

Volunteer Guidelines

Thank you for choosing to support the Charlie Teo Foundation (the **Foundation**) by becoming a volunteer. These guidelines have been developed to assist volunteers in understanding their role and responsibilities as a volunteer as well as what to expect from the Foundation. If you have any questions, please email community@charlieteofoundation.org.au or call the office on (02) 8880 8328.

Nature of engagement as a volunteer

Working as a volunteer for the Foundation means that you perform all tasks on a voluntary basis, and you will not receive remuneration for any work that is undertaken. The work you perform is for the benefit of the Foundation to help achieve its objectives. By agreeing to volunteer, you understand there is no intention to create an employment relationship between you and the Foundation and you are not entitled to remuneration or any other entitlements or benefits.

Volunteer hours

The hours that you volunteer will be discussed between you and the Foundation, and may be subject to change. You may be requested to perform activities:

- At our office during our normal hours of operation; or
- In other locations as required such as for fundraising events either during or outside our normal hours of operation.

You may end your volunteer position at any time for any reason. We appreciate you giving as much notice as possible. We may also end your volunteer engagement with us at any time for any reason.

What you can expect

We value our volunteers and will endeavour to provide you with:

- Induction for office volunteers and any training necessary for your role;
- A safe environment to perform your role;
- The provision of suitable tools and equipment for your role;
- An internal contact person, so that you have the opportunity to ask questions and receive feedback and support; and
- Insurance to cover the tasks you undertake while engaged with the Foundation.

Our expectations

We ask that you:

- Support the Foundation with its aims and objectives;
- Participate in all relevant induction and training;

- Understand and comply with our policies applicable to volunteers as they are developed, including those relating to workplace conduct, health and safety, privacy and confidentiality;
- Only undertake tasks you are authorised to perform and follow all reasonable instructions from your nominated supervisor or other nominated staff;
- Behave appropriately, professionally and courteously to our staff, other volunteers, partners, sponsors, donors, supporters and the public, with whom you interact in the course of your role;
- Refer any potential partner, sponsor or supporter directly to the Foundation and not hold yourself out as one of our authorised representatives unless expressly authorised to do so in writing by the CEO or Head of Fundraising;
- Use any property or equipment provided to you for the purpose of any designated tasks and return these to us when your engagement with us ends;
- Are honest in your dealings with us; and
- Will be reliable in providing services at the times as agreed with us.

Volunteer expenses and other benefits

The Foundation will reimburse you for any pre-approved reasonable expenses incurred in performing tasks associated with your role so that you are not financially disadvantaged as a result of your volunteer position with us.

We may sometimes provide you with a benefit associated with your volunteering role (for example, training, food, event tickets). If this occurs it is done on a gratuitous and discretionary basis, and is not a payment in lieu of salary.

Confidentiality

During the course of your engagement you may be exposed to information which is confidential. You are expected to keep such information confidential both during and after your volunteer service. This means you cannot disclose or use the information (except in the proper course of carrying out your role, or as agreed with us, or as required by law). When you cease your volunteer role, you are expected to return any material containing confidential information.

Confidential information includes any information about the Foundation, our Board, employees, volunteers, ambassadors, partners, supporters and our activities which you become aware of during the course of your engagement or which you generate during the course of performing your role which is confidential and not in the public domain.

Intellectual property

As a volunteer, you may create written, graphic or audio visual material or develop ideas relating to your role or the work of the Foundation. This is known as Intellectual Property and includes any designs, copyright, inventions or improvements and trademarks, and any corresponding proprietary or other rights in respect of any idea, process or know-how.

In becoming a volunteer, unless we agree otherwise, you agree to transfer to the Foundation all rights connected to Intellectual Property, and will do all things necessary to effect such transfer. All Intellectual Property created by you during your service is owned by the Foundation.