

## Community Visitor Code of Conduct

The following Community Visitor Scheme Code of Conduct outlines the standard of conduct required of Community Visitors, and is required to be signed by all volunteers upon appointment to the Community Visitor Scheme.

Community Visitors will:

- » Use their role to improve the experience of patients/residents, their guardian, relative, carer or friend, or any other person who is providing support in receiving responsive and appropriate health services from mental health or disability service providers.
- » Treat all patients/residents, their guardian, relative, carer or friend, or any other person who is providing support with dignity and respect.
- » Respect the choices of patients/residents, their guardian, relative, carer or friend, or any other person who is providing support.
- » Ensure that the needs of patients/residents, their guardian, relative, carer or friend, or any other person who is providing support are acted upon promptly in accordance with their role and responsibilities.
- » Respond promptly to raising and progressing any issues of concern raised with them by patients/residents, their guardian, relative, carer or friend, or any other person who is providing support.
- » Facilitate respectful working relationships with all service partners, including service staff, service managers and proprietors, and other volunteers.
- » Generate mandatory, standardised reports following each visit and inspection of a mental health limited treatment centre/disability accommodation service or Supported Residential Facility in accordance with training.
- » Be guided by and adhere to all the principles and processes outlined within the Community Visitor Scheme policies and procedures.
- » Ensure adherence with all communications protocols, including those pertaining to privacy and confidentiality.
- » Complete all required orientation and ongoing training in order to carry out the duties of a Community Visitor.
- » Ensure that personal interest does not influence the way the duties of Community Visitor are carried out and disclose any conflict of interest.
- » Contribute to a volunteering environment that is welcoming, supportive, respectful and safe.

Name (please print) .....

Signed .....

Date .....