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*The Old Bank
3 Sinclair Street, Wardell*

WARDELLCORE CODE OF CONDUCT

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WardellCORE Members Code of Conduct Policy

Overview :

WardellCORE offers support, resources and positive vibes to the community of the Wardell district. Our vision is to help navigate the complexities of flood recovery, provide ongoing continuity of care and support the social, economical, environmental and cultural development of the Wardell region.

Our work is underpinned by the spirit of collaboration and respect.

This policy outlines the professional standards of conduct that we share as members, staff and volunteers of WardellCORE in order to uphold the values of our organisation. It is not an exhaustive list of expectations for every aspect of the work we do but 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 and staff members of WardellCORE in their roles and activities when representing WardellCORE. This document is also an active agreement between WardellCORE Inc. and its financial members.

When this policy applies

This policy applies at all times when a person is representing WardellCORE, volunteering on behalf of WardellCORE or participating in membership activities.

Off-site volunteering includes volunteers working from home, in the community, doing outreach, engaging with external stakeholders 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 WardellCORE, or which are attended on behalf of WardellCORE.

This includes workshops, meetings and planning sessions, team events, fundraisers, celebrations and corporate sponsor entertainment.

Policy

Everyone is expected to:

- Familiarise themselves with our policies and procedures and seek guidance if unclear of what is expected of them when working or volunteering with WardellCORE Inc.
- 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 WardellCORE 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**
- Comply with all laws including, but not limited to motor vehicle and licensing laws
- Respect the confidentiality of information entrusted to them during the course of their volunteering, whether about other volunteers, members, community members, other charities, corporate sponsors or suppliers



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WardellCORE requires that members and volunteers :

- Seek written approval prior to making public statements about the organisation, our corporate sponsors or charity partners, 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 organisation
- Act ethically and responsibly. In the event, they become aware of any actual or potential conflict of interest and notify a supervisor or Board Member as soon as possible, or seek guidance if unsure.
- Raise concerns or complaints in an appropriate manner, by following organisational 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 WardellCORE)

Directors, coordinators and supervisors are also expected to:

- Model the professional and ethical conduct expected of their team and everyone who volunteers for WardellCORE
- Promote and maintain an environment that upholds professional standards of behaviour
- Ensure that their team members are aware of and adhere to all safety and operational 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 WardellCORE 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 if unsure

2.0 Policy Breaches and Possible Outcomes

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

3.0 How to Raise a Serious Concern or Complaint

WardellCORE encourages open communication in a supportive environment and is confident that most questions or concerns can be resolved by speaking with a team leader or a Board Member.

Everyone has the right to raise legitimate concerns or complaints according to this policy and procedure, without fear of victimisation or reprisal.

Please be aware that WardellCORE has a responsibility to notify the Police when it becomes aware of an alleged criminal matter.

To raise a concern or complaint, please:

1. Speak with a coordinator in the first instance.

- In the event that you wish to speak to someone other than a coordinator, people are encouraged to contact a Board Member or a member of the Wardell Wellbeing team.



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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 organisation 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 in instances where you are compelled by law to disclose information or engage with a support person. Coordinators have a responsibility to ensure that concerns or complaints are taken seriously and dealt with promptly.

If a member or volunteer raises a concern or complaint, Coordinators or Board Members 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 member or volunteer may wish to engage a support person
2. Escalate serious concerns or complaints promptly to a Board Member
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 organisation 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 WardellCORE 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 Coordinator or Board Member

5. Exclusives

WardellCORE does not tolerate at any time :

- Racism
- Sexism
- Ableism
- Anti-social, threatening or diminishing behaviour