



Divine Family Care P.O.Box 7367 Dandenong Vic \*  
Tel (03)87591256 \*

#### Divine Family Care Volunteer Code of Conduct

The Volunteer Code of Conduct set out below applies to all the volunteers. We expect you to read and understand it, you can contact your supervisor if you have any question. Expected Behaviours

- Volunteers are expected to act with honesty and integrity at all times and to conduct themselves in a manner that upholds the legal, regulatory and ethical requirements of Divine Family Care
- Divine family Care offers an environment free of bullying, harassment and other forms of discrimination.
- In turn participants must not discriminate against others. This includes bullying, harassment, victimisation and alienation.

- Volunteers are expected to perform the tasks they have volunteered to undertake with all due care, skill and diligence to protect the interests and safety of clients and other volunteers staffs
- Volunteers must aim to treat all people with whom they have contact in the course of their
- volunteering with fairness, respect, courtesy and professionalism. Privacy of Information
- Volunteers must be respectful of the way they represent Divine Family Care in comments internally or externally which includes via computer and social media or other forums.
- It is expected that confidential information will not be disclosed or released in a manner that violates the privacy rights of an individual or the organisation.
- Material, work, concepts, designs and systems produced while engaging in Divine Family Care related activities remain the property of the Organization. Accidents & Incidents
- Divine Family Care aims to provide a safe and healthy environment at all times
- Divine Family Care encourages all the volunteers to comply with Occupation Health and safety procedure of work environment
- Participants must be accountable for their own behaviour and adhere to safe working practices.
- Accidents or incidents of any nature must be reported to the direct supervisor and required procedures must be followed with the assistance of the supervisor.
- We don't encourage the volunteer to work or to lift things by him/herself, always find someone else to work with you

- If you cannot be able to serve because of any health reason, please we encourage you not work.

- Divine Family Care will not be responsible of any injury or incident caused by your negligence

Public Comment and Representation

- Volunteers must not make comment to any media outlet. Media enquiries should be referred to the supervisor.

Conflicts of Interest

- Volunteers may not use their position to gain profit or advantage for themselves or their families/friends.

- If a potential conflict of interest arises, this must be reported to the supervisor.

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Acceptance of Gifts and Benefits

- Volunteers cannot accept any gift or benefit that would imply that the gift-giver should receive a favour in return, or create a conflict of interest for the volunteer, no matter what the value.

- Gifts of appreciation or recognition formally provided by Divine Family Care are acceptable

- Official gifts that are accepted on behalf of Divine Family Care will remain the property of the Organization.

- Every goods or gifts donated to Divine Family Care must be reported to the supervisor and be recorded in the donation book

- Offers of gifts over \$50 should be reported to the supervisor for noting in the register of Gifts record.

- Volunteer is not allowed to take any goods donated to the organization unless by request

Smoking/ Alcohol/ Illegal Substances

- Participants must report for their duties in a

condition suitable to ensure satisfactory performance of their duties. ➤ If a participant is found, or suspected to be, under the influence of alcohol, illegal drugs or smoking during the duty they may be asked to leave the premises. Dress Code ➤ When on duty a volunteer's clothing and appearance are to be neat, clean, safe and suitable for the duties being undertaken. Inappropriate Conduct or Performance Breaches of this Code and other inappropriate conduct may lead to dismissal. Examples of inappropriate conduct or performance include (but are not limited to):

- Workplace violence
- Breach of confidentiality and privacy
- Disruptive behaviour
- Harassment, discrimination, bullying, victimisation
- Neglect of duties and responsibilities
- Theft or inappropriate use or removal of property
- Use of alcohol or illegal drugs while undertaking volunteer duties
- Committing a criminal offence while undertaking volunteer duties
- Intended breach of Divine Family Care Workplace Health and Safety policies and procedures. Note: Please confirm that you have read and understood this Volunteer Code of Conduct and that you accept its requirements and conditions by signing and dating below. Signature: ..... Print Name: ..... Date: .....