

# Your Organisational Logo Here

## OUR VALUES

As an organisation we value .....

### CODE OF ETHICS

We therefore expect our volunteers to:

- Treat everyone with dignity courtesy and respect when volunteering for us
- Act honestly in all interactions with us
- Represent our organisation to the best of their ability by always acting in good faith
- Only use organisational resources for authorised purposes
- Respect the privacy of our clients, staff and other volunteers and only use confidential information for the purpose for which it is intended
- Aspire to excellence in the tasks they undertake

### CODE OF CONDUCT

Our values and code of ethics are reflected in the following expectations and standards of behaviour.

#### 1. GENERAL

- 1.1 Our clients are the main part of our business. You must treat them in a dignified, patient, cheerful manner, free from discrimination – respecting individual difference.
- 1.2 Whilst on site volunteers have a responsibility for the security of all goods, property, and equipment and must take all reasonable precautions against theft, breakage, or damage.
- 1.3 The workplace must be always kept tidy.

#### 2. UNIFORM

##### 2.1 Personal Presentation

Volunteers are required to maintain a tidy and professional standard of dress and grooming. Where they are provided with a uniform, they must wear such as requested. Volunteers are responsible for the laundry of their uniforms.

If in a role that does not require a uniform, then personal clothing must be suitable to an office setting, or to the task being undertaken. Jandals or shorts are not permitted. Personal hygiene should be such that there is no risk of offending others.

All branded clothing and equipment issued shall remain the property of the organisation and must be returned when a volunteer leaves their role

##### 2.2 Name / ID Badge

Volunteers working with client contact must wear personal identification badges

#### 3. PUNCTUALITY

- 3.1 If a volunteer is unable to report for work or is going to be late for work, they are required to advise us at the earliest opportunity- preferably prior to their start time
- 3.2 Rosters, hours of work  
Volunteers are expected to be on time for their agreed shifts

## **4. CONDUCT**

4.1 Volunteers are required to behave in a professional and courteous manner towards staff, Board members, fellow volunteers, clients, and members of the public.

### 4.2 Smoking/ Vaping

We have a smoke-free work environment, and smoking/vaping is prohibited anywhere on our work premises and in vehicles.

### 4.3 Telephone Calls

Where possible, except in emergency situations, any personal calls should be made during the volunteer's normal break periods. Unless otherwise agreed, personal cell phones should be kept on silent or turned off during work hours.

### 4.4 Conflicts of Interest

Volunteers should avoid situations that may lead to conflicts of interest by:

- consulting with your manager/supervisor before undertaking other roles in organisations whose goals, purposes, or activities conflict with our organisation
- making sure your other commitments do not conflict with the performance of your duties at our organisation
- advising your manager/supervisor immediately if a conflict of interest occurs or could possibly occur

## **5. TRANSACTIONS**

### 5.1 **TAKE NOTICE:**

- The giving away of free or discounted products, services and/or property belonging to the organisation is not permitted
- There are no facilities for staff IOUs and borrowing money from the cash funds of the organisation is not permitted.
- No borrowing and replacement of organisation's stock or equipment is permitted without the express consent of management.

## **6. SAFETY AND SECURITY**

6.1 The safety and security of our volunteers, staff and clients is of paramount importance. Volunteers have a joint responsibility with paid staff to ensure and maintain a safe work environment. Accordingly, volunteers must take reasonable care in the performance of their work to ensure not only their own safety, but also that of others.

6.2 Any work-related accident or near miss incident must be reported and entered in the accident register immediately or at the earliest opportunity on that day.

### 6.4 Keys/codes

If a volunteer is given a key, swipe card or security code relating to the organisation's premises, they have a special responsibility of security. Keys, swipe cards and/or codes must not be loaned, duplicated, or disclosed, to any other person without the express consent of management. Lost or mislaid keys must be reported immediately.

### 6.5 Honesty

We always expect absolute honesty and accuracy. Any volunteer found being wilfully dishonest will face disciplinary action.

#### 6.6 Personal Property

Our organisation accepts no responsibility for personal items brought into the workplace. Volunteers should secure money and valuables accordingly and are encouraged to not bring such items to work.

### 7. **CONFIDENTIALITY**– Breaches of confidentiality shall be regarded as most serious

7.1 Under no circumstances should any privileged information learnt at work relating to customers, staff, or any fellow volunteer, and/or their families, be disclosed to any other person either at work or outside the premises, unless such information could or would affect the organisation in any way – or there is a risk of harm.

#### 7.2 Personal Records

The organisation maintains a file of essential confidential details. It is important that these records are kept current. Please advise any change in contact address, contact phone number, any other pertinent facts that could affect our ability to reach you should the need arise.

### 8. **COMPLAINTS**

All complaints, or expressions of customer dissatisfaction, are to be managed through our defined complaints process.

### 9. **MISCONDUCT and SERIOUS MISCONDUCT**

#### 9.1 Examples of misconduct:

- Failure to complete assigned duties
- Failure to safeguard property
- Failure to maintain acceptable standards of personal hygiene and appearance
- Unacceptable behaviour toward a customer or other staff members or volunteers
- Failure to comply with the company house rules or lawful instructions

**Please note** - continued contravention may result in the suspension of your volunteer status. Furthermore, a serious breach of the above may be considered as serious misconduct, depending on the circumstances.

#### 9.2 The following acts/ examples are considered serious misconduct and may result in the immediate termination of your volunteer status

- Dishonesty of any kind
- Theft
- Unauthorised possession or use of property/vehicles belonging to the organisation
- Consuming, using or being under the influence of alcohol, non-prescribed or illegal drugs when reporting to work, while on duty or while present on the premises for any other reason
- Insubordination, threatening or abusive behaviour

- Wilful damage to property
- Acting in a manner likely to cause injury or affect work safety
- Misuse of fire or safety equipment
- Breaching confidentiality.

I have read and understand the information in this document, and I agree to abide by the Code of Ethics and the Code of Conduct during my time volunteering.

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Volunteer's name

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Volunteer's signature

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Date

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Signed - On behalf of the organisation.