



OFF THE STREETS
VETERANS
AUSTRALIA

Code of Conduct

VOTSA volunteers work together to support our Mission, Aims and Values

This Code of Conduct affirms who we are and how we conduct ourselves in providing services to our clients.

It complements our legal obligations in relation to Workplace Health and Safety, Equal Employment Opportunity and Privacy.

It represents the organisational culture we aspire to attain and preserve. It declares a shared expectation of each other regarding the way we behave as individuals toward each other, our members, clients, donors, partners and other organisations with whom we interact.

LEAVE NO ONE BEHIND
THEIR MOTTO. OUR MANTRA

About Our Code of Conduct

The VOTSA Code of Conduct is a statement of how we will conduct ourselves in serving our clients, engaging with stakeholders, partners, the community and interacting with our colleagues.

Our Code of Conduct applies to all volunteers of VOTSA and declares we share a common set of values and expectations about the way we behave.

This document outlines our requirements of you and your responsibilities as a volunteer at VOTSA.

The expectations inherent on the code exist to ensure that we:

- Act in the best interest of our clients, our colleagues and VOTSA.
- Promote VOTSA through the highest standards of behaviour and appearance.
- Have a work environment that is safe, inclusive, and enjoyable for all volunteers.
- Protect VOTSA's, information, intellectual property and reputation.
- Comply with the law, regulatory standards and VOTSA policies.
- Provide our services and interactions with others fairly, diligently, respectfully and with integrity.

Guiding Principles

Collectively VOTSA's Mission, Aims and Values are our guiding principles and are the cornerstone of what we do and who we are.

Our conduct and the way in which we interact with our clients, the community and our stakeholders must reflect those guiding principles.

Our Values Reflect Our Standards

Our Values underpin the behaviours by which we do what we do.

Unacceptable behaviour can place others at risk, undermine the VOTSA brand and diminish trust in the organisation.

We expect you to act with honesty, integrity and trust at all times while performing your duties.

Unacceptable behaviour while performing your duties include, but is not limited to:

- Working or behaving in a manner that places you or others at risk of injury or harm.
- Bullying, harassing, or otherwise acting or communicating in a threatening or intimidating manner towards clients, stakeholders, or colleagues, including using abusive language.
- Possessing or being under the influence of alcohol or illegal drugs while at work.
- Fraud such as the deliberate falsification of company records and documents including falsification of time sheets, expenses, records and reports.
- Theft. You must not remove or retain any company property.
- Misusing or wilfully damaging company, client or other property not owned by you.
- Forming inappropriate emotional, social or intimate relationships with clients.
- Inappropriate use of social media, information systems and other company assets.
- Posting inappropriate, false or malicious comments or materials online regarding VOTSA or its representatives.
- Having unauthorised dealings with the media in any form.

We expect you to carry out your duties in good faith and consistent with VOTSA policies and procedures, as well as the law, program guidelines, and standards of operation.

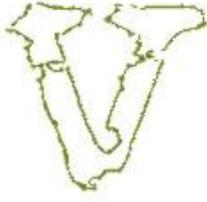
VOTSA is committed to providing equal opportunity for all our volunteers and a workplace free from bullying and harassment. We do not tolerate discrimination on the grounds of race, colour, age, gender, sexuality, religious belief, political opinions, physical or mental disability or impairment, pregnancy, potential pregnancy, breastfeeding, marital status, family/parental status, career responsibilities, nationality, social origin, or membership/non membership of a trade union.

We also do not tolerate bullying, discriminatory, or harassing behaviours, including gestures, physical molestation, inappropriate or unwelcomed touching, verbal abuse or threats, vilification, inappropriate language, and the display of electronic or written material that offends, humiliates, or intimidates others.

If you see any of these behaviours, we expect that you will raise issues promptly and report any suspected breaches of company policy to the Deputy General Manager.

If you feel you are subject to any of the above behaviours, you are encouraged to raise your concerns with the Deputy General Manager.

These expectations also apply to how you represent VOTSA in all dealings with the community.

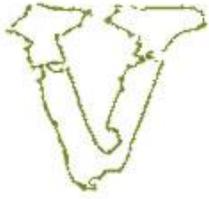


RESPECT AND DIGNITY



WE DOMENSTRATE THIS BY:

- ❖ respecting each person as a unique individual.
- ❖ valuing all people equally without discriminating on the grounds of age, gender, race, religion, civil status, family status, sexual orientation, disability whether physical, mental or intellectual.
- ❖ acknowledging people's right to privacy, their different points of view, qualities and characteristics.



COLLABORATION

WE DOMENSTRATE THIS BY:

- ❖ actively communicating and collaborating with each other, our partners and stakeholders to leverage positive outcomes for Veterans and ex-service personnel.
- ❖ valuing everyone's input, skills and experience by work with each other and sharing knowledge and resources willingly with colleagues.





PROFESSIONALISM

WE DOMENSTRATE THIS BY:

- ❖ the quality and excellence in client support and our dealings with others.
- ❖ the encouragement of team work, professional development and continuous improvement.





INFLUENCE CHANGE

WE DOMENSTRATE THIS BY:

- ❖ pursuing change by constructively engaging with government, the community and other organisations





INTEGRITY

WE DOMENSTRATE THIS BY:

- ❖ valuing ethical behaviour and dealing with everyone on the basis of honesty, understanding and consistency.





COMPASSION

WE DOMENSTRATE THIS BY:

- ❖ taking time to understand.
- ❖ putting empathy into action
- ❖ applying genuine support and assistance





ACCOUNTABILITY

WE DEMONSTRATE THIS BY:

- ❖ Taking personal responsibility for using our resources efficiently, achieving measurable results, and being accountable to supporters, partners and our clients.



What We Require Of You

Please read this Code of Conduct and make sure you understand it. If there is anything that you do not understand, ask the Volunteer Coordinator to explain it.

You must agree to abide with the Code of Conduct by signing the declaration at the end.

As a volunteer with VOTSA you are required to work within the expectations of the Code of Conduct.

Breach of the Code

VOTSA takes breaches to this Code seriously.

Failure to comply with the expectations of the Code may result in termination of the appointment as a volunteer.

If you believe there has been a breach of this Code, you should raise your concerns with Deputy Managing Director immediately

If you are uncertain your actions or those of another are in breach of this Code, you are encouraged to contact the Deputy Managing Director immediately.

Please keep this copy of the conduct handy for reference during your engagement with VOTSA.

Code of Conduct Declaration

As a volunteer with Veterans Off The Streets Australia – VOTSA Ltd, I acknowledge that I have read and understood my obligations to VOTSA as outlined in the Code of Conduct.

In my day to day performance of my role I will:

- Always act with integrity in accordance with the Code.
- Adapt to any change in policy.
- Seek clarification if I do not know how “The Code of Conduct” may affect me.

I understand that failure to comply with the Code of Conduct, or disclose a conflict of interest, is a serious breach of the conditions of my volunteer engagement which may result in termination.

Volunteer
Name:

Volunteer
Signature:

Address:

Date:

When completed, please print this page and return this declaration to the Volunteer Co-ordinator.

Office use only: scanned to personnel file on _____