

Board Code of Conduct Policy

Ref: 1.1/0926

Policy Group	01 Board
Related Policy	CitiReach Conflict of Interest Policy (2.3) CitiReach Staff Code of Conduct Policy (2.8) Citipointe Church Code of Conduct Policy (7.12) Citipointe Church Related Party Policy (1.2a)
Commencement Date	14.09.2026
Review Date	14.09.2027

Intent

This policy outlines the Code of Conduct for CitiReach's leadership — its Head of Operations and any member of a CitiReach oversight or advisory group (hereafter referred to as Personnel for the purposes of this policy). CitiReach is a business name of Christian Outreach Centre trading as Citipointe Church, and is accountable to the Citipointe Committee of Management (COM). CitiReach does not hold its own separate incorporated board; governance authority over CitiReach rests with the Citipointe COM, exercised day to day through the Head of Operations.

This code sets out the ethical, personal and professional principles CitiReach requires of its leadership in the performance of their roles, consistent with Citipointe's own Code of Conduct Policy (7.12) and its mission “to unmistakably influence our world for good and for God.” Because CitiReach's supports are delivered under the NDIS to participants of all backgrounds and beliefs, this code also requires leadership to uphold the NDIS Code of Conduct in every dealing with participants, families and the community, regardless of a participant's own faith or lack of it.

Scope

Inclusions: This Code of Conduct applies to the CitiReach Head of Operations and any member of a CitiReach oversight or advisory group.

Restrictions: Nil.

Exclusions: CitiReach support workers and administration staff, who are covered by the Staff Code of Conduct Policy (2.8).

Objectives

1. To provide a policy which complies with the objectives of CitiReach and Citipointe.
2. To provide CitiReach's leadership with a code of conduct for managing CitiReach's day-to-day affairs.
3. To underpin ethical principles and practice with values describing the behaviour expected of CitiReach's leadership.
4. To ensure leadership acts responsibly, courteously, professionally and honestly, using CitiReach's and Citipointe's resources only for their intended purpose.
5. To ensure leadership complies with its responsibility to act honestly and to exercise due diligence and a high degree of care.

6. To provide a guide to identifying and resolving situations which could result in a conflict of interest, impropriety, improper use of a person's position, or improper use of CitiReach's or Citipointe's resources.

Policy Provisions

1. Citipointe's Mission Statement guides all that CitiReach does — “to unmistakably influence our world for good and for God” — outworked through CitiReach's own mission: “We believe in a world with no limits, where every individual can embrace boundless possibilities and reclaim control over their life.”
2. CitiReach's leadership is guided by this policy, the Citipointe Heartbeat Document, and CitiReach's obligations as an NDIS provider under the NDIS Code of Conduct.

The Guiding Principles of this Code

3. Governance and Accountability
 - 3.1. Acting at all times within the authority delegated by the Citipointe COM, and not purporting to bind CitiReach or Citipointe beyond that authority.
 - 3.2. Keeping the Citipointe COM appropriately informed of CitiReach's operations, finances and any material risk or incident.
 - 3.3. Escalating to the Citipointe COM any matter that is serious, sensitive, or beyond the Head of Operations' ordinary authority to resolve.
4. Integrity — CitiReach's leadership occupies a position of trust.
 - 4.1. Maintaining the highest standards of integrity.
 - 4.2. Recognising and respecting the personal integrity of every participant, staff member and member of the community CitiReach serves.
 - 4.3. Undertaking work with honesty, reliability, respect and impartiality.
 - 4.4. Being accountable to the Citipointe COM and, where relevant, to CitiReach's staff.
 - 4.5. Communicating with integrity, including the accountable and wise use of electronic communication.
 - 4.6. Acting with financial integrity and transparency, including keeping accurate records of CitiReach's expenditure (see the Financial Management and Accountability Policy, 5.1).
 - 4.7. Not taking property belonging to CitiReach, Citipointe or others, including intellectual property, and not knowingly making false, misleading or deceptive statements.
 - 4.8. Disclosing to Citipointe's leadership if under investigation for a criminal offence, or if aware of serious criminal activity connected with CitiReach.
5. Personal Responsibility
 - 5.1. Compliance with all CitiReach and Citipointe policies, procedures and contractual obligations.
 - 5.2. Responding appropriately to all relevant legislative requirements in the performance of duties, including the NDIS Act 2013, the NDIS Code of Conduct, and the Fair Work Act 2009.
 - 5.3. Compliance with all reasonable and lawful instructions from the Citipointe COM.
 - 5.4. Observing work health and safety rules, responsibilities and practices at all times.
 - 5.5. Not using offensive language or engaging in inappropriate behaviour.
 - 5.6. Not being involved in unlawful discrimination or harassment.

- 5.7. Not being under the influence of alcohol, illegal drugs, or non-prescribed medication that could adversely affect behaviour or place anyone at risk.
- 5.8. Avoiding behaviour that could give the impression of favouritism or an inappropriate relationship.
- 5.9. Not engaging in bullying, emotional abuse, harassment, or physical or sexual abuse.
- 5.10. Exercising wise and careful stewardship of all resources — people, financial and physical — entrusted to CitiReach.
- 6. Promoting Good
 - 6.1. Considering the best interests of CitiReach's participants, its staff, and Citipointe as a whole in every decision.
- 7. Confidentiality
 - 7.1. Respecting the privacy of participants and staff, and ensuring personal information is accessed and used only for CitiReach purposes, in accordance with the Privacy Policy (3.1).
 - 7.2. Maintaining the confidentiality of any information, records or sensitive material acquired in the course of the role, including after ceasing that role.
- 8. Conflict of Interest
 - 8.1. Declaring any conflict of interest and abiding by the Conflict of Interest Policy (2.3).
- 9. Care for Participants and Staff
 - 9.1. Being committed to honest, fair and respectful engagement with participants, families and staff.
 - 9.2. Treating others with respect, and exercising authority respectfully.
 - 9.3. Using words that build up and do not ridicule or embarrass people.
 - 9.4. Upholding CitiReach's strong commitment to protecting the rights and dignity of the people it supports, and preventing all forms of abuse and exploitation of vulnerable people, consistent with the Human Rights Policy (2.7).
- 10. Professional Excellence
 - 10.1. Maintaining and enhancing skills and expertise relevant to leading an NDIS service.
 - 10.2. Ensuring outside work or interests do not interfere with the performance of duties to CitiReach.
 - 10.3. Embracing skill development opportunities and being open to constructive feedback.
- 11. Duty of Care
 - 11.1. Exercising care in undertaking duties, particularly where participants, families or staff rely on advice or information given.
- 12. Diligence
 - 12.1. Exercising due diligence, care and attention, and seeking to achieve high standards in the performance of the role.
 - 12.2. Accepting the need for ongoing training and skills development.

Breach of This Policy

- 13. A suspected breach of this policy is raised with the Citipointe Compliance Office or directly with the Citipointe COM. Depending on its nature and seriousness, a breach may result in a formal warning,

a requirement to remedy the conduct, or removal from the CitiReach leadership role, in accordance with Citipointe's governing rules.

Supporting Procedures and Guidelines

- Citipointe Heartbeat Document
- Citipointe Scope and Relationship Between Entities
- CitiReach Conflict of Interest Register

Relevant Commonwealth/State Legislation

- National Disability Insurance Scheme Act 2013 (Cth)
- NDIS Code of Conduct (NDIS Provider Registration and Practice Standards) Rules 2018 (Cth)
- Fair Work Act 2009 (Cth)
- Social, Community, Home Care and Disability Services Industry Award 2010 (Cth)
- Corporations Act 2001 (Cth), where applicable
- Australian Charities and Not-for-profits Commission Act 2012 (Cth), where applicable

Definitions

Citipointe – Citipointe Church, the trading name of Christian Outreach Centre (COC), of which CitiReach is a business name.

CitiReach – CitiReach Community Support Services, a business name of Christian Outreach Centre trading as Citipointe Church, providing NDIS community supports in Brisbane, accountable to the Citipointe COM.

COM – the Citipointe Committee of Management — the governing authority of Citipointe Church, to which CitiReach is accountable.

Head of Operations – the CitiReach staff member with day-to-day operational and leadership responsibility for CitiReach.

INC – (Christian Outreach Centre trading as) International Network of Churches, the Movement of which Citipointe is a member church.

NDIS – the National Disability Insurance Scheme, established under the National Disability Insurance Scheme Act 2013 (Cth).

NDIS Commission – the NDIS Quality and Safeguards Commission, the independent regulator of NDIS providers and workers.

Personnel – CitiReach employees (permanent and casual), contractors and volunteers.

Policy Dissemination and Procedures

Procedures relating to this policy are drafted by the CitiReach Head of Operations, with input from the Citipointe Compliance Office where the policy touches Citipointe's own framework. Personnel are informed of this policy and any related procedures through induction, team meetings, and access to CitiReach's policy folder.

Accountabilities

Implementation	CitiReach Head of Operations
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Compliance	CitiReach Head of Operations
Monitoring and Evaluation	CitiReach Head of Operations, with the Citipointe Compliance Office
Development/Review	CitiReach Head of Operations, with the Citipointe Compliance Office

Revisions

Reference No: 1.1

Version	Approval Date	Committee/Board	Resolution/Minute
/0926	14.09.2026	Citipointe COM	Pending adoption