

Code of Conduct for Volunteers

The Code of Conduct for Volunteers (CoC) aims to ensure that all volunteers understand the standard of conduct required. Volunteers are expected to uphold the CoC at all times when carrying out their duties.

Volunteers are expected at all times to:

- Respect the vision, mission, core values of New Hope CS.
- Respect the direction and decisions of your Programme/Volunteer Coordinators.
- Respect the property of New Hope CS and the client.
- Be punctual for scheduled commitments.
- Inform your Programme/Volunteer Coordinator if you are unable to volunteer as scheduled within 24 hours.
- Treat volunteers, clients and members of the public without discrimination.
- Be willing to learn and take part in all required briefing and debriefing sessions.
- Offer constructive feedback about our organisation in an appropriate manner.
- Ensure the safety of staff, clients and volunteers at all times.
- Dress appropriately. The following are the requirements for the standard of appearance:
 - a. Put on the volunteer T-shirt for New Hope CS' programmes and events.
 - b. Dress modestly, avoid revealing any part of the cleavage, midriff or buttock.

Volunteers must NOT:

- Act in any way that may create liability or bring into disrepute the organisation and its name.

- Use organisation's property, resources, information or funds for any purpose other than authorised uses.
- Falsify or change any documents or records.
- Disclose confidential client information to unauthorised persons, without written approval.
- Post any photographs or videos on reports, advertisement, promotional material or social media without obtaining permission from relevant personnel.
- Act as a spokesperson for the organisation unless prior permission or authority has been given by the Volunteer Manager.
- Make commitments on behalf of New Hope CS.
- Speak to the media about your volunteer work with the organisation without prior consent and approval by New Hope CS.
- Seek or accept money, rewards, benefits or any other gifts from our clients. Any item received, must be declared in written form to New Hope CS.
- Impose your viewpoints, influence, interest or religion or actions on clients that could affect clients' judgment and decision-making.
- Engage in any activity that may bring harm (e.g. physical or emotional) to another person or damage to property.
- Be under the influence of alcohol and non-prescription drugs while volunteering.
- Lend money to our clients.
- Give personal contacts to our clients. New Hope CS will not liable for outcomes that may arise due to personal contact details being given out to clients
- Use your participation in New Hope CS to promote partisan politics, religious matters or other affiliation outside New Hope CS.
- Solicit funds under the name of New Hope CS for personal interest.
- Misrepresent New Hope CS for your personal benefit.

Conflict of Interest:

Volunteers are expected to avoid situations which may give rise to a conflict of interest with the organisation (e.g. other commitments, roles in other organizations). If any potential area of conflict arises, please consult New Hope CS' Volunteer Manager.

Breaches of the Code of Conduct for Volunteers:

Any breach to the Code of Conduct for Volunteers may lead to a warning of unacceptable behaviour and/or immediate termination of services as a volunteer.