

[insert organisation name/logo]

Volunteer Policy

Document Status: Draft or Final

Date Issued: [date]

Lead Author: [name and position]

Approved by: [insert organisation name] Board of Directors on [date]

Scheduled Review Date: [date]

Record of Policy Review

Review Date	Person Initiating/Leading Review	Other People Consulted

Triggers for Policy Review (tick all that apply)

- | | |
|---|--|
| <input type="checkbox"/> Standard review is timetabled. | <input type="checkbox"/> Internal / organisational factors |
| <input type="checkbox"/> A gap has been identified | <input type="checkbox"/> A stakeholder has identified a need, eg by email, telephone etc |
| <input type="checkbox"/> Additional knowledge or information has become available to supplement the policy. | <input type="checkbox"/> A serious or critical incident has occurred, requiring an urgent review. |
| <input type="checkbox"/> External factors | <input type="checkbox"/> Need for consistency in service delivery across programs and organisations. |
| <input type="checkbox"/> Policy is no longer relevant/current due to changes in external operating environment. | <input type="checkbox"/> Separate, stand-alone policy is now warranted |
| <input type="checkbox"/> There are changes to laws, regulations, terminology and/or government policy. | <input type="checkbox"/> A near miss has occurred, requiring a review to prevent a serious/critical incident in the future |
| <input type="checkbox"/> Changes to funding environment, including requirements of funding bod(y)ies | |
| <input type="checkbox"/> Other (please specify). | |

Additional Comments

[for example, policy now covers details related to new legislation].

Volunteer Policy

1. Purpose and Scope

[insert organisation name] is committed to supporting volunteers and recognises the value adding benefit volunteers bring to the organisation.

The purpose of this policy is to ensure volunteers are guided by fair and consistent principles and sound administration that ensures a positive experience and outcome for both the volunteer and **[insert organisation name]**.

This policy applies to all staff and volunteers at the organisation. The policy encompasses but is not limited to:

- Legal and regulatory responsibilities
- Recruitment and selection of volunteers
- Supervision and management of volunteers
- Termination and resignation of volunteers.

This policy does not provide detailed guidance on:

- Human Resources Management – Refer to the Human Resources Policy
- Workplace environment – Refer to the Work Health and Safety Policy
- Privacy and Confidentiality – Refer to the Privacy and Confidentiality Policy
- Grievance and dispute settling – Refer to the Feedback and Complaints Policy
- Complaints handling – Refer to the Feedback and Complaints Policy.

2. Definitions

Volunteer: an unpaid person who contributes to workplace operations and services on their own volition and/or as a participant in a recognised volunteer internship program.

Volunteering: an activity which takes place through many not for profit organisations and is undertaken:

- to be of benefit to the community and the volunteer
- of the volunteer's own free will and without coercion
- for no financial payment
- in designated volunteer positions.

3. Principles

Volunteering is a legitimate way in which community members can contribute to and promote, human rights and equality, while respecting the rights, dignity and culture of others.

Volunteer work at **[insert organisation name]** is unpaid and can significantly benefit and contribute to the development of both the organisation and the volunteer.

Volunteering is always a matter of choice and is not compulsorily undertaken to receive pensions or government allowances.

Volunteer work is not used as a substitute for paid work at the organisation. Volunteers do not replace paid workers nor constitute a threat to the job security of paid workers.

4. Outcomes

Volunteers add value to the work of **[insert organisation name]**.

Clients’ lives are enriched through the work of volunteers.

Employees welcome and support the use of volunteers to contribute to the organisation’s work.

Volunteer time and expertise are valued, applied effectively, and appreciated.

5. Functions and Delegations

Position	Task/Delegation
Board of Directors	Endorse Volunteer Policy. Ensure compliance with relevant legislation.
Management	Compliance with Volunteer Policy and relevant legislation. <u>[insert relevant position]</u> Human resources responsibilities for volunteer. Endorse volunteer placements.
Staff	Compliance with Volunteer Policy and relevant legislation. Identify possible volunteer opportunities and liaise with [CEO/Manager] with regards to these opportunities. Supervise volunteers where applicable.

	Support the supervision of volunteers when required.
Volunteer	<p>Compliance with Volunteer Policy and relevant legislation.</p> <p>Agree to and sign a Volunteer Agreement.</p> <p>Sign and adhere to Code of Conduct.</p> <p>Understand and comply with policy and procedures specific to relevant educational institution.</p> <p>Participate in continuous quality improvement initiatives to review this policy and supporting documents.</p>

6. Risk Management

Relevant screening checks, such as reference checks, criminal records, working with children checks will be completed prior to commencement of volunteer work.

Volunteers undertake activities which align with their expertise, knowledge, experience and interests.

Volunteers are adequately supervised by an experienced supervisor.

[insert organisation name] is committed to providing an environment for volunteers that values the contribution of the volunteer and is in line with current strategic objectives and organisational priorities.

To avoid wasting resources, expectations from both the volunteer and **[insert organisation name]** regarding the volunteer activities will be made clear at the outset, as should the process by which a volunteer may withdraw from the organisation.

Well considered recruitment and selection processes should minimise the need to terminate volunteers due to inappropriate appointments.

7. Policy Implementation

This policy is developed in consultation with all employees and approved by the Board of Directors. All employees and volunteers are responsible for understanding and adhering to this policy. Implementation issues may be raised when required at the Human Resources item of staff meetings.

8. Policy Detail

8.1 Recruitment and Selection of Volunteers

The need for volunteers may be advertised **[insert preferred methods]**. All potential applicants will be provided with a detailed information pack which includes activities/ roles of volunteers, details about the volunteer application process, and information about the organisation.

All applications for volunteering are considered on an individual basis, based on personal competencies, relevant experience which demonstrates ability to achieve agreed outcomes, and capacity to attend at agreed times. All potential volunteer candidates are required to undergo an interview with the **[insert position]**.

All successful applicants will need to complete the following formalities prior to commencing a volunteer position at the organisation:

- Relevant screening checks, such as reference checks, criminal record and working with children checks.
- Sign a Volunteer Agreement, Confidentiality Agreement and the Code of Conduct.

8.2 Legal Responsibilities

[insert organisation name] requires all staff and volunteers to contribute to a safe work environment, free from discrimination. All staff and volunteers must comply with relevant legislation including:

- Age Discrimination Act 2004 (Commonwealth)
- Anti-Discrimination Act 1977 (NSW)
- Disability Discrimination Act 1992 (Commonwealth)
- Human Rights and Equal Opportunity Commission Act 1996 (Commonwealth)
- Racial Discrimination Act 1975 (Commonwealth)
- Sex Discrimination Act 1984 (Commonwealth)
- Work Health and Safety Act 2011 (NSW)

Where incidents of discrimination are suspected or identified, the Feedback and Complaints Policy and related procedures will be followed.

8.3 Remuneration

There is no remuneration or reimbursements of personal expenses for volunteers unless through duties undertaken at the request of the organisation. Travel expenses to and from the office and home are not reimbursable.

8.4 Insurance

Volunteers will be covered by the Public Liability Insurance held by the organisation. Volunteers would not normally be covered by Work Cover.

8.5 Supporting Volunteers

Staff responsible for supporting volunteers should ensure that volunteers are:

- Aware of relevant organisational policy and procedures
- Complete an orientation and induction to the organisation
- Provided with suitable resources and equipment on commencement
- Environmental adjustments are implemented as required
- Provided with regular supervision and support
- Training needs of volunteers are identified and addressed where practicable
- Volunteers are encouraged and supported to be part of the **[insert organisation name]** team.

8.6 Orientation and Induction

The appointed volunteer supervisor will refer to the Volunteer Induction and Orientation Checklist and ensure it is followed and completed by both the supervisor and volunteer.

8.7 Resolving Difficulties

If there are problems arising from a volunteer's performance or behaviour, these should be discussed as per the Feedback and Complaints Policy.

8.8 Resignation and Termination of Volunteers

Volunteers may end their volunteering activities at any time by providing notice in writing to the **[insert position]**. It is preferable for volunteers to give **[insert length of time, eg four weeks]** notice of resignation.

Volunteers will be asked to complete a Volunteer Evaluation Form and will be offered an interview with their supervisor to provide feedback on their experience as a volunteer in the organisation. Upon request, volunteers will be given an appropriate reference detailing their contribution to the organisation, such as length of hours, range of activities and achievements.

Volunteers who fail to attend volunteer activities for **[insert number of sessions]** without notifying their supervisor in advance will be considered to have resigned from the position.

Termination of volunteers will be necessary when the focus of the services provided by the organisation changes, and/ or a volunteer:

- fails to adhere to the Code of Conduct
- lacks the necessary skills for the activity/ role
- breaches safety or confidentiality guidelines
- breaks the law.

9. References

9.1 Internal

Code of Conduct
Feedback and Complaints Policy
Human Resources Policy
Volunteer Agreement Template
Volunteer Evaluation Form
Volunteer Placement Procedure
Volunteer Orientation and Induction Checklist

9.2 External

Legislation

Age Discrimination Act 2004 (Commonwealth)
Anti-Discrimination Act 1977 (NSW)
Disability Discrimination Act 1992 (Commonwealth)
Human Rights and Equal Opportunity Commission Act 1996 (Commonwealth)
Racial Discrimination Act 1975 (Commonwealth)
Sex Discrimination Act 1984 (Commonwealth)
Work Health and Safety Act 2011 (Commonwealth)
Work Health and Safety Regulations (NSW – due 2012)

Websites

The Centre for Volunteering (NSW)
www.volunteering.com.au

Volunteering Australia
www.volunteeringaustralia.com

This policy is adapted from the NADA Volunteer Policy.

http://www.nada.org.au/index.php?option=com_content&task=view&id=236&Itemid=44

9.3 Quality and Accreditation Standards

EQuIP4

Provided by the Australian Council on Healthcare Standards (ACHS)

Standard 2.2: Human resources management supports quality health care, a competent workforce and a satisfying working environment for staff.

Criterion 2.2.1: Human resources planning supports the organisation's current and future ability to address needs.

Criterion 2.2.2: The recruitment, selection and appointment system ensures that the skill mix and competence of staff, and mix of volunteers, meet the needs of the organisation.

Criterion 2.2.3: The continuing employment and performance development system ensures the skill and competence of staff and volunteers.

Criterion 2.2.4: The learning and development system ensures the skill and competence of staff and volunteers.

Criterion 2.2.5: Employee support systems and workplace relations assist the organisation to achieve its goals.

Health and Community Service Standards (6th edition)

Provided by the Quality Improvement Council (QIC)

Standard 1.3: Human resources are managed to create an effective and competent service.

Evidence questions: What is the evidence that:

a) all staff are professionally qualified and experienced, able to work with consumers and willing to engage with CQI?

b) the organisation's structure and environment encourage staff responsibility, initiative and cooperative work practices?

c) administration and personnel systems operate efficiently to support the work of staff and the organisation's effective functioning?

d) orientation, support and development needs of staff are systematically identified and met in a way that supports the organisation's goal?

e) a system exists to remedy situations where staff have acted inappropriately, or provided poor or unacceptable services?

9.4 National Mental Health Standards

N/A

9.5 Recovery Oriented Service Self-Assessment Tool (ROSSAT)

N/A

9.6 NSW Disability Services Standards (DSS)

N/A