



Peppercorn's Volunteer Code of Conduct

April 2019



Acknowledgement of Country

Peppercorn Services Inc. acknowledges the Darug people as the traditional custodians of the land on which our organisation operates. We pay our respect to elders past, present and emerging.

We acknowledge the spiritual, physical, emotional, mental and economic connections of Aboriginal and Torres Strait Islander people to the land and seas. We acknowledge that the dispossession of Country and the disruption to family relationships have resulted in a breakdown of social networks.

Peppercorn Services Inc. is committed to working in ways that support and empower Aboriginal people and their families and communities. We are responsible for ensuring that our services are culturally competent, safe and sensitive.

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What we expect of you as a Volunteer

This Code of Conduct sets out the expectations that Peppercorn has about the behaviour of its volunteers. Peppercorn is an organisation where professional standards of behaviour are expected. These professional behaviours support our accreditation against Quality Standards, and assure the public that we are a trustworthy, responsible and accountable charity.

That's why we ask everyone – Board members, management, employees and volunteers – to sign off on these commitments to professional behaviour. This reassures the public and government that Peppercorn is well run and trustworthy.

Peppercorn recognises that under work, health and safety laws, volunteers are recognised as workers. And Peppercorn recognises that volunteers have similar rights in the workplace to employed staff. So, in the same way that Peppercorn expects its employed staff to follow policies and procedures and meet our high expectations of professional behaviour, we expect volunteers to meet similar standards of behaviour too.

Please read through these statements about ethics and conduct (or behaviour that matches the ethical position) that describe how we expect you to give your best as a volunteer. If you have any questions, please ask your manager or the Corporate Administrator to explain them. When you have finished, please sign this booklet to show that you agree and will follow this Volunteer Code of Conduct.

Ethics and behaviour

Commitment

Ethics

I took up this position to work for something larger than myself. I will carry out this work honestly and in fairness to everybody involved, placing the interests of others before my own.

Conduct

When I am working as a volunteer at Peppercorn, I will:

- pursue the fulfilment of Peppercorn's Vision and Mission as my highest priority
- after that, promote the interests of Peppercorn
- after that, consider the interests of Peppercorn's stakeholders, its clients, its consumers, its employees, the wider Hawkesbury community and the environment in which we live and work.

Compliance

Ethics

I will work within the law, and within the rules, and I will see that Peppercorn does too.

Conduct

When I am working as a volunteer at Peppercorn, I will:

- follow the Policies and Procedures set out for the work I do
- follow the reasonable guidance and direction of my manager or supervisor
- learn about the laws and regulations that govern Peppercorn
- report to the Executive Officer or Board if I have a reasonable belief that the law or regulations are being broken.

Conflicts of interest

Ethics

In my dealings with Peppercorn I shall be honest and open. I will not take advantage of my position as a volunteer.

Conduct

When I am working as a volunteer at Peppercorn, I will:

- always place the interests of Peppercorn before my own interests or the interests of any other person or body, or act in such a way as to give the appearance of a conflict of interests
- not bring Peppercorn into disrepute through my own conduct.

Confidentiality

Ethics

I shall keep confidential any information that has been entrusted to me and protect the privacy and confidentiality of personal information. I shall respond with transparency and openness to anyone who requests information they are entitled to know.

Conduct

When I am working as a volunteer at Peppercorn, I will:

- preserve the confidentiality of Peppercorn's business
- protect the privacy of Peppercorn's employees, clients and customers
- recognise the risk that inadvertent or inappropriate social media posts might cause to Peppercorn's reputation, and I shall follow the *Social Media Policy*
- recognise my accountability to Peppercorn's members and stakeholders, and I will support the sharing of information that supports accountability, as directed.

Conscientiousness

Ethics

I shall do my job fully and without reservations.

Conduct

When I am working as a volunteer at Peppercorn, I will:

- invest the time and effort required to fulfil the requirements of the position by attending training, reading Policies and Procedures that support my role,

participating fully in meetings, and carrying out any duties assigned by my managers.

Communication

Ethics

I shall make every effort to know what Peppercorn does, and why, and I shall tell my community about it.

Conduct

When I am working as a volunteer at Peppercorn, I will:

- ask questions of my colleagues and my manager so that I can improve my understanding and knowledge of Peppercorn's activities
- actively participate in training and professional development to make sure I have the skills needed to perform my role and duties effectively
- communicate the significance of the Peppercorn's Vision and Mission to others in my community
- use social media in a productive and positive manner that promotes Peppercorn
- always respond to or connect with people on social media in a respectful manner
- refrain from overtly partisan political statements.

Community

Ethics

I will treat the people involved with Peppercorn respectfully, fairly and without prejudice.

Conduct

When I am working as a volunteer at Peppercorn, I will:

- observe and promote the human rights of all persons touched by the work of Peppercorn
- oppose prejudice, address disadvantage, and promote diversity in all aspects of Peppercorn's work
- treat colleagues, clients and the community with courtesy and respect.

What are my rights as a Volunteer?

As a volunteer you have the right to:

- be interviewed and engaged as a volunteer in accordance with equal opportunity and anti-discrimination legislation
- receive information about Peppercorn
- have a clearly written role description
- know to whom you are accountable
- be recognised as a valued team member
- be supported and supervised
- work in a healthy and safe working environment
- be protected by appropriate insurance
- say no if you feel you are being exploited
- be reimbursed for approved out-of-pocket expenses
- be advised of the travel reimbursement policy
- be informed and consulted on matters which directly or indirectly affect you and your work
- be made aware of Peppercorn's grievance procedure
- receive appropriate orientation and training
- information about policies and procedures that affect your work
- have your confidential and personal information protected in line with the *Privacy Act 1988* (Cth).

What are my responsibilities as a Volunteer?

As a volunteer you have the responsibility to:

- be reliable
- respect confidentiality
- carry out the tasks defined in the role description
- be accountable
- be committed to Peppercorn
- undertake training as requested
- ask for support when you need it
- give notice before you leave
- value and support other team members
- carry out the work you have agreed to do responsibly and ethically
- notify Peppercorn as soon as possible of absences
- adhere to Peppercorn's policies and procedures.

My commitment to giving my best as a Volunteer

As a volunteer at Peppercorn my behaviour should reflect favourably on me, my colleagues, our work, and our organisation. To show my commitment to giving my best as a volunteer, I will:

- carry out my duties to the best of my abilities in a lawful, professional, responsible and conscientious manner
- always behave with courtesy, honesty, sensitivity and consideration to co-workers, clients, and the public, respecting their dignity
- follow all proper instructions and directions
- comply with legislative, industrial or administrative requirements
- take responsibility for my behaviour, including the words I say, how I say them, my body language, my facial expressions, and my work product – the quality and quantity of outputs, outcomes and results I am expected to achieve.

My commitment to working well with my colleagues

As I work with my colleagues I will:

- treat my colleagues with courtesy and respect, respecting their individual differences
- work cooperatively as a member of a team – which includes accepting a fair share of the workload, being punctual and honouring my commitments.
- not engage in discriminatory or harassing or bullying behaviour and not accept such behaviour in the workplace

My commitment to working well with clients and community

As I work with clients and the community I will:

- respect individual differences and not discriminate against, harass or bully people, especially clients.
- respect the rights and dignity of clients and their families. I will not get in the way of clients making decisions, even when I don't agree with their decision or think it is too risky for them.
- will act with courtesy, promptness, fairness, efficiency and impartiality towards all people
- provide full information and advice clearly, simply and in the most appropriate form that meets the client's needs or the public's right to information.

My commitment to using technology appropriately

As I work with clients and the community I will:

- always use technology and equipment in ways that are appropriate, lawful, efficient, proper and ethical

- limit my personal use of Peppercorn's phones and computers so that my actions and personal use do not impact on the organisation's operations
- always show respect to others on Facebook and other social media. I won't use ethnic slurs, personal insults, obscenity, or engage in any conduct that would not be acceptable in our workplace. I will respect people's privacy. I won't pick fights.
- not use phones, email, internet or other technology to break any State or Commonwealth law, including Anti-Discrimination and Sexual Harassment legislation. I will not defame anyone or spread rumours. I will not store, transmit or display material which is pornographic, obscene, offensive, slanderous or illegal. I will not display material intended to discriminate against, defame or ridicule, harass, bully, threaten, vilify or intimidate other staff or members of the public.
- will not infringe or violate copyright..

My commitment to working safely

Peppercorn is committed to establishing and maintaining a safe workplace. Peppercorn is committed to protecting its workers, volunteers and visitors from the risk of injury or illness in the workplace. I understand that safety is not just everyone's responsibility; it is my responsibility. To show my commitment to working safely, I will:

- actively support the development of a safe and healthy workplace
- comply with instructions given for my own safety and health and that of others, in adhering to safe work procedures
- co-operate with management in its fulfilment of its legislative obligations
- take reasonable care to ensure my own safety and health and that of others.
- report any injury, hazard or illness immediately, or as soon as practical to my manager
- seek medical attention if required
- advise my manager or Corporate Services within 24 hours of any work-related incident/injury and complete all details in an incident report form
- not place others at risk by any act or failure to act
- not wilfully or recklessly interfere with safety equipment.

My commitment to confidentiality and privacy

During my service as a volunteer I will have access to confidential, personal and private information. I understand that this information is confidential and must not be disclosed to anyone without permission. To show my commitment to keeping information confidential, I will:

- comply with the *Privacy Act*, the *Health Records Act*, and other privacy legislation
- make sure that personal and private information about clients or my colleagues is kept confidential and I will not disclose confidential information to anyone else without consent or authority
- only pass on information when consent or authority is given
- keep all information confidential even after I have finished being a Volunteer.

Peppercorn contact information

Corporate Administrator	Kristine Cooper	4587 0222
LINCS Volunteer Coordinator	Annette Price	4577 9804
HLLC Community Development	Khrise Craig	4578 2072
Children & Families Manager	Meigan Williams	4577 9804
Preschools Coordinator	Nicole Scott	4575 0252
Community Transport Coordinator	Dianne Pausey	4578 0274
Seniors Social Support & Meals	Louise Hampshire	4504 7022
Finance Manager	Sharon Fisher	4587 8146
Executive Officer	Andrew Tuck	4545 2549

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Volunteer Name:

I acknowledge that I have read the Code of Conduct and the above statements setting out my commitment to working appropriately as a Volunteer at Peppercorn. I have had an opportunity to clarify any issues with my manager.

I agree to abide by this Code of Conduct and will keep my commitments as set out in this handbook.

Volunteer Signature:

Date:

Signature of Manager:

Date:
