

ICH Volunteering Agreement

Inala Community House (ICH) is committed to delivering high quality services to clients, providing a harmonious workplace for all people and maintaining a positive reputation within the community. ICH seeks to achieve this by outlining standards of acceptable conduct while working or volunteering. It makes it clear to all people what is expected, reduces confusion and possible conflict. This may not encompass every situation faced in the workplace, but it is designed to give everyone an understanding of the principles which Inala Community House promotes and expects from persons involved with the organisation.

This Volunteering Agreement draws on several organisational policies which will be supplied to you.

Section 1 – Code of Conduct

As a Volunteer I will:

General:

- Promote and model the mission, vision and values of Inala Community House at all times and in all interactions with other people including other workers, clients and the broader community
- Follow any policies, procedures and reasonable directions of Inala Community House
- Uphold the integrity and good reputation of ICH and not act in any way which is detrimental to the organisation.
- Not make unauthorised public statements about ICH, its programs, services or clients
- Not discuss confidential information of Inala Community House outside the organisation
- Take reasonable care of ICH property, ensure that it is not used or accessed inappropriately and take steps to prevent damage or loss

Ethical and Professional Behaviour:

- Act in a professional and ethical manner with honesty and integrity
- Be committed to providing high quality services
- Carry out all work in a responsible manner to the best of my ability
- Promote harmony, inclusivity and professionalism when dealing with others. ICH does not tolerate behaviour which discriminates, is prejudicial, bullies, harasses, is abusive or offensive to others
- Seek opportunities appropriate to my skills, interests and aspirations
- Actively accept opportunities for training and personal development where appropriate
- Not attend ICH sites while affected by drugs (excluding medication prescribed to me by a doctor or over the counter medication) or intoxication
- Not use my position to actively seek personal gifts or favours for myself or for family or friends
- Avoid conflict with others and where this is unavoidable, follow grievance procedures to try to resolve any conflicts which occur

Conduct towards Clients:

- Treat clients with courtesy, respect and consideration, report any complaints to my Manager or supervisor and provide services to the best of my ability
- Be non-judgmental and accepting of client's beliefs, views and choices
- Be culturally sensitive at all times
- Maintain confidentiality at all times and not discuss clients' issues with other clients.
- Remove myself from any situation where I may feel threatened in any way
- Take all reasonable steps to protect clients from harm, neglect, abuse or exploitation and immediately report any concerns for the safety and wellbeing of clients

Conduct towards other Volunteers and Staff

- Value, support and respect other team members
- See myself as a valued team member with the right to contribute to decisions which affect my work
- Be accountable for my own actions at all times
- Keep my Supervisor and other staff informed of progress and raise with them any concerns that might affect my work relationships or quality of service
- Inform my Supervisor or another staff member if I am unable to come to work
- If I intend leaving my volunteer role, inform my Supervisor or the Manager 2 weeks prior to leaving.

Section 2 – Privacy and Confidentiality

I understand that Inala Community House strives to act with the highest integrity and offer the best possible service to volunteers, staff, clients and all people who access its services.

To provide the highest standard of service to all its stakeholders, Inala Community House needs to collect personal information. It is therefore important that individuals are confident that their personal information entrusted to Inala Community House is treated with the appropriate degree of privacy.

Personal information is any information which could be reasonably used to identify an individual.

As a Volunteer, I will:

- I acknowledge and confirm that as a volunteer I may acquire information on the organisation, its clients, staff and volunteers, and about certain matters and things which are of a confidential nature and that such information is the exclusive property of the organisation and will remain in the strictest confidence.
- I affirm that the information referred to above could be used to the detriment of the organisation, its clients and the volunteer activities and thereby undertake to treat as confidential all information, contracts or resources. I agree not to disclose the same to any third party either during the term I am volunteering for the organisation or at any time thereafter unless required by law to do so.
- I agree that any knowledge gained as a result of my position will remain in strictest confidence.
- I agree to exercise due care to ensure that any information I may give to others in the course of my duties as a volunteer or otherwise is information that is required to be given and is given to a party entitled to receive such information.

- I agree I will not discuss the details of my volunteer work with any representatives of the media or publicise any of the confidential aspects of my work orally or by written work or any other medium of communication.
- I realise that I have a legal obligation to break confidentiality when a client confides that he/she intends to do harm to themselves or other(s) in which case this should be immediately reported to my Supervisor or Manager.

Section 3 - Safety

As a Volunteer, I will:

- Inform my Supervisor or the Manager of any conditions, impairments or medications which may affect my ability to perform work safely
- Only perform tasks which I believe are within my capability to safely undertake
- Report any safety issues I identify and if safe to do so, seek to prevent injury occurring to myself or someone else
- Participate in any discussions about health and safety as relevant to my work
- Report any incidents or injuries to myself or other people while volunteering for ICH

Volunteer Roles

There are a number of volunteering opportunities at Inala Community House. All volunteers may be asked to assist in a range of general tasks including:

- Welcoming clients and participants to the centre, activity or event
- Minor set up and pack up activities for activities and events
- Basic kitchen tasks such as:
 - Assistance in preparing basic food and beverages such as making teas and coffees or serving ready to eat foods (such as biscuits)
 - Washing up
 - Taking out rubbish
- Minor cleaning tasks

Volunteers may be assigned specific roles based upon their interests and also the available volunteering opportunities.

Volunteer Statement of Understanding

As a volunteer, I will undertake my duties in a professional manner, respecting at all times the rights, choices, lifestyle and dignity of others. I hope to make a positive contribution to the work of Inala Community House. As a volunteer, I acknowledge and agree:

- To act in accordance with the requirements listed in this agreement
- That information gained through volunteering will be treated as confidential
- To undertake an induction & orientation process in order to understand the policies and procedures relating to my volunteer role and work within those guidelines.

Volunteers play an important role in our organisation and the intent of this agreement is to assure you of our deep appreciation of your services and to indicate our commitment to ensuring your volunteer experience here is a productive and rewarding one.

This volunteer agreement is made between:

The Management of ICH, represented by: _____

Service: _____

Volunteer Name: _____

Volunteer Role/s: _____

* These roles may change from time to time which will not affect the operation of this agreement.

Hours of Availability

The agreed volunteering hours are:

Mon AM	Tues AM	Wed AM	Thurs AM	Fri AM
Mon PM	Tues PM	Wed PM	Thurs PM	Fri PM

*These hours may change from time to time which will not affect the operation of this agreement.

Duration

I agree to engage in volunteer work from this date: ____ / ____ / ____

Declaration

By signing this declaration, I confirm that I have read the above statements and agree with adhering to the Code of Conduct, all Confidentiality requirements and all other sections of this agreement. I further agree to abide by any reasonable directions as may be given to me by my supervisor in my role as a volunteer.

I agree to provide adequate notice to Inala Community House about my availability to perform volunteer work and shall speak to my Manager or supervisor if I decide to stop volunteering.

I also agree to Inala Community House collecting and keeping personal details pertaining to my volunteer work at Inala Community House in accordance with the *Privacy Information* section.

Volunteer Name: _____ **Manager Name:** _____

Signature: _____ **Signature:** _____

Date: ____ / ____ / ____ **Date:** ____ / ____ / ____

OFFICE USE ONLY

Interview conducted by: _____ Date: _____

Approved by: _____ Date: _____

Volunteer position assigned (attach role description):

General tasks assigned:

Supervisor assigned: _____

Relevant qualifications/certificates sighted, copied and sent to HR (as provided in the application form)? Yes / No

Has an induction been completed? Yes / No

*A person cannot start volunteering until an induction has been completed (please see the section in bold below)

Any conditions, restrictions, etc.? Yes / No *If yes, please include below:*

--

Additional Requirements	Circle	If yes:
Bus Driving	Yes / No	<ul style="list-style-type: none"> Drivers licence must be sighted and copied Bus driver induction required Drivers declaration
Working with Children	Yes / No	<ul style="list-style-type: none"> A Blue Card must be held prior to commencing
Working in NDIS	Yes / No	<ul style="list-style-type: none"> A NDIS Worker Screening may be required depending upon the role – confirm with HR
Having access to confidential information	Yes / No	<ul style="list-style-type: none"> Must sign the Confidentiality Policy
Safety Risks		
Working Alone	Yes / No	<ul style="list-style-type: none"> Work Plan - Discuss with WHS
Working Alone with Clients (no staff supervision)	Yes / No	<ul style="list-style-type: none"> Must sign the Code of Conduct Policy Work Plan - Discuss with WHS
Working Offsite	Yes / No	<ul style="list-style-type: none"> Work Plan - Discuss with WHS
Manual Handling	Yes / No	<ul style="list-style-type: none"> Work Plan - Discuss with WHS
Food Handling	Yes / No	<ul style="list-style-type: none"> Food Handling training (as relevant)

If the answer is no to all of the above questions, the volunteer is able to commence once this Agreement, the Volunteer Application and induction paperwork have been sent to hr@ich.org.au and once the volunteer has been issued a volunteer ID card.