

Code of Conduct for Staff, Volunteers and Members

PERSONAL BEHAVIOUR

Staff, volunteers and members will:

- Act ethically, with honesty, integrity and impartiality, in the best interests of DIVRS at all times.
- Take individual responsibility to contribute actively to all aspects of their role
 - For staff and volunteers according to their duty statement and perform duties according to their skills, experience, qualifications and position.
 - For members in line with the DIVRS Constitution. according to duty statement and perform.
- Make decisions fairly, impartially and promptly, considering all available information, legislation, policies and procedures.
- Treat colleagues with respect, courtesy, honesty and fairness, and have proper regard for their interests, rights, safety and welfare.
- Not harass, bully or discriminate against colleagues or members of the public.
- Contribute to a harmonious, safe and productive working environment and culture through professional workplace relationships.
- Not make improper use of their position to gain advantage for themselves or for any other person.

Staff and volunteers will also:

- Be punctual and reliable in their attendance and adhere to their agreed hours of duty.
- Notify the organisation of any inability to attend duty as early as possible so as not to inconvenience others or delay the work of the organisation.

COMMUNICATION, OFFICIAL INFORMATION AND CONFIDENTIALITY

Staff, volunteers and members will:

- Channel all communication between the Committee of Governance and staff or volunteers on business matters through the Executive Officer.
- Not disclose official information or documents acquired through being an employee, volunteer or member of DIVRS other than as required or permitted by law or where approved by the Executive Officer.
- Avoid making unauthorised public statements regarding the business of DIVRS.
- Support, adhere to and not contradict the formal decisions of the Committee of Governance.
- Respect the confidentiality and privacy of all information as it pertains to individuals including staff, volunteers, members and clients.
- Maintain confidentiality after ending their connection with DIVRS.

WORKING WITH PROGRAM PARTICIPANTS

Staff, volunteers and members will:

- Affirm and support a program participant's right to make their own decisions.
- Not give their private address or telephone number to any program participants.

- Not provide program participants with any material or financial assistance from their personal resources and will refer them to appropriate agencies including DIVRS services.
- Adhere to the guidance at Appendix A on Professional Relationships - Worker and Program Participant.
- For staff and volunteers working in the Community Information and Support team, doing so only at times and places approved by the Health and Wellbeing Program leader or Executive Officer.

ACCEPTABLE USE OF ELECTRONIC MEDIA

Staff, volunteers and members will not use DIVRS electronic devices, websites or social media to:

- Create or exchange messages that are offensive, harassing, obscene or threatening.
- Visit websites containing objectionable (including pornographic) or criminal material.
- Exchange any confidential or sensitive information held by DIVRS except in accordance with the law.
- Create, store or exchange information in violation of copyright laws (including uploading or downloading commercial software, games, music or movies).
- Undertake internet-enabled activities such as gambling, gaming, conducting a non-DIVRS business or conducting illegal activities.
- Create or exchange non-DIVRS advertisements, solicitations, chain letters or other unsolicited or bulk email.

CONFLICTS OF INTEREST

Staff and volunteers will:

- Disclose any personal or business interests which may give rise to actual or perceived conflicts of interest.
- Ensure personal or financial interests do not conflict with their ability to perform official duties in an impartial manner.
- Not allow personal or financial interests, or the interests of any associated person, to conflict with the interests of DIVRS.
- Manage and declare any conflict between their personal and professional duty.
- Where conflicts of interest do arise, ensure they are managed in line with probity.

USE OF RESOURCES

Staff and volunteers will:

- Act in a responsible manner while carrying out organisational duties involving any financial matters.
- Not use DIVRS resources for personal gain.
- Ensure the efficient use of organisational resources, including office facilities and equipment and corporate credit cards.

GIFTS, BENEFITS AND HOSPITALITY

Staff, volunteers and members will not seek or accept any immediate or future reward or benefit in return for the performance of any duty or work for DIVRS. The acceptance or otherwise of a gift or

other benefit such as hospitality and professional development opportunities must be fully disclosed to the Executive Officer (or Committee if this is the Executive Officer).

The Executive Officer will determine whether a gift, benefit or hospitality offer is retained by DIVRS, redistributed, donated to charity or retained by the recipient.

OTHER MATTERS

Staff, volunteers and members will:

- Report suspected improper conduct or misconduct which has been or may be occurring at DIVRS to the Executive Officer in the first instance, or the Chairperson. Allegations of criminal conduct, such as theft or fraud, may be reported directly to Victoria Police.
- Take responsibility for contributing in a constructive, courteous and positive way to enhance the reputation of the organisation.
- Adhere to Government public health measures or directions and associated policies and procedures set by DIVRS.

BREACH OF THE CODE OF CONDUCT

For volunteers:

- The program leader or Executive Officer will look into a breach of the code of conduct. If unable to be resolved or there is a serious breach, this may result in ending the volunteer relationship.

For members:

- The Committee of Governance will handle a breach of the code of conduct in accordance with the DIVRS Constitution.

For staff:

- The Executive Officer (or the Committee if the breach is by the Executive Officer) will handle a breach of the code of conduct in accordance with relevant policies and awards. This may include disciplinary action

ACCEPTANCE OF THE CODE OF CONDUCT

I agree to the code of conduct.

Name:

Signed:

Position:

Date:

APPENDIX A: Professional Relationships – Worker and Program Participant

At all times staff and volunteers (referred to as workers) will work in a professional manner with program participants including people we engage with through the community information and support team and services and our community development work (all referred to as program participants).

A worker's relationship with a program participant must always reflect a professional approach. It is not appropriate for staff to have personal relationships with program participants when professional contact is occurring. Relationships should be amiable and positive and not extend to private life.

Private relationships hinder:

- a worker's ability to carry out their role in a professional way
- program participants in working towards their stated goals in an objective manner.

Previous knowledge about a program participant or new program participant

When a worker recognises that a program participant is a previous acquaintance and that they have private knowledge about the person, the worker must:

- let the relevant manager know
- remove themselves from the case or immediate situation
- not discuss the case or situation with the workers involved or with the program participant.

It is a breach of confidentiality to give information gained from prior knowledge about a program participant.

If the program participant is likely to meet the worker who is known to them it is appropriate to warn the program participant that such a meeting is possible. The worker should also explain to the program participant that prior information and knowledge about them will not be shared with other workers.

Self-disclosure

Generally, it is not appropriate for a worker to discuss personal details about their family or their personal circumstances with program participants. Sometimes, however, such disclosure can be used as a therapeutic tool or as an example for a service user's particular case. It must not form the basis of case management; it can place unnecessary burden on program participants.

Program participants' knowledge about other program participants

Program participants' rights must be respected. Workers must not discuss one program participant with another program participant. If a program participant wants to know about another program participant or wishes to discuss a problem, the worker must not provide this information.

The exception is if the program participant provides consent to the worker to speak with another program participant if this is reasonable in the circumstances to best support the person.

Personal relationships with program participants

Personal relationships may occur after the program participant has ended all contact with the program or service or after the worker has stopped working with DIVRS.

A worker will not initiate any private contact with a program participant for their own reasons.

If a program participant attempts to develop a relationship once a worker has left DIVRS or once the program participant has ceased all contact with DIVRS, then the worker should give the relationship careful consideration. There should be a reasonable period between the program participant or the worker leaving and the contact initiated. This helps prevent any blurring of roles which can occur when private relationships are developed.