



Volunteer & Staff Code / HR Policy

1. Purpose

This policy outlines Lovemore Project's standards, procedures, and expectations for the recruitment, conduct, development, and management of staff and volunteers.

It ensures a safe, respectful, and inclusive workplace aligned with our mission and values.

2. Scope

This policy applies to:

- All paid staff, volunteers, board members, contractors, and consultants working with or on behalf of Lovemore Project, in Australia or overseas.

3. Guiding Principles

- Respect & Dignity – Treat all people with respect, regardless of gender, age, disability, culture, religion, or background.
- Integrity – Act honestly and in the best interests of Lovemore Project at all times.
- Accountability – Take responsibility for actions and decisions.
- Safety & Wellbeing – Promote a safe and healthy working environment.
- Inclusion – Foster diversity and equality in recruitment and participation.

4. Recruitment & Onboarding

- Fair & Transparent – All recruitment decisions are based on merit, skills, and alignment with organisational values.
- Safeguarding Screening – All staff and volunteers in relevant roles must undergo:
 - Criminal record checks.
 - Working With Children Check (where applicable).
 - Reference checks, including safeguarding-specific questions.
- Induction – All new personnel receive:
 - Organisation overview and role description.
 - Code of Conduct, Safeguarding, and Whistleblower training.
 - Health, safety, and wellbeing information.

5. Code of Conduct

All personnel must:

- Act ethically and in good faith.
- Comply with all organisational policies (e.g., Safeguarding, Privacy, Conflict of Interest).
- Maintain professional boundaries with beneficiaries, partners, and colleagues.
- Protect organisational assets and use resources responsibly.
- Maintain confidentiality of sensitive information.
- Avoid conflicts of interest and declare them when they arise.
- Follow lawful and reasonable instructions from supervisors or the Board.
- Refrain from harassment, discrimination, bullying, or exploitation.





6. Performance Management

- Regular Supervision – Staff and volunteers receive feedback and guidance from their supervisor.
- Annual Review – Formal review of performance against role expectations.
- Improvement Plans – Implemented where performance concerns arise.
- Termination – Possible for breaches of conduct, safeguarding violations, or failure to meet role requirements.

7. Training & Development

- Access to role-specific training opportunities.
- Safeguarding and MEL integration into relevant roles.
- Encouragement of skills development to enhance organisational capacity.

8. Health, Safety & Wellbeing

- Compliance with workplace health and safety laws.
- Provision of safe work environments, both physical and online.
- Access to support services where available.

9. Grievances & Complaints

- Workplace grievances managed in line with the Complaints Handling Policy.
- Serious misconduct or safeguarding concerns referred to the Whistleblower Policy and external authorities where required.

10. Related Policies

- Code of Conduct
- Child Safeguarding Policy
- PSEAH Policy
- Whistleblower Policy
- Privacy Policy
- MEL Policy





10. Review

This policy will be reviewed every three years, or sooner if:

- Employment or volunteer legislation changes.
- Donor or accreditation requirements change.
- Feedback from staff and volunteers indicates a need for improvement.

- Approved by: Board of Directors – Lovemore Project
- Date: 12/09/25
- Next Review: 12/09/28

