



Volunteer Code of Conduct

Our Mission

Partner with communities, government, other agencies and business to provide timely and effective emergency management services, building community preparedness, disaster resilience and contributing to risk prevention.

Our Vision

Safer Communities – Together

Strategic Statement

By 2022, to be a contemporary sustainable organisation where our people work together, with our partners and communities, to deliver our services 'before during and after' to reduce the consequences of emergencies.

Our Values



We pride ourselves on our credibility

- We pride ourselves on delivering on our promises and commitments, and in doing the right thing
- We are responsive, trustworthy, skilled and respectful in our actions



We are part of our community

- We take a proactive, supportive and empathetic approach to achieve community outcomes
- We collaborate with our communities and partners, sharing knowledge and expertise
- We ensure we are integrated, connected and engaged with our community



Safety drives our decisions

- We empower our people to work within their capability to ensure we don't compromise the safety of our people and the community
- We promote open and honest conversations about the health and wellbeing of our people



Focused and adaptable

- We are disciplined in achieving our objectives; adaptable in our approach
- We recognise and respect the diversity of our capability
- We channel our resources to achieve results



Together we are VICSES

- We share a common purpose working together without fear, favour or prejudice
- We acknowledge that all our people contribute to, and enhance our ability to prepare for, respond to and recover from emergencies

Equity, diversity, discrimination & harassment

As VICSES volunteers:

- We embrace diversity and provide encouragement and support to one another.
- We treat people as unique individuals and will respect their cultures, beliefs, opinions, knowledge and experience.
- We will not engage in behavior or use inappropriate language that is intended to offend others.
- We understand that any form of discrimination or harassment, including sexual harassment, disability discrimination, racial or religious vilification of any form is unacceptable.
- We value difference and recognise and support the diversity of all VICSES members, the wider community and other organisations.

Alcohol and drugs

As VICSES volunteers:

- We will be fit for duty when we are on call and will not attend a VICSES activity, or use equipment if affected by medication, alcohol or illegal drugs.
- We understand that smoking is not permitted in VICSES buildings, vehicles, caravans or boats, as in line with VICSES policy.



We embrace diversity



We will be fit for duty when we are on call



Put safety first at all times

Purpose

The purpose of VICSES is to partner with the community to provide timely and effective emergency services.

The VICSES Volunteer Code of Conduct provides a foundation for appropriate behavior. This code establishes a standard by which we as volunteers conduct ourselves towards fellow members and the wider community. It is vital to recognise that the way we work is as important as the results or outcomes we produce. We are all expected to work in a manner consistent with our values.

Safety

As VICSES volunteers we:

- Put safety first at all times
- Correctly wear appropriate protective clothing for the required task
- Only perform tasks when we are competent to do so.
- Attend a minimum of 60% of the required training , exercising and skills maintenance activities applicable to my role
- Report all hazards and incidents as soon as possible to the Unit Controller or delegated officer
- Report any equipment loss, breakage or damage to the Unit Controller or delegated officer as soon as possible
- Adhere to all VICSES policies, procedures and relevant standards
- Perform all duties in accordance with Standard Operating Procedures (SOP) or (JSOP)
- Treat all VICSES facilities, clothing, equipment and other physical resources with care and intended purpose, and will maintain them to a professional standard.
- Recognise the importance of our emotional health and wellbeing

Personal conduct

As VICSES volunteers we:

- Always conduct ourselves professionally
- Behave ethically when dealing with Unit finances and adhere to VICSES standards
- Advise the appropriate Unit Controller or Regional Manager of any change in circumstances including contact details, to registration details such as, accreditation, status of licence, impacts on my ability to work with children, an indictable or criminal offence or anything else that may have an effect on our ability to perform our duties
- Inform the Unit Controller or Regional Manager immediately if we are unable to perform specific tasks or duties due to changes in my health and/or fitness
- Strive to achieve optimal effectiveness, efficiency and responsiveness
- Do not solicit or accept favors or gifts for personal gain because of our VICSES membership
- Do not wear the uniform inappropriately or misuse the VICSES brand

- Do not use our resources, for example: electronic, print, social media and the internet, inappropriately.
- Maintain confidentiality and privacy for sensitive issues
- Report any improper conduct to the Unit Controller or Regional Manager if we suspected incidents of fraud
- Are courteous, respectful and provide a high standard of customer service to the wider community
- Refrain from making inappropriate media comment outside our level of responsibility
- Positively represent the interests of VICSES within the wider community

Team membership

As VICSES volunteers we:

- Actively listen to others and seek to understand others' points of view and be tactful
- Share and receive constructive feedback
- Respect other members' limitations
- Meet issues and disagreements in a positive and constructive manner
- Contribute positively to the Unit effort
- Take responsibility for our own actions.

Leadership

As VICSES volunteers we:

- Respect the leadership structure within VICSES, other agencies and organisations
- Support and comply with all reasonable directions that may be given by the assigned leader
- Use our authority and position within the leadership group fairly, responsibly, without bias, or conflict of interest
- Endeavour to act fairly and consider all relevant information in dealing with issues.

We will not discriminate against a person who reports unethical behavior (as outlined in relevant VICSES policies) and we will recognise that members who breach the standards detailed in this code may face disciplinary action, which may lead to dismissal.

If a perceived breach is suspected please refer to the Grievance Policy and Procedure 1.23 available on the Volunteer Portal.