

CODE OF CONDUCT

v1.0 (last updated Jun-25)

Purpose

This Code of Conduct outlines the expectations for behaviour and professional standards for everyone involved with Sunshine Coast Breastfeeding Support, including trustees, volunteers, peer supporters, and others acting on behalf of the charity. It is in place to help us maintain a safe, respectful, and inclusive environment for the mothers, babies, and families we support, as well as for each other.

Respect and Inclusivity

Everyone involved with the charity is expected to treat others with kindness, dignity, and respect. We value the diversity of those we support and aim to foster a welcoming, non-judgemental atmosphere at all activities. This means being mindful of our language and behaviour, supporting people from all backgrounds and experiences, and ensuring that everyone feels safe, seen, and included.

Boundaries and Conduct

Maintaining clear and appropriate boundaries is essential. Lactation Professionals, volunteers and peer supporters should not give medical advice or act beyond their training or role. Instead, when needed, we encourage appropriate signposting to qualified professionals. Interactions with those we support must always be respectful, compassionate, and within the limits of what we're trained to offer.

Safeguarding and Safety

The safety and wellbeing of everyone who attends our groups, especially babies and more vulnerable individuals, must always come first. All team members must follow our Safeguarding Policy and report any concerns promptly to the designated safeguarding lead. We also ask everyone to respect and support the guidelines in place for our cafés, clinics and events, which help maintain safe, calm, and supportive environments.

Confidentiality and Trust

What is shared within our groups or with any member of our team is to be treated with care and confidentiality, in line with our Confidentiality Policy. Personal and sensitive information must not be shared outside of the appropriate setting unless there is a safeguarding concern. Building trust with the people we support is central to our work, and maintaining confidentiality is an essential part of this commitment.

Accountability and Integrity

Everyone who represents Sunshine Coast Breastfeeding Support is expected to act with honesty, reliability, and professionalism. We value openness and reflective practice, and we encourage volunteers to take responsibility for their actions, learn from feedback, and work as part of a team. If issues or conflicts of interest arise, they should be reported to the trustees or appropriate coordinator.

Equality and Non-Discrimination

We are committed to equality and believe everyone has the right to feel welcome, respected, and supported. All forms of discrimination or exclusionary behaviour go against the values of the charity. We expect all members of our team to help create an environment where everyone feels safe, included, and treated fairly.

Communication and Representation

Whether speaking with other volunteers, service users, or members of the public, we expect communication to be respectful, clear, and compassionate. When representing the charity in any capacity, including online or at public events, volunteers and trustees must uphold the values and aims of the charity, promote a positive and supportive image, and adhere to our Equality and Diversity Policy to ensure inclusivity and respect for all.

Breach of the Code

If someone does not follow the expectations set out in this Code of Conduct, the matter may be reviewed by the trustees. Any concerns will be handled with fairness, sensitivity, and a focus on resolution and learning, but serious or repeated breaches may result in a volunteer's involvement being reconsidered.



Changes to This Policy

We may update this policy from time to time to reflect changes in the law or our practices. The latest version will always be published on our website and dated clearly at the top of the page.

How to Get in Touch With Us

If you have any questions about this Policy or how we handle your data, please contact us by email at info@sunshinecoastbreastfeedingsupport.com.