

Jack, 10, diagnosed with cerebral palsy, wished to go surfing with his hero.

Code of Conduct: Volunteers

Correct as at 12/12/16

PROUDLY SUPPORTING

MAKE-A-WISH[®]
Australia

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1. INTRODUCTION

Please make sure you take the time to read through this thoroughly as it details what Make-A-Wish:

- Expects from volunteers, and
- Provides in return.

Make-A-Wish is committed to providing a safe and healthy working environment, where all volunteers and employees are treated with dignity, courtesy and respect, and which is free from bullying, harassment and discrimination.

All volunteers have a responsibility to treat each other fairly and with respect, and also to act as role models who lead by example.

Note: We recommend that you save a copy of this document for your reference.

2. GENERAL POLICY

At Make-A-Wish, we conduct our business according to the highest standards of honesty, integrity, respect and fairness when dealing with all customers, clients and employees. We also expect our volunteers to conduct themselves according to these high standards to ensure that we maintain our good reputation.

2.1 Standards

The standards expected of all Make-A-Wish volunteers and representatives of Make-A-Wish include:

- Observing and complying with all Make-A-Wish policies, procedures, reasonable/lawful work instructions, guidelines, regulations and contracts,
- Observing and complying with relevant local, state and federal legislation,
- Honesty, fairness and respect in dealing with customers, clients, management and the general public, and
- Working safely at all times.

2.2 Expectations

In addition, all volunteers and representatives of Make-A-Wish are expected to:

- Always ensure the highest standard of quality in all Make-A-Wish products, services and interactions,
- Not use inappropriate or offensive language or behaviour in the vicinity of, or when communicating with customers or any other employee,
- When on Make-A-Wish business have volunteer ID clearly visible, where appropriate wear volunteer t-shirt and cap to clearly identify yourself and also maintain a presentable, neat, clean and tidy appearance,
- Not make unauthorised statements to competitors, customers, clients or the media about the business of Make-A-Wish, its volunteers, managers, employees, customers or clients,
- Never accept bribes,
- Never accept gifts or benefits without authorisation from your Branch President,
- Never commit any act (including an act of dishonesty) that could negatively impact, or is not the best interest of the company,

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- Represent the Make-A-Wish brand in a positive way in accordance with this Code of Conduct while attending or representing Make-A-Wish in any public arena,
 - Never demonstrate gross incompetence, neglect or dereliction of duty, and
 - Always follow any reasonable and lawful work instruction from the Office Bearers in your branch or staff at Make-A-Wish Australia.

2.3 Breach

In circumstances where a volunteer is suspected of engaging in behaviour that is deemed to be misconduct and/or a breach of the Code of Conduct, the matter will be thoroughly investigated. If, as a result of this investigation the business forms the reasonable view the volunteer has failed to comply with or breached the Code of Conduct, they may be subject to disciplinary action up to and including termination of your volunteer status. In cases where the Code of Conduct may also involve a breach of law, the relevant government authorities (or the police) will be notified.

3. GROSS OR SERIOUS MISCONDUCT

Breaches that constitute gross or serious misconduct (including violations of the Code of Conduct) may result in summary (instant) dismissal depending on the facts involved and the outcome of the investigation. Some examples of gross or serious misconduct include :

- Physical or verbal violence against other people including members of the public, customers or employees,
- Falsification of any Make-A-Wish record or document including transactions and expense claims,
- Theft or misappropriation of company assets including property, product, monies and information,
- Harassment, discrimination and unwelcome behaviour towards fellow volunteers, staff or anyone in the community,
- Reporting to volunteer duties in an unfit state (including due to alcohol or other drug use),
- Any other situation deemed to be gross/serious misconduct following an investigation.

Make-A-Wish may suspend your volunteer status where there are reasonable grounds to suspect that you have breached the Code of Conduct so as to enable an investigation into the suspected breach to take place.

4. DRESS STANDARDS

At Make-A-Wish, we believe our company dress standards should reflect the Make-A-Wish brand, vision and style. Make-A-Wish volunteers are expected to wear their volunteer ID badge at all times and where appropriate volunteer T-shirt and cap.

5. SOCIAL MEDIA

It is important that all volunteers who use social media either as part of their role or in a personal capacity comply with this policy. All volunteers must ensure that the information posted is clear about whom they are representing and any reference to Make-A-Wish is correct and does not breach any of the company's policies or legislation.

Social media is media for social interaction created by individuals to allow them to gather in online communities to create or share content. Social media includes:

- Social networking sites e.g. Facebook, Myspace, LinkedIn,
- Video and photo sharing websites e.g. Flickr, Youtube, Instagram
- Blogs, including corporate blogs and personal blogs,

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- Micro-blogging e.g. Twitter,
 - Wikis and online collaborations e.g. Wikipedia,
 - Forums, discussion boards and groups e.g. Google groups,
 - Online multiplayer gaming platforms e.g. World of Warcraft, Second life, and
 - Instant Messaging including SMS.

5.1 Privacy and confidentiality

You should not post or report on any conversations or information that is confidential or deals with internal company matters.

5.2 Personal use of Social Media

It is important for volunteers to understand the potential for damage (either directly or indirectly) to Make-A-Wish when you can be identified as a volunteer of Make-A-Wish whilst using social media. Accordingly, all volunteers must comply with this policy to ensure that the risk of such damage is avoided.

Volunteers will be held personally responsible for the content published in a personal capacity on any form of social media. When in doubt, speak to the Volunteer Services department about how to comply with the policy.

Where your comments or profile can identify you as a Make-A-Wish volunteer:

- You must:
 - Only disclose and discuss publicly available information about Make-A-Wish, its volunteers, employees, clients or suppliers,
 - Ensure that all content published is accurate and not misleading and complies with all company policies,
 - Expressly state on all postings that the views are your own and are not those of Make-A-Wish,
 - Comply with the Terms of Use of the relevant social media website, as well as copyright, privacy, defamation, discrimination, harassment and other applicable laws.
- You must not:
 - Post material that is offensive, obscene, defamatory, threatening, harassing, bullying, discriminatory, racist, sexist, breaches copyright or any other applicable legislation,
 - Imply that you are authorised to speak as a representative of Make-A-Wish, or give the impression that the views you express are those of Make-A-Wish,
 - Use or disclose any of Make-A-Wish's confidential information or intellectual property that you obtained in your capacity as a volunteer,
 - Make any comment or post any material that might otherwise cause damage to the company's, its employees, clients or suppliers reputation or bring Make-A-Wish into disrepute.

5.3 Harassment and Bullying

You are expected to treat your fellow volunteers and employees of Make-A-Wish with respect and dignity and you must ensure any posting on social media sites does not constitute bullying and/or harassment.

5.4 Defamation

You should refrain from publishing material that may cause injury to the reputation of another person, organisation, association or Make-A-Wish.

5.5 Offensive or Obscene Material

You are prohibited from posting material that is offensive or obscene.

Any volunteer who fails to comply with this policy will be subject to a disciplinary process up to and including dismissal from Make-A-Wish.

6. COMPANY PROPERTY

Volunteers may be provided with company property (such as a company cameras or laptop computer) to perform the duties of their role. A list of company property allocated to employee volunteer or branch will be maintained on file. If a volunteer exchanges or receives new equipment during their time of service, this information will be updated.

Regardless of the type of company property allocated to a volunteer Make-A-Wish expects that such property will be used efficiently, economically, carefully, and for the purposes with which it was provided.

Volunteers allocated company property must ensure it is appropriately cared for and kept in a safe and secure location at all times. Company property must never be left unsecured on desks, in stores or in vehicles.

Upon termination of volunteer services, volunteers must return all company property, including all physical and intellectual property of the company, including mobile phones, business cards, fuel cards, reports, computers, software, keys or any other property.

7. ALCOHOL AND OTHER DRUGS POLICY

Make-A-Wish does not tolerate attending any volunteer event, meeting or any dealings with the public, under the influence of alcohol and/or other drugs. This may result in performance improvement action or dismissal. Make-A-Wish may, at times, make alcohol available to volunteers and staff over the age of 18. Limiting the consumption of any alcohol made available is the responsibility of the volunteer or employee. Driving over the legal limit, or under the influence of illicit drugs is illegal.

Make-A-Wish also expects volunteers who attend functions on behalf of the company, e.g. client/customer/supplier functions, to uphold and observe all aspects of this policy and the Code of Conduct in such situations.

8. DISCRIMINATION, HARASSMENT, BULLYING AND VICTIMISATION POLICY

Make-A-Wish is committed to providing a safe and healthy working environment, where all volunteers and employees are treated with dignity, courtesy and respect, free from bullying, harassment, discrimination, and victimisation.

Make-A-Wish aims to:

- Promote appropriate standards of conduct at all times
- Ensure everyone knows their rights and responsibilities, and
- Where necessary, encourage reporting of inappropriate behaviour and provide a procedure for resolving complaints.

All volunteers have a responsibility to treat each other fairly and with respect, to lead by example and act as role models. Volunteers must not discriminate against, harass, sexually harass, bully or victimise other volunteers or employees. Disciplinary action may be taken against anyone found to have behaved in such a manner.

The prohibition of discrimination, harassment, sexual harassment, bullying and victimisation extends to contractors and other persons that volunteers come into contact with in the course of their volunteering. This also includes clients and service providers.

Make-A-Wish finds any form of workplace harassment, discrimination or bullying unacceptable and it will not be tolerated in any circumstances. Make-A-Wish will endeavour to investigate all allegations of harassment and if substantiated, appropriate disciplinary action will be taken.

8.1 Discrimination

It is unlawful to discriminate against individuals, or groups, on the basis of any of the following attributes or personal characteristics, including any other characteristic listed in relevant legislation.

For example:

age	religious belief or activity	physical features
sex	marital, parental or carer status	disability or impairment
race or colour	pregnancy or breastfeeding	gender identity
national or ethnic origin	political beliefs or activities	sexual orientation

Discrimination can occur regardless of whether the discriminator was unaware of or did not intend to discriminate.

Discrimination can be either direct or indirect.

8.1.1 Direct discrimination

Direct discrimination is treating or proposing to treat someone less favourably on the basis of one of the listed attributes or characteristics, compared with someone in the same circumstances but without that attribute or characteristic.

8.1.2 Indirect discrimination

Indirect discrimination is unreasonably imposing, or planning to impose, a requirement, condition or practice that has, or is likely to have, the effect of disadvantaging people with one of the protected attributes or characteristics. This can occur where the requirement, condition or practice appears to be fair but in fact has a proportionately negative impact on certain people.

8.2 Harassment

Harassment is any unwelcome and unwanted conduct or behaviour that causes a person to be offended, humiliated or intimidated. Accordingly, in some circumstances, an act of harassment may amount to bullying and/or discrimination.

Workplace harassment can include physical, verbal or written behaviour such as:

- Telling insulting jokes about particular racial groups,
- Sending explicit or sexually suggestive emails,
- Displaying offensive or pornographic posters or screen savers,
- Making derogatory comments or taunts about someone's race or religion, and/or
- Asking intrusive questions about someone's personal life, including their sex life.

Make-A-Wish prohibits all forms of harassment. It is important to recognise that harassment is not confined to face to face communication but can also occur through letters, memos and electronic means such as social media, voicemail, email and messaging.

Note: It is irrelevant whether or not the harassing behaviour was intended.

8.3 Sexual harassment

One of the most common forms of harassment is sexual harassment. Sexual harassment is unwelcome conduct of a sexual nature that would make a reasonable person feel offended, humiliated or intimidated and may be a single incident or series of incidents. It can take many forms and can be physical, verbal or written, including but not limited to:

- Physical contact such as touching, kissing, patting, deliberately brushing up against a person and hugging,
- Staring or leering at a person or at parts of their body,
- Offensive gestures or wolf-whistling,
- Sexual or suggestive remarks including comments about a person's body or appearance,
- Sexual propositions or requests for dates,
- Sexual jokes and innuendo,
- Sexually explicit conversations, and/ or
- Offensive written messages, emails, SMS messages, phone calls, screen savers, pictures and calendars.

Sexual harassment can occur during normal office hours and also at work related activities, such as training courses, conferences, working lunches and work related social functions.

Sexual harassment is not lawful or professional. And whether the offender intended to sexually harass the other is irrelevant, it is how the action reasonably makes the other feel that is important.

Note: It is not considered sexual harassment in mutually agreeable relationships.

8.4 Bullying

Workplace bullying is repeated, unreasonable behaviour directed toward a person, or group of persons, that creates a risk to health and safety. Bullying is usually not a one off incident, but could be if the incident is sufficiently serious.

Behaviour - includes actions of individuals or a group, and may involve using a system of work as a means of victimising, humiliating, undermining, punishing or threatening another person and/or group.

Unreasonable behaviour - is behaviour that a reasonable person, having regard to all of the circumstances, would expect to victimise, humiliate, undermine or threaten the other person.

Risk to health and safety - includes a risk to the mental, physical or emotional health of a person.

In some circumstances, bullying may also constitute harassment and/or discrimination. Bullying behaviour can range from very obvious verbal or physical assault to very subtle psychological abuse and may include:

- Physical or verbal abuse,
- Yelling, screaming or offensive language,
- Excluding or isolating employees,
- Psychological harassment,
- Intimidation,
- Assigning meaningless tasks unrelated to the job,
- Giving employees impossible jobs,
- Deliberately changing work rosters to inconvenience particular employees, and/or
- Undermining work performance by deliberately withholding information vital for effective work performance.

Bullying does not include reasonable management action carried out in a reasonable manner.

For example:

- Setting deadlines and goals
- Performance management,
- Altering an employee's workload or duties
- Giving constructive feedback

8.4.1 Brodies Law

Victoria's anti-bullying legislation, known as Brodie's Law, commenced in June 2011 and made serious bullying a crime punishable by up to 10 years in jail.

Brodie's Law was introduced after the tragic suicide of a young woman, Brodie Panlock, who was subjected to relentless bullying in her workplace and outside of work hours via text and social media.

Brodie's Law makes serious bullying a criminal offence by extending the application of the stalking provisions in the Crimes Act 1958 to include behaviour that involves serious bullying.

Bullying changes as of 1st Jan 2014

Amendments to the Fair Work Act allow a worker (or a volunteer) who reasonably believes they have been bullied in the course of their duties to apply to the Fair Work Commission (FWC) for an order to stop the bullying.

The Commission must start dealing with an application to stop bullying within 14 days of the application being made.

8.5 Victimisation

Victimisation is where someone intentionally causes detriment to a person because that person has made a complaint of discrimination, harassment or bullying or has taken part in assisting someone with a complaint.

For example:

An outdoor worker with Kempsey Shire Council alleged that her male colleagues treated her unfairly because she was female. Her supervisor decided to call a meeting of all the staff and read out her letter of complaint to everyone assembled 'to get to the bottom of things.' The employee took two counts to the Administrative Decisions Tribunal - one for sex discrimination and one for victimisation.

Finding: The Administrative Decisions Tribunal found that she didn't have enough evidence to support her original complaint of sex discrimination. However, the Tribunal did find that the act of reading out her complaint to all the other staff was an act of victimisation and awarded her \$4,000.

8.6 Liability

8.6.1 Personal liability

As individuals we are all responsible for our own behaviour. If any of us unlawfully discriminate, harass, bully or victimise a fellow volunteer, partners or supplier, then a complaint can be lodged against us personally.

8.6.2 Accessory liability

A person must not request, instruct, induce, encourage, authorise or assist another person to discriminate, harass, bully or victimise anyone else. To comply with such a request could result in a complaint being lodged against both parties.

8.6.3 Vicarious liability

If a person in the course of volunteering engages in unlawful discriminatory conduct, sexual harassment or victimisation, both the person and their Make-A-Wish can be held liable and a complaint may be lodged against either or both parties.

8.6.4 Discharging liability

In order to discharge liability, Make-A-Wish must put in place reasonable and proportionate to identify and eliminate behaviour of volunteers that involves discriminating against, sexually harassing or victimising others.

8.7 Managing Grievances

- Tell the offender the behaviour is offensive, unwelcome, and against company policy and should stop. You should do this only if you feel comfortable enough to approach the offender directly. You should keep a written record of the incident(s) and any attempts to resolve the matter.
- If the unwelcome behaviour continues contact your President
- If this is inappropriate, or if the employee feels uncomfortable or the behaviour persists, they should contact the Volunteer Services Manager.
- If appropriate Make-A-Wish will undertake an investigation into the alleged behaviour and appropriate action will be taken to resolve, remove or cease any inappropriate behaviour.

9. OCCUPATIONAL HEALTH AND SAFETY (OHS)

Make-A-Wish recognises its responsibility to provide a safe and healthy environment for volunteers. This commitment extends to ensuring that Make-A-Wish's operations do not place the local community at risk of injury, illness or property damage. Health and safety in the workplace is everyone's responsibility.

9.1 Make-A-Wish Responsibilities

Make-A-Wish will ensure that:

- There is compliance with all health and safety legislative requirements, codes of practice and standards relevant to the business,
- A health and safety management system is implemented and maintained,
- There is a process to identify, assess and control all workplace hazards to enable the prevention of injury and illness in the workplace.

In addition, Make-A-Wish will:

- Investigate all incidents, and
- Provide support and assistance to volunteers.

9.2 Volunteer Responsibilities

All Make-A-Wish volunteers have a responsibility to ensure their own safety and the safety of others who may be affected by their actions. Employees have the responsibility to:

- Follow established Worksafe policies and procedures,
- Report any incidents or hazards immediately to their President or manager

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- Comply with all workplace policies and procedures implemented in relation to health and safety,
 - Use any equipment provided to protect their health and safety, and
 - Contribute to and be involved in Make-A-Wish's ongoing management of health and safety.

Make-A-Wish acknowledges that the best health and safety outcomes are achieved through the joint cooperation of Make-A-Wish and volunteers.

10. INTELLECTUAL PROPERTY AND SECURITY

All intellectual property developed by volunteers during their time with Make-A-Wish, including discoveries or inventions made in the performance of their duties related in any way to the business of Make-A-Wish, will remain the property of Make-A-Wish.

Volunteers may be given access to *confidential information*, data, business property, keys to premises or any other business related property/information in the performance of their duties. This must be protected and used only in the interests of Make-A-Wish.

Volunteers must not:

- Disclose or use any part of any confidential information outside of the performance of their duties and in the interests of Make-A-Wish.
- Authorise or be involved in the improper use or disclosure of confidential information.
- During or after their time volunteering with Make-A-Wish, do either of the above. without written consent from Make-A-Wish other than is required by law.

Confidential information includes any information in any form relating to Make-A-Wish and related bodies, clients or businesses, which is not in the public domain.

Volunteers must act in good faith towards Make-A-Wish and must prevent, or if impractical, report the unauthorised disclosure of any confidential information.

Failure to comply with this policy may result in performance improvement proceedings up to and including dismissal. Make-A-Wish may also pursue monetary damages or other remedies where this policy is breached.

11. GIFT/ENTERTAINMENT

Volunteers from time-to-time may entertain, be entertained, give and/or receive gifts in the course of their duties.

Gifts should never be offered or accepted in circumstances where the outcome of a transaction may be influenced by the gift e.g. tendering process, or give rise to the perception that the transaction may be influenced by the gift. Under no circumstances must volunteers offer or accept money.

All gifts and entertainment must be disclosed to your President or manager.

Invitations where travel and accommodation are involved must be authorised by the General Manager Wishes, Volunteering and Community, or by the CEO.

12. MONEY HANDLING

To ensure the protection of all Make-A-Wish Australia volunteers, two people (where practicable) must count all cash received at events or from donations, and agree to the total before banking.

Note: All banking and cash handling is to be supervised by your Treasurer, manager or Finance.

For more information please contact your treasurer or the finance department
accounts@makeawish.org.au

13. PRIVACY POLICY

Make-A-Wish Australia is strongly committed to protecting your privacy. We want to provide a safe and secure environment for you and will only collect information that is necessary for us to provide services to you, or where it is required by law.

The purpose of this Privacy Policy is to tell you what kind of information we may gather about you, how we may use that information, and whether we will disclose it to anyone else. It also explains how we store the information you provide to us, how you may access or correct it, and how you can contact us.

We want you to be able to interact effectively with Make-A-Wish Australia, control your privacy, and know how to voice any questions or concerns you may have.

This policy only applies to Make-A-Wish Australia and not to websites belonging to other companies or organisations that link with ours.

This document will be available on our website and will be provided free of charge to anyone who requests it.

13.1 Collecting information

Make-A-Wish Australia collects two types of information:

- Personal information that can be used to identify you, and
- Sensitive information, including health information.

We will only collect information by lawful and fair means, and not in an unreasonable or intrusive way.

13.2 Personal information

The personal information we may collect and hold includes your:

- Contact details i.e. name, address, email address, phone number, mobile phone number,
- Date of birth and gender,
- Bank account or credit card details, and/or
- Details about e.g. personal interests, employment status or salary bracket.

When we collect your personal information from you we expect you will only provide information that is accurate, complete and up to date. In addition to any stated purposes for which it was collected the personal information you provide may be used to:

- Process your donation and issue receipts,
- Respond to your queries, feedback or complaints,
- Communicate with you about the wishes Make-A-Wish has granted,
- Inform you of events, products and services we believe may be of interest to you,
- Participate in data collectives, and/or
- Any related purposes.

Note: If you choose to not to provide certain personal information, we may not be able to provide these services.

Where it is lawful and practicable to do so, Make-A-Wish Australia will offer you the option of interacting with us anonymously or by using a pseudonym.

Make-A-Wish Australia may supplement the information we collect with information from other commercially available sources, business partners, or related and affiliated companies overseas. We may occasionally use a consumer list that has been acquired from a reputable data provider to obtain contact details of potential donors for a specific marketing campaign.

If you do not want us to communicate with you about activities other than the one(s) you have directly engaged in, please contact our Privacy Officer whose contact details are at the end of this Privacy Policy.

13.3 Cross-border disclosure

Make-A-Wish Australia may occasionally disclose personal information to overseas service providers to process your donation, or prepare promotional collateral for mailing.

We will only do this if we have taken such steps as are reasonable in the circumstances to ensure that such information will be held, used or disclosed in a manner that is consistent with Australian Privacy Principles, or where you have given us your consent to do so, even though we have not taken those steps.

13.4 Sensitive information

To grant wishes to children with life-threatening medical conditions, Make-A-Wish Australia may collect sensitive information about confirmed or potential beneficiaries (including medical data).

We will only collect information of this type with the consent of a child's parent or guardian and for purposes that are reasonably necessary for our work.

We deal with sensitive information in accordance with this Privacy Policy. And only use, and disclose it, for a secondary purpose, directly related to the primary one, where we have express consent to do so.

13.5 Disclosure

We will occasionally disclose your personal information to other members of Make-A-Wish Australia, or third parties acting on our behalf, where it is required or allowed by law, or where you have otherwise consented.

For example, if you purchase products from our online shop, we may need to disclose your personal information to third parties to fulfil your order. This will only happen when it is required to provide the service for which you originally disclosed your personal information.

From time to time, Make-A-Wish Australia may participate in data collectives where we share your personal information (other than sensitive information) with other like-minded organisations who may contact you with information that may be of interest to you. You can "opt out" from this data sharing use of your personal information at the time we collect it from you.

13.6 Information access

Make-A-Wish Australia will provide you with access to information we hold about you, where this is possible, and where it is necessary and lawful for us to do so. We will also take reasonable steps to update the information so that it is accurate, complete and current.

To access, review, correct or update your information, please contact our Privacy Officer using the contact details at the end of this Privacy Policy.

When doing so, please provide your email address, name, address and telephone number and clearly specify the information you would like to access.

We will only use this information for the purpose of responding to your request as soon as is reasonably practicable.

13.7 Information protection

We operate secure data networks designed to protect your privacy and security and use commercially reasonable administrative, technical and physical measures to safeguard information in our possession against loss, theft, and unauthorised access, misuse, disclosure, interference or modification.

We also take reasonable steps to destroy or permanently de-identify information that is no longer needed for its original purpose and where it is lawful for us to do so.

13.7.1 Sale of personal information

Make-A-Wish Australia will never sell or receive payment for licensing or disclosing your personal or sensitive information.

13.8 Online interactions

We suggest you use your discretion and exercise caution when providing your information and interacting with Make-A-Wish Australia online.

It is important to understand that whenever you post information in publicly accessible places, such as social media or message boards, it becomes available to anyone with access to the internet and can therefore be collected and used by others.

If you post publicly accessible information online, you may receive unsolicited messages from other parties in return. We advise you not to post any information in public areas such as forums and message boards that you do not want to be seen and recommend the use of a pen name or pseudonym for online communications of this nature.

Note: You must not intentionally use the name of another living person. You are solely responsible for maintaining the secrecy of your passwords and/or any information. Be responsible whenever you are online.

13.9 Cookies

13.9.1 What are cookies?

A cookie is a small data file that a website sends your computer when you visit a particular website. It records information necessary for certain website functions, such as remembering your preferences or settings.

We do not use cookies to collect personal information.

13.9.2 How do we use cookies?

Make-A-Wish Australia uses cookies to help us to provide you with a good experience when you use our website. We may also use third party providers, including Google Analytics, to assist us in relation to our online activities, including advertising.

For example, if you visit our website, you may see advertisements relating to Make-A-Wish Australia as you browse the internet.

13.9.3 Opting out

You can adjust your computer settings to prevent cookies from being downloaded to your computer. If you don't want to accept cookies, you can set your browser and/or firewall to block them. You will still be able to access most Make-A-Wish Australia content, but some interactive features will be unavailable.

You may also opt out of Google Analytics by adjusting your Google Ad Settings, adjusting your browser settings or using Google Analytics' opt-out facilities. Information to help you with that process is available on Google's website. Search for "opt out Google ads".

13.9.4 Anonymous information

Anonymous information is used to help us improve our services, website, or any other part of the organisation. We may collect information from cookies and from the use of our website e.g. to tell us that people visited this Privacy Policy today. But we do not know their names, where they live or their date of birth - they are anonymous to us.

Make-A-Wish Australia automatically gathers anonymous information to monitor the number and frequency of visitors to our website. We only use such data in the aggregate. This collective data helps us determine how much our audiences use parts of the site, so we can improve the Make-A-Wish Australia website and ensure it is as appealing as we can make it for as many users as possible.

13.10 Complaints

If you have any complaints relating to privacy issues, please contact our Privacy Officer using the contact information provided below.

When you contact us, please include your email address, name, address, and telephone number and clearly describe your complaint.

We will respond to your complaint as soon as is reasonably practicable. We will also let you know the next steps in resolving your complaint. If you are not satisfied with our response to your complaint, or at any time, you may refer your complaint to the Office of the Australian Information Commissioner www.oaic.gov.au

13.11 Policy changes

Any updates to the Make-A-Wish Australia Privacy Policy will be posted on our website.

13.12 Privacy Officer

If you have questions about this Privacy Policy, please contact our Privacy Officer at:

Email: privacyofficer@makeawish.org.au

Mail: Privacy Officer

Make-A-Wish Australia

PO Box 5506 Burnley, Vic, 3121

Telephone: 1800 032 260

Thank you

This Code of Conduct is for the benefit of all. Your agreement to adhere to the policies outlined in the document during, and after, your time as a Make-A-Wish volunteer will be recorded in Learn Connect on completion of the assigned activity.

If you have any questions about anything outlined in this document please contact Volunteer Services on 1800 032 260 or email oneteam@makeawish.org.au