



Kids with Cancer Foundation

The KWCF Volunteer Promise

Thank you for becoming a KWCF Volunteer! Our volunteers are the cornerstone of our Mission – to Make Today Easier for kids and their families all over Australia! Your invaluable contribution truly makes a difference, and we deeply appreciate the dedication, energy, and enthusiasm you bring to our shared cause by generously offering your time.

The “KWCF Volunteer Promise” signifies our mutual commitment and outlines how together, we can enhance the volunteer program to better support you as a valued volunteer. We strive to foster a strong and positive relationship with our volunteers, and this “KWCF Volunteer Promise, serves as a guide for actions we can take to achieve this goal.

Together, we will celebrate our accomplishments and look forward to future successes.

As a volunteer at KWCF, you can expect to receive the utmost respect, dignity, and kindness from our KWCF colleagues and fellow volunteers.

Volunteering should provide a space where everyone feels safe and supported, enabling you to devote your time to a cause you care about.

OUR VISION

A world where a child’s cancer diagnosis becomes an unremarkable life event.

OUR MISSION

To improve the daily lives of kids with cancer and their families.

The “KWCF Volunteer Promise” offers insight into the support provided to our volunteers, outlining:

Our Pledge to volunteers: Our promise to be committed to supporting you as a KWCF Volunteer.

Your Role: The role you play in ensuring that both you and your fellow volunteers feel safe, welcome, and included while volunteering.

Values and Behaviours: The values and behaviours we expect you to uphold while volunteering.

Process for Addressing Unacceptable Behaviour: The process for recognising and addressing behaviour that does not support a positive volunteering experience.

OUR PLEDGE

Our KWCF colleagues and contractors promise to:

- respond to you as soon as possible
- provide clear information, support and advice that explains your volunteering role
- use your experience and feedback to improve how we do things
- recognise the impact of your volunteering efforts in our community
- continue to be welcoming and ensure you feel value
- consider your needs, safety and wellbeing in your volunteering
- listen, be helpful, polite and treat you fairly and with respect
- be open, inclusive and communicate early
- keep your personal information confidential. Please refer to the [KWCF Privacy Policy](#)

YOUR ROLE

We come from diverse backgrounds and hold varying world views, which enrich your volunteering experience. As a KWCF Volunteer, we ask that you:

- let us know when you are unable to keep to your volunteering commitments. Provide at least 24 hours' notice to allow time for other volunteers to be sourced. Please do not 'no-show'.
- keep in regular contact with us
- give us your feedback so that we can learn from your experience
- do all that is needed to keep yourself and others safe
- adhere to any confidentiality requirements
- treat everyone politely and with respect
- always be well-presented
- understand that food or travel reimbursement is not possible for volunteering
- contribute to the development of a safe, compassionate, welcoming, and inclusive environment.

VALUES AND BEHAVIOURS

As a KWCF Volunteer, we have the highest expectations of you to:

- Be *Supportive*: Embrace inclusivity, respect individual approaches, accept constructive suggestions, and maintain a positive and kind approach in interactions.
- Be *Courageous*: Listen to different perspectives, set an appropriate tone, seek understanding, and take responsibility for the impact of your comments.
- Be *Collaborative*: Welcome ideas, consider the impact of actions, value differing opinions, share knowledge, and celebrate achievements.
- Be *Accountable*: Attend briefings, engage positively, arrive on time, communicate any changes in availability, and seek clarification when needed.

PROCESS FOR ADDRESSING UNACCEPTABLE BEHAVIOUR

At KWCF we take our Code of Conduct seriously. Unacceptable behaviour is:

- Engaging in abusive or discriminatory behaviour contradicts our KWCF Volunteer Pledge.
- Harassment, including behaviour that humiliates, offends, or intimidates regardless of intent, must be avoided.
- Workplace bullying, constituting harassment, may involve demeaning, humiliating, or intimidating behaviour; less favourable treatment; unwelcome behaviour creating a hostile atmosphere; or misuse of power.
- Unacceptable behaviour that negatively impacts volunteers, our KWCF colleagues, or supporters violates our KWCF Volunteer Promise and Code of Conduct. Breaches may result in disciplinary action, including termination of volunteering.
- Unacceptable behaviour can occur through various forms of communication and may be reported by anyone. If you experience or witness such behaviour, we encourage you to report it. Reporting allows us to address the issue promptly and prevent recurrence.

As one of our valued volunteers, we expect you to actively support and uphold this commitment. Your dedication to this promise will help us create a positive and inclusive volunteer experience.

We invite you to feel comfortable and safe in sharing your experiences with us. Your anonymity will be respected if preferred.

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