P-LAH Code of Conduct

Effective Date: 13 August 2026
Last Updated: 15 August 2026

1. Purpose

P-LAH ("P-LAH") exists to connect people and organisations through volunteering, internships, jobs and other opportunities that create meaningful impact.

Everyone participating through P-LAH should be treated with dignity, fairness, respect and professionalism.

This Code of Conduct sets the minimum standards expected from:

- P-LAH members;
- volunteers;
- interns and job applicants;
- participating organisations;
- organisation staff and representatives;
- supervisors and placement contacts; and
- anyone participating in an activity, placement or interaction facilitated through P-LAH.

By using P-LAH or participating in an opportunity through the platform, you are expected to follow this Code.

2. Treat People With Respect

Everyone participating through P-LAH must:

- treat others with dignity, courtesy and professionalism;
- respect different backgrounds, beliefs, experiences and perspectives;
- communicate respectfully;
- respect personal and professional boundaries; and
- contribute to an environment where people feel safe and valued.

Disagreement is not an excuse for disrespectful, threatening or abusive behaviour.

3. No Harassment, Discrimination or Abuse

P-LAH does not tolerate:

- harassment;
- bullying;

- intimidation;
- discrimination;
- sexual harassment;
- sexual exploitation;
- abuse of authority or position;
- threatening behaviour;
- exploitation;
- retaliation; or
- any other abusive conduct.

No person should be treated unfairly because of characteristics such as race, ethnicity, nationality, sex, gender, disability, religion, age or another status protected by applicable law.

4. Safeguarding

P-LAH has zero tolerance for abuse, exploitation or harassment involving children, vulnerable adults or any beneficiary served through the P-LAH network.

Anyone participating in an opportunity involving children or vulnerable adults must:

- comply with applicable safeguarding requirements;
- complete any additional checks or training required for the role;
- follow the host organisation's safeguarding procedures;
- maintain appropriate boundaries;
- never exploit a position of trust; and
- report any safeguarding concern immediately.

A safeguarding concern should be reported to P-LAH **within 24 hours of becoming aware of it**.

Where necessary, P-LAH may immediately restrict or suspend participation while a safeguarding concern is reviewed.

P-LAH may also refer serious matters to the appropriate authorities where required or permitted by law.

5. Health and Safety

Everyone participating in a P-LAH opportunity must take reasonable care for their own safety and the safety of others.

Volunteers and Participants

Volunteers and participants must:

- follow health and safety instructions provided by the organisation;
- use equipment and facilities responsibly;
- report unsafe conditions;

- report accidents or incidents promptly; and
- not knowingly place themselves or others at unreasonable risk.

Organisations

Organisations must:

- provide a reasonably safe working or volunteering environment;
- explain relevant safety procedures;
- provide appropriate supervision where required;
- take reasonable action when a safety concern is reported; and
- report safety incidents to P-LAH in accordance with the applicable Organisation Agreement and P-LAH procedures.

6. Professional Conduct

Members and organisations are expected to act professionally throughout applications, interviews, placements and other P-LAH activities.

This includes:

- communicating clearly and respectfully;
- arriving or participating as agreed;
- giving reasonable notice where a commitment cannot be met;
- following agreed role expectations;
- completing duties responsibly;
- responding appropriately to reasonable communication;
- respecting other people's time; and
- behaving in a way that does not damage the safety or integrity of the P-LAH community.

7. Honesty and Accurate Information

All information provided to P-LAH or another user through P-LAH must be truthful and reasonably accurate.

Members must not knowingly provide false information about:

- their identity;
- skills;
- qualifications;
- education;
- experience;
- employment;
- volunteering history;
- availability;
- verification status;

- declarations; or
- any other information relevant to an opportunity.

Organisations must not knowingly provide false or misleading information about:

- their identity or registration;
- opportunities;
- duties;
- working conditions;
- compensation or stipends;
- time commitments;
- locations;
- eligibility requirements;
- safeguarding arrangements; or
- any other material condition of an opportunity.

Fraud, deliberate falsification or misrepresentation may result in removal from P-LAH.

8. Role Boundaries

Volunteers should carry out the role they agreed to perform.

Organisations must not require volunteers to perform duties materially outside the agreed role without discussing and agreeing the change with the volunteer.

Volunteers must not represent themselves as employees or official agents of P-LAH or of a host organisation unless they are separately authorised to do so.

Organisations must not misuse volunteer placements to improperly replace paid positions.

9. Conflicts of Interest

If you have a personal, professional or financial interest that could affect your judgement or conduct in connection with a P-LAH opportunity, you should disclose it to the appropriate organisation or P-LAH contact.

Conflicts should be raised early so they can be managed fairly and transparently.

10. Gifts, Payments and Favours

Volunteers must not request or accept improper gifts, payments, favours or personal benefits because of their position in a volunteer placement.

Any approved stipend, allowance or expense reimbursement stated in an opportunity or agreed with an organisation is not considered an improper payment.

Organisations must honour any stipend or reimbursement commitment they have agreed to provide.

11. Confidentiality

Participants may gain access to confidential or sensitive information during an opportunity.

You must:

- respect confidential information;
- use information only for the purpose for which it was provided;
- not share confidential information without proper authority;
- protect information about beneficiaries, organisations and other users; and
- continue to respect confidentiality after a placement has ended where applicable.

Additional confidentiality requirements may apply through a Volunteer Agreement, organisation policy or placement-specific agreement.

12. Privacy and Personal Information

Personal information received through P-LAH must be handled responsibly.

Organisations must not use applicant or volunteer information for unrelated purposes or share it with third parties without an appropriate basis for doing so.

Members must also respect the privacy of organisations, beneficiaries and other participants.

Personal information must not be:

- sold;
- improperly disclosed;
- used to harass someone;
- published without authority; or
- collected from P-LAH for unrelated marketing or other unauthorised purposes.

P-LAH's Privacy Policy provides further information about how P-LAH handles personal information.

13. Appropriate Use of the P-LAH Platform

You must not use P-LAH to:

- impersonate another person or organisation;
- create fraudulent accounts;
- post fake or misleading opportunities;
- harass or threaten another user;

- discriminate unlawfully;
- exploit another person;
- obtain personal information for unauthorised purposes;
- send spam or inappropriate messages;
- engage in fraud;
- interfere with P-LAH's systems or security;
- upload harmful material;
- promote unlawful activities; or
- engage in conduct that could reasonably put another person at risk.

14. Responsibilities of Organisations

Organisations participating in P-LAH are expected to:

- treat applicants and volunteers fairly;
- provide accurate opportunity information;
- appoint an appropriate supervisor or point of contact where required;
- provide clear role expectations;
- provide a safe environment;
- respect volunteer boundaries;
- comply with safeguarding obligations;
- protect personal information;
- honour stated commitments;
- provide appropriate support during placements;
- raise performance concerns fairly;
- provide honest ratings and feedback; and
- report serious conduct, safety or safeguarding concerns to P-LAH.

Organisation staff and representatives interacting with P-LAH members are also expected to follow this Code.

15. Responsibilities of Volunteers and Members

Volunteers and members are expected to:

- provide truthful information;
- treat organisations, staff, beneficiaries and other volunteers respectfully;
- honour commitments they accept;
- communicate if they cannot meet an agreed commitment;
- follow reasonable role instructions;
- respect organisation policies;
- follow safety and safeguarding requirements;
- maintain confidentiality;
- respect professional boundaries;
- use organisation property responsibly; and
- provide honest ratings and feedback.

16. Ratings and Feedback

Ratings and feedback are intended to help maintain quality and trust on both sides of the P-LAH community.

Ratings should:

- relate to a genuine experience;
- be honest;
- be fair;
- relate to relevant conduct or performance; and
- not be used to threaten, insult or retaliate against another person.

P-LAH may review ratings or feedback where a concern is raised.

17. Raising a Concern

If something goes wrong, you are encouraged to raise the issue.

Ordinary concerns should normally be raised first with the appropriate supervisor, organisation contact or P-LAH Volunteer Operations team where appropriate.

Serious matters involving:

- safeguarding;
- abuse;
- harassment;
- discrimination;
- fraud;
- exploitation;
- threats;
- serious safety concerns; or
- other potentially unlawful conduct

should be reported to P-LAH promptly.

Contact:

P-LAH Support
support@p-lah.com

Where there is an immediate safety risk, appropriate emergency services or authorities should also be contacted where necessary.

18. Good-Faith Reporting and Non-Retaliation

A person who raises a genuine concern in good faith should not be punished simply for making the report, even where an investigation ultimately finds that no breach occurred.

Retaliation against someone because they:

- reported a concern;
- participated in an investigation;
- raised a safeguarding issue; or
- made a genuine complaint

is not acceptable.

Knowingly making a false or malicious allegation may itself be considered misconduct.

19. What Happens When This Code Is Breached

P-LAH may review conduct that appears to breach this Code, the Terms and Conditions, a Volunteer Agreement, an Organisation Agreement or another applicable P-LAH policy.

Depending on the nature and seriousness of the matter, action may include:

- an informal reminder;
- coaching or guidance;
- a written warning;
- additional requirements or monitoring;
- restriction of platform features;
- review of an account or organisation;
- removal from an opportunity;
- temporary suspension;
- suspension of an organisation;
- termination of a placement;
- removal of an opportunity;
- termination of an account; or
- permanent removal from P-LAH.

Serious allegations involving safeguarding, fraud, harassment, exploitation, falsified information or significant safety concerns may result in **immediate restriction or suspension while the matter is reviewed**.

Where an individual or organisation account is suspended, access to some platform features may be temporarily restricted. This may include preventing new applications, new opportunity listings, candidate invitations, applicant or candidate management, or other new marketplace activity while the suspension remains in place.

Existing applications, listings and relevant platform records may remain in P-LAH's systems for continuity, record keeping, safeguarding, dispute resolution and other legitimate purposes.

Where an organisation is suspended, its active opportunity listings may also be temporarily removed from public visibility while the suspension remains in place.

A suspension does not automatically delete an account, application, listing, placement record or other existing history.

Where serious misconduct is established, P-LAH may permanently remove the individual or organisation from the platform.

P-LAH may also report conduct to the appropriate authorities where required or appropriate.

20. Fair Review

Where appropriate and consistent with safety and safeguarding obligations, P-LAH may:

- review available information;
- request information from the parties involved;
- review relevant platform records;
- provide an opportunity for a person or organisation to respond; and
- communicate the outcome of the review.

Immediate protective action may be taken before a review is completed where P-LAH reasonably considers this necessary to protect a person, the P-LAH community or the integrity of the platform.

Individuals and organisations may request a review of an **account suspension** or a **decision not to approve an account**in accordance with P-LAH's Terms and Conditions.

Review requests should be sent to:

appeals@p-lah.com

P-LAH aims to:

- respond to **suspension review requests within 5 business days** of receiving the request; and
- respond to **review requests relating to an account that was not approved within 7 business days** of receiving the request.

These are service targets and are not guaranteed deadlines.

More complex matters may take longer where additional information, investigation, safeguarding considerations or other reasonable enquiries are required.

A request for review does not automatically reverse the original decision or remove an existing restriction while the review is being considered.

Where appropriate, P-LAH may reopen an account review or lift a suspension following consideration of the request.

Where a suspension is lifted, the account may return to the status it held immediately before the suspension, where appropriate.

The detailed account verification, suspension and review process is set out in P-LAH's **Terms and Conditions**.

21. Other Policies and Agreements

This Code of Conduct should be read together with other applicable P-LAH documents, including:

- Terms and Conditions;
- Privacy Policy;
- Volunteer Handbook;
- Volunteer Agreement;
- Organisation Agreement;
- safeguarding requirements; and
- opportunity or placement-specific requirements.

Where an organisation has additional workplace, safety or safeguarding rules, participants must also comply with those rules where they are lawful and applicable to the placement.

22. Changes to This Code

P-LAH may update this Code of Conduct where platform requirements, policies, safeguarding practices or legal obligations change.

The latest version will show the date it was last updated.

Material changes may be communicated through the P-LAH website, platform, email or another appropriate channel.

23. Contact

Questions or concerns about this Code of Conduct can be sent to:

P-LAH
Website: **p-lah.com**
General support: **support@p-lah.com**

For requests to review an **account suspension or a decision not to approve an account**:

appeals@p-lah.com

By participating in P-LAH, you agree to treat others with respect, act honestly and professionally, protect the safety and dignity of others, and follow the standards set out in this Code of Conduct.

P-LAH Code of Conduct

Governance and Funding Addendum

Effective Date 4 November 2026
Status Draft for client and legal review

This Addendum forms part of the P-LAH Code of Conduct. It adds provisions for P-LAH's Governance Hub and Funding services. The existing approved wording of the P-LAH Code of Conduct remains unchanged and continues to apply.

A1 Scope of this Addendum

This Addendum applies to anyone who uses or administers the P-LAH Governance Hub or P-LAH Funding services, requests support through those services, or interacts with another person through those services.

The standards in the approved Code of Conduct continue to apply. The provisions below add standards for Governance and Funding activities.

A2 Authority and Accurate Organisation Information

A person using an organisation account must be authorised to act for that organisation.

Organisation users must provide truthful and reasonably accurate profile information, select the appropriate organisation category and correct information that becomes inaccurate.

Users must not impersonate another organisation, create a misleading organisation profile or claim authority they do not have.

A3 Governance Assessments

Organisations using Governance assessments are expected to:

- answer assessment questions honestly and in good faith;
- use information that reasonably reflects the organisation's current position;
- avoid manipulating responses or results to create a misleading impression;
- decide their own priorities and urgency based on their circumstances;
- protect confidential information included in assessment responses; and
- use results and recommendations responsibly.

Users must not describe a P-LAH self-assessment result as an audit, certification, accreditation, legal opinion or guarantee of compliance, funding readiness or performance.

A4 Governance Resources, Tools and Templates

Users must use Governance resources, tools, templates and downloads lawfully and responsibly.

Users must not:

- remove ownership or attribution notices without authority;
- sell, commercially exploit or distribute protected material without permission;
- present a template as professional advice tailored to another organisation;

- upload harmful, unlawful or infringing material; or
- use a resource in a way that violates another person's rights.

Each organisation is responsible for reviewing and adapting a resource for its own circumstances.

A5 Expert and Support Interactions

Anyone requesting or providing support through P-LAH is expected to communicate respectfully, protect confidential information, disclose relevant conflicts of interest and avoid misleading statements about qualifications, experience or authority.

Users must not harass an expert, support contact or P-LAH staff member, misuse booking links, repeatedly make false requests or share another person's contact information without an appropriate basis.

A6 Funding Information and Applications

Users of P-LAH Funding services are expected to:

- provide truthful and accurate information;
- review and follow the official eligibility rules and application instructions;
- respect deadlines, intellectual property rights and confidentiality requirements;
- deal honestly with funders, partners and other third parties; and
- use funding information only for lawful and genuine purposes.

Users must not:

- submit fraudulent or deliberately misleading funding information;
- misrepresent an organisation's identity, status, track record, finances, beneficiaries or eligibility;
- use false documents or another person's information without authority;
- offer, request or accept an improper payment, gift, favour or advantage;
- misrepresent P-LAH as endorsing, guaranteeing or awarding funding where it has not expressly done so; or
- use P-LAH to facilitate fraud, bribery, corruption, money laundering or other unlawful conduct.

A7 Privacy and Separation Between Organisations

Users must respect the privacy of other organisations and must not attempt to access, disclose, copy or use another organisation's private profile, assessment responses, results, improvement plan, support records or other restricted information without authority.

If a user receives information that appears to belong to another organisation, the user should stop using it and report the issue to P-LAH Support.

A8 Responsibilities of P-LAH Administrators

P-LAH administrators with access to Governance or Funding information are expected to use that access only for legitimate P-LAH duties, protect confidential information, avoid conflicts of interest and follow P-LAH privacy, security and access requirements.

Administrative access must not be used for personal benefit, unauthorised disclosure, retaliation or improper interference with an organisation's assessment history or records.

A9 Raising Concerns and Enforcement

Concerns about Governance or Funding conduct may be reported using the contact details in the approved Code of Conduct.

The reporting, non-retaliation, review and enforcement provisions in the approved Code of Conduct also apply to breaches of this Addendum.

A10 Relationship with the Approved Code

This Addendum should be read together with the approved P-LAH Code of Conduct.

If there is a direct conflict between this Addendum and the approved Code of Conduct, this Addendum will apply only to the matter it specifically covers in relation to the Governance Hub or Funding services. All other approved provisions remain unchanged.