

## Code of Conduct for Volunteers

### Introduction

The Social Café is a special place run by volunteers who prepare healthy meals for the local community to enjoy in a warm, welcoming environment.

All are welcome - especially those who are disadvantaged by age, income, disability or social isolation. Families are also welcome.

At the café we want to ensure that every guest receives an excellent standard of service and that these standards also apply in our dealings with colleagues, supporters and local community stakeholders.

This Code of Conduct has been developed to assist café volunteers to participate in a manner that demonstrates commitment to the organisation's mission, philosophy and values. It also provides a collective understanding and expectation of the way we behave as individuals towards each other, our guests, partners and supporters.

The Code also works in conjunction with any legal obligations in areas such as Work Health and Safety (WHS), Equal Opportunity and Privacy.

The Code will be reviewed annually.

It is the responsibility of all volunteers to be familiar with this Code of Conduct and the appropriate policy and procedure documentation. All volunteers are responsible for ensuring their behaviour is consistent with the requirements outlined in the Code.

### Code of Conduct

#### Respect

#### I will demonstrate this by:

Treating everyone fairly, with courtesy, respect and professional integrity and valuing each person as an equal, regardless of their position or their life situation

Recognising, accepting and valuing the differences and contributions of each individual

Working as part of a team and being open and respectful to the ideas and contributions of others

Abstaining from all forms of unacceptable or unlawful behaviour, such as discrimination, bullying or harassment

## Professional Boundaries – Privacy and Confidentially

I will demonstrate this by:

Being sensitive, caring, accepting and responsive to those in need of our assistance.

Supporting guests who are socially isolated to develop friendships and stronger community links

Protecting information that is private and confidential in nature about guests, volunteers and the organisation unless disclosure is required under law or with express permission by Supervisor/Manager. I will also refrain from:

- sharing personal phone numbers or addresses with guests
- providing guests with any additional service or task outside the services provided by the café

## Health, Safety and Welfare

I will demonstrate this by:

Complying with the café policy and procedures (particularly Food Safety) and actively assisting in minimising risks through participating in training, hazard identification and reporting and by carrying out the duty of care required in my activities at the café

Advising the volunteer coordinator when I am sick and where necessary, arranging for a replacement volunteer

## Integrity - Accountability and Conflict of Interest

I will demonstrate this by:

Behaving in an honest, reliable, and transparent way

Delivering the highest quality and standard of services and being open to opportunities that improve the way we do things

Developing and maintaining competencies by keeping skills and knowledge current

Respecting and protecting the property of the café

Responsible use of resources and equipment, avoiding unnecessary waste, duplication or extravagance. I understand resources and equipment are to be used only for the café related activities

Assisting in ensuring the café services are accessible, appropriate and acceptable to all guests

