



## Code of Conduct

Version3 (Draft)

Last updated: Jan 2026

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### 1. Objective

- 1.1 To assist Repair Café Bellarine, maintain a harmonious and ethical work environment, which uphold its mission and values.

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### 2. Application of this Code of Conduct

This Code of Conduct applies to all members of Repair Café Bellarine, contractors, consultants.

Definitions:

RCB Repair Café Bellarine association.

COGG City of Greater Geelong provides room rental for RCB events.

Member Registered member of RCB

Volunteering means being actively engaged in volunteer work for RCB or other activity related to RCB membership.

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### 3. Our Mission and Values

All RCB members are expected to behave in ways that are aligned with our mission and values.

#### 3.1 Mission

The Repair Café Bellarine is established to be a not for profit providing a free service to members of the public to repair or repurpose damaged or faulty household items, hence Reducing waste that would otherwise end up land fill or be disposed of in some other environmentally harmful way.

Reducing consumption of resources.

Saving the cost of commercial repair or replacement of the repaired items, particularly beneficial for those less well off in the community.

Educating and raising the awareness of the adverse environmental effects of the 'throw away' society, in the community.

In addition, Repair Café Bellarine offers a social forum where members can:

Meet other likeminded people.

Share their interest and concerns on environmental, sustainability and technological issues.

#### 3.2 Values

3.2.1 At the core of what we do is the belief that:

- (a) Small grass roots groups can take effective action to improve environmental outcomes to the betterment of the whole community.

**Policies** and Procedures must be approved by RCB Committee of Management.

- (b) This effect can be multiplied by raising the awareness of individuals in the community that the choices they make can a difference. And can drive whole communities to move toward a more sustainable future.

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## **4. Policy**

- 4.1 The Code of Conduct sets out the expected standard of behaviour of all members of RCB.
- 4.2 The Code of Conduct and the behaviours outlined within it are fundamental to RCB building healthy, positive, and respectful relationships with our community. The Code of Conduct also governs the way in which all RCB's members are expected to relate to one another, external professionals, visitors, and all stakeholders.
- 4.3 The Code of Conduct is not intended to provide a detailed and exhaustive list of what to do in every aspect of volunteering. Instead, it represents a broad framework that will help guide conduct and behaviour in the performance of tasks and interactions while volunteering.

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## **5. Standards of behaviour**

### **Performance of tasks**

- 5.1 In the performance of their volunteering tasks members will:
- 5.1.1 carry out their tasks in a timely manner.
  - 5.1.2 treat other members, visitors, customers, suppliers and other members of the public with courtesy and respect at all times;
  - 5.1.3 treat everyone equally;
  - 5.1.4 use all reasonable endeavours to promote the interests of RCB;
  - 5.1.5 provide all relevant assistance to members where required;
  - 5.1.6 follow all lawful and reasonable directions given by RCB; and
  - 5.1.7 comply with all laws and rules.
  - 5.1.8 When volunteering involves interacting with vulnerable people or people under 18years of age, members must comply with the working with vulnerable people and children policy.

### **Confidentiality**

- 5.2 Members must not disclose any confidential information belonging to RCB or COGG, except as required by law, in the performance of their tasks or part of their engagement or as permitted in writing by RCB.
- 5.3 Members must not misuse confidential information.
- 5.4 Members must take whatever measures as reasonably necessary to prevent the disclosure or misuse of confidential information.
- 5.5 Members must comply with any request by RCB for confidential information to be deleted, erased or destroyed in such a manner that it cannot be retrieved.

### **Conflict of interest**

- 5.6 Members must not act in conflict with, or be in a position of conflict (or potential conflict) with, the interests of RCB without the express written consent of the RCB committee of management.

- 5.7 RCB understands that members may be engaged in other employment, trade or business opportunities. To ensure that there are no actual or potential conflicts of interest, members are required to inform the committee of management if they believe a potential conflict exists.

### **Dress**

- 5.8 Members are asked to wear clothing that be clean, tidy and appropriate to their tasks.
- 5.9 Fixers should not wear open toed footwear.

### **Discrimination, harassment and bullying**

- 5.10 Members must not discriminate against, sexually harass, or harass or bully anyone, and are expected to encourage a culture that is free from such treatment while volunteering.
- 5.11 Members who witness any type of inappropriate behaviour while volunteering, are obliged to report it immediately to the RCB committee of management. Members are also encouraged to speak to the RCB committee of management member, if they have any questions or concerns about bullying, harassment or discrimination in the while volunteering.

### **Use and repair of digital equipment ( Computers, laptops, tablets, mobile phones or similar devices)**

- 5.12 Members must ensure that their use of IT resources and equipment is reasonable and appropriate.
- 5.13 Members are prohibited from accessing, downloading, transmitting or otherwise storing content, information or images that is unlawful or may be deemed offensive, pornographic or not in the interests of RCB.
- 5.14 Should a member detect content on an item for repair that they believe may be unlawful they must cease the repair return the item to the owner and report this to a committee member for further action. Fixers have discretion to refuse to repair digital equipment that contains content they find personally offensive even if the content may not be unlawful.

### **Alcohol and drugs**

- 5.15 Members must not be intoxicated while volunteering.
- 5.16 A member is taken to be intoxicated if the member's faculties are, by reason of the employee being under the influence of intoxicating liquor or a drug (except a drug administered by, or taken in accordance with the directions of, a person lawfully authorised to administer the drug), so impaired that the employee is unfit to be entrusted with the member tasks or with any duty that the employee may be called upon to perform.
- 5.17 If members require medication that affects their ability to perform their tasks, a medical certificate should be produced from a duly qualified medical practitioner explaining their capacity or incapacity to perform their tasks.

### **Use of RCB resources**

- 5.18 Members must not destroy or take for personal use any items belonging to RCB without prior written approval .
- 5.19 Members must only use RCB equipment, funds, facilities and other resources effectively, economically and carefully for the benefit of RCB.

### **Care of visitor owned items undergoing repairs**

- 5.20 All repair works carried must be carried out in consultation with owner, and agreed to by the owner.
- 5.21 No item shall be recycled, destroyed or disposed of without prior agreement from the owner.
- 5.22 On some occasions items may be held over for repair away from the Repair Café Event. In such cases unless there is a prior agreement for some other action with the owner, the item shall be returned to the owner after the repair is complete irrespective of the result of the repair.

**Policies** and Procedures must be approved by RCB Committee of Management.

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## 6. Breach of the Code of Conduct

Any breach of this Code of Conduct will be taken seriously and may lead to disciplinary action, up to and including termination of membership, or changed working arrangements.

Disciplinary action may include (but is not limited to):

- Counselling
- Requiring a formal apology
- Conciliation/mediation conducted by an impartial third party
- Training on expected standards of behaviour
- Verbal or written warning
- Termination of membership, with or without notice

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## 7. Other policies and procedures

This Code of Conduct should be read in conjunction with:  
RCB Policy Working with Children and Vulnerable people.  
RCB Procedure Event Day operation  
RCB Procedure Item repair

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## 8. Review

This Code of Conduct will be reviewed from time to time or as legislation is amended, in light of current good practice and applicable regulatory advice.