

## Volunteer Code of Conduct

Down Syndrome NSW (DS NSW) expects that its volunteers will always display the highest standards of professional and personal conduct in serving the needs of our members and stakeholders, and whilst interacting with DS staff.

### Obligations

Please note all DS NSW volunteers have an obligation and duty of care to:

1. Comply with prevailing community standards of equity, justice, fairness, and compassion in dealing with others within and beyond the company.
2. Read, understand, and comply with all company policies and procedures.
3. Perform duties in a responsible and professional manner, with due regard for company policies and other legal requirements and obligations.
4. Practice responsible stewardship of company resources.
5. Promote and protect the company's reputation in the wider community.
6. Act appropriately when a conflict arises between our self-interest and our duty to the company.

### The NDIS Code of Conduct

DS NSW volunteers are required to adhere to the NDIS Code of Conduct, which requires workers and providers who deliver NDIS supports to:

1. act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions
2. respect the privacy of people with disability
3. provide supports and services in a safe and competent manner with care and skill
4. act with integrity, honesty, and transparency
5. promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with disability
6. take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse of people with disability
7. take all reasonable steps to prevent and respond to sexual misconduct.

There are guidelines available to help both [NDIS providers](#) and [workers](#) understand their obligations under the NDIS Code of Conduct.

### Behaviour

#### Personal Conduct

All volunteers are expected to:

1. Treat everyone with courtesy, respect, kindness, consideration, and sensitivity to their rights.
2. Refrain from all forms of harassment and discrimination based on gender, race, religious belief, political affiliation, pregnancy, disability, sexual orientation, or illness.
3. Always act honestly, in good faith, and respectful of the trust placed in us.
4. Respect everyone's rights to privacy and keep personal information in confidence.
5. Consider the impact of our decisions and behaviour on the well-being of others.
6. Refrain from acting in any way that would unfairly harm the reputation and career prospects of other employees.
7. Refrain from allowing personal relationships to affect professional relationships.



8. Seek advice from an appropriate staff member where another staff member or volunteer's behaviour is perceived to be in breach of this Code of Conduct, and report any suspected corrupt, criminal, or unethical conduct to your key DS NSW contact and/or the CEO.

DS NSW will not tolerate discrimination, harassment or any behaviour or language that is abusive, offensive, or unwelcome.

### **Professional Conduct**

All volunteers are expected to:

1. Perform our duties diligently, impartially, conscientiously, with integrity, and to the best of our ability.
2. Take our responsibility for the health and safety of ourselves and others when carrying out our duties.
3. Dress appropriately for DS NSW events, activities and work tasks.
4. Arrive to activities and events on time and respect the time of others within and outside DS NSW.
5. Comply with the principles of environmental responsibility.
6. Foster teamwork and collegiality among all staff and volunteers, and always give due credit to the contributions of others.
7. Maintain adequate documentation to support any decisions made.
8. Take no improper advantage of any official information gained in the course of our volunteering
9. Refrain from allowing personal political views and/or affiliations or other personal interests to influence the performance of duties or exercise of responsibilities.
10. All volunteers are expected to notify DS NSW, via a conflict of interest declaration form, of the existence of an actual or potential conflict of interest.

### **Protection and Promotion of DS NSW's Reputation**

All volunteers are expected to:

1. Refrain from representing ourselves as spokespersons, or acting for or on behalf of the company, unless authorised to do so, and when in doubt seek advice from the CEO.
2. Refrain from engaging in any activity that may compromise the company's integrity and reputation.

### **Use of Company Resources and Property**

All volunteers are expected to:

1. Use company technical and physical resources properly, responsibly and for legitimate purposes only.
2. Seek permission before using company property for personal purposes.
3. Use resources in a manner that causes no harm to the community or environment.
4. Strive to always obtain value for company money spent and avoid waste and extravagance in the use of company resources.
5. Secure all company property against theft or fraud.
6. Maintain the integrity and security of all company intellectual property.
7. Maintain the security, integrity and confidentiality of all relevant company commercial and other information.



### **Information Collection and Consent**

Down Syndrome NSW collects information on its Board directors, staff and volunteers, in relation to personal profile details, compliance with applicable legislation, emergency contacts and more. These details are kept safe by DSNSW and used for the purpose of legislative compliance, operations and delivering high quality services and supports. All DSNSW staff and volunteers understand what information is collected and consent to it being used for this purpose.

### **Training and Compliance**

All volunteers are expected to have the following mandatory measures in place upon commencement of their roles with DSNSW:

- A valid Working with Children Check NSW
- A valid NDIS Screening Check
- Valid First Aid qualifications, where applicable

All staff are required to complete training and review/agree to Policies and Procedures as directed by DS NSW.

### **Compliance and Breaches**

All volunteers must comply with this Code of Conduct and report any breaches to their manager and/or the CEO, as appropriate.

DS NSW will investigate all reported instances of questionable or unethical behaviour. In every instance where improper behaviour is found to have occurred, DS NSW will take appropriate action. We will not tolerate retaliation against individuals who raise genuine ethics concerns in good faith. Volunteers whose conduct falls below the standards outlined in the Code of Conduct will be counselled accordingly and/or disciplined in accordance with company disciplinary procedures. Whilst DS NSW will endeavour to preserve the confidentiality of those involved in alleged breaches of the Code of Conduct, it may be necessary to speak with other workers or people involved to determine what happened and to maintain the integrity of the investigation process. Where potentially unlawful conduct has occurred, DS NSW may need to alert the appropriate authorities.

Those people who are involved in the investigation (including the complainant, witnesses etc.) are also under a duty to maintain confidentiality and display a commitment to uphold the integrity of the investigation process. If the complainant chooses to bring a support person with them to any meetings, they too are bound by confidentiality. Gossiping and/or the spreading of rumours because of, or in connection with, a process followed under this policy will not be tolerated under any circumstances and may lead to further disciplinary action for those concerned.

DS NSW will endeavour to achieve a timely and appropriate resolution of the investigation which is communicated to all parties involved.