

Code of Conduct

The following code of conduct outlines the behaviour required of all volunteers and staff and additional areas of responsibility specific to Management Committee members. It makes it clear to all volunteers what is expected, and reduces confusion and possible conflict. A copy of the Code of Conduct will be given to all staff members (paid or unpaid) to be signed.

Failure to abide by the Code of Conduct may lead to disciplinary action, dismissal and/or legal action against the staff concerned (see Gross Misconduct).

All team members shall:

- Abide by the philosophy of Inner West Neighbour Aid Inc.;
- Allow Inner West Neighbour Aid Inc. to use their image unless otherwise specified;
- Represent Inner West Neighbour Aid Inc. in a positive way;
- Not give personal advice to clients;
- Not alienate clients from their families or carers;
- Not accept gifts from service clients (except home garden produce/hand crafts) which exceed the value of \$20.00;
- Exchange of cash/cheques as gifts is not permitted;
- Treat clients with courtesy, respect and consideration, act on complaints and provide services to the best of their ability;
- Observe all policies and practices of Inner West Neighbour Aid Inc. including those specified in the Constitution, the Policy Manual and any others determined by the Management Committee or the membership of the organisation;
- Follow all reasonable directives made by authorised staff members or the Management Committee (see Organisation Structure Chart);
- Follow any grievance procedures set down by the Management Committee to try to resolve any conflicts with other staff or members of Inner West Neighbour Aid Inc.
- Adhere to the accounting procedures of Inner West Neighbour Aid Inc.
- Not discuss confidential issues of Inner West Neighbour Aid Inc. with people outside the organisation;
- Not have sexual relationships with service consumers;
- Not take clients to staff homes;
- Not consume, or be under the influence of, illegal drugs or alcohol while on duty or on the premises;
- Not harass or abuse, either physically, sexually, financially or verbally in any form, clients, service users, staff members (both paid and unpaid) or members of the general public;
- Not use the service for other fundraising activities;
- Adhere to regulations regarding smoking in any premises, or vehicles, where services are conducted;
- To work in a safe manner and not contribute to health and safety problems;
- To undertake relevant training as determined by the Coordinator;
- For Garden Aid volunteers, not to use herbicide or power tools and leave these tasks to the Team Leader;
- To follow the duties outlined in the volunteer job description

I do NOT give consent for Inner West Neighbour Aid to use my image.

I have read this Code of Conduct and I have discussed this Code of Conduct with Management and fully understand the contents. I am fully committed to upholding these principles, and these rules and regulations.

Signed (Volunteer): _____ Date: _____

Signed (Volunteer Coordinator): _____ Date: _____

NEIGHBOUR AID CONFIDENTIALITY POLICY

The Management Committee considers that it has a responsibility to take reasonable measures to ensure that private and confidential data pertaining to clients remains confidential to Inner West Neighbour Aid Inc. (IWNA) and that staff (both paid and voluntary) do not divulge such information outside their work environment.

To ensure that this policy is adhered to, it is requested that all present staff (both paid and voluntary) and contractors of IWNA accept and agree to the following confidentiality undertaking by signing below.

Adhering to the Privacy Act is a common practice between responsible employers and responsible employees and contractors, IWNA expects you to observe the following obligations;

1. Any information of any type acquired by you in the course of, or incidental to your contact with Inner West Neighbour Aid Inc. regarding the organisation, affairs, property, policy and in particular, the personal and private details pertaining to clients of Inner West Neighbour Aid Inc. not already in the public domain, shall be treated by you as confidential information.

2. You will not at any time during the term of, or after the termination of your employment, voluntary position or contract with Inner West Neighbour Aid Inc. divulge either directly or indirectly to anyone, for any purpose other than the business of Inner West Neighbour Aid Inc., any confidential knowledge or information, in particular the personal and private details pertaining to clients, except:

- At the discretion of Inner West Neighbour Aid Inc.
- As may be reasonably necessary in the course of performing the responsibilities of your position.
- You will return all confidential information to Inner West Neighbour Aid Inc. at the termination of your employment, voluntary position or contract.

Declaration of Confidentiality

I, _____, do declare that whilst carrying out any duties for Inner West Neighbour Aid Inc., I will not divulge or disclose information about an individual acquired by me in the course of my duties to any person whomsoever, except by the direction of Inner West Neighbour Aid Inc. I agree to abide by the principles of the Privacy Personal Information Protection Act 1998.

Signed: _____

Date: _____

Consent to Police Check

It is a requirement of both Commonwealth and State Government Departments that procedures of accountability to service consumers are carried out.

All potential staff and volunteers applying for a position with Inner West Neighbour Aid Inc. are required to complete this form.

We request your signature to confirm your understanding of the purpose and procedure of the police check. If there is a previous criminal record we will discuss the matter further with you where relevant.

Declaration of Criminal Convictions

(excluding traffic offences)

I declare that I have: *(please tick as appropriate)*

- no criminal convictions
- criminal convictions
- pending criminal court action

Details (optional) _____

(If you have a conviction or pending criminal action, we suggest discussing this with the Coordinator)

Full Name: _____

Maiden Name/Past Alias (if any): _____

Signature: _____ Date: _____