

Member Code of Conduct

1. Purpose & Scope

The Member Code of Conduct outlines the behaviours and actions expected of Leukaemia Foundation (LFA) members when undertaking activities in connection with, or on behalf of the Foundation. This includes all meetings, events, activities and interactions with patients and carers

2. The Foundation's Values

The Leukaemia Foundation stands with Australia to help conquer every blood cancer – with care. Our values power that purpose:

- **Care Deeply** - Being bold isn't about having the loudest voice, it's about having the strength to challenge, to disrupt, and to do things differently. We welcome honest and courageous conversations that will guide us to innovate and inspire.
- **Be Bold** - Caring is not only what we do, but also who we are. With empathy in our DNA and compassion in our blood we live for genuine relationships and shared journeys.
- **Make it Count** - We make every action and everyday count, because we aren't afraid to step out of our comfort zone and question the status quo. We focus on what we can impact today, to make for a better tomorrow.

3. Personal and professional behaviour

All Members are expected to observe the highest standards of ethics, integrity and behaviour. As representatives of the Foundation, all members are expected to observe the following standards of ethics, integrity and behaviour.

- To not engage in conduct that might harm or damage the reputation or interests of LFA
- To treat everyone with courtesy, respect, kindness, consideration and sensitivity
- Strive to obtain value for money spent and avoid waste and extravagance in the use of fundraising donations
- To refrain from all forms of harassment and discrimination including, but not limited to, on the basis of gender, race, religious belief, political affiliation, pregnancy or potential pregnancy, disability, sexual orientation or illness
- To refrain from allowing personal relationships to affect professional relationships
- To foster teamwork and collegiality among all members and always give due credit to the contributions of others
- To promptly report any inappropriate or unlawful behaviour
- Patient and carer interactions.

Patient safety and quality care are at the heart of everything we do at the Leukaemia Foundation. As part of this commitment, we have voluntarily achieved accreditation against the National Safety and Quality Primary and Community Healthcare Standards | Australian Commission on Safety and Quality in Health Care.

To meet these Standards, risk prevention policies and procedures are integrated into our service delivery model to ensure the clinical safety of our people and consumers is maintained at all times. This helps ensure services are delivered safely and consistently, and that risks are promptly identified and addressed.

When interactions arise between non-clinical staff, members and volunteers it is imperative that patients or carers needing support are referred to the Foundation's clinical services team. Additionally, all non-clinical staff, volunteers and members must not provide personal contact details to patients and carers, provide emotional support or personal support e.g. offering to transport patients or carers to appointments.

This ensures the emotional safety of patients and carers as well as establishing appropriate personal boundaries and privacy protection. This also ensures emotional safety for staff, members and volunteers. Establishing appropriate boundaries ensures that we meet our accreditation standards to deliver safe and accountable care.

The standards are supported by internal Clinical Guidelines requiring potential breaches to be reported and addressed by the Leukaemia Foundation.

4. Conflicts of interest

Members must act in the interests of the Foundation and take reasonable steps to avoid real, potential or apparent conflicts of interest or to disclose and manage avoidable conflicts of interest to help maintain community trust and confidence.

Members are expected to have impartial relationships with third parties including vendors and suppliers, and to negotiate terms that are in the best interests of the Foundation.

5. Fairness & equity

Members should deal with issues involving colleagues, donors or stakeholders consistently, promptly and fairly. This involves dealing with matters in an impartial, non-discriminatory manner and in line with the principles set out in this Code.

6. Discrimination, harassment, bullying and violence

Every member has a right to an environment free of discrimination, harassment, bullying or discrimination. This can be accomplished if all members treat each other with courtesy, fairness, and respect.

Harassment or discrimination may constitute an offence under the Anti-Discrimination Act 1977 and includes direct or indirect actions; and may take the form of verbal, non-verbal, written or online communications. All forms of harassment and discrimination are not acceptable and will not be tolerated at LF, in addition they may constitute a breach of the Work, Health and Safety Act 2011 if a risk of physical or psychological injury results from the harassment or discrimination.

Members who witness any form of violence, harassment, discrimination or bullying are required to report the conduct to the Members team via email members@leukaemia.org.au.

The report will be investigated by the Members team and if a breach of the Member Code of Conduct has been determined, the matter will be presented to the Leukaemia Foundation Board to consider under 5.6(b) of the Leukaemia Foundation of Australia Constitution.

7. Protection and promotion of the Foundation's reputation

All Members are expected to:

- Direct any enquiries received from the media to the Members team via email members@leukaemia.org.au
- Adhere to our brand guidelines and obtain prior approval from Members team before using the Foundations' logo
- Refrain from engaging in any activity that may compromise the Foundation's integrity and reputation including through the use of personal social media channels (for further information, please refer to the *Social Media Policy*)
- Conduct all fundraising activities in an ethical manner and in line with the Fundraising Institute of Australia's Code.

8. Compliance and breaches

All Members are required to comply with this Code of Conduct at all times and report any breaches to the Members team via email members@leukaemia.org.au.

Members whose conduct falls below the standards outlined in the Code of Conduct will be counselled accordingly and may have their membership with the Foundation terminated.

9. Variations

LFA reserves the right to vary, replace or terminate this Policy from time to time.

10. Terms & Definitions

Term	Definition
Bullying	Bullying is repeated unreasonable behaviour by an individual towards a person which creates a risk to their health and safety
Code	Leukaemia Foundation's Members Code of Conduct
Conflict of Interest	A conflict of interest may be real, apparent or potential and may be financial or non-financial. A conflict of interest may occur when an individual's interests could compromise judgment, decisions or actions in the workplace that are not in the best interests of the Foundation. For clarity: • Real – where a direct conflict exists between current official duties and existing private interests. • Apparent – where it appears or could be perceived that private interests are improperly influencing the performance of official duties whether or not that is actually the case. • Potential – where private interests are not but could come into direct conflict with official duties.
Discrimination	Discrimination occurs when a person, or group of people is treated less favourably than another person because of their background or certain personal characteristics.
Harassment	Harassment is behaviour that intimidates, offends or humiliates a person.
Member	This includes all current financial or Honorary members
Unacceptable use	Includes violation of the rights of others, commercial use, breach of copyright or intellectual property, use for bullying, harassment or threatening acts, illegal activity, gambling, storing or conveying objectionable material that refers to nudity, sexual activity, drug misuse, crime, cruelty or violence.
Violence	Workplace violence is the act or threat of violence, ranging from verbal abuse to physical assaults directed toward persons at work or on duty. The impact of workplace violence can range from psychological issues to physical injury, or even death.
Workplace	Includes national office locations, accommodation, events, venues, Member branch meetings and any place the Company operates or has presence at for the purpose of undertaking day to day operations.

11. Associated Internal Documents

- Board Charter
- Conflict of interest Policy
- LFA Code of Conduct
- *Social Media Procedure** (however the Social Media Personal Use Standard is available)
- Whistleblower Protection Policy
- Work Health & Safety Policy

12. Policy History

Responsibility	Members Branch & Stakeholder Committee via General Manager		
Policy Number/ Reference	10-RD-MembersCodeOfConduct [v02_14May2026]		
Reviewed by	Members & Executive Stakeholder Lead		
Review date	May 2028		
Version	Authorisation	Commencement date	Amendment
V2	Board	May 2026	Addition of: 'Patient & Carer interactions,' and 'Internal documents'. Removal of Acknowledgment of Country
V1	MBS Comm	1 June 2023	New Policy to separate from the Code of Conduct Standard