

VOLUNTEERS

turningpoint Support Hub (TPSH)

CODE OF CONDUCT

MISSION STATEMENT

*A Hand Up -
Not A Hand Out.*



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1. Purpose

The Code of Conduct for Volunteers provides a framework for volunteers for the responsible and ethical performance of their role in the provision of **turningpoint Support Hub (TPSH)** services, a department of Cranbourne Christian Fellowship Centre Inc. trading a **turningpoint** church (**turningpoint**)

2. Definitions

A 'volunteer' is a person who undertakes activities:

- Without monetary reward or the expectation of paid employment with **TPSH** in the future;
- Of their own free will;
- Of benefit to **TPSH** and the community or to gain work experience;
- that complement but do not replace the core duties of **TPSH** employees.

A 'team leader' refers to those persons directly responsible for supervising volunteers.

'External authorities' or 'agencies' refer to government, public or private authorities or agencies that have a working relationship between **TPSH** and/or its volunteers.

3. Scope

This code applies to volunteers engaged in a **TPSH** program; or those in an advisory, consultative or reference group/committee.

4. Context

Volunteers play an important role in the delivery of a range of **TPSH** activities. The public is entitled to expect that volunteers will:

- Undertake their designated role with efficiency, impartiality and integrity
- Adhere to **TPSH** policies and act in a manner which is objective, politically neutral and in the best interests of the community.
- Have a clear understanding of the **turningpoint Duty of Care** policy <https://www.turningpointchurch.org.au/resources-1>, take responsibility for their own actions and exercise a duty of care to clients;
- Comply with the Information Privacy Act 2000, the Equal Opportunity Act 2010, the Racial and Religious Tolerance Act 2001 and the Charter of Human Rights and Responsibilities Act 2006.

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Client complaints are to be dealt with in a fair, responsible and accountable manner and clients who make a complaint against a volunteer will not be refused reasonable service or discriminated against because of that complaint.

Volunteers are entitled to expect that they can perform their designated role free of discrimination, bullying and harassment.

5. Policy

5.1 Expectations of Volunteers

Volunteers are required to:

- Comply with their designated role description and **TPSH** policies and procedures;
- Comply with reasonable directions given by the team leader;
- Display skills, care and diligence in the performance of their role;
- Notify the team leader at or before their scheduled time of commencement of any inability to meet their commitments;
- Not to make statements to the media about the **TPSH** organization, instead referring media enquiries to **turningpoint** for a response;
- Comply with the Occupational; Health and Safety Act 2004 and observe safe practices so as not to endanger themselves or others wearing all required protective equipment;
- Comply with **turningpoint**'s Privacy Policies
<https://www.turningpointchurch.org.au/resources-1> ;
- Take all reasonable action to protect **TPSH** assets from damage and/or loss;
- Not unlawfully discriminate in their service delivery against any person, party entity or group;
- Hold a current Working with Children Check (WWCC) and have Cranbourne Christian Fellowship Centre Inc. identified as a Volunteer organisation.
- To be clean, neat and tidy in appearance, and dress appropriately for their role;
 - assume responsibility for OH&S to:
 - Identify all building exits;
 - Identify the Safety Assembly area;
 - Attend all training provided;
 - Wear a **TPSH** identifying badge;

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- Identify and report any OH&S issues identified via an incident report <https://www.turningpointchurch.org.au/resources-1> ;
- Report any breaches of a **TPSH** or **turningpoint** policy to a team leader.
- Ensure that their conduct is not adversely affected by alcohol, drugs or other substances;
- Note that all sites owned or operated by **TPSH** and **turningpoint** are “No Smoking” sites and no alcohol is to be consumed during a **TPSH** or **turningpoint** program;
- Be aware of the need for food safety and follow directions;
- As **TPSH** and **turningpoint** programs may involve minors or vulnerable persons, no blasphemous language, swearing, lying or spreading gossip is permitted;
- Not borrow or lend money to anyone they meet in the course of their role at **TPSH**;
- At all times demonstrate **TPSH**'s ethos: show respect; take responsibility; listen and respond; be positive and think things through;

Upon ceasing their volunteer work with **TPSH**, any information obtained during their volunteer work may not be used for advantage by any future employers, business associates, family members, or themselves without the written consent of **TPSH**.

5.2 Behaviour

Volunteers are required to maintain ethical relationships at all times.

This includes:

- Avoiding social or intimate contact or behaviour with clients which may compromise, or be perceived to compromise, the volunteer's ability to maintain responsible and ethical relationships;
- Not lobbying or advocating to management on behalf of clients;

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- Observing the highest standards of honesty and integrity and avoiding any contact or behaviour which might suggest departure from these standards;
- Undertaking service delivery and communication in a non-judgmental way;
- Recognising and respecting that clients may choose to live or behave in a very different way from the volunteer;
- Not denigrating other volunteers, employees, **TPSH** management, including any decision that **TPSH** or management has made;
- Not seeking or accepting gifts or favours from clients. (Clients should have the right to receive their service without being subjected to improper influence to provide additional gifts or favours in order to receive that service);
- Not asking clients to purchase goods or services from them, their relatives or friends;
- Not canvassing, requesting, accepting or undertaking private work with clients;
- Only taking money from a client if the transaction is a necessary part of the volunteer's role on behalf of **TPSH** or **turningpoint**. Receipts must be given to the client when money, in any form, is taken as part of their duties (unless it is a donation given anonymously to a **TPSH** or **turningpoint** donation container).

5.3 Dealing with Difficult People

Volunteers have the right to cease abusive conversations if, after requesting the client to cease their abuse, the abusive behaviour continues. The volunteer must advise the client that the conversation will be terminated if the behaviour continues, prior to terminating the conversation. In the event that a conversation needed to be terminated by a volunteer, then the volunteer must report that conversation to their team leader.

If conflict arises, resolution is to be done in accordance with the Word of God in Matthew 18:15-17 *"If your brother or sister sins (offends you, upsets you), go and point out their fault, just between the two of you. If they listen to you, you have won them over. ¹⁶ But if they will not listen, take one (team leader) or two others along, so that 'every matter may be established by the testimony of two or three witnesses. ¹⁷ If they still refuse to listen, tell it to the church; and if they refuse to listen even to the church, treat them as you would a pagan or a tax collector (separate from them)."*

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5.4 Confidentiality and use of TPSH and turningpoint Facilities, Funds, Employees and Equipment

When we collect personal information, we will ensure that we do so in a fair manner. We will only collect information that is necessary for conducting our activities

During engagement at TPSH, volunteers may acquire or have access to personal information. All details of the financial, emotional, spiritual and physical dealings shall not be divulged to other parties.

Exceptions to this are:

- 1) where there are statutory requirements;
- 2) within the role of a **TPSH** volunteer in the normal course of duties.

At no time during or following engagement with **TPSH** can such information be used to gain benefit.

Volunteers must be transparent in their use of the **TPSH** or **turningpoint** facilities, funds, human resources, supplies and equipment and must not permit the misuse (or the appearance of misuse) by themselves or any other person or body.

5.5 Use of Conflict of Interest/Pecuniary Interest

Volunteers are to ensure they act at all times in the best interests of **TPSH** or **turningpoint**.

Volunteers shall ensure there is no conflict between their personal interests and the impartial fulfillment of their roles and shall disclose to a team leader any interests or relationships which may have the potential to be in conflict.

5.6 Reporting

Volunteers must immediately report to their team leader, any aggression, sexual advances, manipulation, abuse or any uncomfortable approach made or shown to them by an employee, another volunteer, client, or anyone else they encounter in the performance of their role.

Volunteers must immediately report to their team leader any inappropriate pressure exerted by other volunteers in the performance of their role.

The team leader is to be advised when a volunteer has reasonable grounds or suspicion that a client is being emotionally, sexually or physically abused or is otherwise being taken advantage of.

Any situation that has the potential to seriously compromise the reputation and/or operation of a **TPSH** community service is to be communicated by the

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volunteer to the team leader immediately. A volunteer may make a protected disclosure under the Protected Disclosure Act 2012 about unethical behaviour or wrongdoing by a TPSH staff member relating to:

- Corrupt conduct and/or fraud
- Serious mismanagement of public resources
- Conduct involving a substantial risk to public health and safety, or to the environment; and which, if proven, would constitute a criminal offence or reasonable grounds for dismissal

In situations where a volunteer feels aggrieved by the unethical actions of a client, a report should be made to the team leader who will undertake an investigation and conduct other processes to develop an appropriate response.

5.7 Criminal Charges

The team leader must be notified immediately if a volunteer is charged with a criminal offence which:

- Is punishable by imprisonment;
- If the offence is proven and could significantly affect the volunteer's ability to perform their role;
- Identifies a Person of Concern.

6. Administrative Updates

It is recognised that, from time to time, circumstances may change leading to the need for minor administrative changes to this document. Where an update does not materially alter this document, such a change may be made administratively. Examples include a change to the name of a **TPSH** department, or a minor update to legislation which does not have a material impact. However, any changes or update which materially alters this document will require making another applications to volunteer with **TPSH**.

7. Breaches

Breaches of this Code of Conduct for Volunteers may lead to action in accordance with **TPSH** Volunteer Management – Dealing with Conflict and Grievances Procedure, and/or referral to Police.

8. Disclaimers for TPSH clients

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Our motto is “A hand up, not a hand out” so our primary focus is to have a relationship where we can help you, and your family, obtain a certain level of independence where you will be able to function on your own and begin to maintain a stable lifestyle. One way we do this will be to provide you and your family with FOOD SUPPORT for the next 6 months (from the date you first became a TPSH client). An extension of a further 6 months will be considered, if you choose to accept extra assistance we provide (e.g., attending a CAP money management course, Boundaries course, ALPHA course, Drug Awareness course). TPSH also provides other services, but they will be subject to availability. A number of other support services are also available through our church such as clubs for kids, youth, young adults and senior citizens. The goal is to help you build or re-structure your lifestyle for you to gain traction once again.

We may also contact you from time to time to let you know of events and courses that we are running. If you choose to stop receiving communication from us, then we will assume you wish to stop receiving assistance from TPSH.

TPSH endeavours to provide you with a respectful and caring experience and your confidentiality is of utmost importance to us. TPSH acknowledges the need for privacy, so we declare that the information we gather from you will not be distributed outside of the turningpoint network, save its reasonability under Australian reporting laws, Victorian reporting laws, turningpoint by-laws and data analysis to assist with improving our services.

Please be aware that the food we provide is sourced from agencies such as Foodbank Victoria, Second Bite, Fair Share, Gre8, Ozharvest and selected local suppliers. Although care is taken to make sure the food is fresh and consumable, there may be circumstances beyond our control, where the food may not be of this nature. Our suppliers attest to the quality of the product and its suitability even if it is past its “best by” date. Therefore, we require your email and mobile phone number in case of any recall or required notification. All our distributed food meet the Victorian food safety and handling standards. Please contact us if there are any problems with the food supplied, so that feedback may be passed onto the service providers and our clients, if needed.

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TPSH is a privately funded “not-for-profit” organisation, therefore, it has policies and procedures that govern the entirety of the services that are provided. By accepting assistance, you have agreed to abide by TPSH terms and conditions and acknowledge that you have read the same and agree to everything that is written herein. These policies and procedures are in line with our parent organisations: Cranbourne Christian Fellowship Centre Inc., Cranbourne Family Support Hub and turningpoint Churches.

It is within TPSH discretion to continue, pause or cancel your support and service as it sees fit. Items supplied will have a limit as set by a TPSH worker/volunteer at the time of receiving the goods.

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DECLARATION

Please ensure you have read the TPSH Volunteer Code of Conduct handbook carefully and understand every section. Once you have finished and understood, tick each box below, sign the document then upload to the TPSH Volunteer web page.

<https://www.turningpointsupportcentre.com/TPSH-volunteers>

I declare that I have read the policies and procedures outlined in the *TPSH Volunteer Code of Conduct* handbook and agree to abide by them for the duration of my service as a volunteer at any TPSH campus.

Full Name

Signature

Date

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