



# Volunteer Application Requirements and Guidelines

This document seeks to outline the mandatory and general requirements for Volunteering with Mercy International/House of Mercy Foundation in Thailand and should be read and understood by prospective applicants before they submit applications to become a self funded volunteer with Mercy International/House of Mercy Foundation.

## Mercy International/House of Mercy Foundation MISSION STATEMENT

Mercy International/House of Mercy Foundation exists to give underprivileged and disadvantaged children including orphans - Life, a Future and a Hope!

## Mercy International CODE OF ETHICS

The values of Mercy International Limited are described in this Code of Ethics and implemented through Mercy International's internal policies and practices. These values and the institution's commitment to the public interest inform and guide the actions of our board and staff.

- **PERSONAL AND PROFESSIONAL INTEGRITY**  
Act with honesty, integrity and openness in all dealings and promotes a working environment that values respect, fairness and the highest professionalism.
- **MISSION**  
Serve the public interest by providing information, advancing policy solutions and supporting civic life.
- **GOVERNANCE**  
Responsible for setting the mission and strategic direction as well as oversight of the policies, programs, finances and operations
- **LEGAL COMPLIANCE**  
Comply with all applicable laws and regulations.
- **RESPONSIBLE STEWARDSHIP**  
Manage funds responsibly and prudently.

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- **DISCLOSURE**

Provide detailed information to the public, the media and all stakeholders, and responds in a timely manner to all reasonable requests.

- **PROGRAM EVALUATION**

Commit to evaluating and improving program and organizational effectiveness and develops mechanisms to promote learning from its activities.

- **NON-DISCRIMINATION**

Forbid discrimination based on race, creed, color, gender, national origin, age, disability, sexual orientation, veteran status, or any other legally protected status.

- **FUNDRAISING**

Expend funds consistent with donor intent and disclose important and relevant information to potential donors.

**This Code of Ethics is, by necessity, general in outlining broad ethical principles for Mercy International Limited. Mercy International is guided by it as well as by other relevant standards for the charitable sector when responding to specific issues not explicitly mentioned above.**

## House of Mercy Foundation VALUES & CODE OF CONDUCT

### Preamble

House of Mercy Foundation's vision and activities are based on a set of values which defines the culture of, and within, the organisation.

House of Mercy Foundation is committed to establishing this culture in the minds and practices of its leaders, staff and children by

- The staff induction process
- Staff training
- Leadership training
- Accountability to the leadership
- Teaching the children
- Modelling good behaviour and practices in front of the children

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**House of Mercy Foundation therefore states the following as its foundational values:**

## **Maintain the highest ethical standards and personal integrity**

1. The basis of our ethics is the 10 Commandments
2. Has high moral expectations in relationships between males and females
3. Expect highly ethical use of finance, equipment and resources
4. Expect a good day's work for a fair day's pay, and to be good stewards of time
5. Aim to have a high level of compliance with the Thai government and laws

### **• Respect each other and each child's individual needs**

1. Recognise that all people are different
2. Recognise that different ages and different genders have different needs
3. Encourage mutual respect, regardless of age, status or gender

### **• Help each child reach their highest potential**

1. Recognise that children have potential in different areas, not just academic
2. Recognise that all children learn and develop in different ways
3. Expect that all House of Mercy children will live and develop in an atmosphere of encouragement

### **• Practise Christian values**

1. Love one another
2. Honour the Bible as God's Word.
3. Encourage to live by faith
4. Encourage to seek God's plan
5. Show compassion to all

### **• Build trust by being honest and open**

1. Conflict to be dealt with quickly, confidentially and in a climate where feelings can be expressed honestly
2. Skilled mediators to be used where possible and appropriate
3. Encourage the principles of love and forgiveness to be used

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**Provide a fair, flexible, safe and rewarding environment for children, staff and volunteers.**

- **Show respect to the communities we serve.**
  1. Respect and engage with Thai culture
  2. Prepare our children to be responsible and contributing Thai citizens

**House of Mercy Foundation is a Christian organisation whose values and code of conduct reflects these beliefs. We believe in providing a holistic caring environment which takes account of people's physical, emotional, social and spiritual needs.**

House of Mercy Foundation Registration Number T337/2543

## **Mandatory Requirements for Volunteers**

1. Commit to a 3 – 12 month period of service. Periods shorter than 3 months will be considered on a case by case basis
2. Demonstrate a capacity to work as part of a team in a complex and often changing environment.
3. Willing to live for extended periods of time in regional, rural and sometimes isolated areas in a tropical climate and cross-cultural setting.
4. Respect the authority and leadership of those managing Mercy International/House of Mercy Foundation's centres of care and education.
5. Demonstrate love and empathy for the children in Mercy International/House of Mercy Foundation's care.
6. All Volunteers are required to supply a police check document.
7. Flexible, teachable and servant spirit, willing to work with and for others.
8. Emotionally stable, in good physical health, and upright character.
9. Financially self sufficient - including but not limited to airfares, passport fees, vaccinations, visa fees, insurance premiums, as well as general living expenses.

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10. Willing to serve at any one of Mercy International/House of Mercy Foundation's care and/or education centres, at the discretion of the founders and managers of Mercy International/House of Mercy Foundation.
11. Aged 18 years or older.
12. Provide contact details of three referees as per application form. E.g. Workplace, professional and personal referees. If you are attending a church one of these should be from a senior church representative
13. Declare any criminal offences the applicant has been found guilty of; particularly those relating to child abuse or mistreatment, domestic violence, drug and alcohol related convictions
14. Willing to accept Mercy International/House of Mercy Foundation's Christian principles, Values and Code of conduct, as Mercy International/House of Mercy Foundation is a Christian organization and operates under Christian principles.
15. Acknowledge participation as a volunteer with Mercy International/House of Mercy Foundation in Thailand may include risks and possible danger, and that travel to Thailand may expose applicants to such risks as accidents, disease, political unrest, injury from construction projects, and other calamities, and therefore agree not to hold Mercy International/House of Mercy Foundation, its officers, employees, or other agents liable for any injury, loss, damage or accident encountered whilst volunteering with Mercy International/House of Mercy Foundation in Thailand. In addition, the said volunteer must unconditionally agree to hold Mercy International/House of Mercy Foundation, its officers, its employees or other agents blameless for any liability concerning personal property that might be lost, damaged, or stolen while volunteering.

## General Requirements:

1. All self funded individuals and/or families who wish to volunteer with Mercy International/House of Mercy Foundation in Thailand must complete the relevant application forms and forward to:

The Volunteer Coordinator  
BAN MEATA – Mercy International/House of Mercy Foundation  
PO Box 6, PHRAE  
Thailand 54000;  
Email to: [volunteers@mercy-international.com](mailto:volunteers@mercy-international.com)

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2. Thai government requirement:
  - All foreign volunteers coming to serve in Thailand must have a police check
  - Teachers coming to teach English must have a police check and a copy of passport and transcript of teaching qualifications is also required.
3. Selection of volunteers will be at the sole discretion of the founders of Mercy International/House of Mercy Foundation in collaboration with the managers of Mercy International/House of Mercy Foundation's various care and educational centres in Thailand.
4. All volunteers staying more than one month at a House of Mercy Foundation site will be required to submit a copy of a completed police check. This should be from your home state and needs to be received before beginning your time as a volunteer.
5. An individualised volunteering agreement will be developed for each successful volunteer defining the roles, responsibilities and accountabilities of both the volunteer and Mercy International/House of Mercy Foundation.
6. While best efforts will be made to place applicants requested and/or at the site most suited to personal skills and abilities, Mercy International/House of Mercy Foundation holds the right to transfer volunteers between its care and educational centres in Thailand as operationally convenient.
7. Immoral or unethical behaviour will result in immediate termination of the volunteer agreement. Mercy International/House of Mercy Foundation reserves the right to terminate any volunteer agreement where such action is deemed necessary by the Mercy International/House of Mercy Foundation leaders.
8. As part of the application assessment applicants may be required to have an interview with a representative of Mercy International/House of Mercy Foundation.
9. Applicants should discuss with the referees their proposed nomination before lodging the application form.
10. Applications will be processed when all relevant paper work is forwarded , including administration costs.
11. Applicants will need to submit an administration fee of \$100 per application to:

Mercy International/House of Mercy Foundation Head office  
PO Box 586  
Kallangur QLD 4503 Australia

Phone/Fax: +61 7 3886 2413  
Email: [austoffice@mercy-international.com](mailto:austoffice@mercy-international.com)