

**Code of Conduct for Volunteers**  
**HACC Objective 3: Efficient and Effective Management**  
**HACC Objective 5: Privacy, Confidentiality and Access to Personal Information**

The following code of conduct outlines the behaviour required of all volunteers and additional areas of responsibility specific to Management Committee members. It makes it clear to all volunteers what is expected, and reduces confusion and possible conflict. A copy of the Code of Conduct will be given to all staff members (paid or unpaid) to be signed. The original will be filed in the staff member's personnel file and a copy given to the staff member.

Failure to abide by the Code of Conduct may lead to disciplinary action, dismissal and/or legal action against the volunteer concerned (see Gross Misconduct).

**All team members shall:**

- Abide by the philosophy of Inner West Neighbour Aid Inc.;
- Represent Inner West Neighbour Aid Inc. in a positive way;
- Not give personal advice to clients;
- Not alienate clients from their families or carers;
- Not accept gifts from service clients (except home garden produce/hand crafts) which exceed the value of \$20.00;
- Exchange of cash/cheques as gifts is not permitted;
- Treat clients with courtesy, respect and consideration, act on complaints and provide services to the best of their ability;
- Observe all policies and practices of Inner West Neighbour Aid Inc. including those specified in the Constitution, the Policy Manual and any others determined by the Management Committee or the membership of the organisation;
- Follow all reasonable directives made by authorised staff members, the Manager/Coordinator or the Management Committee (see Organisation Structure Chart);
- Follow any grievance procedures set down by the Management Committee to try to resolve any conflicts with other staff or members of Inner West Neighbour Aid Inc.
- Adhere to the accounting procedures of Inner West Neighbour Aid Inc.
- Not discuss confidential issues of Inner West Neighbour Aid Inc. with people outside the organisation;
- Not have sexual relationships with service consumers;
- Not take clients to staff homes;
- Not consume, or be under the influence of, illegal drugs or alcohol while on duty or on the premises;
- Not harass or abuse, either physically, sexually, financially or verbally in any form, clients, service users, staff members (both paid and unpaid) or members of the general public;
- Not use the service for other fundraising activities;
- Adhere to regulations regarding smoking in any premises, or vehicles, where services are conducted;
- To work in a safe manner and not contribute to health and safety problems;
- To undertake relevant training as determined by the Coordinator;
- For Garden Aid volunteers, not to use herbicide and leave this task to the Team Leader;
- To follow the duties outlined in the volunteer job description

**I have read this Code of Conduct and I have discussed this Code of Conduct with Management and fully understand the contents. I am fully committed to upholding these principles, and these rules and regulations.**

Signed (Volunteer): \_\_\_\_\_ Date: \_\_\_\_\_

Signed (Volunteer Coordinator): \_\_\_\_\_ Date: \_\_\_\_\_