

WINTER SHELTER 2025 VOLUNTEER AGREEMENT

Each participating volunteer in the Maroondah Winter Shelter program, needs to have read through our Policies and Procedures, completed training requirements and return a Volunteer Agreement form before volunteering at a venue.

The items of agreement are listed below.

- I have read, understand and agree to follow the Policies and Procedures of Maroondah Winter Shelter - available at <https://wintershelter.org.au/policies>
 - I will not share personal contact details with a guest. (phone, email, home address, etc.)
 - I will not loan or give any money to a guest.
 - I will respect the privacy of all guests, whether it be personal stories shared with me or information stored on file.
 - I will not share this information with any party unless I believe it to be an issue of personal safety, or if I believe the other guests and volunteers' safety to be at risk. In this case, I will talk to the shift leader or venue coordinator.
 - I will treat everyone without judgement, with dignity, respect and care.
 - I will respect the beliefs of others and will not impose my political, cultural or religious views on anyone.
 - I will not share the personal information of a guest or photos of a guest on social media.
 - I will respect the guests' personal space and recognise that they may be feeling vulnerable.
 - I will arrive on time for my rostered shift and will notify the Venue Coordinator if I am unable to do so.
 - I will give as much notice as possible if I am unable to work my shift, so that a replacement can be found.
 - Upon arriving for my shift, I will sign into the volunteer logbook.
 - I will take responsibility for my own health, safety and welfare as well as that of the guests at the shelter.
 - I will not be alone with a guest at any time.
 - I will carry out the duties assigned to me as a volunteer to the best of my ability.
 - I accept that the security of personal possessions brought into the shelter are my own responsibility.
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