

Volunteers & Contractors Code of Conduct



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Applies to: Volunteers & Contractors

Specific responsibility: People and Culture Manager

Policy context This policy relates to:

Standard:

People

1. Statement

At Coast Shelter we act honestly, fairly, with integrity and in accordance with legal requirements. This Code of Conduct sets out our expectations for how our volunteers and contractors will conduct themselves.

Coast Shelter's volunteers and contractors must maintain high moral and ethical standards.

This Code of Conduct is not intended to be exhaustive and cannot anticipate every situation which may morally or ethically compromise a volunteer and contractor or Coast Shelter. In this regard, Coast Shelter expects its volunteers and contractors to use their common sense and sound judgment.

If in doubt as to how she or he should act in any situation, the volunteers and contractors should always contact a Coast Shelter manager and seek advice prior to taking any action. All requests for advice will be dealt with as confidentially as possible in the circumstances.

2. Scope

This Code of Conduct applies to all volunteers and contractors while engaged with Coast Shelter, including when attending Coast Shelter related business and social functions on and off site and other Coast Shelter-related events ("the workplace").

References to "Coast Shelter" are references to Coast Shelter and each of its Related Bodies Corporate.

3. General Principles

As a rule of thumb, all volunteers and contractors must conduct themselves in accordance with the following common-sense principles:

- act honestly, diligently, in good faith and with integrity in all business transactions and dealings with others in connection with their engagement with Coast Shelter;
- treat other employees, contractors, volunteers, customers, competitors, and all other persons with whom they deal at work with courtesy and respect, being professional and responsive in their dealings with others;
- respect, support and engage with the collaborative nature of our workplace;
- maintain necessary confidentiality, including not using or disclosing without authority, Coast Shelter or client information, including after they cease engagement with Coast Shelter;
- not act for an improper or ulterior purpose to the detriment (whether perceived or actual) of Coast Shelter;
- not compromise their duty to act within the best interests of Coast Shelter;
- not make adverse public comment about Coast Shelter or its officers or employees;
- observe health and safety policies and obligations; and
- comply with all laws and regulations applicable to the business of Coast Shelter.

- Breaches of the Code of Conduct may expose volunteers and contractors to disciplinary action, up to and including possible termination of engagement and contracts.

4. Professional Conduct

Child protection

All volunteers and contractors who work with children or young people at Coast Shelter are mandatory reporters. This means they are required to immediately inform the Operations Manager of any child protection concerns in relation to any child or young person who is a client of Coast Shelter.

A report must be made to Communities and Justice where there is a current concern about the safety, welfare and wellbeing of a child or young person under 18, for any of the following reasons:

- the basic physical or psychological needs of the child or young person are not being met (neglect);
- the parents or caregivers have not arranged necessary medical care for the child or young person (unwilling or unable to do so);
- the parents or caregivers have not arranged for the child or young person to receive an education in accordance with the Education Act 1990 (unwilling or unable to do so);
- risk of physical or sexual abuse or ill-treatment;
- parent or caregiver's behaviour towards the child causes or risks serious psychological harm (emotional abuse);
- incidents of domestic violence and as a consequence a child or young person is at risk of serious physical or psychological harm (domestic or family violence).

Further, where a volunteer and contractor has any concern in relation to inappropriate conduct towards any child or young person under 18, whether that conduct occurs in the workplace or not, the matter must be immediately reported to the Operations Manager who will determine the appropriate government bodies to contact.

Conflicts of Interest

All volunteers and contractors have an obligation to avoid financial, business or other relationships which might conflict with the legitimate business interests of Coast Shelter or the proper performance of their duties.

Such a conflict will exist where a volunteer or contractor compromises his or her ability to act with total objectivity with regard to Coast Shelter's business interests.

Examples of conflicts of interest include, but are not limited to, the following:

- If a volunteer and contractor is engaged by a competitor whilst volunteering or completing services for Coast Shelter;
- If a volunteer or contractor provides services on behalf of Coast Shelter to a business in which they or their family have financial interest; and
- If a volunteers or contractors family member has a substantial financial interest in a business which is a competitor, contractor or supplier to Coast Shelter.

All potential or actual conflicts of interests must be disclosed in writing to the People & Culture Manager.

Coast Shelter may either approve the conflict upon conditions, or exclude the volunteer or contractor from the conflict situation.

Secret Commissions

Volunteers and contractors must not, in the course of their service or engagement, receive, obtain or attempt to obtain from any client, customer, contractor or supplier or any other person with whom they deal any secret commission or profit. Any such actions must be immediately reported to the People & Culture Manager.

Volunteers and contractors must also not offer or give secret commissions, hidden gratuities, or confidential payments to third parties who might influence prospective clients or customers, including without limitation government or quasi-governmental officials.

If any volunteer or contractor is aware of another employee, volunteer or contractor receiving, obtaining or attempting to obtain from any other Coast Shelter employee, volunteer, client, customer, contractor or supplier or any other person with whom they deal any secret commission or profit, any such actions must also be immediately reported to the People & Culture Manager.

Gifts

Where a gift is offered, volunteers and contractors must ensure they comply with this Code of Conduct. The receipt of a gift must not alter the manner in which the person offering the gift is treated. Coast Shelter maintains a register of gifts and must be notified in all instances where a gift is received that is over \$50 in value. Once notified Coast Shelter will determine whether it is appropriate for the volunteer or contractor to retain the gift.

Confidentiality

Volunteers and contractors have access to a wide range of Confidential Information. Confidential Information includes strategic plans, business plans, financial records, reports, accounts, proposals and information relating to Coast Shelter's business or the business or affairs of Coast Shelter's clients, information of every kind concerning or in any way related to (and without limitation) Coast Shelter's operations, marketing plans, product development, strategies or affairs.

Volunteers and contractors are required to:

- maintain the confidentiality of all Confidential Information;
- not misuse Confidential Information or permit its misuse; and
- not disclose Confidential Information to any person except as permitted by Coast Shelter.

Fair Dealings with Third Parties

Volunteers and contractors involved in the negotiation of agreements and contracts on behalf of Coast Shelter must ensure that all statements, communications and representations are accurate and truthful. Volunteers and contractors must act honestly and fairly in all such business transactions.

Media Comment

Volunteers and contractors may not make statements or comments to the media or other external bodies regarding Coast Shelter, its business dealings, financial status, or its customers unless directed or authorised by Coast Shelter. Volunteers and contractors must direct all media enquiries to the Chief Executive Officer.

Return of Coast Shelter Property

On termination of engagement or services for any reason whatsoever, all Coast Shelter property must be returned immediately.

5. Personal Conduct

Smoking

Coast Shelter is concerned about its volunteers and contractors health and discourages smoking. Smoking is not allowed in Coast Shelter's offices, car parks or vehicles or otherwise on Coast Shelter's property.

Drugs and Alcohol

Volunteers and contractors are not to consume alcohol in the workplace. The only exception to this is on celebratory occasions authorised by the Chief Executive Officer and when entertaining customers, suppliers or others on behalf of Coast Shelter. On these exceptional occasions volunteers and contractors must drink in moderation, behave in a professional manner, and not engage in conduct which may risk their safety or the safety of others (including driving a motor vehicle or operating heavy machinery).

Attending Coast Shelter while under the influence of, any other recreational or non-prescription drugs is strictly prohibited and is grounds for termination of engagement and contracts.

Any Coast Shelter volunteer or contractor who are using prescribed drugs which may impact on their ability to safely perform their duties must provide their immediate supervisor with a medical certificate certifying that they are fit for their duties

Tidiness

To assist cleaners, desk and working areas must be left as tidy as possible. On no account must any items of value be left overnight either in or on desks. All confidential material must be locked in desks or filing cabinets.

Dress and Grooming Standards

It is in Coast Shelter's best interests to present a professional image. Accordingly, volunteers and contractors who deal with clients, customers, suppliers and the public are expected to wear appropriate apparel consistent with that worn by persons dealing with the public in the community in similar capacities. Volunteers and contractors must be suitably groomed and their appearance must be clean and neat.

Where personal protective equipment ("PPE") is required because of the nature of the work we perform, it must be worn.

Misuse of Social Media

Coast Shelter is concerned about its reputation and the reputation of its employees, clients, volunteers, customers, contractors and other third parties.

Coast Shelter related matters must not be mentioned on social media, even where the identity of Coast Shelter is not disclosed.

Misuse of social media, such as Facebook, Twitter, Instagram, whether during or after hours is not permitted if an volunteer or contractor breaches this Code while using it.

Secret recordings

It is inappropriate to record conversations in the workplace without the consent of all participants. If Coast Shelter becomes aware of any secret recordings, it will consider appropriate disciplinary action.

Wastage

Coast Shelter is committed to the cost effective and efficient conduct of its business. Volunteers and contractors are expected to take responsibility for using work resources efficiently including handling work property with care and conserving electricity.

Work Health and Safety

Coast Shelter is committed to providing a workplace that is safe and appropriate for work. Volunteers and contractors are expected to comply with our Work, Health and Safety policies.

6. Professional Boundaries

Professional boundaries are limits that protect the space between a volunteer or contractor's power and a client's vulnerability. Professional boundaries allow for safe, objective and effective engagement with our clients. It is important that our Volunteers and contractors are mindful of professional boundaries at all times, especially given the vulnerable nature of our clients. Coast Shelter recognises the unequal power dynamic between its volunteers or contractors and its clients and the resulting potential for exploitation.

When interacting with clients, our volunteers and contractors must:

- act with impartiality, courtesy and fairness;
- respect the rights and dignity of our clients;
- maintain confidentiality and privacy;
- manage personal and work relationships to ensure that professional boundaries are maintained. Volunteers and contractors are strictly forbidden from developing personal relationships with clients since they are based on inherently unequal power dynamics;
- declare to the People & Culture Manager they consider there is an actual or potential conflict of interest between their professional and personal interests

When interacting with clients, our volunteers and contractors must not:

- develop relationships that extend beyond personal boundaries;
- influence clients to provide any personal benefit or gain to any volunteers or contractor including themselves;
- provide advice to clients that is outside of the scope of their job or that is not consistent with the policy, programs or services provided by Coast Shelter;
- accept an appointment that may lead to a conflict of interest between their personal life and their professional responsibilities e.g. being a signatory to a client's bank account, having Power of Attorney for a client or being appointed to be the Executor of a client's estate;
- take photographs or films of clients or the children of clients unless the clients consent is provided and the volunteer or contractor is authorised to do so for Coast Shelter's approved purposes;
- befriend or communicate with clients via social media.

7. Obligation to Report Breaches

If a volunteer or contractor suspects that any conduct has occurred in breach of this Code of Conduct they must immediately contact the People & Culture Manager.

Further, if a volunteer or contractor suspects that a criminal act, a fraud or other serious irregularity has occurred, they must immediately report the occurrence to the People & Culture Manager.

Failure to report a breach may result in disciplinary action.

8. Use of Coast Shelter Property, Information and Resources

General Use

Generally, the use of the property, information, and resources of Coast Shelter for any purposes other than the business of Coast Shelter is prohibited. Some examples of the application of this general obligation are set out below:

- approving or making of a payment on behalf of Coast Shelter for something other than the stated purpose;
- using Coast Shelter's photocopier or printer for personal reasons without authorisation
- using Coast Shelter's vehicles for private purposes without express authorisation
- using Cab charges (or other cab charge systems) provided by Coast Shelter for travel unrelated to Coast Shelter's business or for something other than the stated purpose; and
- appropriating Coast Shelter's stationery for personal use.

Removal of Property from Premises

No property or money of Coast Shelter is to be taken from the premises without written permission of the Finance Manager.

Use of Coast Shelter’s Name and Stationery

Volunteers and contractors are not authorised to use Coast Shelter’s name or stationery (letterhead) except in the ordinary course of business and for the legitimate business of Coast Shelter.

E-mail and other Data Communications Systems

Volunteers and contractors must only use the e-mail and other data communications systems of Coast Shelter for its business purposes. Under no circumstances should Volunteers and contractors distribute lewd, malicious, pornographic, sexist or racist material, or any other material which is likely to cause offence, on the e mail or other data communication systems of Coast Shelter.

All messages sent via Coast Shelter’s computer systems are the property of Coast Shelter. Coast Shelter reserves the right to review all e-mail and other computer messages and data stored in or transmitted by these systems. Volunteers and contractors who use these systems should not expect the privacy of the information they store or send through these systems.

Authority to Sign Documents

Coast Shelter volunteers and contractors cannot sign any documents on behalf of Coast Shelter or in any way commit Coast Shelter to any agreement unless they have been properly authorised in writing by Coast Shelter to do so.

Use of Unlicensed Software

It is against Coast Shelter’s policy to reproduce copyright software, documentation or other materials without permission. Third party software in the possession of Coast Shelter must not be copied unless such copying is consistent with relevant licence agreements, and management has previously approved of such copying, or copies are being made for backup and archival purposes. Volunteers and contractors must respect the intellectual property of others.

Proper Maintenance of Records

Coast Shelter’s financial books, records and statements must properly document all assets and liabilities, accurately reflect all transactions of Coast Shelter, and be retained in accordance with all applicable laws and regulations. These documents must not be inappropriately altered.

Volunteers and contractors must not make false entries in the books or records of Coast Shelter for any reason.

9. Review

Reviewing and approving this policy		
Frequency	Person responsible	Approval
Biannually	People and Culture Manager	Chief Executive Officer

10. Authorisation

VERSION	APPROVAL	REVIEW DATE
Version 01	5 August 2021  <i>Michael Starr, Chief Executive Officer</i>	August 2023