

VOLUNTEER CODE OF CONDUCT AND ETHICS DECLARATION

This code of conduct and ethics is based on CatholicCare Social Services' vision, mission and values. It describes the attitudes and behaviours of CatholicCare employees, volunteers (including CatholicCare Board members) and subcontractors as you share in CatholicCare's mission of service.

CatholicCare's Mission

Our mission is to empower individuals, families and communities to meet the challenges of life and relationships.

CatholicCare's Vision

A community of kindness and justice reflecting Christ's mission.

As a CatholicCare staff member (employee, volunteer or subcontractor), you are expected to behave in a manner that demonstrates commitment to CatholicCare's vision, mission and values. Respect for the inherent dignity of every human being is integral to CatholicCare's core values, which relate not only to our service to individuals and families, but also to our own professional principles.

The following describe how you will demonstrate this commitment.

Conduct

People – Dignity – Respect – Neglect

- ❖ Treat each other fairly and with courtesy and respect, valuing each person as an equal, regardless of their position within the organisation or their life situation.
- ❖ Recognise, accept and respect the unique needs and beliefs of a culturally diverse workplace, client group and community.
- ❖ Take action in response to awareness of sexual, financial, physical, mental and verbal abuse or neglect.
- ❖ Work within the guidelines of the Catholic Church's values and active encouragement of the preservation of life.

Relationships – Teamwork – Cooperation – Trust

- ❖ Work in cooperation with other team members and be open to and respectful of the ideas and contributions of others.
- ❖ Commit to resolving personal or work-related concerns in a timely, constructive and compassionate manner.

Compassion – Service – Responsive Innovative Service Delivery – Empowerment

- ❖ Be sensitive, caring, accepting and responsive to those in need of your assistance.
- ❖ Where possible, guard against creating client dependency, and seek to empower clients to achieve maximum autonomy and self-determination. Do not do for clients what they are able to do for themselves.
- ❖ Keep clear, professional boundaries with clients at all times.

Integrity – Accountability – Diligence – Professional Standards

- ❖ Commit to CatholicCare's vision, mission and values, demonstrating honesty, integrity, and humanity in all that you do.
- ❖ Abide by all State and Federal Laws governing your workplace.

- ❖ Exercise due diligence, care and attention in your position. Should you be concerned about a breach in relation to the Code of Conduct by others, you have an obligation to report the same to your Coordinator/relevant staff member.
- ❖ Commit to develop and maintain competence by keeping your skills and knowledge current, including identifying appropriate professional development opportunities.
- ❖ Maintain a professional, smart and appropriate dress standard.

Responsible Stewardship of Resources

- ❖ Demonstrate responsible stewardship of resources and avoid unnecessary waste or extravagance.
- ❖ Use goods, services and facilities provided by CatholicCare strictly in accordance with the terms on which they are provided, and ensure that such goods and facilities are properly maintained, protected and promptly returned to CatholicCare when no longer required for the designated purpose.
- ❖ Use the internet in an appropriate and sensitive way.

Child and Client Safety

CatholicCare is committed to the safety and well-being of children, young people and all clients accessing our services. We support the rights of these vulnerable people and will act without hesitation to ensure a child- and client-safe environment is maintained at all times. We also support the rights and wellbeing of our staff and volunteers and encourage their active participation in building and maintaining a secure and safe environment for all participants in CatholicCare activities.

As a representative of CatholicCare...

Do:

- Actively seek to be a positive role model to all.
- Abide by organisational policy, procedures and work instructions in relation to the safety and appropriate treatment of children, young people and all clients.
- Treat all young people and clients with respect and be mindful of their reactions and respond sensitively and appropriately.
- Raise all child and client safety concerns with your Coordinator/relevant staff member as soon as possible in accordance with the Quality Framework.
- Be aware of the nature of the relationship you have with young and/or vulnerable clients. This includes being aware of the power imbalance between you and the client, and the need for them to be empowered.

Do Not:

- Engage in any behaviour that involves inappropriate touching, contact or teasing that may result in offence, embarrassment or intimidation.
- Hold, kiss, cuddle or touch children or clients in an inappropriate and/or culturally insensitive way. Any touching must:
 1. Be only in response to the need of the child/client and not the need of the worker;
 2. Be only with child's/client's permission – resistance must be respected;
 3. Avoid breasts, buttocks and groin;
 4. Be open and non-secretive.
- Make sexually suggestive comments to any person, even as a joke.
- Do things of a personal nature that a child, young person or other client can do for themselves, such as assistance with toileting or changing clothes.

- Spend time alone with a child without having another responsible adult present on the premises that is aware of the child/young person's whereabouts. Take a child or client to your home, participate in or encourage arranged personal meetings outside the designated service delivery.
- Take (or allow the taking of) any visual records (photos, videos, etc) without parent or guardian consent. If taken, then these records are to be treated as confidential information, as described under 'Ethical Standards' below.

Ethical Standards

Staff members, including volunteers and subcontractors, must observe the principles below in dealings with other staff/volunteers, clients, families, and members of the public. These ethical standards include:

- Privacy and Confidentiality
- Fairness
- Avoidance of Conflict of Interest
- Employee/Volunteer Fidelity
- Employee/Volunteer Responsibility

Privacy and Confidentiality

- ❖ You must not disclose confidential information at any time, unless that disclosure is required under law or with the express permission of the Executive Director.
- ❖ You must ensure you have the authority to disclose official information. Normally, disclosure is authorised only where such disclosure is part of your official duties, or is prescribed under statute, or otherwise required at law.
- ❖ Personal information shall be collected and stored in line with CatholicCare's Quality Framework. Sensitive documents must be stored appropriately, preferably in a locked environment.
- ❖ You should discuss any personal matters discreetly to protect confidentiality.
- ❖ You must not disclose names or other personal details in any public forum, conference, etc. You must not access personal information regarding any staff member or client unless it is required in the course of your professional duties.
- ❖ You must disclose to the authorised CatholicCare staff member all Intellectual Property (includes all discoveries and intellectual property rights including, without limitation, all copyright, designs, trademarks and patents) of any nature in any inventions, designs, works, computer programs, processes created, developed or generated by you, during work hours, or using Employer's resources or on their premises.
- ❖ You cannot use CatholicCare's Intellectual property without the pre-approval from the authorised CatholicCare staff member.
- ❖ You must seek pre-approval from the authorised CatholicCare staff member before using Intellectual property licensed to another person or organisation, to ensure we have the correct licensing.

Fairness

- ❖ Staff, including volunteers and subcontractors, have a responsibility to behave in a way which:
 - Sets a good example for others;
 - Maintains open, honest communication;

Avoidance of Conflict of Interest

- ❖ You are responsible for avoiding conflicts of interest and, where a personal interest exists, must openly disclose that interest to your Coordinator/relevant staff member.
- ❖ You should not use your position to exercise improper influence, including political influence, for personal advantage either for yourself or for another. Activities that are party-political and/or are performed on behalf of a professional body must be conducted in a clearly private capacity.
- ❖ You shall not seek or encourage others to give you benefits in return for any action or decision taken in the course of your volunteer work. (Benefits include gifts, remuneration, employment, allowances, subsidies, free goods or services, entertainment, or any other incentives.)
- ❖ Approval must be obtained from an authorised person before you divulge, publicise, or otherwise release any material in any form which may constitute intellectual property. Unless expressly agreed otherwise, all intellectual property related to your work at CatholicCare belongs to.

Employee/Volunteer Fidelity

- ❖ You have a responsibility to act in the best interests of CatholicCare and to uphold its mission, values and philosophy. You shall not engage in behaviour that could bring CatholicCare into disrepute.
- ❖ You should work within appropriate boundaries with clients at all times.

Employee/Volunteer Responsibility

- ❖ You must:
 - Act in a way that promotes public trust and confidence in the integrity of CatholicCare's operations and administration.
 - Always act within your delegated authority.
 - Cooperate and comply with lawful requests, directions or instructions given to you in the course of your volunteer work by any person having the authority to do so.

It is the responsibility of all CatholicCare staff, including volunteers and subcontractors, to be familiar with and comply with this Code of Conduct and Ethics and the policies and procedures set out in the Quality Framework.