

Homeless Hounds Animal Rescue

Volunteer Code of Conduct



1 Scope

The *Homeless Hounds Volunteer Code of Conduct* (the Code) applies to all volunteers, including but not limited to foster carers, pet couriers, and administration officers.

2 Purpose

The animal rescue profession preserves a special trust relationship within society. Members of the profession make a commitment to society that its volunteers will adhere to high ethical standards of conduct when working with animals. These high standards are embodied in *Our mission*, *Our values*, and *Our commitments*.

The purpose of the Code is to ensure that volunteer conduct accords with those ethical, as well as legal, standards.

3 Definitions

<i>The organisation</i>	refers to Homeless Hounds Animal Rescue, also referred to as Homeless Hounds.
<i>Our mission</i>	refers to the mission statement provided in <i>Homeless Hounds Animal Rescue Mission Statement</i> .
<i>Our values</i>	refers to the value provided in <i>Homeless Hounds Animal Rescue Mission Statement</i> .
<i>Our commitments</i>	refers to the commitments provided in <i>Homeless Hounds Animal Rescue Mission Statement</i> .
<i>The Director</i>	refers to Susan Taylor, Director Homeless Hounds Animal Rescue.
<i>Volunteer</i>	refers to any person engaged to perform duties on behalf of the organisation, whether on a formal or informal basis.
<i>Supervisor</i>	refers to a person identified as a volunteer's Supervisor or equivalent in a <i>Role Description</i> or as otherwise appointed by the Director.
<i>Social media</i>	refers to any social or communication tool including but not limited to Facebook, Instagram, Twitter, and LinkedIn.

4 Volunteer Obligations

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By agreeing to volunteer for Homeless Hounds Animal Rescue, volunteers agree to abide by the following obligations except with express permission of the Director.

A. General obligations

- (1) Volunteers shall be familiar with and act in accordance with *Our mission, Our values, and Our commitments*.
- (2) Volunteers shall, where relevant, be familiar with the organisation's obligations under the following legislation or any other relevant local, state or territory, or Commonwealth acts or regulations:
 - ❖ Australian Charities and Not-For-Profits Commission Act 2012 [Cth]
 - ❖ Disability Discrimination Act 1992 [Cth]
 - ❖ Racial Discrimination Act 1975 [Cth]
 - ❖ Age Discrimination Act 2004 [Cth]
 - ❖ Prevention of Cruelty to Animals 1986 [Vic]
 - ❖ Equal Opportunity Act 2010 [Vic]
 - ❖ Local government local laws
- (3) Volunteers shall not act in any way which may breach or be reasonably perceived to breach any local, state or territory, or Commonwealth laws or regulations including but not limited to those identified at section 4A(2).
- (4) Volunteers shall understand and comply with all of the organisation's policies and procedures.
- (5) Volunteers shall not act in a way that brings the organisation into disrepute.
- (6) Volunteers shall notify their supervisor or the Director should they perform duties for any other animal rescue organisation.
- (7) Volunteers shall provide any identification and relevant qualifying information (such as a drivers' licence, police check, or working-with-children check) to their supervisor when requested prior to undertaking any duties on behalf of the organisation.
- (8) Volunteers shall ensure any goods or services (such as money, pet food, equipment) donated to them on behalf of the organisation are used only for Homeless Hounds purposes, and that they notify their Supervisor of this donation.

B. Performing duties

- (1) Volunteers shall not perform duties other than those described in their *Role Description* except where authorised by their supervisor or the Director.
- (2) Volunteers shall not perform any duties or represent the organisation in any way whilst under the influence of alcohol or an illicit substance.
- (3) Volunteers shall only use property belonging to the organisation for the purposes of fulfilling the duties of their role, and will return the property in its original condition within a reasonable timeframe or as otherwise agreed with their supervisor or the Director.
- (4) Volunteers shall notify their supervisor or the Director when there are

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changes in their ability to perform the duties of their role, such as reduced availability or loss of Drivers' Licence.

- (5) Volunteers with duties including contact with animals (including foster carers and pet couriers) shall notify their supervisor or the Director whenever they are providing care to other animals, including those fostered through other animal rescue organisations.
- (6) Volunteers shall notify their supervisor or the Director prior to making any purchases for which they wish to request reimbursement and only proceed with express permission. Approval is at the Director's sole discretion. Where approved, receipts must be provided to the Director within two weeks of the date of purchase.
- (7) Volunteers whose duties require use of a vehicle (including pet couriers) shall provide their supervisor or the Director with evidence of a current and valid Drivers' Licence on an annual basis or as otherwise directed.

C. Conduct towards animals

- (1) Volunteers shall ensure that the emotional and physical needs of all animals in their care are met and that consideration for the animals' emotional welfare is paramount throughout its time with the organisation and when choosing an adoptive home.
- (2) Volunteers shall ensure that animals in their care are up-to-date on vaccinations, are treated for parasites and are on prevention as appropriate for the animal as directed by their supervisor, the Director or a veterinarian.
- (3) Volunteers shall maintain regular communication with their supervisor or the Director regarding the welfare of animals in their care and any changes to an animals' physical or emotional state.
- (4) Volunteers shall notify their supervisor or the Director immediately should they be unable to continue to meet the emotional and physical needs of an animal in their care, or if an animal is injured or unwell.
- (5) Volunteers shall report any aggressive behaviour of animals in their care to their Supervisor and/or the Director within 24 hours.
- (6) Volunteers shall ensure animals in their care are appropriately restrained or contained when transporting in accordance with any pet courier or transportation guidelines issued by the Director.
- (7) Volunteers shall keep animals leashed at all times when outside of the home.
- (8) Volunteers shall familiarise themselves with and uphold any further guidelines or directions relating to the care and welfare of animals issued by the Director.

D. Conduct towards other persons

- (1) Volunteers shall treat the Director, other volunteers, customers, and any other person fairly and with respect and dignity.
- (2) Volunteers shall not discriminate against others on the basis of race, sexual

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or gender identity, religious or political beliefs, age, or any other protected status.

- (3) Volunteers shall not physically, sexually, or emotionally harass or abuse any other person or behave in a way that might intimidate or unreasonably offend others.
- (4) Volunteers shall maintain the privacy and confidentiality of the Director, other volunteers, customers, or any other persons in accordance with the *Homeless Hounds Privacy Policy*.

E. Use of media and digital services

- (5) Volunteers shall only publish content on the organisation's social media accounts where doing so is a duty listed in their *Role Description* or as otherwise directed by their supervisor or the Director.
- (6) Volunteers shall only publish content on the organisation's social media accounts which represents the organisation positively and in accordance with *Our values* and *Our commitments*. Abusive, discriminatory, intimidating, or offensive media will not be tolerated.
- (7) Volunteers shall abide by their obligations under the Code when using personal media accounts (including private social media or email accounts) to undertake the duties of their role or where they might reasonably be seen to represent the organisation.
- (8) Volunteers shall not post or share images of foster animals in their care to social media (be it on personal or organisation social media accounts) without permission from their Supervisor.
- (9) Volunteers shall not access any information or records in the organisation's digital systems (including Google Drive and HubSpot) where they might reasonably believe they contain private or confidential information except where relevant to undertaking their duties.
- (10) Volunteers shall not use digital accounts (such as email or social media) provided by the organisation for any purposes other than to fulfil the duties of their role.
- (11) Volunteers shall ensure that any and all materials created by them to perform the duties of their role are provided to their supervisor or the Director if and when they cease to work for the organisation.
- (12) Volunteers shall not speak to the media on behalf of the organisation except with the express permission of the Director.
- (13) Volunteers shall notify their supervisor or the Director should they wish to revoke consent to use photographs or video footage of them whilst carrying out their duties.

F. Health and safety

- (1) Volunteers shall do all that is reasonably within their power to ensure the

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safety of themselves, other persons, and animals within their care.

- (2) Volunteers shall notify their supervisor and/or the Director of any potentially hazardous situations that may pose a risk to any person or animal as soon as is reasonably possible.
- (3) Volunteers shall notify their supervisor or the Director as soon as is reasonably possible if they or another person is injured whilst undertaking duties on behalf of the organisation.

5 Breaches

Any breach of the Code may result in disciplinary action against the volunteer. This may include verbal or written warnings, or temporary or permanent suspension. Disciplinary action is at the sole discretion of the Director.

Any act which may be in breach of local, state or territory, or Commonwealth law will be reported to the relevant authorities. This includes cyberbullying or harassment.

The organisation reserves the right to pursue legal action where false or misleading comments about the organisation, the Director, or another volunteer is published in the public domain.

6 Related Documents

- ❖ Homeless Hounds Mission Animal Rescue Mission Statement
- ❖ Homeless Hounds Privacy Policy