

## 11. VOLUNTEERS



### 11.0.02 VOLUNTEER CODE OF CONDUCT

#### PROGRAMS

All members of our community are to be treated fairly and justly, with courtesy and sensitivity.

Relevant legislation and regulatory requirements will be observed at all times and any situation which is, or may be, a health or safety hazard will be removed or brought to the attention of relevant supervisors.

#### DISCRIMINATION

All government guidelines will be endorsed and adhered to. There will be no discrimination on the grounds of gender, age, race, religion or political belief, or disability.

#### UNETHICAL CONDUCT

All rules, regulations and laws must be adhered to. The following activities in particular will not be tolerated:

- purchasing, supplying and/or using illicit drugs with young people and the families with whom we work;
- engaging in sexual relationships with young people and the families with whom we work;
- purchasing and/or supplying stolen property, or property that is reasonably suspected of being stolen, from the young people and families with whom we work;
- engaging in any form of sexual harassment towards staff, volunteers, or the young people and families with whom we work.

#### CONFIDENTIALITY

All information concerning service users, parents, carers and other service providers disclosed in the course of service delivery is confidential. Where there is a problem the Coordinator of Volunteers should be advised.

Jesuit Social Services will treat all personal information on Volunteers as strictly confidential.

All personal information that the volunteer discusses with the Coordinator throughout the screening process is considered confidential. This information is only disclosed in the following circumstances;

- The Volunteer Coordinator will discuss information about the volunteer with the relevant Supervisor for the purpose of both volunteer and task selection.
- General information about the volunteer will be shared with the program user and caregivers where direct contact is to be made.

## **WORKING WITH CHILDREN CHECK**

By law, program volunteers are required to hold a valid Working with Children Check card. If a volunteer does not have a card then an application for a card must be made. Proof of a current, submitted application must be given to Central Office before they are permitted to commence work in the organisation. Applications for a Working with Children Check card are free of charge for volunteers. The continuation of volunteer work is dependant on a successful application.

## **INSURANCE**

Should an accident occur volunteers may be requested to complete an accident/incident form.

Volunteers are covered by Public Liability and Volunteer Accident Insurance in most circumstances, but not Workcover (Please see attached copy of insurance). However, if volunteers are not registered, the organisation has no way of proving the claim.

In the event of a motor vehicle accident any claims will fall under the Transport Accident Commission Act. This applies where the vehicle is comprehensively insured and is used in the voluntary service of an authorised Jesuit Social Services activity.

## **POSITION DISCRIPTION**

The relevant supervisor will provide volunteers with a formal specification of duties, outlining the tasks and responsibilities of the volunteer position.

## **GRIEVANCE PROCEDURE**

Volunteers have the right to have their concerns heard and discussed. The first point of contact is their Supervisor. Failing resolution, the volunteer then has access to the Coordinator of Volunteers who can assist the volunteer and the Supervisor to negotiate a resolution. Should the grievance still not be satisfactorily resolved, the volunteer can then approach the CEO of Jesuit Social Services.

## **REFEREES**

Each volunteer must agree to a minimum of two referee checks. Referee checks have to be completed before the volunteer starts. Referees details are to be given as part of the application process.

## **ATTENDANCE RECORD**

Volunteers are required to complete attendance records. Managers and Co-ordinators are to keep the original copy on file and fax a copy to Central Office on the first and 3<sup>rd</sup> Friday of each month.

## **TERMINATION**

Jesuit Social Services retain the right to terminate the services of any volunteer who is considered detrimental to a program.

A volunteer has the right to withdraw from a program and the responsibility to give notice appropriate to the position. Where a match has been made between people it is necessary to bring a good closure to a relationship.

## **TRAINING / SUPPORT / EVALUATION OF VOLUNTEERS AND PROGRAMS**

Jesuit Social Services endeavour to provide necessary training, resources and support to enable volunteers to carry out tasks required.

Jesuit Social Services will use regular evaluation to continually improve the effectiveness of its programs. All feedback is welcome from volunteers and program users.

## **DECLARATION**

I acknowledge that I have read and understood the Jesuit Social Services Volunteer Code of Conduct and agree to the terms and conditions outlined.

Date: \_\_\_\_\_

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Name of volunteer

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Signature