



VOLUNTEER/INTERN CODE OF CONDUCT POLICY

PURPOSE

This policy affirms Melbourne City FC Pty Ltd's (Melbourne City FC) belief in responsible social and ethical behaviour from all volunteers and interns. This policy clarifies the standards of behaviour that Melbourne City FC expects of all of the above.

PRINCIPLES & SCOPE

Our volunteers are an important resource for Melbourne City FC and contribute to the reputation and success of Melbourne City FC and the City Football brand globally.

Our volunteers have an obligation to Melbourne City FC, our clients, members and themselves to observe high standards of integrity and fair dealing. Unlawful and unethical business practices will not be tolerated.

This Policy applies to all volunteers and interns.

POLICY

1. Code of Conduct

This Policy provides the framework of principles for conducting business, dealing with other volunteers, employees, clients and suppliers. The Code of Conduct does not replace legislation and if any part of it is in conflict, then legislation takes precedence. At all times when representing Melbourne City FC or acting as a volunteer, you must:-

- Act and maintain a high standard of integrity and professionalism.
- Be responsible and scrupulous in the proper use of Melbourne City FC information, funds, equipment and facilities.
- Be considerate and respectful of the environment and others.
- Exercise fairness, equality, courtesy, consideration and sensitivity in dealing with other employees, volunteers, clients and suppliers.
- Avoid actual or apparent conflict of interests – promptly disclose to a Melbourne City FC supervisor, any interest which may constitute a conflict of interest.
- Promote the interests of Melbourne City FC.
- Perform duties with skill, honesty, care and diligence.
- Abide by policies, procedures and lawful directions that relate to your employment or appointment with Melbourne City FC and/or our sponsors.
- Avoid the perception that any business transaction may be influenced by offering or accepting gifts.
- Under no circumstances offer or accept money.
- Any volunteer 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.

Melbourne City FC expects co-operation from all volunteers in conducting themselves in a professional, ethical and socially acceptable manner of the highest standards. A volunteer or intern in breach of this policy may be subject to an investigation, which may include immediate termination of their placement or referral to the relevant authorities, depending on the outcome of the investigation.

Intimate Relationships with Athletes

Melbourne City FC acknowledges that volunteers occupy the same premises as the athletes contracted to form part of our football teams and that this may result in professional relationships and broader friendships between individual volunteers and the athletes developing.

Volunteers must be aware that as officials within the sport and in their capacity as volunteers of Melbourne City FC, they have access to information about the athletes that the public is not privy to and they may be perceived to be in a position of authority in relation to the athlete.

Such disparity in authority, intentionally or unintentionally, may result in any relationship between the volunteers, member and the athlete being perceived as exploitative in nature, as the party in the position of authority may be perceived as having more power and influence than the other party. This in turn may result in the athletes consenting to relationships with volunteers under duress, because of this perceived position of authority. Given the short-term and precarious nature of employment as a professional athlete, Melbourne City FC cannot afford or permit the perception being created of anything other than merit determining an athlete's selection for a team or their ongoing employment with Melbourne City FC.

Accordingly, Melbourne City FC's view is that any relationship of a sexual or intimate nature between a volunteer and an athlete is inappropriate and strongly discouraged. In the event any volunteer engages in conduct of a sexual or intimate nature with an athlete employed by Melbourne City FC, the Club will consider such conduct to pose a significant risk to its reputation.

Volunteers who engage in a sexual or intimate relationship with an athlete should immediately disclose this to their Supervisor, so that appropriate risk mitigation strategies may be implemented. In the event the volunteer is required to be licensed or otherwise registered as a pre-requisite to carrying out their profession and/or volunteer duties with Melbourne City FC (such as a physiotherapist or doctor or legal professional), the volunteer also must immediately report such relationship with the athlete to their professional licensing body (such as the relevant Legal Services Board in the case of practicing solicitors or Australian Health Professional Registration Authority in the case of physiotherapists).

Should you have doubts about any aspect of the Code of Conduct, you must seek clarification from your Supervisor or Human Resources. This policy will be regularly reviewed by Melbourne City FC and any necessary changes will be implemented by Human Resources.

2. Equal Opportunity, Anti-Discrimination Bullying & Harassment

The objective of Melbourne City FC's Equal Opportunity & Anti-Bullying Policy is to improve business success by:

- attracting and retaining the best possible volunteers;

- providing a safe, respectful and flexible work environment that is free from workplace bullying, discrimination, harassment or sexual harassment;
- delivering our services in a safe and respectful way that is free from workplace bullying, discrimination, harassment or sexual harassment; and
- encouraging the reporting of any unreasonable behaviours that may constitute workplace bullying, discrimination, harassment or sexual harassment.

Equal Opportunity

Melbourne City FC provides equal opportunity in employment or placement to people without discrimination based on a personal characteristic protected under state and federal equal opportunity legislation.

This includes:

- age
- breastfeeding
- carer status
- colour
- disability, physical or mental
- employment activity
- gender identity
- industrial activity
- lawful sexual activity
- marital status
- national extraction
- parental status
- physical features
- political activity/belief
- pregnancy
- race
- religious activity/belief
- sex
- sexual orientation
- social origin
- personal association with someone having any of these characteristics

Reasonable Adjustments

Reasonable adjustments are changes that allow people with a disability to work safely and productively.

Melbourne City FC will make reasonable adjustments for a person with a disability who:

- applies for a placement or is offered a placement, and
- requires the adjustments in order to participate in the recruitment process or perform the inherent requirements of the job.

Examples of reasonable adjustments can include:

- reviewing and, if necessary, adjusting the performance requirements of the job
- approving more regular breaks for people with chronic pain or fatigue
- buying desks with adjustable heights for people using a wheelchair.

When thinking about reasonable adjustments Melbourne City FC will weigh up the need for change with the expense or effort involved in making it. If making the adjustment means a very high cost or great disruption to the workplace, it may not be reasonable.

In some cases Melbourne City FC can lawfully discriminate on the basis of a disability, if:

- the adjustments needed are not reasonable, or
- the person with the disability cannot perform the inherent requirements of the job even if the adjustments were made.

Anti-Discrimination, Bullying, & Harassment.

Direct discrimination occurs when someone is treated unfavourably because of a personal characteristic that is protected under federal or Victorian legislation. The applicable characteristics are listed below under the heading "Equal Employment Opportunity".

Harassment is any unwelcome and unreasonable conduct, whether it is verbal, physical, electronic or otherwise, towards another person because the other person has a particular characteristic listed below under the heading "Equal Employment Opportunity", in circumstances where a reasonable person, having regard to all the circumstances, would have anticipated that the other person would be offended, humiliated or intimidated.

Indirect Discrimination occurs when a rule seems neutral but has a discriminatory impact on certain people. For example, a minimum height requirement of 6 foot for a particular job might be applied equally to men and women, but would indirectly discriminate on the basis of sex, as women tend to be shorter than men.

Sexual harassment includes unwelcome conduct of a sexual nature in circumstances in which a reasonable person, having regard to all the circumstances, would have anticipated that the other person would be offended, humiliated or intimidated.

Victimisation is subjecting or treating another person to a detriment because they have engaged in a form of activity (or proposed to) including:

- (a) having made a complaint of inappropriate workplace behaviour; or
- (b) participating in or assisting in an investigation into such behaviour.

Workplace bullying is repeated and unreasonable behaviour directed towards a person or a group of people which creates a risk to health and safety. The risk to health and safety can be physical or psychological, or both.

Workplace bullying may comprise direct or indirect forms of repeated and unreasonable behaviours that create a risk to health and safety. An example of direct bullying may be verbal abuse. An example of indirect bullying may be exclusion or isolation from workplace activities.

Behaviour that constitutes discrimination (direct or indirect), harassment, sexual harassment, victimisation or workplace bullying will not be tolerated and will lead to action being taken, which may include dismissal. Under this policy, volunteers have a responsibility to:

- (a) comply with this policy during the course of their placement; and
- (b) treat everybody at work in a professional, fair and respectful manner.

Reporting

Volunteers must report any behaviour that constitutes workplace bullying, discrimination, harassment or sexual harassment to their manager or, if they do not feel comfortable reporting the matter to Human Resources or the Safeguarding Manager.

Volunteers will not be victimised or treated unfairly for raising an issue or making a complaint.

PROCEDURE TO MAKE A COMPLAINT

If you believe you are being, or have been, discriminated against, harassed, sexually harassed or bullied, you should follow this procedure.

Keep a written record of the incident(s).

- Tell the offender the behaviour is offensive, unwelcome, and against business policy and should stop (only if you feel comfortable enough to approach them directly, otherwise speak to your manager). If the unwelcome behaviour continues, contact your supervisor or manager for support.
- If this is inappropriate, you feel uncomfortable, or the behaviour persists, contact the Human Resources department.

Melbourne City FC aims to provide an environment where your concerns are addressed internally. However, it recognises that, depending on the circumstances, you may choose to

make a complaint of unlawful behaviour to an external organisation. You can lodge a complaint with the Victorian Equal Opportunity and Human Rights Commission, the Australian Human Rights Commission, or the Fair Work Commission.

Volunteers should feel confident that any complaint they make will be treated as confidential as far as possible. Volunteers should be aware that, if they make a complaint, Melbourne City FC may be legally required to investigate it, even if the volunteer does not want to make a formal complaint.

Possible Outcomes

If after investigation management finds the complaint is justified, the appropriate outcomes may include:

- disciplinary action to be taken against the perpetrator (counselling, warning or dismissal)
- volunteers training
- additional training for the perpetrator or all volunteers, as appropriate
- counselling for the complainant
- an apology (the particulars of such an apology to be agreed between all involved)

SAFEGUARDING CODE OF CONDUCT

Everyone plays a role in safeguarding the welfare and development of children and the protection of other vulnerable people. As an individual responsible for children or other vulnerable people taking part in a City Football activity you have a duty to:

- **Ensure that the safety and welfare of all participants is your first priority** and ensure that any planning, preparation, delivery or review reflects this duty and all actions are in the best interests of those in your care.
- **Treat children and other vulnerable people with respect**, regardless of their gender, ethnic or social background, language, religious or other beliefs, disability, sexual orientation or other status and encourage them to treat others the same way. Always consider the age, maturity, understanding and emotional condition of participants when working with them.
- **Listen carefully to children and vulnerable people** about their needs, wishes, ideas and concerns and take them seriously.
- **Reward effort as well as performance.**
- **Only use physical contact with participants where absolutely necessary.** If contact is necessary, (e.g. for the purposes of coaching or first aid), then explain to the child what the contact is for, and change your approach if he or she appears uncomfortable, and conduct this in an open and transparent way.
- **Establish clear codes of conduct for participants and apply disciplinary policies equally and fairly** in respect of poor behaviour. Physical punishment or discipline or use of aggressive physical force of any kind towards any participant in your care is prohibited.
- **Always use language or behaviour towards participants and others that is appropriate** and do not use language or behaviour that is or could be considered harassment, abuse, sexually provocative or demeaning. You are a role model to both participants and other members of the workforce, your appearance, attitude, behaviour and language has a direct effect on your role.
- **Not supervise or care for others whilst under the influence of alcohol or illegal drugs** or any medication that may impair your ability to ensure a participant's welfare.
- **Not appear to favour one child or show interest in one child more than another.**
- **Wherever possible, ensure that more than one member of the workforce is present** when working in the proximity of children or other vulnerable people. It is inappropriate to spend excessive time alone with those children you supervise or care for, or to take them to your home.
 - **Always maintain professional principles and boundaries in person and online.** Do not engage in physical 'horseplay' with any participants and where possible avoid personal involvement in the activity you are responsible for. Be careful when engaging participants in 'banter' as this can easily be misunderstood. Recognise the danger to self and others when online.
 - **Not engage in any form of sexual activity with or involving a child or vulnerable person in your care or who you are in professional contact with.**
- **Report any concerns you have over a child or vulnerable person in your care or the actions of a member of the workforce.** If you witness or are told about any incident or issue that may put a vulnerable person at risk or harm, or may breach this policy, you have a duty to report it to the appropriate person (and only share the information with those who need to know). This may be your line manager or designated Safeguarding Manager or Rep.
- Undertaking the necessary Safeguarding Induction and Training Prior to any placement.

BREACH OF POLICY

It is everyone's responsibility to uphold this Code. Any breach of the Code is likely to lead to termination of placement and in some cases may result in criminal prosecution.

RESOURCES

Melbourne City FC Policies & Procedures
CFG Policies & Procedures
Volunteering Australia
Fairwork Australia
Equal Opportunity Act 2010
Worksafe Victoria

MONITORING & REVIEW

This Policy will be monitored for its effectiveness and reviewed bi-annually or to reflect changes in legislation, software upgrades or Club policy.

Revision History	Version	Author	Summary	To be reviewed by
November 2019	V1.0	Susan Mills	James Paterson/Clare Coman	1 December 2021
12 January 2021	V2.0	Susan Mills	Updated legislation and procedures	30 June 2021
November 2021	V3	Susan Mills	Updated procedures	September 2022