



## Code of Conduct

**Purpose:** The Code of Conduct outlines the expected behaviour of all ACT Pet Crisis Support (APCS) committee members and volunteers.

**Scope:** This policy applies to all committee members, volunteers and contractors engaged by APCS. For the purposes of this document and for simplicity, the term 'volunteer' includes all of the above categories of APCS supporters, whether they be committee members or volunteers for specific events or services, including the Tiny Vet Clinic. In addition, this policy covers activities carried out at the locations of APCS services and the behaviour of volunteers at APCS functions and events.

### **Objective:**

This Policy is intended to provide simple guidelines on the standard of behaviour expected of APCS volunteers.

It is not intended to be an exhaustive list as every situation that may morally or ethically compromise a member of the APCS cannot be anticipated. In this regard, APCS expects its representatives to use their common sense and sound judgment.

### **Compliance with Laws and Regulations:**



APCS volunteers are expected to comply with all applicable laws and regulations, which relate to their activities for and on behalf of APCS. Volunteers should ensure their conduct cannot be interpreted as being in any way in contravention of applicable laws and regulations governing the operations of the organisation, and should bear in mind that the perception of their actions by others is important and should act accordingly.

### **Guidelines for Behaviour:**

The following guidelines outline the expected behaviour of all volunteers. Breaches of the Code of Conduct will be investigated and appropriate disciplinary action will be taken if applicable. Serious or repeated breaches may result in termination.

- Represent APCS in a manner that reflects the mission and objectives of the organisation, including appropriate conversations and attitudes.
- Abide by and work in accordance with all APCS policies, standards, procedures and relevant statutory regulations.
- Do not attempt to preach or perform missionary work of any kind, remembering that our core business is veterinary support.
- Declare any potential conflicts of interest prior to joining APCS.
- Treat all others (volunteers, employees, contractors, clients, other service providers and all other persons with whom they interact) fairly, courteously and with respect.
- Behave honestly and with integrity, comply with any lawful and reasonable direction, and be respectful of others' time.
- Do not discriminate against, harass, bully or harm others.



- Raise and resolve any problem with a committee member, then if necessary, follow the appropriate APCS procedure if dissatisfied with the outcome.
- If you are unable to attend a volunteering commitment, please advise [actpetcrisis@gmail.com](mailto:actpetcrisis@gmail.com) as soon as possible to advise, or contact the lead on the event or activity.
- Respect the privacy of fellow members of the APCS and our clients. Only distribute contact details or personal information if permission is given and only to necessary persons, or when required by law.
- Seek permission to take photographs of fellow APCS volunteers, clients and their animals. Do not publish photos and stories to private social media, or anywhere outside of the approved channels without prior approval from the client and an APCS committee member.
- Never discuss with anyone outside APCS any matter relating to APCS's organisation or affairs which could reasonably be regarded as confidential, except where authorised and in the proper course of your duties, or by law.
- Operate in a safe manner that does not endanger yourself, others, property and equipment.
- Advise a committee member as soon as you become aware of any issue which might affect your safety, performance or attendance and report any unsafe incident you observe or are involved in.
- Operate equipment belonging to APCS in the manner that it is designed for.
- Come to volunteer rested, fit for duty and dressed appropriately.



- Do not volunteer under the influence of drugs, alcohol or any substance which may impair your ability to act safely and appropriately.
- Never bring prohibited items (i.e. firearms, ammunition, fireworks, drugs, alcohol, explosives, offensive materials) to any APCS event or service location.
- Comply with any lawful and reasonable requests given by a property owner where APCS operates or by emergency services (Police, Ambulance and Fire).
- Promptly and truthfully report any and all incidents or near misses in accordance with APCS incident reporting procedure.
- Practice and encourage self-care, and reach out to your direct leader, or any other APCS leader if you need support.
- Appropriately and privately report any behaviour of another APCS volunteer that is not in line with the Code of Conduct.
- Respect the area you volunteer in, ensuring the service is operating in a way to maximise safety and to minimise disruption to property owners, the public and the environment.
- Behave in a way which does not hinder or harm yourself or any other volunteer for APCS, our clients, or members of the public.
- Protect and properly use confidential and proprietary information and protect the rights of other organisations or third parties.
- Support your fellow APCS volunteers.
- Enjoy your experience with APCS, and provide constructive feedback when necessary via the correct channels.
- Be excited to see and contribute to the achievements of the APCS community.



**Revision:**

APCS may make changes to this policy from time to time to improve the effectiveness of the organisation's operation, or to reflect any changes in legislation. Should the review find that there is a need to change the policy, volunteers who may be impacted by this proposed change will be advised prior to the change taking place.