



CODE OF EXPECTATIONS

Volunteer Member and Maleny Visitor Information Centre Inc.

This Code highlights mutual commitments expected of each member and Maleny Visitor Information Centre Inc.

Volunteer / Member

- Commit yourself to supporting the association's rules and objectives.
- Act ethically, responsibly and maintain the confidentiality of
 - the Information Centre
 - it's client information, and
 - other volunteers.

Please note: Our Information Centre may see or hear information that is private and strictly confidential, and any such information must be kept strictly confidential. All volunteers are responsible to ensure that private and confidential information is not inappropriately released, or taken from the Centre. If in doubt, please check with the President or a Management Committee member.

A volunteer's Membership Application and Interview Forms shall be retained in the Secretary's confidential file records

- Perform your volunteer duties to the best of your ability
- Meet the Centre's rostered attendance goals (work 3 shifts each month)
- Work a two-person shift with another volunteer
- If unable to attend,
 - try to arrange your own replacement if possible, or
 - provide adequate advance notice for alternate arrangements to be made by the Roster Angel on duty for your shift
- Attend the annual Training forum get-together
- Attend six famils per year
- Apply Record Keeping procedures and wear Uniform provided.

Maleny Visitor Information Centre Inc.

- Provide adequate information, training, and assistance to enable the volunteer to effectively undertake their responsibilities;
- Ensure diligent supervision and provide feedback on the volunteer's performance;
- Respect the volunteer's skills, dignity, individual needs;
- Consider a volunteer's comments regarding possible ways of accomplishing our respective obligations.