



NEWHOPE COMMUNITY CARE

VOLUNTEER HANDBOOK

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Definitions

NewHope: Refers to Newhope Community Care and NewHope Baptist Church

NHCC: Refers to NewHope Community Care

NHBC: Refers to NewHope Baptist Church

Formal Volunteering:

Volunteering is an activity which takes place through a non-for-profit organisation or project and is:

- ▶ Of benefit to the community and the volunteer
- ▶ Undertaken of the volunteer's own free will and without coercion
- ▶ Not undertaken for any form of remuneration
- ▶ In a position not designated as paid
- ▶ Underpinned by the volunteering Australia 'principles of volunteering'

Casual Volunteer: Someone who volunteers on an adhoc basis or no more than twice in one year

WELCOME AND THANK YOU FROM Monique



Welcome to the NewHope Community Care volunteer team. We are delighted that you have come on board and we thank you so much for your contribution to our services, and the wider community.

This handbook contains important information to get you started, so please take the time to read it. It is to be accompanied by the NewHope Adult Leader's handbook. For an overview of the Community Care ministries visit the Newhope Community Care (NHCC) website www.newhopecare.net.au.

While you serve others, our prayer is that your life too will be challenged, enriched and broadened as we learn from and support each other in whatever capacity our service is.

To help you get started, it is important for you to understand a little of our story, our vision, values and culture.

OUR HISTORY

NHCC is a practical outreach to the community, supporting people in times of crisis, need, grief, emotional and financial distress. We are here for the tough times and to help people build for a better future.

We are not set up to be a welfare organisation, instead we are an integral part of the NewHope Community that works together to serve our community, in particular the residents of the City of Whitehorse and surrounding community.

We have a vision of caring for our community, and as an initiative of NewHope Baptist Church our mission is loving God, loving others and serving the world. This is done by providing relief care, developmental care and advocacy care to all people experiencing hardship, as we endeavour to empower people to transform their lives.

From inception, the NewHope, then Blackburn North Baptist Church, has been active in the local community. In January 2006 NewHope Community Care was officially incorporated as a not-for-profit organization with Deductible Gift Recipient (DGR) - Public Benevolence Institution (PBI) status so as to enhance and maximize our effectiveness and ability to engage our community.

Community Care is just one way NewHope is able to serve the local community. The NewHope Community Centre and programs including but not limited to; Playgroups, Mainly Music, Playspace, the café and buildings, children's, youth and programs for all ages are here for all in our community. Similarly wherever our NewHopers go we encourage you to serve and share hope with others.

OUR APPROACH

NewHope Community Care – A gift to the community!

We view it as a privilege to be invited into the lives of people in our community. Our aim is to provide practical resources, support and encouragement to any member of the community, particularly the marginalised, oppressed, hungry, hurting and frightened. We offer a warm and accepting welcome to everyone seeking assistance. We endeavour to encourage and empower those who come to NewHope Community Care to find new and ongoing hope.

We are also aware that many people, and some people groups may feel voiceless in disempowering and marginalised circumstances and unable to speak out. Community Care seeks to advocate on behalf of both individual and specific initiatives. For example our "Unshackled" movement advocates against human slavery and trafficking, and we are involved in "A Just Cause" addressing issues of homelessness, our first peoples and asylum seekers.

OUR VISION

"Cultivating empowering communities of compassion and hope to alleviate poverty and suffering"

OUR MISSION

Our mission is caring for our community by: loving God, loving each other and serving the world. We provide relief care, developmental care and advocacy care to all people experiencing need to empower them to transform their lives.

OUR VALUES

1. To live our lives as expressions of Jesus' heart of compassion and hope.
2. To mobilise NewHope people to address need and relieve suffering.
3. To develop Communities of Hope.
4. To provide people with networked options fostering improved wellbeing.
5. To develop and enhance partnerships with the broader community to maximise impact.

SERVICES & PROGRAMS

Food Pantry and Relief Care

Dinner Tonite - Community Meal (Blackburn Campus)

Support for Asylum Seekers and new migrant communities

CAP Debt Centre and CAP Money budgeting

COACH Family Mentoring

English as a Second Language (ESL) classes (Blackburn Campus)

Services are available across all campuses unless otherwise stated. Note Counsellors & Psychologists are available and are now part of NewHope Medical



**newhope
medical**

GP Clinic | Psychology | Counselling | Pathology

Bulk Billing Available

522 Middleborough Rd,
Blackburn North 3130

PO Box 255, Kerrimuir 3129

(03) 9066 1145
newhopemedical.com.au

Specific Advocacy Initiatives

As a collective NewHope currently focuses our advocacy efforts in 4 key areas:

- ▶ Australia's First People
- ▶ Family Violence
- ▶ Refugee & Asylum Seekers
- ▶ Unshackled – end human trafficking and slavery.

A Just Cause

NewHope is a flagship organisation of A Just Cause and a vehicle by which we can reflect and speak up about National Issues including; Refugees and Asylum Seekers, Indigenous disadvantage and Homelessness. Partnering with A Just Cause provides us with up to date information and the research on relevant topics. It also provides ways in which we can raise awareness in our community and have a voice for those, who may for a time find themselves voiceless. For more information visit <http://ajustcause.com.au/>

Partnerships

We assist the community through various networks as we aim not to duplicate services that are already available. Many of these networks operate through relationship, and are informal, or specific to an area of work. However, we do have a few key partnerships:

Jubilee Housing is a community housing initiative of the Box Hill and NewHope Baptist churches and South Croydon Anglican church, www.jubileehousing.org.au. We have been operating for over 20 years to provide affordable housing for people in our local communities who are unable to secure adequate housing from the private market. NewHope has two representatives on the Committee of Management.

Eastern Emergency Relief Network EERN is made up of a number of member welfare providing agencies (approximately 140) including NewHope Community Care. These members are the active arm which bring their clients in need to the warehouse for assistance. The core objective of EERN is to make available furniture and other household goods and (non-perishable) food parcels as emergency aid to those in need. Clients need a referral from NHCC stating their specific practical needs for furniture and household items.

LinC Whitehorse is a large group of volunteers from various Christian denominations, joining together to help people within the City of Whitehorse who have short terms needs. Services include: visitation/friendship, home help, transport to medical appointments or shops, shopping assistance, emergency food, regular phone contact and general assistance.



VOLUNTEERING WITH COMMUNITY CARE

Benefits of Volunteering with NHCC



Volunteering is a rewarding experience, we trust you will enjoy serving your community and connecting and supporting some of the people we serve. We also want to value and support you as a volunteer with us. In this role you will:

- ▶ Be recognised as a valued team member
- ▶ Be supported and supervised in your role
- ▶ Have access to orientation and training
- ▶ Have access to participate in regular volunteer education and information sessions



What you can expect:

- ▶ Information about the organisation for which you are volunteering
- ▶ A clearly written job description
- ▶ Know to whom you are accountable
- ▶ Be recognised as a valued team member
- ▶ Be supported and supervised in your role
- ▶ A healthy and safe working environment
- ▶ Be covered by insurance
- ▶ Say 'no' if you feel you are being exploited
- ▶ Be reimbursed for out of pocket expenses
- ▶ Be informed and consulted on matters which directly or indirectly affect you and your work
- ▶ Be made aware of the grievance procedure within the organisation
- ▶ Orientation and training
- ▶ Be informed of volunteer Rights and Responsibilities

Code of Practice

To ensure that volunteer involvement is supported to the best possible standard this organisation will:

- ▶ Develop and maintain a policy for involving volunteer staff which covers all aspects of volunteer involvement within the organisation.
- ▶ Differentiate between paid and unpaid roles
- ▶ Define volunteer roles and provide clear job descriptions for volunteer staff
- ▶ Ensure that the work of volunteer staff complements but does not undermine the work of paid staff.
- ▶ Provide volunteer staff with orientation to their work and the organisation.
- ▶ Provide adequate training to enable volunteer staff to perform their work effectively.
- ▶ Offer volunteer staff opportunities for professional development.
- ▶ Provide volunteer staff with a safe and healthy workplace.
- ▶ Reimburse volunteer staff for out of pocket expenses incurred on behalf of the organisation.
- ▶ Provide volunteer staff with appropriate, and adequate, insurance coverage.
- ▶ Provide appropriate levels of support and management to volunteer staff through the appointment of a suitably qualified manager of volunteers or other designated person
- ▶ Provide volunteer staff with a copy of the organisation's policy for the involvement of volunteer staff.
- ▶ Provide all volunteer staff with information on the grievance and disciplinary procedures of the organisation.
- ▶ Ensure that volunteer staff are not coerced or pressured into taking up additional work during an industrial dispute or paid staff shortage.
- ▶ Ensure that volunteers are not recruited to replace paid staff.
- ▶ Recognise volunteer staff as valuable team members, and advise them of the opportunities to participate in agency decisions.
- ▶ Acknowledge the valuable contributions made by volunteer staff.
- ▶ Ensure the rights of volunteer staff are upheld.

What Community Care expects:

- ▶ Fulfill your role responsibly and ethically as outlined in the volunteer position description (if applicable) and as agreed with your team leader
- ▶ Be reliable
- ▶ Be accountable
- ▶ Be committed to NHCC and adhere to the values
- ▶ Undertake training as requested
- ▶ Ask for support when you need it
- ▶ Treat all people, with whom you have contact in the course of your work, fairly and courteously
- ▶ Value and support other team members
- ▶ Respect:
 - Client and organisation confidentiality
 - Clients' need for privacy
 - Clients' decisions
 - Clients' personal views and differences, eg. politics, religion

NewHope Leadership Culture

Throughout NewHope we continue to develop our leadership culture in all areas of leadership service including staff and volunteer leaders. Who we are and how we behave and treat one another is more important than what we can do. Although the following points describe our leadership culture, we encourage all volunteers in the same as we spur each other on to be all we can be serving together.

We value the following behaviours at NewHope:

- ▶ We always keep the Lord before us (Ps 16:8).
- ▶ We make it "safe" for one another so we can speak the truth in love. We have the honest conversations. We never shame one another.
- ▶ We make every effort to see things from the other person's perspective. We seek first to understand, then to be understood. We listen wholeheartedly.
- ▶ We seek to be reconciled rather than prove we are right. We react in the opposite spirit.
- ▶ We recognise gifting, skill, diversity and calling, and we defer to one another often.
- ▶ We make certain everyone on every team knows: (a) what we are aiming to do together (vision), (b) what we want them to do (responsibility) and (c) who they must answer to (accountability).
- ▶ We speak well of each other at all times. We have each others back.
- ▶ We learn from failures. We reward personal growth.
- ▶ We are always trying to move the ball up the field. Every meeting ends with actions. Every week is punctuated with Sabbath. We keep each other accountable.
- ▶ We leave everything better than we found it (eg. Rooms we meet in, kitchen sinks, teams we work with, ministries we lead, people we talk to, etc.).
- ▶ We celebrate people added to our width, and depth added to our people!

Now for some practical tips

Throughout the services of Community Care you may find yourself assisting and getting to know people who think, behave and live life differently to you. The diversity of this engagement is what makes our community so rich and involvement such a privilege, much of the time rewarding and fun. There will be challenging times and occasions where you may feel out of your depth and not know what to do, or even feel 'let down' by the people you have got to know. These are also likely to be the times in which your beliefs and attitudes will be challenged and you will grow in your faith and as a person. None of us have all the answers. We'll all have times where we may question our effectiveness. However, often just being present and walking alongside others through the ups and downs of life is all that is required.

Listen

To God: Your ministry is an act of worship and so we need to listen to God both in preparation and during ministry so that we are attentive to His promptings.

To Others: Active listening in conversation is a key part to the ministry; be attentive, listen, reflect back (e.g. that must have been very hard for you...), check understanding, ask open ended questions, empathise with their story. Be very slow to advise, if at all. People are not usually expecting you to provide answers to their problems, but they are looking to be heard.

Love graciously

From God: God has audaciously and generously extended his love and grace to us. This is so big we can never seem to fully understand how huge this is. Regardless of what we do or how we have behaved we are accepted and loved.

To others: Likewise, to the best of our ability, as we have been loved and shown grace, share it with others. There may be times we don't understand, we may feel let down, we may have opinions or judgment, but step out and be gracious and loving anyway. It is in these moments that we too discover love and grace more fully.

Make the most of every opportunity. Let your conversation always be full of grace. Col 4: 5-6

Leave

With God: Pray for and, if appropriate, with the guests; ask God to provide the answers they may be looking for. Try not to hold on to the pain you may hear but leave it with God.

With Others: At times you may hear things or requests from guests that need acting on or that you have been unable to leave behind. Please talk with your leader or NewHope leader, or someone you are comfortable with and trust. Refer people to the House or appropriate ministry or staff person as required.

Debriefing: There may be occasional events or situations where debriefing is beneficial and recommended. NewHope will provide the same.

Learn

From God: Your ministry will be as much about what God is teaching you as it is an act of service. Reflect on your experiences, where is God in them? What is he showing you?

From Others: What can you learn from the guests, the volunteers and the ministry that will help us all to love God, love others and serve the world? Be courageous and share with others, you may find they are working through or have worked through similar experiences.

GENERAL VOLUNTEER MATTERS

Contact with Clients at NHCC

Volunteering with NHCC will inevitably put you in contact with our clients and over time you will build rapport and a relationship of support, trust and respect. To ensure we create safe, positive and clear relationships between volunteer and clients, we need to have emotional and professional boundaries in place.

It is expected that you will not provide advice to our clients outside of the specific nature of your role. You will also not interfere in client family or personal situations or become involved in the management of client financial affairs or accepting responsibility for their property (the exception being those leaders and volunteers working within the Christians Against Poverty programs and within the guidelines of CAP).

You will refrain from initiating any form of contact with clients outside of the agreed volunteer role and timeframe, unless prior arrangement has been agreed upon with your direct report. Similarly, we recommend that you do not give your personal details to clients. We understand that some clients may also attend NewHope Baptist Church. If unsure of appropriate contact, please discuss with your team leader.

Given the complexity of many people's journey, conduct your helping and interactions with clients in public view and in the line of sight with others whenever possible. At times assisting a person is best in pairs. Home visits, such as with CAP is attended to in pairs.

In your role, you will deal with vulnerable people and you need to be aware that you are in a position of authority/power. Please be mindful of safe touch and knowing the best approach for each client. It would be better to start relationships with a non-physical greeting and progress to handshake, e.t.c. as you feel lead and comfortable.

If you feel uncomfortable at any time, please discuss this with your team leader to work out a better and more comfortable approach. It is also expected that you acknowledge your responsibility to report to NewHope any circumstances in which a NewHope client is placing him/herself or others at risk.

Recruitment and Induction Process

All volunteers will go through a recruitment and selection process with various screens. The final recruitment decision will be made by the team leader. All recruitment processes are in accordance with equal opportunities and anti-discrimination legislation within the values of Newhope.

As part of your recruitment and induction process you will receive an induction on your first day of volunteering where you will discuss and reach agreement with your team leader on role expectations and working hours. Your team leader will also go through many important aspects of your volunteer position.

To assist with your induction process, ask questions freely of your team leader as this will assist you in transitioning into your role.

Police Check

All volunteers are required to obtain a National Police Check. If the information contained in the National Police Check is not satisfactory to NewHope, NHCC may terminate your volunteer appointment.

You must notify your team leader immediately, if at any time during your appointment with NHCC, you are placed under investigation for, charged with or found guilty of a criminal offence. Your team leader will monitor your police check and will assist you in obtaining another police check every 3 years.

Working with Children Check

All volunteer positions within NHCC require a valid Working with Children Check (WWCC). An application receipt number or evidence of a current valid check must be provided prior to commencement. If at any time you are issued with an interim negative notice, negative notice or your WWCC is revoked your volunteer appointment may be terminated.

When your WWCC is due to expire, you are expected to apply for a renewal. Your team leader will be monitoring the end date of your WWCC.

Ongoing volunteer employment

It is expected that you will notify us of any changes in your circumstances that will affect your role and commitment to NHCC, e.g. health, family, holidays. This also helps us support you. During your volunteer employment, you must also notify NHCC of any change to your address, phone numbers or email.

You are also entitled to request a change in your NHCC involvement or withdraw as a volunteer at any time. To enable us to ensure our services and clients are well covered, we would like you to give two weeks' notice before you leave whenever possible. NHCC has the right to reassess volunteer suitability and if necessary terminate the appointment.

Training

As a volunteer, you will be provided with appropriate and adequate training for your role. You will be also offered ongoing training that is available for your role.

Health and Safety

NHCC aims to:

- ▶ Provide you with a safe and healthy work environment and systems of work
- ▶ Ensure compliance with legislative requirements and standards
- ▶ Provide volunteers with information, instruction, training and supervision for their safety
- ▶ Provide support that will assist volunteers in maintaining their physiological and physical health

It is expected that you act with common sense and take reasonable care in protecting your own health and safety, and not put others at risk by your actions or failure to act. Also, as part of your duty of care it is also your responsibility to report any issues, incidents or concerns relating to the safety and wellbeing of the people in your area. You are also expected to follow safe working practices, follow your team leader/supervisor's instructions and participate in any required training in this area. See NewHope's policy on Workplace Health & Safety.

If you are working in an office environment, safe techniques to assist you with lifting and setting up an ergonomic work station can be found at: <http://tinyurl.com/ollxgzd>

If you are injured and need to file a personal incident form, please see your team leader for the form.

First Aid

In the event of an injury:

- ▶ Don't panic
- ▶ Send for a first aid officer or contact your team leader in the first instance to direct you to a first aid officer
- ▶ Don't move the injured person (unless they are in immediate danger)
- ▶ Once person has been attended to, complete an incident report form and forward to your Team Leader

Mental Health First Aid

A number of staff, leaders and volunteers are trained in Mental Health First Aid. Should a situation arise requiring the same, please call for assistance and follow their directions. Debriefing post First Aid incidents will be available as required, or should you feel the need for debriefing and it has not been offered, alert your team leader to the same so we can care for you.

Emergencies

In case of an emergency including a medical emergency, please call 000.

Emergency procedures

In the case of on onsite emergency and/or a situation requiring evacuation, please follow the instructions of your team leader, staff and/or fire warden. They will direct you to the evacuation points.

Insurance

As a volunteer, you are adequately covered by Newhope Baptist Church and Newhope Community Care Inc personal accident insurance and public liability insurance. Please contact your team leader if you would like to see a copy of this policy.

Dismissal

If a volunteer has committed serious misconduct, it is likely that immediate dismissal will occur, some examples but not limited to are;

- ▶ Theft
- ▶ Assault
- ▶ Violent or illegal acts towards people or property
- ▶ Fraud
- ▶ Intoxication (from alcohol or other drugs)
- ▶ Abuse or mistreatment of clients or others
- ▶ Refusal to accept lawful and reasonable instruction from an authorised person
- ▶ Unwillingness or inability to abide by relevant organisational codes of practice, policy, procedure or standards

More information is available in the dismissal policy. If you would like a copy, please see your team leader.

Grievance Procedure

NHCC aims to ensure that your volunteering experience is a positive one, that you feel valued and safe. However, if you do feel the need to raise a grievance, there is a grievance procedure and policy in place at Newhope. The procedure basically requires you to work through the chain of command. In the first instance, you need to raise your concern with the person (if it's regarding a particular person), if you are not satisfied with the outcome, or not comfortable raising your grievance directly, please speak to your team leader. Similarly, if you are unable to discuss this with your team leader, please contact the next report after your team leader (i.e. ministry leader, director, etc). Your grievance will be dealt with in a fair, consistent and confidential manner.

Confidentiality

You are expected to comply with the current Newhope Baptist Church/Newhope Community Care confidentiality statement (appendix 2).

Privacy

Your personal information will be dealt with in accordance with the principles of the Privacy Act and the Newhope Baptist Church and Newhope Community Care Inc privacy policy, which is available at www.newhope.net.au.

Transport

It is not part of your role as volunteer to drive clients in your own vehicle. If you are driving clients in the Newhope Baptist Church bus, you will be provided with appropriate training, procedure and guidelines. You agree that you have the necessary licence to drive a vehicle.

Food handling

Our café kitchen is a commercial facility and must comply with current food legislation including the National Food Safety Standards. Please ensure you are aware of the standards and procedures if you are working in this area or contact your team leader for more information.

Children (under 18 years old)

Having your child accompany you in your volunteer role can be a rewarding and positive experience for everyone involved. Whilst we want to encourage parent/s to bring along their children in certain volunteering roles, please note that children under the age of 18 will be the responsibility of their parent/s or guardian. Children should not be left alone with clients.

Smoking, Drugs and Alcohol

Whilst you are engaged as a volunteer of NHCC, you are not to undertake any work or report to work under the strong influence of alcohol or illicit drugs. Smoking is prohibited in all Newhope Community Care and Newhope Baptist Church buildings.

Discrimination, Bullying, Harassment and Occupational Violence

NHCC is committed to providing a work environment that is free from discrimination, bullying, all kinds of harassment and occupational violence. NewHope will not tolerate, and has policies in place that prohibit this behaviour. If you are subject to any of these prohibited behaviours please contact your team leader immediately. If you observe this prohibited behaviour, please contact your team leader immediately.

Cultural Awareness and Inclusion

At NHCC we are committed to inclusion across all nationalities and cultures. NewHope is a multicultural and multi-linguistic organisation and supports asylum seekers. Volunteers are expected to accept and treat with respect everyone they come into contact with, whether it be other volunteers, clients or visitors.

Electronic Communications

It is expected that whilst you are volunteering that all personal calls would be kept to minimum. If you are volunteering with our offices, personal email and phone use should be kept to a minimum. For further clarification, please view the NewHope Electronic Communications Policy.

Media

Should there be a need for NHCC to speak or respond to the Media, this will be in line with the NewHope Media policy, and the responsibility of Senior Staff and the Committee of Management. We ask that volunteers refrain from directly speaking to or responding to the Media in relation to NHCC. If approached, refer the media person to your team leader or NewHope senior staff immediately.

Social Media

NewHope respects the right of volunteers to use social networking sites as a medium for personal communication and self-expression.

However, volunteers should exercise considerable care in using social networking sites and be aware that making comments or conducting conversations that relate to NewHope can affect NewHope's reputation and business. Volunteers also need to be careful not to post anything confidential to NewHope or anything that NewHope has the intellectual rights to. More information is available in the Social Media Policy.

Financial

As this is a voluntary appointment, you agree that you will not accept payments for work / assistance undertaken within your role (unless otherwise agreed as part of the engagement). You will be reimbursed (when relevant) for any out of pocket expenses that have been agreed upon.

Acceptance of Gifts

Small gifts and expressions of appreciation are okay and often culturally appropriate to receive with thanks, such as cultural home-made goodies. Large gifts are discouraged and monetary/ cash gifts should be declined. Instead you can encourage the person to make a donation of appreciation to NHCC, so others may too be blessed as they have been. If unsure or a client repetitively gives you gifts, please inform your Team Leader.

Dress Code

Volunteers are expected to wear neat, appropriate clothing for the area that they are volunteering in. Closed footwear is required in several areas including but not limited to: the kitchen, when attending Foodbank Victoria and Eastern Emergency Relief, and when assisting with practical labor tasks such as moving furniture, gardening, painting and the like.

Companion Dogs

Guide dogs and registered companion dogs have access to programs and services with their owners when displaying appropriate identification, i.e. Distinguishing harness.

Some of our clients are very attached to their pets and may also arrive with a pet to a program. Discretion is required when allowing pets into a program and will be the decision of the team leader. Dogs must be harnessed or on a lead and not allowed to roam freely.

Care must be taken when placing any Guide or Companion Dog or pet in a program ensuring others present are comfortable with the same and for the sake of the dog and owner. Many people attending Community Care have fears and sensitivities that also need consideration. In a program such as Dinner Tonite, dogs are best placed around the outer tables not obstructing thoroughfares. At times general pets may be excluded or kept on a lead in the outside courtyard.



APPENDIX I

CONFIDENTIALITY

AGREEMENT

Full Name: _____ Date of Birth: _____

Address: _____

Employee: Yes ☐ No ☐

Volunteer: Yes ☐ No ☐

Contractor: Yes ☐ No ☐

Area of ministry : _____

Reporting to: _____

Confidentiality Agreement

1. I, the undersigned, understand that in my capacity as an employee/volunteer/contractor for NewHope, I may have the opportunity to become aware of confidential information.
2. Confidential Information means any information:
 - a. relating to the business, operations and ministries of NewHope Baptist Church or NewHope Community Care Inc
 - b. relating to the clients, staff, members and partners of NewHope Baptist Church and NewHope Community Care Inc.
3. I am aware that anything I learn or experience during my employee/volunteer/contractor interaction which may be considered private, sensitive, or privileged information must be held in strict confidence.
4. I agree that I will not share protected information, nor divulge identifying information regarding the clients, staff, or operations of NewHope, or related individuals or entities.
5. Failure to comply with confidentiality expectations may result in immediate termination of my employee/volunteer/contractor relationship with NewHope.

Signature _____

Date _____

Name of Witness _____

Signature _____

Date _____



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