora will not tolerate retaliation against a person who raises a concern in good faith.

Retaliation may include:

- Threats.
- Intimidation.
- Exclusion.
- Unfair treatment.
- Harassment.
- Loss of opportunity.
- Adverse action intended to punish reporting.

Knowingly making a false or malicious allegation may itself constitute misconduct.



28. Responding to Breaches

Alleged breaches will be assessed fairly, proportionately and confidentially where possible.

Responses may include:

- Guidance.
- Informal resolution.
- Training.
- Mediation.
- Formal investigation.
- Corrective action.
- Restriction of duties.
- Removal from a program.
- Termination of employment, volunteering, office or contract.
- Referral to the Board.
- Reporting to a regulator or law-enforcement authority.
- Other lawful action.

The response will depend on the seriousness, evidence, risk and surrounding circumstances.

29. Procedural Fairness

A person responding to an allegation should ordinarily be:

- Informed of the relevant concern.
- Given a reasonable opportunity to respond.
- Treated impartially.
- Supported to understand the process.
- Informed of the outcome where appropriate.

Procedural fairness may be adjusted where immediate action is required to protect safety, evidence, privacy or organisational integrity.

30. Responsibilities

Board of Directors

- ❖ The Board oversees organisational culture, ethical conduct and material breaches.

President

- ❖ The President supports ethical leadership, Board conduct and organisational accountability.



Secretary and Chief Operating Officer

- ❖ The Secretary and Chief Operating Officer supports implementation, governance administration and organisational compliance.

Executive Leadership Team

- ❖ The Executive Leadership Team promotes the Code, responds to concerns and models expected behaviour.

Managers and Program Leads

Managers and program leads must:

- Explain expected standards.
- Address inappropriate conduct.
- Escalate serious concerns.
- Avoid retaliation.
- Maintain appropriate records.

All Representatives

- ❖ Every person covered by this Code is responsible for understanding and complying with it.

31. Acknowledgement

People may be required to acknowledge that they:

- Have received the Code.
- Understand its requirements.
- Agree to comply.
- Understand how to raise concerns.
- Accept that breaches may result in action.

32. Review

This Code will be reviewed:

- Every two years.
- Following significant legislative change.
- Following a serious incident.
- Following governance or culture review.
- Where organisational growth requires revision.
- Where community or stakeholder feedback identifies a need.



Changes require appropriate approval.

Public Conduct Statement

Aurora's reputation depends on the conduct of every person who represents the organisation.

We expect those acting on our behalf to use their authority responsibly, treat people with dignity, protect community trust and demonstrate the values Aurora promotes.

Ethical conduct is not limited to compliance. It is the standard through which Aurora earns confidence and creates lasting community impact.

Contact Aurora

Questions or concerns relating to this Code may be directed to:

Aurora Multicultural Advisory Hub Inc.

Email: info@auroramulticultural.org.au

Website: www.auroramulticultural.org.au

Location: Melbourne, Victoria, Australia

Please include **"Code of Conduct"** in the email subject line.

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