
SoS Digital Support Code of Conduct

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Savvy Online Seniors Digital Support Code of Conduct

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Introduction

Savvy Online Seniors Digital Support (SOS DIGITAL SUPPORT) is a fully volunteer not-for-profit Incorporated Association that provides computer training and mentor support for Seniors aged 50 and over in the Bega Valley Shire. Clients are provided with one-on-one training at their local library, or an SOS DIGITAL SUPPORT specified location. Following training, ongoing mentor support is provided by either phone, email or, if the mentor elects to do so, further one-on-one sessions. Support may also be provided through video conferencing or remote access apps.

Code of Conduct

All SOS DIGITAL SUPPORT members are to comply with this Code of Conduct.

Learner training and mentor support is provided by volunteer tutors/mentors who are required to sign a declaration that they agree to abide by the Code before they can join SOS DIGITAL SUPPORT.

Respect for People

SOS DIGITAL SUPPORT's staff and clients have a range of cultural and religious views and behaviours that are to be respected. The positive relationships we build with others will influence how well we achieve our work goals and SOS DIGITAL SUPPORT's purpose and objectives. Our interaction with others reflects on SOS DIGITAL SUPPORT and us as individuals. It is therefore important that we act in a respectful way and adopt a consultative approach to decision-making, inform clients of their rights, entitlements and responsibilities and fulfill our duty of care to them.

Standards

Policy and Procedures. Members are to comply with all policies and procedures promulgated by SOS DIGITAL SUPPORT and other appropriate authorities.

Personal Appearance and Hygiene. Mentors and volunteers are to be clean and tidily dressed when conducting their duties.

Personal Benefit. Mentors are not to use their relationship with learners for personal gain or engage them in business proposals or professional services. Mentors and volunteers are not to ask learners for financial reimbursement of their expenses or prompt any form of gift or benefit, nor accept any offer of payment from a learner.

Privacy. In the course of their duties, mentors and volunteers may obtain information such as a client's personal details, email addresses or phone numbers. Such information must be treated as confidential.

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Sexual Harassment. Behaviour of a sexual nature is unacceptable. This includes:

- Unwarranted and inappropriate touching
- Suggestive remarks or actions of a sexual nature
- Making jokes containing sexual references
- Sharing cartoons or videos of a sexual nature

Incidents of this nature should be immediately reported to the Volunteer/Mentor Coordinator. Serious incidents should be reported to the NSW Police Service.

Aggressive Behaviour. Aggressive or offensive behaviour is unacceptable. When encountered, contact with the aggressive person is to be suspended until it can be established that there will not be a repetition of their behaviour. Aggressive behaviour must not be reciprocated. Incidents of aggressive or offensive behaviour are to be reported to SOS DIGITAL SUPPORT and/or the NSW Police Service.

Fitness for Work. Members are to ensure that consumption of alcohol, drugs and prescription medicines does not adversely affect their work performance or endanger the health and safety of others. Mentors who have or suspect they might have a transmissible disease such as influenza or Covid-19 are not to provide one-on-one lessons or mentor support to learners.

Workplace Health and Safety. Members are to:

- Comply with all SOS DIGITAL SUPPORT and Government workplace health and safety regulations.
- Be alert to actual or potential health or safety risks in the SOS DIGITAL SUPPORT Office and report these to the Office Manager so that action can be taken to rectify the risk.
- Be alert to actual or potential health or safety risks in learner's homes. If such hazards cannot be removed or avoided, the member is to cease providing services and report the matter to their Volunteer Coordinator.

Resource Management. Members whose duties involve purchasing or managing resources, signing contracts or agreements, or incurring expenses must act within their delegated authority as documented in Position Descriptions.

Equipment and Consumable Resources. Members must ensure that all SOS DIGITAL SUPPORT equipment, resources, and consumable items are used only for SOS DIGITAL SUPPORT business. Limited private use of SOS DIGITAL SUPPORT equipment and resources may occur, providing it does not adversely affect the performance of our work duties or the reputation of SOS DIGITAL SUPPORT. Members must ensure that they do not breach copyright law or licensing arrangements.

Breach of our Code of Conduct

Any breaches of our Code of Conduct will be investigated by the Volunteer/Mentor Coordinator and/or a member of the Management Committee. If a member is found to have likely breached the Code of Conduct, membership may be terminated.