



## Sending Sunshine: Volunteer Code of Conduct

*The purpose of the Code of Conduct for volunteers is to set out standards of behaviour expected from the volunteers of Sending Sunshine. All volunteers should ensure that they have read and comply with this Code of Conduct.*

As a volunteer of Sending Sunshine, I promise to abide by the fundamental values that underpin all activities of this organization. These are as follows.

### **Our Values**

#### Respect

*Treating all people with dignity*

This will be the hallmark of all conduct when dealing with colleagues within Sending Sunshine and equally when dealing with individuals and institutions outside it.

#### Service

*Being of benefit to member of the community*

Everything that Sending Sunshine does is for the benefit of the seniors, students, and community at large that we serve.

#### Diversity

*Capitalizing on the differences that make us unique*

Sending Sunshine strives to maintain an environment that is welcoming to people of all backgrounds, embracing the differences that make us unique, thus allowing everyone to feel welcome.



Additionally, volunteers should maintain the highest standards of behaviour in the performance of their duties by:

- Fulfilling their role as outlined in their written **volunteer role description/information guide** to a satisfactory standard;
- Performing their volunteer role to the best of their ability in a safe, efficient and competent way;
- Following the organization's policies and procedures as well as any instructions or directions reasonably given to them;
- Acting honestly, responsibly and with integrity;
- Treating others with fairness, equality, dignity and respect;
- Raising concerns about possible wrongdoing witnessed by the volunteer in the course of the volunteer's role with Sending Sunshine;
- Meeting time and task commitments and providing sufficient notice when they will not be available so that alternative arrangements can be made;
- Acting in a way that is in line with the purpose and values of the organization and that enhances the work of the organization;
- Communicating respectfully and honestly at all times;
- Directing any questions regarding Sending Sunshine's policies, procedures, support, or supervision to the volunteer's supervisor;
- Declaring any interests that may conflict with their role or the work of the organization (e.g. business interests or employment). If any doubt arises as to what constitutes a conflict of interest, volunteers may seek guidance from Sending Sunshine's Executive Director;
- Keeping confidential matters confidential;
- Exercising caution and care with any documents, material or devices, containing confidential information and at the end of their involvement with Sending Sunshine returning any such documents, material in their possession;
- Seeking authorisation before communicating externally on behalf of Sending Sunshine



Volunteers are expected NOT to:

- Bring Sending Sunshine into disrepute (including through the use of email, social media and other internet sites, engaging with media etc.);
- Seek or accept any gifts, rewards, benefits or hospitality in the course of their role;
- Engage in any activity that may cause physical or mental harm or distress to another person (such as verbal abuse, physical abuse, assault, bullying, or discrimination or harassment on the grounds of gender, civil status, family status, sexual orientation, religion, age, disability, or race);
- Be affected by alcohol, drugs, or medication which will affect their abilities to carry out their duties and responsibilities while volunteering;
- Provide a false or misleading statement, declaration, document, record or claim in respect of Sending Sunshine, its volunteers, or trustees;
- Engage in any activity that may damage property;
- Take unauthorised possession of property that does not belong to them;
- Engage in illegal activity while carrying out their role;
- Improperly disclose, during or after their involvement with Sending Sunshine ends, confidential information gained in the course of their role with Sending Sunshine.

Where a volunteer is found to be in breach of the standards outlined in this Code of Conduct or any of Sending Sunshine’s other policies and procedures this may result in the volunteer’s position being terminated. Notwithstanding the foregoing, volunteers should note that Sending Sunshine may terminate a volunteer’s position without cause.

Volunteers also acknowledge that no employment relationship is created in the context of their role with Sending Sunshine.

**Signed** .....

**Name** .....

**Date** .....