Dear Volunteer,

Thank you for your interest in Meals on Wheels.

Eurobodalla Meals on Wheels Co-operative Limited is a not-for-profit registered co-operative, managed by a volunteer Board of Management.
We help make our community stronger by providing services that contribute to the health, well-being, and independence of people.
These serviced are delivered by our dedicated team of volunteers and staff across the whole Eurobodalla Shire from our Batemans Bay office.

Meals Support: Once a week clients can pick from our range of frozen meals and have these delivered to their home by our friendly volunteers.

Group Social Support: Our Out and About team of volunteers and staff can take clients on outings. Outings can include enjoying morning tea, lunch, doing craft activities, cooking, going to a restaurant or out to a movie.

Individual Social Support: Our volunteers can help clients live more independently by assisting with a range of activities. These could include assistance with attending appointments, shopping assistance, visiting for a cuppa and conversation, light courtyard gardening, or taking clients to the library.

In addition, we provide group social support to clients in the Eurobodalla through our Out & About Program; PALZ (Professionals with Alzheimer's) Group every two months; and Wallaga Elders Social Group lunch every month.

With this letter you will find:
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- Police check information and a National Police Checking Service Application/Consent Form.
- Code of Conduct
- Our current programs we are running.

All people who are paid or volunteer workers at Eurobodalla Meals on Wheels are required to undergo a national criminal record check (national police check). This is a requirement of our funding bodies as our clients are vulnerable people and we must take every care to ensure Eurobodalla Meals on Wheels minimises any risk to our clients. National criminal record checks are conducted every three years and are paid for by Eurobodalla Meals on Wheels. Accordingly, we ask that you complete and sign the attached *National Police Checking Service Application/Consent Form*.

Once we receive the completed forms, we will book you in for the volunteer induction course. Please bring the required **original documents** (as listed on the *National Police Checking Service Application/Consent Form*. Should you desire more information please contact me on 02 4474 4464.

Yours sincerely,

Alan Russell
Manager

Meals on Wheels™ New South Wales

NATIONALLY COORDINATED CRIMINAL HISTORY CHECK

APPLICATION AND INFORMED CONSENT FORM

NATIONAL POLICE CHECKING SERVICE

Information about this form

Terms used in this form

Nationally Coordinated Criminal History Check	Describes both the checking process undertaken, and the result received by the Accredited Body.
You/the Applicant	Individual seeking a Nationally Coordinated Criminal History Check.
Accredited Body	Organisation accredited with the ACIC and responsible for submitting your Nationally Coordinated Criminal History Check.
Australian Criminal Intelligence Commission (ACIC)	Australian Government agency responsible for facilitating access to Nationally Coordinated Criminal History Checks.
Authoritative Source	Any repository which is an accurate and up-to-date source of information using best available information (such as a government agency database or a third-party identity service provider accredited to the required level of assurance).
Customer	Body or entity that engages the Accredited Body to use the Service for obtaining a Nationally Coordinated Criminal History Check for its own potential or existing Personnel.
Document Verification Service (DVS)	The national secure online system of that name, which enables authorised entities to electronically verify certain Evidence of Identity (EOI) documents issued by a range of Australian, State and Territory government agencies.
Third Party	Organisation the Accredited Body is required by law to disclose your Personal Information and Police Information to.
Personal Information	Information about you, including any information contained in your identity documents.
Police Information	Information released as part of a Nationally Coordinated Criminal History Check.
Offshore Customer	Customer that is registered as a company in a country other than Australia, or that intends to undertake an Offshore Transfer in relation to an Applicant.
Offshore Transfer	Transfer, access, disclosure or holding of Personal Information or Police Information outside of Australia.

Who completes this form?

Accredited Body

The Accredited Body or its Customer pre-populates this form with information in the following sections: **How to submit this form, Contact details** and **question D1.**

Applicant

You are required to provide your personal details and Informed Consent to complete this form. You must also provide your identity documents as detailed in **Documents required**.

If you are:

- less than 15 years of age, this form must be consented to and include the consent and signature, of your parent or legal guardian;
- over 15 years of age and the Accredited Body informs you that this requirement applies, this form must be consented to and include the consent and signature of, your parent or legal guardian;
- at least 18 years of age but you do not otherwise have legal capacity to complete the Application, this form must be consented to and include the consent and signature of, your legal guardian.

You are completing this form to obtain a Nationally Coordinated Criminal History Check.

What is a Nationally Coordinated Criminal History Check?

A Nationally Coordinated Criminal History Check is conducted with your Informed Consent to determine your suitability for employment, a position of trust or as required by legislation. A Nationally Coordinated Criminal History Check contains your Personal Information including any relevant Police Information about you according to the purpose of your Nationally Coordinated Criminal History Check.

Privacy notice

How will my information be used?

The ACIC and Australian Police Agencies

The ACIC and Australian police agencies use the information on this form and the Applicant's identity documentation:

- to disclose Police Information relating to you to the Accredited Body named in question D1;
- to update records held about you; and
- for law enforcement, including purposes set out in the *Australian Crime Commission Act 2002* (Cth).

Accredited Body

The Accredited Body uses the Personal Information collected in this application to request a Nationally Coordinated Criminal History Check and to confirm your identity.

The Accredited Body may have a legislative basis for the collection, use and disclosure of your Personal Information and Police Information to a Third Party. If applicable, Third Parties are listed in question D1. The ACIC recommends you seek more information about relevant legislation from the Accredited Body.

The Accredited Body must advise you if an Offshore Transfer of your Personal Information or Police Information will occur, including to an Offshore Customer. If this applies, the legal name and location of the Offshore Customer are listed in question D1. The ACIC recommends you seek more information from the Accredited Body listed in D1.

How is my National Coordinated Criminal History Check result determined?

Police Information is disclosed in accordance with applicable spent conviction legislation and information release policies of the Australian Government and state and territory governments.

These links may help you source information on spent convictions:

Commonwealth	www.legislation.gov.au
Australian Capital Territory	www.legislation.act.gov.au
New South Wales	www.legislation.nsw.gov.au
Northern Territory	www.legislation.nt.gov.au
Queensland	www.legislation.qld.gov.au
South Australia	www.legislation.sa.gov.au
Tasmania	www.thelaw.tas.gov.au
Victoria	www.police.vic.gov.au
Western Australia	www.legislation.wa.gov.au

How do I dispute my result?

If you do not agree with the results of your Nationally Coordinated Criminal History Check, contact the Accredited Body. Using the contact information on page 3 to advise the Accredited Body you want to dispute the result. The Accredited Body escalates all disputes.

Providing incomplete, false or misleading information

You must take reasonable steps to ensure you provide accurate, complete and up-to-date Personal Information. Withholding and/or providing misleading, or false information on this form may be a Commonwealth offence and you may be prosecuted under the *Criminal Code Act 1995* (Cth).

If you become aware you have provided incorrect information you must contact the Accredited Body as soon as possible.

Documents required

Minimum identity requirements

You must provide at least three documents with your completed form to confirm your identity:

- **one commencement of identity document** to confirm your birth in Australia or arrival in Australia
- **one primary use in the community document** to show the use of your identity in the community; and
- **one secondary use in the community documents**

The Accredited body will use these documents to verify your identity with the Personal Information you provided in this form. The Personal Information contained in your identity documents will be used to conduct a Nationally Coordinated Criminal History Check, as you consent to in Section D.

The documentation you provide must include evidence of your full legal name, date of birth and a photograph of you. If a photograph is not provided on the identity documents presented, a passport style photograph certified by a person listed in Schedule 2 of the *Statutory Declaration Regulations 2023* can be accepted in addition to the three required documents.

Commencement of identity documents

a) **Australian birth certificate** or authorised record of birth (not an extract or birth card)

b) **Immigration record or document, including:**
   1. **an Australian Citizenship Certificate**;
   2. **an Australian visa** (supported by a foreign passport, which is needed for verification); and
   3. an **ImmiCard** issued by the Department of Home Affairs to assist visa holders to provide evidence of their Commencement of Identity in Australia.

c) current **Australian passport** (not expired, however, if the DVS is used to verify the passport, it may be up to 3 years expired)

Primary use in the community documents

a) current **Australian passport,** including Ordinary, Frequent traveler, Diplomatic, Official and Emergency (not expired; however, if the DVS is used to verify the passport, it may be up to 3 years expired);

b) an **Australian driver licence**, learner permit or provisional licence issued by a State or Territory, showing signature and/or photo;

c) **ImmiCard** issued by the Department of Home Affairs to assist visa holders to provide evidence of their Commencement of Identity in Australia;

d) **Foreign passport** issued by a country other than Australia with a valid visa or valid entry stamp or equivalent;

e) a **proof of age or photo identity card** issued by an Australian government agency which shows the name, date of birth, photo and signature of the individual; and

f) for persons aged under 18 years with no other primary use in community documents, a **student identity document** issued by an Australian secondary school. TAFE, university, registered training organisation or State government agency only.

Secondary use in the community documents

Secondary use in the community documents

a) **DFAT issued Certificate of Identity;**

b) **DFAT issued Document of Identity;**

c) **DFAT issued United Nations Convention Travel Document Secondary;**

d) **Foreign government issued identity documents** (e.g. driver's licence). Documents in languages other than English must be accompanied by a NAATI accredited translation;

e) **Medicare card;**

f) **Proof of electoral enrolment with the Australian Electoral Commission;**

g) **Australian Security Guard/Crowd Control photo licence;**

h) **Evidence of right to a government benefit** (DVA or Centrelink);

i) **Consular photo identity card issued by DFAT;**

j) **Australian Police Force Officer photo identity card;**

k) **Australian Defence Force photo identity card;**

l) **Commonwealth or state/territory government photo identity card** (this may take the form of a working with children or vulnerable people card or a government issued occupational licence);

m) **Australian Aviation security identification card;**

n) **Australian Maritime security identification card;**

o) **Australian Firearms licence;**

p) **Credit reference check** issued by a credit provider**;**

q) **Australian secondary or tertiary student photo identity document** issued by an Australian secondary school. TAFE, university or registered training organisation**;**

r) **Certified academic transcript** from an Australian secondary school, TAFE, university or registered training organisation**;**

s) **Trusted referees report;**

t) **Bank card, credit card** (without recording the payment card number/s) issued by a bank, credit union or building society. The Applicant's signature must be on the card. Documents from foreign banks or institutions are not accepted; and

u) **Tax File Number** issued by the Australian Taxation Office**.**

Names

All names under which you have been or are currently known will be included on the Nationally Coordinated Criminal History Check. If you are concerned about the disclosure of details relating to your previous known names, please contact the Accredited Body through which you are submitting your check for a Nationally Coordinated Criminal History Check for assistance.

Change of name

If you provide identity documents using a former name, you must provide evidence of your name change. This means providing a change of name certificate issued by an Australian state or territory government or an Australian marriage certificate issued by a state or territory, in addition to your three identity documents. **Church or celebrant-issued certificates are not accepted.**

Special provisions for proof of identity

The ACIC recognises that in exceptional circumstances you may not be able to meet the minimum proof of identity requirements. Please contact the Accredited Body who will assess your ability to meet the requirements and determine the most suitable method to confirm your identity.

How to submit this form

Before submitting this form, ensure all sections are complete and that you have signed and dated the form. Submit your completed form and identity documents using these instructions:

Please fill in all the fields necessary for smooth processing. Incomplete submissions may not be processed.

Contact details

You can contact the Accredited Body for more information on the Nationally Coordinated Criminal History Check process, how your Personal Information is handled and how you can dispute your result through the Accredited Body.

Accredited Body

Meals on Wheels NSW

Contact details

15 Bourke Road, Mascot NSW 2020 (Ph: 02 8219 4200)

*****Customer** (Your service Details) Mandatory Field

Eurobodalla Meals On Wheels

Contact details (including details of the Accredited Body's complaints and privacy officer)

Unit 1, 11 Kylie Cres, Batemans Bay NSW 2536
ABN: 42 662 719 857

If more room is required, please list on a separate sheet, sign and attach to this form.

Additional sheet attached? Yes ☐ No ☐

Section A – Type of Nationally Coordinated Criminal History Check

A1. Please read this before answering the following question.

You may request a volunteer check if you:
(a) will hold a position or perform a role on a voluntary basis for charitable purposes which have a public benefit where you will not be an employee or contractor and will not be entitled to any salary or other entitlements associated with the position or role, other than payment of out of pocket expenses; or
(b) are a student undertaking a compulsory unpaid vocational placement as part of a training course requirement from an Australian-based educational institution.

The Volunteer check type must not be selected for the Australian Government's Work for the Dole Scheme.

You must be able to validate the Not-for-Profit organisation and the volunteer position to support your selection of the volunteer type.

What is the check type?

Standard ☐ Volunteer ☒

Section B - Purpose of the Nationally Coordinated Criminal History Check

The purpose for your Nationally Coordinated Criminal History Check helps determine what Police Information is disclosed on your result.

B1. Please read this before answering the following question.

Category

Employment – Paid or unpaid work. Unpaid work is when you are not paid however an employment type relationship exists, for example an internship or work experience.

Probity – Representing yourself as a "fit and proper" person, such as, for a voluntary positions, membership and tenancy applications.

Licence – Undertaking licensed or regulatory activities, such as applying for a gaming licence or for registration as a greyhound trainer.

Commonwealth – Engaged by the Commonwealth but residing outside of the ACT, for example being engaged by Services Australia but residing in WA.

What is the check category?

Employment ☐ Probity ☒
Licence ☐ Commonwealth ☐

B2. Please read this before answering the following question.

For question B2, provide the following information:
Note: Acronyms must not be used.

- Position title, occupation, volunteer role, entitlement being sought or licence type.
- Proposed place of work (name of employer or organisation providing the entitlement).
- Location of the role (town and state/territory).

Example: Case worker, Department of Human Services, Canberra, Australian Capital Territory

Example: Volunteer in canteen, St Bebes, Canberra, Australian Capital Territory

Your position title, occupation, volunteer role, entitlement or licence type

Volunteer with Eurobodalla Meals on Wheels

Relevant entitlement provider or name of your proposed employer

Eurobodalla Meals on Wheels

Relevant location of work

Eurobodalla / Shoalhaven

Jurisdiction of your work or entitlement

ACT ☐ NT ☐ SA ☐ VIC ☐ CTH ☐

NSW ☒ QLD ☐ TAS ☐ WA ☐ Other ☐

Section C – Personal Information

C1. Please read this before answering the following questions.

All known names:
You must disclose all names you have been known by throughout your life, including your full legal name, name before marriage (maiden name), and other previous names and/or alias names.

All names that you submit as part of your Nationally Coordinated Criminal History Check, will appear on the check result. If you are concerned about the disclosure of a **previous name**, please contact the Accredited Body. With each additional name you provide, you must include your family name, first given names and other given names (if applicable).

Example: When Lucianne was born, she was given the first name Lucianne, second given name Jane and surname of Jones. When she was married, she changed her surname to Smith. Lucianne commonly uses the name Lucy when introducing herself in the community.
As such, Lucianne has four known names—her current name, maiden name, the alias name she used before she got married and the alias name she uses now. Lucianne needs to provide all four names when completing this form, as follows:

Current name: Smith, Lucianne Jane
Maiden name: Jones, Lucianne Jane
Alias name: Smith, Lucy Jane
Alias name: Jones, Lucy Jane

Single Names
A single name is where your name comprises of:

- only one word; or
- several words not using Western naming conventions (as per your commencement document).

Example:

- Angel - with no other name
- Mohammed Rasheed Khan – consists of several words that are not documented with a specific first name, middle name, and family name.

Full legal name

Family name

First given name(s)

Other given name(s)

Or, Single Name Only*

Previous known name (if applicable)

Family name

First given name(s)

Other given name(s)

Or, Single Name Only*

Name Type: Maiden ☐ Alias ☐ Previous ☐

Previous known name (if applicable)

Family name

First given name(s)

Other given name(s)

Or, Single Name Only*

Name Type: Maiden ☐ Alias ☐ Previous ☐

If more room is required, please list on a separate sheet, sign and attach to this form.
Additional sheet attached? Yes ☐ No ☐

***Office use only** – Please ensure that single names are placed in the 'Family name' section in the UI.

C2. Please read this before answering the following question.

You must select the gender that best describes how you identify yourself within the community.

The gender details that you submit as part of your Nationally Coordinated Criminal History Check, will be the gender that appears on the check result.

The ACIC's processes are aligned with the Australian Government *Guidelines on the Recognition of Sex and Gender.* If these Guidelines affect you and you would like additional information specifically regarding this, please contact the ACIC directly at npcs@acic.gov.au

Your gender

M ☐ F ☐ X ☐ Another term (please specify)

C3. Please read this before answering the following questions.

If you cannot provide all these details, contact the Accredited Body or its Customer.

Your date of birth

Your place of birth

Suburb/town

State/territory

Country

C4. Please read this before answering the following questions.
Provide your current and previous residential addresses for the past five years, including the dates you resided at each address.

If you cannot provide full details, provide as much information as possible. If you are unsure how to complete this section contact the organisation that gave you this form.

Current residential address

Street address			
Suburb/town			
State/territory		**Postcode**	
Country			
Date from			

Previous residential address 1

Street address			
Suburb/town			
State/territory		**Postcode**	
Country			
Date From		**To**	

Previous residential address 2

Street address			
Suburb/town			
State/territory		**Postcode**	
Country			
Date From		**To**	

If more room is required, please list on a separate sheet, sign and attach to this form.
Additional sheet attached? Yes ☐ No ☐

C5. Please read this before answering the following questions.

If you have an *Australian* drivers licence and/or an *Australian* firearms licence, you must provide the licence number and the state or territory that issued your licence. If you have a passport, you must provide the passport number and the country that issued your passport.

Drivers licence number (if available)

Issued by (state/territory)

Firearms licence number (if available)

Issued by (state/territory)

Passport number (if available)

Issued by (country)

Section D – Informed Consent

What is Informed Consent?

Your Informed Consent is needed before an Accredited Body can request a Nationally Coordinated Criminal History Check for you. Your Informed Consent means you:

- have read and understood the information provided in this form about how your Personal Information and any Police Information relevant to you will be handled and disclosed
- provide your permission for the Accredited Body to request a Nationally Coordinated Criminal History Check on your behalf
- provide your permission for the Accredited Body to disclose your information to any organisation listed in D1 of this form.

How do I provide my Informed Consent?

An important aspect of providing informed consent is that you understand what you are consenting to. It is important that you read the consent statements in question D2 and, where required, get clarification from the Accredited Body or its Customer, to ensure complete understanding. You must then sign and date this form at D2, to give your Informed Consent.

Important: Please read this information about question D1.

The Accredited Body is required to complete the details at D1 before providing the form to you.

D1 provides the details of the organisations to whom your Personal Information and Police Information will be disclosed to.

In question D2, you will provide your informed consent for your Personal Information and Police Information to be disclosed to the ACIC, Australian police agencies, law enforcement agencies, and any organisations detailed in question D1.

D1. Organisations to whom the Applicant's Personal Information and Police Information will be disclosed

Body - Accredited Body (legal name) Address

Meals on Wheels NSW

ABN

87 418 074 604

Customer or related government entity NA

Customer or related government entity (legal name)

Address

Preferred contact details

ABN

Third Parties (as required by law) NA

Third Party 1 (legal name)

ABN

Basis of disclosure

Third Party 2 (legal name)

ABN

Basis of disclosure

Offshore Transfer arrangements (including Offshore Customers)

Overseas entity (legal name)

Location (Country)

D2. Please read this before answering the following question.

You must provide your name, read each statement carefully and then print your name, sign and date to provide your informed consent.

Applicant's consent to submit a Nationally Coordinated Criminal History Check

I,

Family name

First given name(s)

Other given name(s)

1. acknowledge that I/the Applicant am aware that I/the Applicant am providing consent for a Nationally Coordinated Criminal History Check to be conducted using all Personal Information provided in this form and in supplied identity documents.
2. acknowledge that the Accredited Body named in D1 is collecting information in this form to provide to the ACIC and police agencies, for a Nationally Coordinated Criminal History Check to be conducted for the purpose outlined in Section B of this form.
3. give consent to Police Information relating to me/the Applicant, being disclosed in accordance with the purpose identified in Section B of this form, and applicable legislation and information release policies (including spent convictions legislation described in Australian Government and state or territory legislation).
4. acknowledge that it is usual practice for my/the Applicant's Personal Information (including Police Information) to be used by police agencies and the ACIC for law enforcement, including purposes set out in the *Australian Crime Commission Act 2002* (Cth).
5. have fully and accurately completed this form, and the Personal Information I/the Applicant, have provided relates to me/the Applicant.
6. acknowledge that withholding and/or providing misleading or false information on this form and in any supplied identity documents may be a Commonwealth offence and may lead to prosecution under the *Criminal Code Act 1995* (Cth).
7. acknowledge that any information sent by mail or electronically, in relation to this form, including identity documents, is sent at my/the Applicant's risk and I/the Applicant, am aware of the consequences of sending information in these ways.
8. give consent to the Accredited Body named in D1 of this form verifying the identity documents that I/the Applicant supplied using an Authoritative Source.
9. give consent to the Accredited Body named in D1 of this form providing the document identifiers of the documents that I/the Applicant supplied to the ACIC for the purpose of the ACIC using the DVS to verify my/the Applicant's identity documents.
10. give consent to the ACIC using the document identifiers of the documents that I/the Applicant supplied to verify my/the Applicant's identity documents using the DVS.
11. give consent to the ACIC and police agencies using and disclosing my/the Applicant's Personal Information that I/ the Applicant, have provided in this form, Personal Information contained in my supplied identity documents and all other available Personal Information relating to me/the Applicant, to conduct a Nationally Coordinated Criminal History Check.
12. give consent to the ACIC disclosing the Police Information sourced from the police agencies to other approved bodies and the Accredited Body named in D1 of this form.
13. give consent to the Accredited Body disclosing my/the Applicant's Personal Information (including Police Information) to the Accredited Body's contractors for the purpose of conducting a Nationally Coordinated Criminal History Check.
14. give consent to the Accredited Body named in D1 of this form disclosing to the Customer and Third Parties detailed in D1 of this form, my/the Applicant's Personal Information (including Police Information) to assess my/the Applicant's suitability for the purpose identified in Section B of this form and as required by Australian law.
15. give consent to the Accredited Body named in D1 of this form transferring my/the Applicant's Personal Information (including Police Information) outside Australia to the entity or entities named in D1 under 'Offshore Transfer Arrangements' of this form, and my/the Applicant's Personal Information (including Police Information) being transferred, supplied, accessed, disclosed, retained or stored in the country or countries named in D1 of this form.

16. acknowledge that I/the Applicant have read and understand the information on this form.

Applicant

Print name

Signature

Date

Parent or legal guardian (where required as specified under the heading "Who completes this form")

Print name

Signature

Date

Authorised Agent

(Person responsible for the Applicant, such as a legal representative)

Print name

Signature

Date

*Section E - Declaration.(Mandatory)

OFFICE USE ONLY

E1. What is the Nationally Coordinated Criminal History Check category for this check?

Example: *Employment, Probity or Licence.*

E2. Collected Identity Documentation

1) **Commencement of identity document:**

Type of document collected:

Name as it appears on the identity document:

Document identifier number:

Document expiry date:

2) **Primary use in the community document:**

Type of document collected:

Name as it appears on the identity document:

Document identifier number:

Document expiry date:

3) **Secondary use in the community document:**

Type of document collected:

Name as it appears on the identity document:

Document identifier number:

Document expiry date:

4) **Change of name document (if applicable):**

Type of document collected:

Previous name as it appears on the document:

Current name as it appears on the document:

5) **Were Special Provisions used to verify this Applicant's identity?**

No ☐

Yes ☐

If yes, please ensure you have documented your assessment and decision for this Applicant.

E4. The Accredited Body declares that:

- The correct *check type* has been selected for this check and it has verified the legitimacy of this claim.
- it is satisfied as to the correctness of the Applicants' identity and has verified the Applicant's identity documents.
- (where the Applicant's parent or guardian consent is required for this form) it has verified the identity of the Applicant's parent or legal guardian and established a documentary link between the Applicant and their parent or legal guardian, such as through provision of a birth certificate or court order.

Authorized Staff member

Print name

Signature

Date

Meals on Wheels Eurobodalla

Code of Conduct

Purpose

This Code of Conduct (The Code) provides guidance about the standards of behaviour expected of Eurobodalla Meals on Wheels (EMoW) paid and unpaid workers, including Board members, and contractors working for EMoW.

We recognise that most workers know what good conduct is and are committed to the highest standard of integrity and ethical conduct. This Code supports workers in achieving those standards.

The Code reflects EMoW's Core Values of Honesty, Empathy and Commitment and supports EMOW's Code of Conduct Policy.

In its content, The Code refers to other policies and procedures. These documents supplement The Code and are available from the Moruya Office or from the Out & About Cottage.

General Principles

The Community

The community, including our clients, have the right to expect that EMoWs business is conducted with safety; honesty and integrity; respect and courtesy, and accountability for our actions and behaviour.

Our Funders

Our funders are entitled to expect impartial and accurate advice and information and prompt and efficient implementation of their polices.

Workers

I understand that I am expected to be a law abiding citizen and not participate or assist others to participate in unlawful or illegal activities.

As an EMoW worker, I understand that the EMoW Board and management is committed to provide leadership, information, resources, training and relevant policies and procedures to help me to do my job.

In line with the General Principles, I undertake to meet the terms of EMoW Code of Conduct being mindful of the following:

Personal and Professional Behaviour

I will perform my work to the best of my ability. I will strive to enhance the reputation and public image of EMoW.

I shall always:

- attend work in a clean and tidy manner
- work cooperatively as a member of the team
- support colleagues and treat everyone with respect and courtesy
- discuss ethical concerns with colleagues and managers
- project a positive image of the organisation
- maintain confidentiality

Accountability

I will:

- work towards the goals and objectives of EMoW
- follow the rules, policies and procedures of EMoW
- follow lawful directions given by the Board or the Manager or my supervisor
- act within the law
- undertake all duties in a diligent manner
- not act in a way that brings EMoW into disrepute
- take reasonable care for the health and safety of myself and others while I am at work

I may indicate my objection, but will not wilfully disobey or disregard any lawful direction or policy given by the Board, Management or Supervisors.

Harassment , Bullying & Discrimination

EMoW is fully committed to eliminating, as far as possible, all forms of bullying and harassment in the workplace and in its relationships with its clients through a culture of openness, support and accountability. (see Bullying & Harassment Policy)

I will not harass or discriminate against my fellow workers, clients or the wider community on the grounds of race, ethno-religious background, nationality, ethnic or national origin, gender, marital status, pregnancy, family or carer responsibilities, breast feeding, disability (physical, intellectual, psychiatric), HIV/AIDS status, age, sexual preference, transgender identity, political or religious conviction or trade union activity.

Fairness and Equity

I will make all work related decisions in a timely manner, consistently, fairly, in accordance with EMoWs policies and procedures and without discrimination.

When making decisions, I will ensure that I take all the relevant facts into consideration, have regard to the particular merits of each case and not take into account irrelevant matters or circumstances.

Confidentiality

The nature of our service requires that we collect and maintain confidential and sometimes sensitive information about our clients and workers. We all share the responsibility to ensure that this information remains confidential.

I will ensure that confidential information in my control cannot be accessed by unauthorised people and that I discuss sensitive information with only those people who are authorised.

Dealing with Clients

I will at all times respect the rights of our clients to exercise control over their lives and their homes according to their own values and choices. I realise that I must comply with EMoWs policies and procedures while assisting them.

When dealing with EMoW clients I will:

- identify myself
- provide fair and equitable professional advice and assistance
- be respectful, courteous and sensitive to their rights, feelings, cultural background and religious conviction

When dealing with EMoW clients I will NOT:

- make comments that may reasonably be interpreted by the client as an offer to purchase or request to be given, personal property from that client
- offer financial advice to clients
- ask clients to purchase raffle tickets or other products I may be selling
- accept any appointments from clients that will compromise me as an EMoW worker *I will not:*
- be a signatory to the client's bank account
- act as Power of Attorney for a client
- serve as an Executor of a client's estate

Conflict of Interest

I understand that a "conflict of interest" involves a conflict between my duties and responsibilities as a EMoW worker and my private interests or the private interests of someone close to me, which could improperly influence the performance of my duties and responsibilities.

Often I will be the only one aware of the conflict, so it is my responsibility to discuss with my supervisor who will assist me to resolve the conflict.

Dealing with Family Members

I will be careful in all dealings with my family members or relatives who are seeking EMoW service or seeking work with EMoW.

When dealing with my family members, I will not:

- undertake assessments or reviews
- participate in the employment selection process
- supervise them

Gifts and Benefits

Gifts are unsolicited and meant to demonstrate a feeling of caring or appreciation, without expecting anything in return. Token gifts in particular are usually small and insignificant, are insubstantial in value and are easily obtained or replaced.

I will report all offers of gifts to the Manager who will record it in the EMoW Gift Register, however I understand only gifts of a token nature, are permitted to be accepted.

Use of Facilities and Equipment

I understand that reasonable use of equipment for private purpose is allowed if:

- official permission is given
- it does not conflict with my work or the work commitments of other workers.
- it is undertaken in my own time and is not of significant cost to EMoW.

Reporting Corrupt Conduct

I realise that I have a responsibility to report any possible corrupt conduct or unethical behaviour of which I am aware. I understand that I can report to my supervisor, Manager or Board, the Independent Commission Against Corruption (ICAC), the Ombudsman or the Auditor- General.

Breaches of The Code

I understand that I am expected to fully comply with this Code of Conduct during my work with EMoW and that if I breach The Code of Conduct, it could result in disciplinary action or termination of my work with EMoW.