

Volunteer Code of Conduct & Agreement

Volunteers have a special place in SCARF and assist in many ways. This may include interaction with individuals, families and small groups of students in a range of different activities.

To assist SCARF in providing a safe environment and a positive climate, volunteers are asked to comply with the Code of Conduct for Volunteers. This code of conduct has been formulated to clarify the type of conduct that is expected of volunteers when participating in programs and activities on behalf of SCARF.

- Observe high standards of behaviour and ethical conduct, For example you are expected to act within the law, be honest and fair, respect other people (including students), and work to the best standard of your ability. Be flexible, patient, reliable and understanding.
- Appreciate that our families and students are relying on you to be punctual and advise your co-ordinator if you are unable to make your regular commitment.
- Appreciate that refugees have rights and aspirations. Treat them with dignity and respect.
- Appreciate that refugees come from a wide range of different cultural backgrounds. Endeavour to always work within their cultural framework.
- Our families come from different religious backgrounds, as do our volunteers. You are to no way act in any way that appears to be 'recruiting' clients to any particular ethnic, religious, political or other community group.
- Volunteering has a strictly non-financial relationship with their students/families. SCARF offers financial and budgeting advice.
- Observe confidentiality in respect of all information gained through your participation as a volunteer. All information held by SCARF should be handled with care. Some information is especially sensitive. Sensitive and/or personal information requires additional caution in the way it is treated. For example, volunteers should not discuss nor disclose personal information about students, families or students' parents/carers to others.
- Accept and follow directions from SCARF management and seek guidance through clarification where you may be uncertain of tasks or requirements. You may need to refer matters to service providers or government departments on particular issues.
- Observe safe work practices, which avoid unnecessary risks, apply reasonable instructions given by SCARF and report to SCARF any hazard or hazardous practice in the workplace.
- As a volunteer you must not make any public comment or statement that would lead anyone to believe that you are representing SCARF, or expressing its views or policies. This includes comments or statements made at public and community meetings, via the media, or when it is reasonably foreseeable that the public at large will know the comments, or statements.
- No one should come to work for SCARF, or return to work, under the influence of alcohol or other drugs that could impair their ability to carry out their work or cause danger to the safety of themselves or others.
- If you are providing transport for families or individuals you must always possess a current NSW driver's licence, and Third Party Compulsory Personal Injury Insurance (CTP or Green Slip).
- In the event of attending a home visit and finding children (under 12 years old) unsupervised by a parent or guardian over 16 years of age, the volunteer must NOT enter the home and should leave a note explaining "unable to continue the session without an adult in attendance". The volunteer co-ordinator to be advised.

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VOLUNTEER AGREEMENT

I, _____
Please PRINT

of _____
Address

have read the SCARF Volunteer Code of Conduct and agree to adhere to SCARF's mission statement and SCARF's policies and procedures.

Signed: _____

Date: ____/____/____

SCARF ADMINISTRATION TO COMPLETE:

Database noted by _____

Date: ____/____/____