



Code of Conduct: Serve the City Australia

1. Purpose & Core Values

This code applies to all volunteers, interns, employees, board members, and contractors representing Serve the City Australia. You are an ambassador for our mission to provide kindness through practical support. Our work is anchored in our core values of **Humility, Compassion, Respect, Courage, Hope, and Love**. We expect everyone to embody these values in every interaction, acting with integrity, reliability, and deep respect for the dignity of every community member we serve and for each other.

Serve the City Australia is committed to the **National Child Safe Standards** and to providing a safe environment for all children and vulnerable people.

This Code outlines the behaviours and standards required to ensure a safe, respectful, and inclusive environment for volunteers, staff, partners, and community members whom we serve.

2. Professional Boundaries & Conduct

- **Scope of Service:** You must only perform tasks that have been officially assigned and agreed upon. Do not provide medical, legal, counselling, or financial advice.
- **Financial Integrity:** You must never accept money, tips, or personal gifts. If someone wishes to show financial gratitude, please provide them with the organization's official donation details. (see website).
- **Privacy & Confidentiality:** Protect the privacy of community members, volunteers, and partners at all times. Personal details, home addresses, and private circumstances must remain confidential and should not be discussed outside the organization or shared on social media. Do not take photos or videos without explicit consent. Interns and digital volunteers must follow STC's content and data handling guidelines.
- **Home Visit Safety:** When providing in-home support, remain in common areas related to the task. Avoid entering private quarters (such as bedrooms) unless it is essential for the specific project. Volunteers must not transport residents unless explicitly authorised by Serve The City Australia.
- **Personal Boundaries:** Do not share your personal phone number, address or social media with members of the community you are serving. Maintain appropriate physical boundaries; avoid physical contact unless necessary for safety or mobility support and always seek consent
- **Conflict of Interest:** Avoid situations where personal interests could influence your role. Examples include:
 - promoting personal businesses to others when acting on behalf of Serve the City Australia,
 - using Serve the City Australia contacts for personal gain or personal fund raising,

- representing another organisation in a way that conflicts with Serve the City Australia's mission.

If you are unsure, disclose the situation to a STC Board member or team leader

- **Public representation and Social Media:** Do not speak on behalf of Serve the City Australia in media, interviews or online without approval. Do use STC communication channels responsibly and respectfully
- **Work Health and Safety (WHS):** You are to follow all safety instructions and briefings, report hazards immediately and only perform tasks you feel safe and capable of doing

3. Safeguarding & Duty of Care

- **Zero Tolerance:** Serve the City maintains a zero-tolerance policy regarding sexual exploitation, abuse, harassment, or any form of physical or verbal aggression or any discriminatory behaviour.
- **Child & Vulnerable Adult Safety:** You must act in a way that prioritizes the safety and well-being of vulnerable adults and children. Maintain transparent, professional interactions at all times. Do not give gifts or money to vulnerable adults, vulnerable children or residents that you may be providing in-home support to, unless approved by STC. Avoid prying questions or intrusive conversations; respect personal boundaries.
- **Substance Use:** Volunteers must not be under the influence of alcohol, tobacco, or illicit drugs while on a visit, working with community members or representing the organization.
- **The Rule of Two:** Whenever possible, we encourage volunteers to work in pairs or in line-of-sight of others when engaging with community members and during in-home visits
- **Gifting by volunteers:** Volunteers must not give gifts, money, or personal items to community members, or residents when providing in-home support, unless approved by Serve the City Australia

4. Reporting Procedures:

Serve the City Australia is committed to maintaining a safe, respectful, and transparent environment for volunteers, interns, staff, partners and community members. Reporting concerns helps us protect our community and uphold our values. All reports will be treated confidentially.

Mandatory Reporting of Safety Concerns: In an emergency, call **000** immediately before notifying STC. You have a duty to report any concerns regarding a resident's safety, self-neglect, or potential abuse, a community member's safety or wellbeing, or unsafe conditions or hazards or risks or any situation where someone may be harmed. You are to report any concerns that may relate to other volunteers, interns, staff or partners

Incident Logs: Any accident, injury, or "near-miss" must be reported via the official **Incident Reporting Form** as soon as possible, but no later than 24 hours after the occurrence.

Mandatory Reporting of Code of Conduct Breaches: To maintain a safe and supportive environment, all representatives of Serve the City Australia must report any behaviour that may breach this Code of Conduct. This includes:

- boundary violations (eg. entering private rooms, sharing personal contact details)
- breach of privacy or confidentiality
- disrespectful or harmful behaviour towards volunteers or community members
- conduct that undermines safety, dignity, or trust

Reporting a Code of Conduct breach is not about punishment—it is about ensuring safety, learning and accountability across our community.

Raise concerns respectfully and through the correct channels. Avoid public criticism of other volunteers, staff or partners. Use STC communication channels responsibly.

How to report Code of Conduct Breaches: You can report concerns confidentially to your project leader, the STC coordinator or a Board Member (if the concern involves leadership or serious misconduct).

Non-Retaliation: Serve the City prohibits retaliation against anyone who reports concerns in good faith. All reports are handled sensitively, respectfully, and confidentially.

5. Commitment to Excellence

- **Reliability:** Our community relies on our consistency. Please provide maximum notice if you are unable to attend a scheduled project.
- **Wellbeing and support:** You may decline any task you feel uncomfortable with, take breaks when needed and ask for support if you feel overwhelmed or unsure
- **Respect:** Treat everyone—residents, staff, and fellow volunteers—with kindness, regardless of their background, beliefs, or circumstances. We expect everyone to help create a supportive, inclusive and respectful environment. We value different perspectives, cultures and lived experiences. Share knowledge generously and celebrate team achievements
- **Confidentiality within the Team:** Do not share private information about other volunteers, partners or staff and do not discuss interpersonal issues outside appropriate reporting pathways.

6. Use of STC Property and Resources

Serve The City Australia equipment: Use STC equipment, tools and digital accounts responsibly. Do not use STC resources for personal purposes. Return all equipment and materials after use.

Serve the City branded t-shirt: This helps the community recognise our volunteers and reflects our values. When you wear it, you represent Serve the City Australia. It signals kindness, professionalism, and safety to the community. You are required to wear the Serve the City t-shirt only for projects, events or approved activities. Avoid wearing it during personal, political, commercial or unrelated social activities. Do not alter, lend or misuse the t-shirt. Keep it clean and wear it in a respectful, appropriate way. Return it when requested.

7. Consequences of Breaches

STC may take action if this Code is breached, including:

- verbal or written warnings,
- removal from a project or volunteer role,
- referral to authorities where required
- pausing a volunteer's involvement whilst concerns are reviewed

8. Acknowledgement

All volunteers, interns, staff and representatives of STC must confirm that they have read, understood, and agree to follow this Code of Conduct.