

Code of Conduct

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Acronyms

Acronym	Definition / Explanation
AZWH	Australia Zoo Wildlife Hospital
BVECCS	Brisbane Veterinary Emergency & Critical Care Service
MBKR	Moreton Bay Koala Rescue
RSPCA	Royal Society for Prevention of Cruelty to Animals

Introduction

Our Code of Conduct policy applies to all members and volunteers and provides a clear idea of the attitudes, behaviour and actions that will bring the best possible outcomes for everyone involved and the koalas.

The Code aims:

- To promote a high level of professionalism and a benchmark of professional behaviour
- To promote a healthy, safe and positive environment for all our members
- To support our community reputation and image within the wider community
- To make our members aware of the consequences they face if they break our Code.

Members are to be familiar with the Code, act and behave in a manner consistent with establishing trust and confidence in our organisation.

The Association expects co-operation from all volunteers in conducting themselves in a professional, ethical and socially acceptable manner of the highest standards.

Any member in breach of this Code of Conduct may be subject to a range of disciplinary action.

By signing the membership form, you have agreed to the MBKR Code of Conduct set out below.

MBKR Core Values:

- Moreton Bay Koala Rescue is a not for profit organisation, providing emergency rescue and response service to sick, injured and orphaned koalas.
- Volunteer Koala Rescuers will abide by the Rescue Guidelines in order to maintain their personal safety and the safety of the general public.
- MBKR members actively assist with running MBKR and utilise endorsed avenues to promote MBKR and the plight of the koalas.
- Our organisation is run by volunteers and we acknowledge the need for work /home life balance.
- We are a small highly motivated, effective group funded by donations & volunteers. Volunteers are motivated to assist sick and injured koalas.
- To achieve our vision statement, our organisation need to operate within the Strategic Plan as set in July of each year.
- Develop affiliation partnership with agreed upon groups, set guidelines for partnership activities which complement our vision statement.

MBKR Inc. will:

- Provide access to a mobile telephone with the rescue number 0401 080 333 and the necessary equipment to perform koala rescues.
- Provide Public Liability and Accident Insurance for the Moreton Bay Koala Rescue Members in execution of their duties
- Provide and arrange suitable training as when deemed necessary by the management committee
- Support and Value Moreton Bay Koala Rescue Members
- Investigate complaints both formally and informally and conduct the appropriate action.
- Any member, who in good faith, raises a complaint or discloses an alleged breach of the Code, whilst following correct reporting procedures, will not be disadvantaged or prejudiced. All reports will be dealt with in a timely and confidential manner.

Our group is based solely on volunteers who gladly give their time and energy to provide a service to the voiceless Koala population of the Moreton Bay Region.

Members and Volunteers will:

- Support the aims and interests of MBKR.
- Abide by all rules set out in the Associations Constitution, Code of Conduct, MBKR Policies, MBKR guidelines and lawful direction approved by MBKR, including the Government policies that govern the activities of the group in regards to rescue, care, treatment, management and rehabilitation of koalas.

- Represent and communicate in a positive, courteous, professional and sensitive manner and cooperate with all fellow members, public and key persons.
- Be considerate and respectful and exercise due diligence in ensuring a healthy, safe and positive environment for all our members.
- Perform duties with skill, honesty, care and diligence.
- Understand all activities undertaken as a member are completely voluntary and are at members own expense, with the exception of fuel claims approved by MBKR.
- Deal with the general public in a professional and respectful manner.

Rescuers must:

- Support and respect fellow team members, staff of veterinary facilities and any other organisation members come in contact within their MBKR duties.
- Respect and protect the assets of MBKR and return equipment if they are no longer rescuing.
- Be available and reliable for rostered times/activities you agreed to; if unable, make alternative arrangements with another rescuer and advise phone holder.
- Attend rescues with one other rescuer at all times, when practical, and seek advice from another rescuer, if in doubt. Call other rescuers if help is needed.
- Submit detailed information regarding the rescue, rehabilitation and release of the koalas to the call book holder.

We are committed to providing a safe work environment with systems in place to identify, assess, & control safety issues.

Volunteers must:

- Carry out duties in a safe, responsible and professional manner, taking reasonable care of yourself, colleagues, bystanders, community and Koalas.
- Be responsible and scrupulous in the proper use of Association information, funds, equipment and facilities.
- Ensure any equipment provided for the rescue, is appropriate for its intended purpose, and is maintained in a safe and functioning condition.
- Report any equipment issues with Equipment Coordinator.
- Wear safety equipment as required. High visibility vest must be worn when rescuing in any road related area.
- Wear enclosed footwear to all rescues.
- Wear shirt with MBKR identifier, MBKR Hi Vis Vest or MBKR name tag and apply MBKR magnets to vehicle when representing MBKR.
- Ensure that their tetanus vaccination is current.
- Not represent MBKR while under the influence of substances (drugs, alcohol, etc).
- Not attend rescues or releases accompanied by any domestic animals.
- Notify the management committee of any accidents, injuries and unusual events ASAP via a written statement in case further action is required.
- Attend minimum of one koala care/handling training session per year and any other related training as specified by the committee.

Political Activities and Media:

- We attend events and functions with political parties and members to lobby for remaining Koala habitat and issues directly affecting Koala safety and wellbeing. Members wishing to represent MBKR must obtain approval from President and Media Liaison Officer. We do not make direct contributions to political parties
- We aim to make our public communications fair, accurate, clear and consistent. To help us achieve this, we are only authorised certain members of the committee and members to speak to the media; to provide information to media; to publicly comment and press releases on Koala matters.

Bullying and Harassment and Grievances:

- You have the right to work without being harassed or bullied and are to maintain an acceptable standard of behaviour while representing MBKR.
- We achieve a safe, positive and productive environment with our priority in the interests of voiceless Koalas. Raising and settling grievances is an important part of our culture. We encourage members to resolve grievances co-operatively, in a mature and caring manner.

Coaching & Mentoring:

- Our rescuers have developed specialised skills which need to be transferred to new members so our group can continue to achieve rescuing Koalas. Senior rescuers need to have time and patience to teach/mentor and support new members while they develop their skill base. Without new members our group will cease to exist.

Donations /Sponsorship/Gifts:

- Our group is based solely on donations and grants. Financial strength allows our group to continue our role of rescuing koalas. Raising awareness on promotion events will assist with raising funds. All members need to support the donation tin and promotion events.

Intellectual Property/Privacy/Confidentiality:

- As a member, anything created for MBKR remains the property of MBKR. Intellectual property means all use of logo, name, ideas, inventions, documents and programs. All forms of communication using the MBKR logo must have prior approval by the Secretary and one other member of the Committee. You are responsible for maintaining privacy and confidential matters and must seek authorisation on the above matters from the committee.

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