

Volunteer Code of Conduct Policy

Policy Overview

Share the Dignity works with charities, corporate sponsors and, where appropriate, applicable government bodies to support vulnerable members of our community. Our volunteer team comprises of a diverse group of people who have varying experience, and skills. Our work underpinned by the spirit of collaboration and respect.

The way we conduct ourselves is representative of Share the Dignity. This policy outlines the professional standards of conduct Share the Dignity expects in order to uphold the values of our charity. It is not an exhaustive list of expectations for every aspect of the volunteer work we do and provides an overview of acceptable, professional behaviour and what to do if an ethical issue or concern arises.

Who this policy applies to

This policy applies to all volunteers of Share the Dignity Australia.

When this policy applies

This policy applies at all times when a person is representing Share the Dignity, or volunteering on behalf of Share the Dignity, whether on our premises or off-site. Off-site volunteering includes volunteers working from home, at business collection points, charity locations, storage facilities or any other location where they are carrying out their duties.

It applies to after hours and off-site activities and functions that are organised by Share the Dignity, or which are attended on behalf of Share the Dignity. This includes team events, charity fundraisers and celebrations and corporate sponsor entertainment.

1.0 Policy

1.1 Everyone is expected to:

- Familiarise themselves with our policies and procedures and seek guidance if unclear of what is expected of them
- Be personally responsible and accountable for their own professional behaviour
- Treat others with respect and dignity at all times, in a way that aligns with charity values
- Work collaboratively with others, carry out duties to the best of their ability and act in a professional and courteous manner, even in times of adversity
- Act in good faith at all times, with honesty, integrity and respect



"No woman should suffer the indignity of choosing between eating or buying sanitary products"

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- Comply with all laws including, but not limited to motor vehicle and licencing laws
- Respect the confidentiality of information entrusted to them during the course of their volunteering, whether about other volunteers, charities, corporate sponsors or suppliers
- Seek written approval prior to making public statements about the charity, our corporate sponsors or charities, including on social media, or speaking to the media
- Seek written approval prior to creating any Facebook groups or other social media accounts representing the charity
- Act ethically and responsibly in the event they become aware of an actual or potential conflict of interest and notify their Manager as soon as possible, or seek guidance from their Manager if unsure
- Contact Rochelle Courtenay if they witness behaviour that may be in breach of charity policy
- Raise concerns or complaints in an appropriate manner, by following charity policy and procedure where reasonably practicable
- Co-operate with any investigation of complaints or concerns regarding potential breaches of this policy (as deemed necessary by Share the Dignity)

1.2 Managers and supervisors are also expected to:

- Model the professional and ethical conduct expected of their team and everyone who volunteers for Share the Dignity
- Promote and maintain an environment that upholds the professional standards of behaviour as outlined in charity policies
- Ensure that their team members are aware of and adhere to charity policies and procedures, as well as understand how to raise a concern or complaint
- Provide support, feedback and instruction to their team members in a constructive way that aligns to charity values and policy and does not undermine performance
- Treat complaints seriously and confidentially
- Take appropriate action in response to breaches and complaints by others (even if there is no formal complaint) and seek advice from Rochelle Courtenay if unsure

2.0 Policy Breaches and Possible Outcomes

Share the Dignity does not pre-empt outcomes or action as a result of breaches of this policy. Share the Dignity will consider appropriate action at the time. Possible outcomes include termination of the volunteer relationship.

3.0 How to Raise a Serious Concern or Complaint

3.1 Share the Dignity encourages open communication in a supportive environment and is confident that most questions or concerns can be resolved by speaking with their manager or

alternatively, Rochelle Courtenay.

3.2 Everyone has the right to raise legitimate concerns or complaints according to charity policy and procedure, without fear of victimization or reprisal. Please be aware that Share the Dignity has a responsibility to notify the police where it becomes aware of an alleged criminal matter.

To raise a concern or complaint, please:

1. Speak with a Manager in the first instance. In the event that you wish to speak to someone other than your Manager, people are encouraged to contact Rochelle Courtenay
2. Upon request, provide any evidence or other information supporting your concern or complaint. In some instances, you may be asked to make your complaint in writing to assist the charity to look into the concern or complaint
3. Make yourself reasonably available to discuss concerns further if need be
4. It is important that information about the concern or complaint is kept strictly confidential, except instances where you are compelled by law to disclose information or engaging with a support person

Managers have a responsibility to ensure that concerns or complaints are taken seriously and dealt with promptly. If a volunteer raises a concern or complaint, Managers must:

1. Ensure the conversation occurs in a confidential setting, either face to face or over the phone, as soon as practicable after becoming aware of the concern or complaint. The volunteer may wish to engage a support person
2. Escalate serious concerns or complaints promptly to Rochelle Courtenay
3. Keep detailed notes of the conversation, including all dates/times, details, evidence and witnesses as relevant
4. Refrain from making any promises to the person raising the concern or complaint. This is because outcomes cannot be determined until after the charity has been able to look into the concern or complaint
5. Maintain confidentiality regarding the concern or complaint and refrain from discussing it with any unauthorised person

The obligation of confidentiality does not prevent Share the Dignity from using or disclosing any information necessary to initiate or defend any legal proceedings, or to make any submissions in relation to any inquiry or complaint, or to refer a matter to the police.

A person making a legitimate complaint will not be treated detrimentally because they make a complaint.

4.0 Questions

If you have any questions about this policy, please ensure you speak with your **Manager**.