



# Kids with Cancer Foundation

## The KWCF Volunteer Code of Conduct

### 1. Code of Conduct

- 1.1 The Code of Conduct ('Code') relates to Kids with Cancer Foundation (Australia) Limited ('KWCF') and, where relevant, operates in conjunction with other policies relating to minimum standards of behaviour and conduct.

### 2. Commencement of the Code

- 2.1 This Code commenced on 14/3/2022. It replaces all other codes of conduct of KWCF, if any (whether written or not).

### 3. Scope

- 3.1 The Code applies to all volunteers of KWCF, collectively referred to as 'brand ambassadors'.

### 4. Purpose

- 4.1 KWCF recognises the importance of a work environment which actively promotes best practice. The purpose of this Code is to describe the standards of behaviour and conduct expected from volunteers in their dealings with donors, supporters, suppliers, KWCF staff, co-volunteers, management, and the public.
- 4.2 KWCF expects all volunteers to observe the standards set out in this Code. Compliance with this Code is expected, and non-compliance may result in disciplinary action up to and including the termination of your volunteer service.

### 5. The Code requirements

- 5.1 All volunteers are expected to observe the highest standards of ethics, integrity, and behaviour during their engagement with KWCF. This Code provides an overview of KWCF's fundamental business values. It is by no means exhaustive, but summarises some of KWCF's most important policies, which are based on standards that underlie business ethics and professional integrity, standards that apply to all volunteers.
- 5.2 As volunteers, brand ambassadors and representatives of KWCF, all volunteers are expected to conduct themselves in a professional and courteous manner and observe the following standards of behaviour both inside the workplace and outside the workplace where the volunteer can be perceived as representing KWCF:
  - a) Comply with all laws, policies, procedures, rules, regulations, and contracts.
  - b) Comply with all lawful and reasonable directions from KWCF.

- c) Be honest and fair in dealings with donors, supporters, suppliers, KWCF staff, co-volunteers, management, and the public
- d) KWCF's core values are:
  - take ownership,
  - seek & offer help,
  - prioritise people,
  - act today – think long term.
- e) Display the appropriate image of professionalism at the volunteers session/event you are partaking in. This may include wearing the required clothing such as aprons, hats, badges etc. If a volunteer wears their own clothes, they must ensure their appearance is neat and tidy.
- f) Treat donors, supporters, suppliers, KWCF staff, co-volunteers, KWCF management and the public in a non-discriminatory manner with proper regard for their rights and dignity. In this regard, discrimination, victimisation, or harassment based on a person's race, colour, religion, national origin, age, sex, sexual orientation, marital status, family responsibilities, pregnancy or potential pregnancy, union membership or non-membership, mental or physical disability, or any other classification protected by law will not be tolerated.
- g) Promptly report any violations of law, ethical principles, policies and this Code.
- h) Maintain punctuality. 24 hours must be given for any cancellations. If a volunteer is late or cannot report for work due to illness, please telephone, and let the supervisor know as soon as possible.
- i) Do not use your time as a volunteer for private gain. If a volunteer is required to leave the volunteer space for personal reasons, they should advise their manager well in advance.
- j) Maintain and develop the knowledge and skills necessary to carry out duties and responsibilities.
- k) Observe health and safety policies and obligations and co-operate with all procedures and initiatives taken by KWCF in the interests of work health and safety.
- l) Be truthful in all dealings with persons encountered at the workplace. Volunteers must not make false or misleading declarations during the performance of their duties or when providing services on behalf of KWCF. A declaration can be misleading if information is omitted or presented in a manner that enables a misleading view of the situation to be formed. This includes failure to comply with reporting requirements and falsifying records and other documents.
- m) Refrain from any form of conduct which may cause any reasonable person unwarranted offence or embarrassment or give rise to the reasonable suspicion or appearance of improper conduct or biased performance.
- n) Not act for an improper or ulterior purpose to the detriment (whether perceived or actual) of KWCF.

- o) Volunteers must not abuse the advantages of their position for private purposes or solicit or accept any gift or benefit in connection with their engagement which might compromise or be seen to compromise their integrity or KWCF's reputation.
- p) Respect KWCF's ownership of all its property including but not limited to funds, equipment, supplies, books, records, and confidential information (however described).
- q) Maintain during their engagement with KWCF and after the termination of engagement, the confidentiality of any confidential information, records or other materials acquired during the engagement with KWCF.
- r) Not make any unauthorised statements to the media about KWCF's business (requests for media statements should be referred to the CEO).
- s) Do not fight in the workplace/volunteer space.
- t) Do not use inappropriate language in the workplace/volunteer space.
- u) Never report for work in circumstances where there is a risk that you could be affected by or 'under the influence' of illicit drugs or alcohol (eg if you have ingested or otherwise taken drugs or alcohol the night before or in the period leading up to your next work period). If a volunteer is taking prescription medication which would impair their ability to safely operate a vehicle or machinery, they must inform their manager at the commencement of their volunteer session. Volunteers may be required to produce medical evidence to prove their medication does not affect their capacity to perform their duties in a safe manner without harm to themselves or others.
- v) Do not smoke during volunteer sessions unless it is during prescribed breaks and within designated areas.

## **6. Issues for managers and supervisors**

### **6.1 Managers and supervisors should:**

- a) Promote a team spirit.
- b) Maintain confidentiality so far as is reasonably practicable when conducting investigations into grievances and disputes.
- c) Avoid bias in decision making.
- d) Ensure compliance with KWCF's procedures when carrying out counselling and discipline.
- e) Exercise objectivity when administering rewards or discipline.
- f) Not condone, permit, or fail to report any breaches of the Code as outlined above by volunteers under their supervision.

## **7. Breaches of this code**

- 7.1 A breach of this Code may lead to disciplinary action including, but not limited to, termination of engagement or services.

Code authorised by: Directors of Kids with  
Cancer Foundation (Australia) Limited

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Title: Group General Manager