

Heartfulness Institute, Australia

Volunteers' Code of Conduct

Introduction

Heartfulness Institute, Australia welcomes and values all volunteers.

This Code of Conduct is important because volunteers regularly come into contact with members of the public, and their conduct directly shapes how the community perceives and supports the Institute. For many people, a volunteer may be their first point of contact with Heartfulness, and their first impression will be formed by the way they are treated.

We therefore expect all volunteers to act consistently, respectfully, and in alignment with Heartfulness principles. This Code sets out those expectations clearly.

Heartfulness Institute, Australia also takes the safety and wellbeing of its volunteers seriously. We have policies in place to protect volunteers, participants, and the public.

Volunteer Expectations

Volunteers are expected to:

- Live Heartfulness values: Work cooperatively with others and promote an atmosphere of harmony in all relationships, activities, and environments.
- Understand our mission: Be familiar with the Institute's activities and able to explain them to others. Training will be provided.
- Represent the Institute faithfully: Put the interests of Heartfulness Institute, Australia first when volunteering. Avoid promoting personal, political, cultural, or religious beliefs while representing the Institute.
- Respect the Institute: Avoid any behaviour that could harm the reputation of Heartfulness Institute, Australia.
- Support the public: Assist members of the public (aged 15 and over) to benefit from Heartfulness practices.
- Act with integrity: Perform tasks to the best of your ability, give your time freely, and engage in volunteering with a spirit of service and enjoyment.
- Treat others with dignity: Show respect to all—participants, meditators, and fellow volunteers—regardless of background.
- Communicate respectfully: Use courteous, polite, and respectful language at all times.
- Maintain presentation: Be neat, clean, and presentable.

- Follow policies: Adhere to all Heartfulness policies and procedures, including publicity, design, and social media guidelines.
- Engage in training: Complete all necessary training as required.
- Maintain confidentiality: Protect all sensitive or personal information you encounter while volunteering, except when disclosure is required for safeguarding purposes.
- Ensure safety: Follow safe practices at all times, participate in safety training as needed, and report accidents, injuries, or unsafe conditions immediately.
- Protect participants: Report any safeguarding breaches immediately to the Secretary at au.secretary@heartfulness.org in line with safeguarding procedures.

Breaches of the Code of Conduct

Heartfulness Institute, Australia regards breaches of this Code as serious matters. Any conduct that violates this Code may result in corrective action to protect the organisation, its reputation, and the wellbeing of participants.

Process for Concerns:

- Complaints made under the Complaints Handling Policy or breaches of other policies will be addressed under the relevant procedures.
- Other concerns or allegations will be addressed under the Complaints and/or Whistleblowing Policies.

Possible Outcomes:

1. Formal apology (verbal or written).
2. Requirement to undertake additional training.
3. Written warning from the Secretary, setting out corrective steps and timelines.
4. Removal from volunteering by the Secretary or Board of Directors if breaches continue or if deemed in the best interests of the Institute.

Insurance

Heartfulness Institute, Australia provides adequate insurance cover for volunteers while they are undertaking approved and authorized volunteer activities.

Leaving

If you wish to stop volunteering, please give as much notice as possible so we can make arrangements for continuity of service.