

Careline Volunteer Code of Conduct

1. Purpose

This policy affirms Careline Connections' belief in responsible, social and ethical behaviour from all volunteers. Careline Connections expects its volunteers to maintain a high standard of conduct and work performance to ensure the organisation retains its excellent reputation with callers and our Media Partners. Good personal conduct contributes to a good work environment for all.

Furthermore, our volunteers are obligated to the organisation, our Media Partners and themselves to observe high standards of integrity and fair dealing. Unlawful and unethical practices undermine caller and public trust.

This policy provides guidance on the expected behaviour of the volunteers (and therefore the organisation), based on the Core Values of Careline Connections, as stated in the 'Policy and Procedures Manual'.

2. General Guidelines

Our volunteers contribute to the success of our organisation and that of our Media Partners. A full list of the organisation's Core Values of the organisation can be found in the 'Policies and Procedures Manual'. Volunteers are accountable to Careline Connections for their behaviour and are expected to conform to the Careline Connections values shown below.

2.1 Professionalism

Volunteers must act and maintain a high level of professionalism in performing the Careline volunteer role. Volunteers are expected to:

- Act in Careline Connections' best interest and value the organisation's reputation.
- Be responsible and scrupulous in the proper use of company information, funds, equipment and facilities.
- Attend or view the Professional Development sessions provided.
- Be punctual and reliable when doing their allocated shifts.

- Follow the Careline protocols and procedures for handling difficult callers and callers in a crisis (e.g. suicidal callers).
- Participate in Careline team and corporate activities.
- Not consuming alcohol immediately before or during a shift; or undertaking a shift while under the influence of alcohol.

2.2 Respect

Volunteers are expected to be considerate and respectful of callers and other volunteers. This includes:

- Interacting in a way that consistently acknowledges and respects the beliefs of callers.
- Helping the callers to work through a good course of actions for themselves.
- Not entering into arguments with callers regarding their views.
- Not giving strong advice about what a caller should do based on the volunteers' own opinions.
- Exercise fairness, equality, courtesy, consideration and sensitivity in dealing with callers and other volunteers.
- Reporting any hazard or risk that they encounter in a Careline Connections workplace (e.g. CCAA counselling rooms).
- Not engaging in any sexual innuendos or make racist or defamatory remarks.
- Not attempting to preach to Careline callers or attempt to modify their faith or beliefs.

2.3 Integrity

Volunteers must be honest and conduct their role with integrity. This includes:

- Never presenting themselves as a qualified counsellor or offer counselling (even if they may be qualified), as this is not the role of a Careline volunteer.
- Avoiding apparent conflict of interest, promptly disclosing to a Careline Connections senior manager any interest that may constitute a conflict of interest.
- Performing duties with skill, honesty, care and diligence.
- Immediately notifying Careline managers if you are aware of a breach of law or a Careline Connections policy and/or procedure.

2.4 Privacy

Volunteers are expected to comply with the Careline Connections 'Privacy Policy' regarding the personal information of volunteers and callers. The 'Privacy Policy' ensures Careline Connections is compliant with the National Privacy Principles and the Federal Privacy Act 1988. In particular, Careline Volunteers must:

- Protect their own identity by using their first name only (or an alias) and never give out personal details, including a telephone number(s) or an email address.
- Protect their location, by not disclosing where they live, work or go to church.
- Make no efforts to contact the caller outside of Careline operations.

2.5 Leadership

All volunteers in a management position or leadership role are expected to support all volunteers under their direction. This includes:

- Providing debriefing for their team members.
- Participation in Careline Connections meetings.
- Promote Careline Connections when required.
- Assisting in recruitment and training activities when required.
- Providing general encouragement, support and prayer for their team members when required.
- Encourage their team members to undertake Careline Training when provided, including attending Professional Development sessions.
- Report any breaches of Careline Connections policy or procedures.
- Report any poor performance of another team member (e.g. missing a shift).

3. Compliance

Careline Connections expects co-operation from all volunteers to conduct themselves in a professional, ethical, and socially acceptable manner that meets the highest standards. If any volunteer is unclear about handling a situation or applying this Code-of-Conduct, they should consult their Team Leader.

Failure to comply with the principles or the spirit of the code or the policy framework described in the Policy Manual will be considered a breach of Careline Connections policy and will be investigated accordingly. Breaches of the code or policy framework will result in disciplinary action, ranging from a verbal warning for minor breaches, to the termination of your role for severe breaches.

While the code provides general guidance and minimum expectations regarding your conduct, no code or policy can ever cover every conceivable circumstance you may face. In everything you do, you are expected to be guided by the principles of this Code and act upon your conscience to help build and maintain Careline Connections' reputation alongside your own.

4. Dismissal

Careline Connections will attempt to resolve all problems and disputes by adopting a problem-solving approach. Where a volunteer performance issue cannot be resolved, Careline Connections has the right to terminate a volunteer.

Dismissal of a volunteer may be considered where a volunteer:

- Engages in conduct that severely violates the Careline 'Procedures or Policies'.
- Engages in conduct that threatens to bring Careline Connections into disrepute.
- Engages in an activity that exposes Careline Connections to liability.
- Acts in a manner that could compromise the safety of a person under 16 years of age.
- Persistently fails to meet any of the policies, procedures or standards of behavior described in this document, and the matter cannot be resolved with Careline Connections management.