

CYC Code of Conduct for Volunteers

1. Welcome

We're excited that you're interested in joining us. We consider the contribution of every person involved as vitally important to the organisation operating effectively. You are an important part of our team.

CYC, as a Christian organisation believes that all those involved contribute to us fulfilling our mission:

"To develop people, facilities, programs and training for Christian outreach growth and fellowship."

The actions and activity of CYC staff are grounded in the following core values:

- Faith
- Honesty and Integrity
- Compassion and Care
- Safety & Quality

These values in action reflect how we should interact with campers, volunteers and staff to create a positive and harmonious environment.

1. Introduction

As representatives of CYC we are all committed to the standards of behaviour that reflect community expectations and professional practice standards. This Code of Conduct applies to all CYC employees, volunteers and contractors regardless of:

- position (e.g. camp leaders, activity leaders, cooks, cleaners, executive officer, executive council members, managers and area co-ordinators),
- employment status (e.g. ongoing, temporary, casual, contract, volunteer etc.),
- how you are paid (e.g. hourly, fortnightly, honorarium).

Breaching this Code of Conduct may result in a need for you and the camps co-ordinator to work together to improve performance and address issues. Serious breaches may result in disciplinary action being taken which may include reprimand or termination of your volunteer opportunities, or civil legal action. In some cases you may face criminal prosecution if your behaviour is unlawful.

2. Core values

Faith

According to our constitution, the first object and purpose of the association is:

The furtherance of the gospel of Jesus Christ and the teaching of the Scriptures

Our Christian Faith is the foundation of why we do what we do.

We express the value of Faith by:

- Demonstrating the Fruits of the Spirit (Love, joy, peace, patience, kindness, goodness, faithfulness, gentleness, self control) in our interactions with campers, volunteers and staff members
- Being forgiving of one another

Honesty and Integrity

In order to create a positive work environment and maintain professional standards, we need to be demonstrating honesty and integrity at all times and in all that we do. This is demonstrated by:

- Leading by example
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- Being consistent in your actions and reactions towards staff members, volunteers and campers
- Being enthusiastic in your interaction with campers
- Endeavouring to give your best to meet professional and performance standards and other organisational requirements
- Not gossiping – ensure you are discussing issues with the appropriate people (see working to resolve issues below)
- Showing respect

Care and Compassion

We express the values of care and compassion when:

- Demonstrating a genuine care and concern for the needs of campers, volunteers and staff members
- Demonstrating inclusive behaviour towards campers, volunteers and staff members
- Demonstrating servant leadership
- Understanding that our words are very powerful and need to be used to build others up, not tear others down
- Demonstrating love for one another
- Appreciating the contributions of others

Safety and Quality

Ensuring that the services we provide are of the highest quality and we have a concern for the safety and welfare of our campers, volunteers and staff is essential. This is demonstrated by:

- Following all CYC policies and procedures
- Taking safety and quality seriously in all areas of the campsite operations
- Taking pride in what you do and perform all jobs at the highest standard

3. Ministry roles

Employees may identify as engaging in Ministry roles during the contracting process. Those in ministry roles are expected to work within the parameters of this section, as well as abide by the remainder of the code of conduct.

The ethos, aims and objectives of CYC are based on:

- acceptance of the Lordship of Christ; and
- acceptance of the Bible as the revealed Word of God;

These are defined in the CYC's core beliefs. It is expected that all those involved in ministry roles in the organisation would uphold these core beliefs. They would also set an example of personal conduct and lifestyle consistent with the beliefs and ethos of CYC as a Christian organisation.

4. CYC's Core Beliefs

- That the whole Bible is inspired by the Holy Spirit and is the ultimate authority for everything that we believe and practice.

2 Tim. 3:16-17, 2 Peter 1:21

- That the sovereign God is one, in three co-equal eternal persons, the Father, the Son and the Holy Spirit, who act together in creation, providence and redemption.

Matt. 28:19, Col. 1: 12-16

- That Jesus Christ is truly God and truly man. We believe in His virgin birth, His sinless life, His sacrificial death in our place, His bodily resurrection, His bodily return to heaven and His continuous role representing us before the Father.
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John 1: 1-14, 2 Cor. 5:21, Rom. 8:34, 1 Tim. 3:16

- That the Holy Spirit is a Person who has a necessary role in our conversion, our new birth and in setting us apart for God.

John 3: 5-7, John 14: 16-18, John 15: 26

- That in His death and resurrection the Lord Jesus Christ took our place, making full payment for our sin. For those who exercise faith in Him, He secures forgiveness, a right relationship with God and everlasting life.

Rom.3:23-26, 2 Cor. 5:21, 1 Peter 1:3, 1 Peter 2:24

- That humankind, originally created for a relationship with God, has become sinful by nature and practice, unable by any personal merit or effort to restore that relationship.

Gen. 1:26-31, Rom. 3:23, Titus 3:3-7

- That those who reject the gift of eternal life in the Lord Jesus Christ will be eternally separated from God.

John 3:36, Rev. 20:11-15

- That salvation is initiated solely by the grace of God, accomplished through the work of God the Son and applied by the Holy Spirit. It is a free gift accepted by faith and includes a new life, the removal of guilt, being set apart for God and eventual conformity to the character of the Lord Jesus Christ.

Eph. 2:8-10, Rom. 8:28-30

- That every believer, regardless of social class, ethnicity or gender has direct access to pray to God and to worship Him through the sole mediation of the Lord Jesus Christ.

Acts 10: 34-35, 1 Cor. 12:13, Eph. 2: 16-18, 1 Tim. 2:5

- That Satan is a person, opposed to God and His people, sworn to enslave and destroy the human race; that his ultimate purpose has been brought to nothing by the Lord Jesus Christ.

Gen. 3:1-15, Matt. 4:1-11, Rev.20:10, Coloss. 2:15

- That at the end of history all people will be raised from the dead, those who have been made right with God to everlasting life and the others to everlasting punishment.

Matt. 25:31-46, John 5:28-29, Rev. 20:10-15

- That the Lord Jesus Christ will personally return for His people and will reign in righteousness.

1 Thess 4:13-18, 2 Thess 2:1-8, Rev. 22:12, 17-20

- That the Church is the company of all who have received new life through faith in Christ, formed by His Spirit into one body, of which He is the Head, and that the Church is commissioned to make disciples of all nations.

Eph. 3: 4-10, Matt 28: 19-20

It is expected that those involved in Ministry Roles will;

- Take a pro-active approach to outreach and bible teaching within the programs that we run and in their personal interaction with campers
- Nurture their our own spiritual lives, through regular bible study, quiet times, church attendance
- Pray continually for campers, volunteers and staff members

Upholding these core beliefs and expectations is essential for ministry roles. Staff and volunteers have the option of accepting their offer of employment (employees), contract (contractors) or engagement agreement (volunteers) subject to the CYC SA Ministry Policy.

5. Maintaining standards

As a CYC team member there is an expectation that you will comply with the CYC Policies and Procedures relevant to your work. Additionally, you have the responsibility of:

- Being punctual in your attendance and performance of assigned duties, including adhering to scheduled breaks where applicable.
- Making a courtesy phone call where delay in attendance, or performance of duties is unavoidable.
- Dressing appropriately for our roles in the organisation and in a way which demonstrates the respect that we have for those around us.
- Contributing to a safe working and service environment for all internal and external customers, employees and volunteers.

6. Acknowledging the potential for conflict of interest

A conflict of interest is where your personal interests are or could be in opposition to the interest of CYC. If you find that you have a personal, financial or other interest that might affect, or may be seen to affect the way you perform your duties, you must discuss the situation with the camps co-ordinator and take whatever action is necessary to avoid a conflict of interest.

You must ensure that your personal interests do not adversely influence the way you carry out your duties. It is unacceptable to favour your relatives or other people you know by providing an advantage through the position you hold. Do not participate in a work matter if your relatives or people you know are involved (for example, if you have the responsibility to provide ongoing supervision and debriefing to team members and one of these members may be a relative), unless the camps co-ordinator has authorised your involvement.

A conflict of interest may come in many forms, including:

- Accepting gifts, benefits or favours where these may be seen to influence your decision making.
- Participating in decision making where you, a family member, or a friend has a personal interest in the outcome.
- Seeking any advantage from information gained during the course of your CYC involvement or providing confidential information to an outside party.
- Advantaging family members or friends.
- If a conflict of interest presents itself, you need to advise the camps co-ordinator or management for support in dealing with the conflict.

7. Working to resolve issues

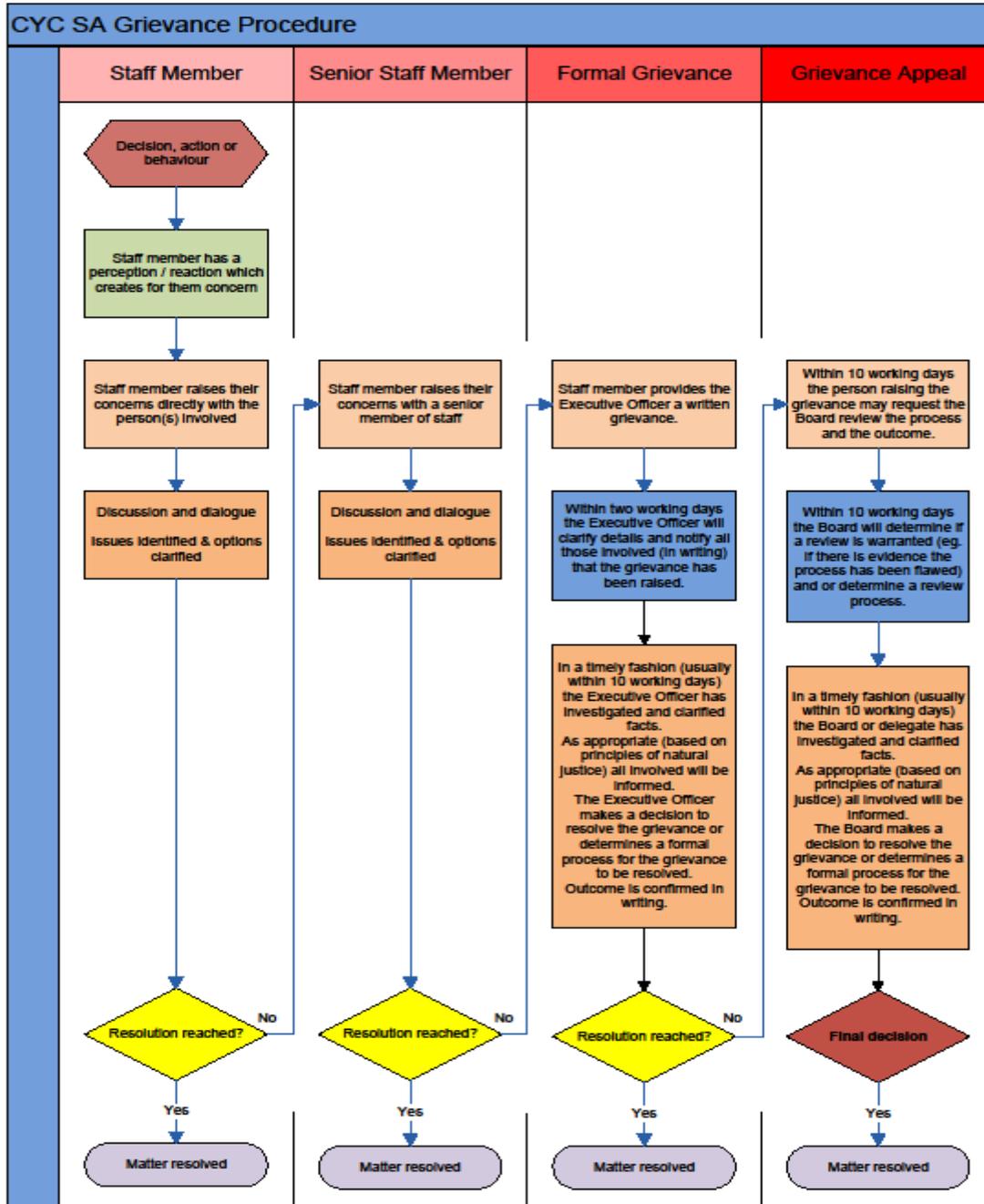
In the workplace there will be times when conflict occurs between team members. It is important that we take responsibility to resolve conflict appropriately and with respect for each other. The CYC SA Grievance Procedure flowchart below shows the expected process to work to resolve issues. It is based on the following biblical principles.

“If your brother or sister sins, go and point out their fault, just between the two of you. If they listen to you, you have won them over. But if they will not listen, take one or two others along, so that ‘every matter may be established by the testimony of two or three witnesses.’ If they still refuse to listen, tell it to the church; and if they refuse to listen even to the church, treat them as you would a pagan or a tax collector.

Matthew 18:15-17

“Therefore, if you are offering your gift at the altar and there remember that your brother or sister has something against you, leave your gift there in front of the altar. First go and be reconciled to them; then come and offer your gift.

Matthew 5:23-24



8. Providing & receiving feedback

Feedback is very important as it helps us to identify areas for improvement and personal growth. It sometimes comes as words of encouragement or constructive criticism from staff, volunteers and customers.

Feedback allows us as individuals and as an organisation to recognise our strengths and make positive changes to improve ourselves and our services.

When receiving feedback CYC team members should reflect on the information which is given to them and use that information to improve the way they deliver services.

CYC team members should provide feedback to other team members in a sensitive and respectful manner. In this way feedback can assist us all to be heard and learn from each other.

It is inappropriate for you to involve customers or other team members in any grievance that you may have with another person.

9. Behaving respectfully

Behaving respectfully is about:

- Engaging in behaviours which do not discriminate on the grounds of gender, sexual orientation, marital status, pregnancy, ethnicity, religion, physical or intellectual disabilities.
- Contributing to an environment which promotes freedom from harassment or bullying.

Harassment is unlawful. Harassment consists of unwelcome, offensive, abusive, belittling or threatening behaviour directed at another person. Harassment may lead to the person who is being harassed feeling offended, humiliated, intimidated, or being disadvantaged.

Bullying is a form of harassment and is not acceptable. Bullying is about repeatedly treating another person in a less favourable way by intimidation or, offensive, degrading or humiliating behaviour. Bullying is an offence under the Occupational Health, Safety and Welfare Act (SA) 1986 and may result in serious penalties.

10. Using information

Using Information is about information being communicated accurately and with integrity.

CYC is bound by the principles of the National Privacy Principles (from the Privacy Amendment Private Sector Act, 2000).

Confidentiality is essential to the development of the trust that is fundamental to our work and our relationships with campers. The following confidentiality principles are to be applied by CYC team members:

- Matters relating to campers or other staff members should not be discussed in public places where the conversation may be overheard.
 - No information is disclosed about campers, volunteers or employees (unless legally required) without the person's written permission.
 - Employees and volunteers have a responsibility to inform campers of limits to confidentiality, because confidentiality is limited by certain law. Government bodies and tribunals have the power to order information to be given to them. These include:
 - Police
 - Courts
 - Families SA
 - Coroner's Office
 - Employees and volunteers must not make public statements, including comments on radio, television or letters to newspapers, regarding issues relating to CYC activities or customers.
 - If you leave CYC you are still required to respect our right to confidentiality, and therefore are not permitted to discuss sensitive information regarding CYC.
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11. Promoting child safe environments

Most CYC staff and volunteers are legally responsible under the Child Protection Act SA (1993) to notify the relevant government authority of any reasonable suspicion that minors at risk of / or being:

- Sexually abused
- Physically abused
- Neglected and / or maltreated
- Emotionally abused
- Involved in Domestic Violence

Due to our respect for the rights of children if you are not a Mandated Notifier under the Act we consider all staff to have moral obligations to report suspected abuse under this Code of Conduct.

Child Abuse Report Line Number is 131 478

12. Accountability

Accountability refers to your responsibility as a CYC team member and to the community.

By being accountable you are:

- Working within structures, systems and processes of CYC.
- Ensuring your actions are in accordance with the values of CYC.
- Observing all legislative requirements, lawful and reasonable instructions from people with authority.
- Taking responsibility for your own actions.
- Properly utilising the resources, information and authority you have as a CYC team member.

13. Participating in learning & development

Participating in Learning & Development is about continuously improving your performance in delivering services and providing responsive, effective and efficient services to the campers.

All employees and volunteers are expected to maintain their skills and knowledge to ensure that they perform their role with a degree of competence appropriate to that role.

14. Using CYC resources

Using CYC Resources is about treating the resources at your disposal in an efficient, responsible and accountable manner.

You are required to use all resources, including human resources, efficiently and effectively for the benefit of CYC. Waste or misuse of any resource is inappropriate.

15. Maintaining health & safety

It is your responsibility to ensure that your work practices enhance a safe and healthy working environment for yourself and others. You can achieve this by:

Taking reasonable care to protect your own health & safety and the health & safety of others.

Using any equipment provided for health & safety purposes.

Complying with any reasonable instruction which an authority gives in relation to health & safety.

16. Reporting and documentation

Reporting and Documentation is about the expectation that records and documentation are to be unbiased, up to date, complete and accurate.

Many of our CYC records are legal documents, or may be called on for legal matters. Therefore it is important that only the facts are recorded, and that any opinion is clearly stated as such.

17. Acknowledgement

I have read, understood and agree to abide by the CYC Code of Conduct

Volunteer Name: _____

Signature: _____ / _____ / _____

Camps Coordinator: _____

Signature: _____ / _____ / _____
