



Code of Conduct for Members and Service Users, Staff and Volunteers

Each person who is a VANISH member and or staff member or service user or volunteer agrees to abide by this Code of Conduct.

I agree, in the name of VANISH and in connection with any VANISH activities that I will in all forums, including social media:

- Conduct myself with dignity, be respectful of colleagues, members and other members of the public in all circumstances; and
- maintain a safe environment; and
- be aware of different views, feelings and opinions; and
- respond to views different to your own or deliberate provocations only in a firm but respectful manner; and
- maintain the confidentiality of other members and the public in an ethical and appropriate manner.

VANISH urges all members, service users, staff and volunteers to respect each other's stories and life journeys. We understand that the issues of separation from a child and adoption as a child and as an adult are emotional and that there are many different perspectives. At times each of us will disagree markedly with the views of others. This policy is not intended to prevent robust discussion and debate, let alone impinge on freedom of thought or speech. However, we can only move forward personally and as an organisation if we are prepared to listen to, and consider, those opposing views and to conduct debates in a safe, respectful manner.

VANISH requires members, service users, volunteers and staff to agree to not engage in any unreasonable or unethical conduct that brings VANISH into disrepute.

For example, a member, service user, volunteer or staff member will refrain/ not engage in any disrespectful behavior or actions such as:

- harassment, intimidation, aggression and/ or excluding behaviour towards other members, service users, staff, other members of the adoption community or the public
- speaking or acting on behalf of VANISH when under the influence of alcohol and/or drugs.

As an organisation we urge VANISH members, service users, volunteers and staff members or any other member of the public to immediately report incidents that breach this Code of Conduct by a member of VANISH or a person purported to be a member of VANISH.

VANISH has a protocol for dealing with such complaints, including contacting the member alleged to have breached the Code, investigating the complaint and acting on the finding.

Complaints can be made to the Manager of VANISH by emailing manager@vanish.org.au or to the Chairperson Leigh Hubbard by emailing lhubbard@anfvic.asn.au. On request other members of the Executive may be approached.

All complaints will be treated in confidence pending the investigation process. Complainants will be advised in person of the outcome. If necessary an arbitration process will be considered.

Relevant Policies

Feedback and Complaints Policy.

VANISH Policy	Code of Conduct
Date Approved	February 2014
Date reviewed	25 March 2015