

Principles of Conduct for Volunteers

The Principles of Conduct for WCHN volunteers are based on the core values of the Women's and Children's Health Network and has been cross referenced with the Code of Ethics for the South Australian Public Sector. The same principles hold true for the volunteers who assist the staff of the Health Network.

This document is intended to assist volunteers to answer the question, when it arises, "what is the right thing to do?" It is not possible for this document to cover all circumstances. Therefore, volunteers are encouraged to seek guidance from the Volunteer Unit staff or their Work Area Supervisor if they are uncertain about a particular situation.

The three underpinning values of the Principles of Conduct are:

- Integrity
- Respect
- Accountability

To maintain the trust of the Health Network, the Principles of Conduct requires you to behave with integrity, show respect and be accountable. These underpinning principles are defined as follows:

Integrity

- Act honestly and with integrity when performing your duties.
- The giving and receiving of personal gifts from patients or clients is discouraged but occasional small token gifts may be accepted where refusal may offend. The receipt of these gifts should be reported to your supervisor immediately.
- Conduct yourself in your volunteer work and on a personal basis in a manner that will reflect positively on the Women's and Children's Health Network.
- Maintain professional boundaries at all times having no contact with consumers outside the workplace. This includes contact via social media.

Respect

- Treat the public, other volunteers and staff with respect and courtesy, having regard for the dignity of the people with whom you interact.



For more information

Manager, WCHN Volunteers
 Women's and Children's Hospital
 72 King William Rd, North Adelaide SA 5006
 Telephone (08) 8161 8475



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Government of South Australia

Women's and Children's
 Health Network

- Respect others by valuing their diversity and do not discriminate against anyone on the basis of:
 - Age
 - Association with a child (in customer service or accommodation)
 - Caring responsibilities
 - Disability
 - Gender identity
 - Marital or domestic partnership status
 - Intersex status
 - Pregnancy
 - Race
 - Religious appearance or dress (in work or study)
 - Sex
 - Sexual orientation
 - Spouse or partner's identity

Accountability

- Take reasonable care of yourself to ensure your own health and safety at work and the health and safety of others.
- Use any equipment provided for health and safety purposes and adhere to any reasonable instruction the supervisor gives in relation to health and safety.
- Report misconduct, corruption or illegal activity.
- Adhere to all legislative requirements (Work Health and Safety), the Principles of Conduct, policies, procedures and reasonable instructions from appropriate individuals whilst volunteering.
- Volunteers should comply with the WCHN directions and guidelines by maintaining strict confidentiality in the use of information.
- Do not use any confidential information for personal gain.
- Declare any conflict of interest.
- Do not post comments or photographs related to your volunteering with WCHN on social media.
- Do not publicly criticise the WCHN, staff or volunteers in any forum including on social media sites.
- Do not exchange email contacts, phone numbers or social media contacts with children or clients of WCHN.
- When you have finished working at the WCHN you must continue to respect the confidentiality of information gained during your time as a volunteer.
- Volunteers must not make comment to the media but direct inquiries to the Volunteer Unit staff or their Work Area Supervisor.
- Do not waste or misuse any WCHN resources. Misuse may include inappropriate use of electricity, telephones, internet, water or materials such as paper.



- Volunteers must not bully or otherwise harass other volunteers, staff or members of the public. Behaviours that characterise bullying may include victimisation and unwelcome, offensive, abusive, belittling or threatening behaviour directed at another person or a group of people.

I understand and agree to abide by the Principles of Conduct for WCHN Volunteers.

VOLUNTEER'S NAME:

SIGNATURE:

DATE:

