

<<Insert Organisation Logo>>

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**Policies and Procedures**

Policies and procedures are the framework of any effective and quality volunteer involvement system. They form the basis for all other management processes and practices that are in place. They define the expectations and rules of an organisation and are an important aspect of risk management.

Policies provide the background and the reason why we behave or perform in certain ways. Procedures are directly related to policies and express the way in which the policies are implemented within an organisation.

Document Acceptance and Release Notice

This document is Version 2, 30.6.2015 of Volunteering Tasmania’s Volunteer Involvement Manual resource for volunteer-involving organisations.

The Volunteer Involvement Manual is a managed document. For identification of amendments each manual and its associated appendices contain a version number. Changes will only be issued as complete replacement. Recipients should remove superseded versions from circulation. This document is authorised for release once all signatures have been obtained.

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| ACCEPTED  (for release) | <Insert Name & Position> | Date |

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Standard 1 Leadership and Management

The governing body and senior employees lead and promote a positive culture towards volunteering and implement effective management systems to support volunteer involvement.

1.1 Volunteer Involvement Policy

**Purpose**

To ensure the effective involvement of volunteers working with <Insert Organisation Name>.

**Background**

<Insert Organisation Name> seeks to lead the sector in best practice in volunteer involvement, via a positive culture towards volunteering and effective management systems to support volunteer involvement. <Insert Organisation Name> recognises the need to assign specific responsibilities for leadership, and to allocate and resource the responsibilities for overseeing volunteer involvement to a position. <Insert Organisation Name> is committed to developing, monitoring and reviewing policies and procedures to ensure effective involvement of all volunteers.

**Policy**

The CEO and board will support a planned approach to volunteer involvement with clear accountability for the implementation and review of the organisation’s volunteer involvement system. The CEO has allocated the <Insert Position> with overall responsibility for volunteer involvement in line with the <Insert Position>’s human resources responsibilities. Where designated by the <Insert Position>, other staff members may be responsible for everyday management and supervision of volunteers in their area.

<Insert Organisation Name> will ensure all those with volunteer involvement responsibilities are appropriately skilled and resourced in accordance with Staff and Board Policies and Procedures. Appropriate resources for volunteer involvement will be part of annual budget allocations. The volunteer involvement system and processes will be subject to <Insert Organisation Name>’s risk management processes in accordance with the Risk Management Policy and Procedure and relevant federal and state legislation outlined in the Commitment to Volunteer Involvement Policy.

The <Insert Position> will ensure appropriate policies and procedures are in place to inform and direct all aspects of volunteer involvement and volunteer operations in line with the Responsibilities for Volunteer Involvement Policy. Where collaborative volunteer-involving partnerships with other organisations may occur, agreed systems and processes will be developed, documented and monitored to ensure effective volunteer involvement.

All policies and procedures relating to volunteer involvement will be developed, monitored and reviewed in accordance with the Procedure for Development and Review of Volunteer Involvement Policies and Procedures and will have a specified review cycle as outlined in the Continuous Improvement Policy and Procedures.

**Responsibility**

This policy applies to the <Insert Position> and other designated supervising staff.

**Standards**

1.1-1.3, 1.5, 2.1-2.3, 5.4, 6.2, 8.1-8.4

**Related Policies and Procedures**

* Commitment to Volunteer Involvement Policy
* Responsibilities for Volunteer Involvement Policy
* Risk Management Policy and Procedure
* Procedure for Development and Review of Volunteer Involvement Policies and Procedures
* Allocation of Resources for Volunteer Involvement Procedure
* Continuous Improvement Policy and Procedures
* <Insert Organisation Name> Staff Policies and Procedures
* <Insert Organisation Name> Board Policies and Procedures

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1.2 Procedure for Development and Review of Volunteer Involvement Policies and Procedures

**Procedure**

Identification of the need to develop, monitor and review policies and procedures relating to volunteer involvement is the responsibility of the <Insert Position> and may be the result of review processes. All policies and procedures will have a designated review date and volunteers may be invited to contribute to the review process.

The Volunteer Involvement Manual will be reviewed annually, and the <Insert Position> will ensure that reviews of volunteer involvement policies and procedures are conducted on or prior to the date set for all policies and procedures.

**Development and Review - Policies and Procedures**

The <Insert Position> is responsible for drafting new or amended policies and procedures and may designate responsibility to an appropriate staff member in accordance with the Volunteer Involvement Policy. The designated staff member may consult with relevant staff members and other stakeholders including, but not limited to, supervising staff and volunteers. Policies and procedures will be circulated at least a fortnight before the review to allow for due consideration. Comments will be collated by the <Insert Position> and forwarded to all staff and volunteers prior to the review.

Discussion of comments and the final review will be conducted by the <Insert Position> or delegated staff as appropriate. Final decisions will be the responsibility of the <Insert Position> and all policies and procedures must be approved by the CEO before implementation.

**Communication and Documentation**

All new and amended policies and procedures will be authorised by the CEO; existing Volunteer Involvement Manual copies and induction manuals will be updated; and the updated Volunteer Involvement Manual will be stored centrally in <Insert Organisation Name>’s shared drive. Version control will be detailed in the front of the Volunteer Involvement Manual.

Communication of new or amended policies and procedures will occur in accordance with the Communication with Volunteers and Continuous Improvement Policies and Procedures, and using a range of channels including, but not limited to, face to face, induction, ongoing training, meetings, newsletters or emails.

Any changes to policies and procedures, and their purpose, will be communicated to all stakeholders as soon as is practicable. Adopted policies and procedures will be signed by all staff and volunteers.

Outdated policies and procedures will be stored for reference purposes in the shared drive.

**Application**

This procedure applies to the CEO, <Insert Position> and designated staff in consultation with volunteers.

**Standards**

1.1-1.3, 2.1-2.3, 5.1, 6.1-6.3, 7.1, 8.1-8.4

**Related Policies and Procedures**

* Commitment to Volunteer Involvement Policy
* Responsibilities for Volunteer Involvement Policy
* Volunteer Involvement Policy
* Communication with Volunteers Policy and Procedure
* Continuous Improvement Policy and Procedures
* <Insert Organisation Name> Staff Policies and Procedures

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1.3 Risk Management Policy

**Purpose**

To provide a clear statement of the approach to be adopted in the management of risks to <Insert Organisation Name>.

**Background**

All organisations are required to consider risk to ensure a safe and supportive work environment and the growth and sustainability of the organisation. All aspects of risk management are informed by <Insert Organisation Name>’s Board Risk Management Policy whereby good governance requires the Board to find the right balance between taking risks on an informed basis; identifying, assessing and treating undesirable risks; and having the confidence that <Insert Organisation Name> can bear its level of risk in pursuing its purpose and objectives. This approach will both maximise opportunities and minimise negative impacts.

**Policy**

The effective management of risk is central to all aspects of <Insert Organisation Name>’s strategic and operational contexts. <Insert Organisation Name> must have a current, accurate and comprehensive understanding of its risks, and confidence that those risks are of a type and at a level that are desirable or tolerable to the organisation. <Insert Organisation Name> will adopt a structured and consistent approach to identifying, assessing and treating all types of risk, at all levels and for all activities in the organisation, and will be applicable to all staff and volunteers. These risks may include, but are not limited to, the following:

* Volunteer/customer dissatisfaction;
* Threats to volunteer/customer safety;
* Equipment failure and under-resourcing;
* Mismanagement;
* Fraud;
* Reporting deficiencies.

<Insert Organisation Name> will maintain a risk management plan to analyse volunteer positions and activities for potential risk, to propose mitigation strategies and to monitor the work environment in line with the Risk Management Procedure. The <Insert Position> is responsible for volunteer risk management and may designate risk management tasks to supervising staff.

<Insert Organisation Name>’s approach to risk management will be consistent with <Insert Organisation Name>’s Board Risk Management Policy and related legislation, the Risk Management Procedure and Work Health and Safety Policy and Procedures. <Insert Organisation Name>’s aim is for high quality risk management activities to be integrated with all its critical processes to recognise and respond to potential risks in a consistent, pro-active way.

<Insert Organisation Name> will maintain appropriate insurances, and levels of insurance coverage, for volunteers in the performance of their volunteer duties.

**Responsibility**

This policy applies to all employees and volunteers, with overall responsibility by the <Insert Position>.

**Standards**

1.1-1.4, 2.1-2.3, 3.3, 6.2, 8.1, 8.2

**Related Policies and Procedures**

* Risk Management Procedure
* Volunteer Involvement Policy and Procedures
* Continuous Improvement Policy and Procedures
* Work Health and Safety Policy and Procedures
* <Insert Organisation Name> Board Risk Management Policy
* <Insert Organisation Name> Staff Policies and Procedures

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1.4 Risk Management Procedure

**Procedure**

A risk analysis will be carried out, in accordance with the Risk Management Policy, <Insert Organisation Name>’s Work Health and Safety Policies and Procedures, and the Board’s Risk Management Policy, on all volunteer positions and activities before the volunteer commences.

As part of the process, a risk management plan detailing perceived risks and mitigation strategies will be drawn up and responsibility for its implementation and review will be assigned by the <Insert Position>. Risk management is inherent to the Volunteer Recruitment, Screening, Selection and Induction Policies and Procedures.

Each risk analysis will be recorded using <Insert Organisation Name>’s risk assessment documentation, stored on the shared drive and made available to all relevant personnel, including volunteers. Risk management will be built into volunteer inductions and monitored in accordance with the Work Health and Safety Policy and Procedure.

Each risk analysis will be reviewed annually by supervising staff in consultation with the volunteer, in line with the Continuous Improvement Policy. The results of this review will be communicated to the <Insert Position>.

The <Insert Position> will be responsible for the development or amendment of risk management plans, which may occur as part of the review process. The <Insert Position> may delegate this process to supervising staff, and approval must be sought from the <Insert Position> before any new or amended plan is implemented. The approved plan will be communicated to relevant staff and volunteers in line with the Communication with Volunteers Policy and Procedure and <Insert Organisation Name>’s Staff Communication Policies and Procedures.

**Application**

This procedure is the responsibility of the <Insert Position> in consultation with supervising staff and volunteers.

**Standards**

1.1-1.4, 2.1-2.3, 3.3, 3.4, 4.3, 4.4, 5.1, 5.3-5.5, 6.1, 6.2, 8.1-8.4

**Related Policies and Procedures**

* <Insert Organisation Name> Board Risk Management Policy
* Risk Management Policy
* Volunteer Involvement Policy
* Continuous Improvement Policy and Procedures
* Work Health and Safety Policy and Procedures
* Position Description Development and Review Policy and Procedure
* Volunteer Recruitment Policy and Procedure
* Volunteer Screening Policy and Procedure
* Volunteer Selection Policy and Procedure
* Volunteer Induction and Orientation Policy and Procedure
* Communication with Volunteers Policy and Procedure
* <Insert Organisation Name> Staff Work Health and Safety Policy and Procedure

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1.5 Documentation and Records Policy

**Purpose**

To articulate the need for accurate documentation and appropriate storage of documents involved in the delivery of services by volunteers relevant to the strategic and operational context of <Insert Organisation Name>.

**Background**

Access to, generation and storage of accurate records and documents is vital to the efficient operation of <Insert Organisation Name>. It is therefore imperative that all volunteers are aware of the need for accurate documentation as required and are well-informed of appropriate procedures.

**Policy**

All volunteers need to ensure that adequate evidence of business activity is created and captured. All records need to be maintained in good order and condition. Official records must not be damaged, altered or destroyed without the approval of the CEO. Volunteers should seek clarification and approval for everyday records from supervising staff, who may seek direction and / or approval from the <Insert Position>.

As part of the induction process all volunteers will be adequately briefed in documentation and record- keeping requirements and processes. Supervisors will provide appropriate training, time and resources and monitoring of performance to ensure volunteers can satisfy <Insert Organisation Name>’s documentation and record-keeping requirements.

Examples of records and documents may include:

* Volunteer personnel records
* Volunteer involvement system policies and procedures
* Project or work-related documents and materials
* Position descriptions
* Minutes from meetings and reviews
* Reference materials, resources and presentations
* Participation in training, conferences and events
* Volunteer attendance records
* Monthly statistics and reports
* Client notes in CRM software or files
* Volunteer references / statement of attendance

All records and documents generated by volunteers will be treated and stored according to the Volunteer and Staff Confidentiality and Privacy Policies and Procedures, and <Insert Organisation Name>’s Records Management, Documentation Change Control and Data Security Policies and Procedures.

**Responsibility**

This policy applies to all volunteers; its application lies with the <Insert Position> and supervising staff.

**Standards**

1.2, 1.4, 2.3, 3.3, 5.1, 5.2, 5.4, 6.1, 8.1

**Related Policies and Procedures**

* Documentation and Records Procedure
* Access to Personnel Records Procedure
* Volunteer Induction and Orientation Policy and Procedure
* Volunteer Confidentiality and Privacy Policy and Procedure
* Volunteer Supervision Policy and Procedure
* <Insert Organisation Name> Data Security Policy and Procedure
* <Insert Organisation Name> Documentation Change Control Policy and Procedure
* <Insert Organisation Name> Records Management Policy and Procedure
* <Insert Organisation Name> Confidentiality and Privacy Policy and Procedure

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1.6 Documentation and Records Procedure

**Procedure**

The Documentation and Records Procedure is to be used in conjunction with the Volunteer and Staff Confidentiality and Privacy Policies and Procedures, and <Insert Organisation Name>’s Records Management, Documentation Change Control and Data Security Policies and Procedures.

All volunteers are to be briefed during induction regarding record-keeping and documentation requirements; supervisors will provide appropriate training, time and resources and monitoring of performance to ensure volunteers can satisfy <Insert Organisation Name>’s documentation and record-keeping requirements. At any time volunteers may seek clarification or advice regarding documentation and recording processes.

**Records Management**

All organisation records made by any staff member in the course of her or his duties are considered to be confidential and must not be divulged or released to unauthorised persons without authorisation from the <Insert Position>.

All organisation records must be appropriately protected at all times from unauthorised access, damage and loss. Where possible, all records storage areas are to be secure with access only provided to authorised personnel.

**Documentation Change Control**

<Insert Organisation Name> requires that all changes to organisation documentation (including additions and deletions) adhere to the organisation’s Documentation Change Control Procedure for the purposes of risk management and quality assurance. Volunteer staff may recommend changes to their supervisor; changes must not be made to final versions of documents but rather in a draft version. The <Insert Position> is responsible for authorising and approving documentation changes and may designate responsibilities to supervising staff.

**Data Security**

Access to organisation data will be based on what is necessary for volunteers to perform their work functions, and back-ups of data will occur as per <Insert Organisation Name>’s Data Security Policy and Procedure.

Laptop computers will only be taken off-site on a needs basis. When off-site, laptops will be kept securely and access restricted to the volunteer in question. Passwords for access to <Insert Organisation Name>’s server and relevant computer drives are provided to maintain security protocols; use of these passwords and access to business information are strictly controlled. Volunteers must adhere to all organisation protocols as outlined in the Data Security Procedure.

**Application**

This procedure applies to all volunteers; its application lies with the <Insert Position> and supervising staff.

**Standards**

1.2-1.4, 2.3, 3.3, 5.1-5.4, 6.1, 6.2, 8.1

**Related Policies and Procedures**

* Documentation and Records Policy
* Access to Personnel Records Procedure
* Risk Management Policy and Procedure
* Volunteer Induction and Orientation Policy and Procedure
* Volunteer Confidentiality and Privacy Policy and Procedure
* Volunteer Supervision Policy and Procedure
* <Insert Organisation Name> Data Security Policy and Procedure
* <Insert Organisation Name> Documentation Change Control Policy and Procedure
* <Insert Organisation Name> Records Management Policy and Procedure
* <Insert Organisation Name> Confidentiality and Privacy Policy and Procedure

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1.7 Access to Personnel Records Procedure

**Procedure**

All volunteers, as part of the recruitment and screening processes, will supply information including an application form, a National Police Check, a Working with Children Check as appropriate and referee reports. These details will be securely stored in the volunteer personnel records, and the Administration Office re emergency contacts, and will only be used for the purpose for which they were intended. This information will be received by the <Insert Position> and made available to supervising staff and/or those involved in the selection process.

At the end of the selection process, all documentation will be returned to the <Insert Position> who will ensure that it is stored in the volunteer’s personnel record.

Documentation from volunteer performance and volunteer involvement will be recorded in the volunteer’s personnel records, which may include:

* volunteer applications,
* contact details including next of kin,
* supervision and appraisal documentation,
* attendance records,
* participation in training,
* volunteer recognition and feedback,
* grievances,
* counselling or disciplinary issues and actions,
* exit interviews,
* volunteer references / statement of attendance.

Each volunteer may request access to their own personnel record from the <Insert Position>, who is responsible for updating and storing personnel files. All information is to be kept confidential according to the Volunteer and Staff Confidentiality and Privacy Policies and Procedures.

**Application**

This procedure applies to all personal information about volunteers and its application is the responsibility of the <Insert Position>.

**Standards**

1.3, 1.4, 2.1, 4.4, 5.1, 7.2, 8.1

**Related Policies and Procedures**

* Documentation and Records Policy and Procedure
* Volunteer Recruitment Policy and Procedure
* Volunteer Screening Policy and Procedure
* Volunteer Confidentiality and Privacy Policy and Procedure
* Volunteer Supervision Policy and Procedure
* Risk Management Policy and Procedure
* <Insert Organisation Name> Data Security Policy and Procedure
* <Insert Organisation Name> Organisation Records Management Policy and Procedure
* <Insert Organisation Name> Confidentiality and Privacy Policy and Procedure

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1.8 Volunteer Confidentiality and Privacy Policy

**Purpose**

To ensure the proper handling of client and volunteer information by <Insert Organisation Name>, its staff and volunteers.

**Background**

<Insert Organisation Name> requires the disclosure of personal information by its clients and volunteers to perform its designated functions. This information is governed by both legal and ethical considerations as outlined in the Commitment to Volunteer Involvement Policy, and hence <Insert Organisation Name> must ensure this information is handled correctly.

**Policy**

<Insert Organisation Name> acknowledges its legal obligations in regard to the handling of confidential information and will ensure all such information is held in a secure environment. Within this environment, <Insert Organisation Name>’s volunteers will only have access to personal information on a need-to-know basis, and all staff, whether volunteer or paid, will be required to sign a confidentiality agreement prior to commencing work. This information will, furthermore, be held in the strictest confidence at all times, and redundant information will be destroyed.

Although this policy has particular application with regard to clients’ and volunteers’ personal information, staff and volunteers will take equal care in ensuring the proper handling of information of a confidential nature, whether it is regarding <Insert Organisation Name>’s business, its employees, volunteers or clients.

Breaches of confidentiality will be personally dealt with by the CEO or the <Insert Position> as delegated, and, if appropriate, will include follow-up and/or disciplinary action in accordance with the Counselling and Discipline Policy and Procedure.

**Responsibility**

This policy applies to all volunteers; its application lies with the CEO, <Insert Position> and supervising staff.

**Standards**

1.1-1.4, 2.1, 5.1, 5.5, 6.1-6.3, 8.1

**Related Policies and Procedures**

* Commitment to Volunteer Involvement Policy
* Volunteer Confidentiality and Privacy Procedure
* Risk Management Policy and Procedure
* Counselling and Discipline Policy and Procedure
* Documentation and Records Policy and Procedures
* Communication with Volunteers Policy and Procedure
* Volunteer Grievance and Dispute Resolution Policy and Procedure
* <Insert Organisation Name> Confidentiality and Privacy Policy and Procedure
* <Insert Organisation Name> Staff Grievance Policy and Procedure

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1.9 Volunteer Confidentiality and Privacy Procedure

**Procedure**

<Insert Organisation Name>’s volunteers will not disclose information of a confidential or private nature to any person or agency (including <Insert Organisation Name>’s members, employees or other volunteers) without the express and prior permission of the person concerned. If in doubt as to whether a piece of information is of such a nature, the volunteer in question will seek advice from supervising staff or err on the side of caution and treat it as confidential.

The <Insert Position> is responsible for ensuring all volunteers sign a confidentiality agreement upon commencing work; the signed and witnessed agreement will be submitted to the <Insert Position> along with other relevant documentation to be filed in the volunteer’s personnel record.

**Storing Confidential Information**

Volunteer’s personnel records will be kept in a locked cabinet in the <Insert Position>’s office in accordance with the Access to Personnel Records Procedure. Access to these files will be restricted to a necessary minimum, and the private contact details of volunteers will not be given out to members of the public. In the event of a member of the public needing to contact a volunteer urgently, the CEO, <Insert Position> or designated staff may use the volunteer’s private telephone number to either pass on a message or obtain permission to give out contact details.

Client information will be recorded and saved in <Insert Organisation Name>’s CRM software.

Breaches of confidentiality will be reported to the CEO who will personally deal with the matter, or as delegated to the <Insert Position>, including follow-up and / or disciplinary action in accordance with the Counselling and Discipline Policy and Procedure.

**Privacy and Confidentiality Processes**

* Volunteers are not to disclose any information which may be detrimental to the client, or which is inconsistent to the purpose originally disclosed;
* All staff should safeguard client information (files, personal notes, messages) from scrutiny of others at all times;
* Volunteers should respect the client's need for anonymity outside the agency, or privacy within any organisation premises;
* Information or files concerning clients will not be left in view or unattended in the Reception area, and written documentation regarding clients will be kept to a minimum and stored appropriately;
* Computer screens that can be used to view client information will face away from walkways and the Reception waiting area;
* Case discussion for the purpose of supervision is permissible and valuable.

All relevant stakeholders including volunteers must sign a media agreement before <Insert Organisation Name> is allowed to share photos, stories, feedback and other identifying information.

**Disclosure of Personal Information**

<Insert Organisation Name> may disclose personal information in the following circumstances:

* Where a criminal act is involved,
* Where there is serious risk of harm or abuse to another person including <Insert Organisation Name>’s staff and volunteers,
* Where there is violence or other behaviours which may place another organisation at risk where a referral process has occurred,
* Where <Insert Organisation Name> is required by law to provide a government department or authority certain information. Where this occurs the volunteer must discuss the case with their supervising staff and / or the <Insert Position>, who will then follow-up the request in writing and seek approval from the CEO for the information to be released.

**Application**

This procedure applies to all volunteers; its application lies with the CEO, <Insert Position> and supervising staff.

**Standards**

1.1-1.4, 2.1, 5.1, 5.5, 6.1-6.3, 8.1

**Related Policies and Procedures**

* Commitment to Volunteer Involvement Policy
* Volunteer Confidentiality and Privacy Policy
* Risk Management Policy and Procedure
* Counselling and Discipline Policy and Procedure
* Documentation and Records Policy and Procedures
* Communication with Volunteers Policy and Procedure
* <Insert Organisation Name> Confidentiality and Privacy Policy and Procedure
* <Insert Organisation Name> Staff Grievance Policy and Procedure

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Standard 2 Commitment to Volunteer Involvement

Commitment to volunteer involvement is set out through vision, planning and resourcing, and supports the organisation’s strategic direction.

2.1 Commitment to Volunteer Involvement Policy

**Purpose**

<Insert Organisation Name> recognises the importance and relevance of volunteers within the organisation, and the reciprocal nature of the relationship between <Insert Organisation Name> and the individual.

**Background**

Volunteers are involved in all areas of <Insert Organisation Name>’s activities. <Insert Organisation Name> is committed to establishing and maintaining a quality system for involving and managing volunteers.

**Policy**

<Insert Organisation Name> is committed to ensuring that volunteers have work that is safe, significant, fulfilling, and appreciated and that supports the work of the organisation. <Insert Organisation Name> seeks to lead the sector in best practice in volunteer involvement and governance.

<Insert Organisation Name> is guided by Volunteering Tasmania’s Characteristics of Volunteering statement (2012; see Appendix A), as follows:

* Volunteering is an activity that can occur in any setting and has the following characteristics:
* It has a direct benefit to the community and the volunteer (whether the benefit is tangible or intangible);
* It is undertaken by choice[[1]](#footnote-1); and
* It is unpaid[[2]](#footnote-2). However, the volunteer may receive reasonable or appropriate reimbursement for expenses incurred that are associated with the role, and/or may receive a monetary or other incentive/reward[[3]](#footnote-3)

**Responsibility**

This policy applies to all employees and volunteers.

**Standards**

1.1, 2.1-2.3, 3.1, 3.2, 5.1, 6.2, 7.1, 8.1

**Relevant Legislation**

* Work Health and Safety Act 2012
* Fair Work Act 2009
* Freedom of Information Act 1982
* Right to Information Act (Tas) 2009
* Anti-Discrimination Act (Tas) 1998
* Privacy Act 1988
* Registration to Work with Vulnerable People Act 2013

**Related Policies and Procedures**

* Volunteer Involvement Policy and Procedures
* Responsibilities for Volunteer Involvement Policy
* Anti-Discrimination Policy and Procedure
* Work Health and Safety Policy and Procedures
* <Insert Organisation Name> Staff Policies and Procedures
* <Insert Organisation Name> Board Policies and Procedures
* VT Fact Sheet – Volunteer Rights and Responsibilities
* <Insert Organisation Name> Code of Conduct
* <Insert Organisation Name> Values

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2.2 Responsibilities for Volunteer Involvement Policy

**Purpose**

A best practice approach to volunteer involvement will inform all aspects of <Insert Organisation Name>’s volunteer involvement system.

**Background**

<Insert Organisation Name> is committed to best practice in volunteer involvement. The National Standards for Volunteer Involvement (2015) provide a comprehensive resource for best practice in volunteer involvement.

**Policy**

<Insert Organisation Name>’s volunteer involvement framework is informed by the National Standards, the VT Characteristics of Volunteering statement, (see Appendix A) and <Insert Organisation Name>’s strategic documents including the Vision, Mission and Values. The volunteer involvement framework will comply with relevant state and federal legislation as detailed in the Commitment to Volunteer Involvement Policy.

The Volunteer Involvement Manual will set out clear and detailed system policies and operating procedures relevant to the organisation’s volunteer involvement framework. The Volunteer Involvement Policies and Procedures are aligned with <Insert Organisation Name>’s Staff and Board Policies and Procedures and the Code of Conduct and Values.

The Volunteer Involvement Manual will be appropriately documented and stored in accordance with the Volunteer and Staff Documentation and Records Policies and Procedures and will be accessible to all employees and volunteers. A printed version will be located at all offices.

The <Insert Position> has overall responsibility for volunteer involvement in conjunction with the CEO, as per the Volunteer Involvement Policy, including interpretation and clarification of the whole or any part of <Insert Organisation Name>’s volunteer involvement framework and related policies and procedures as set out in the Volunteer Involvement Manual. The <Insert Position> will monitor communication of and compliance with the policies and procedures as set out in the Volunteer Involvement Manual.

The <Insert Position> will be responsible for relationship management and processes where <Insert Organisation Name> may partner with other organisations in collaborative volunteer activities.

All volunteer involvement system processes and policies and procedures within the Volunteer Involvement Manual will be reviewed in accordance with the Volunteer Involvement and Continuous Improvement Policies and Procedures.

**Responsibility**

This policy applies to all volunteers; its application lies with the CEO and <Insert Position>.

**Standards**

1.1-1.5, 2.1-2.3, 3.1, 3.2, 5.1, 6.1, 6.2, 7.1, 8.1

**Related Policies and Procedures**

* Commitment to Volunteer Involvement Policy
* Volunteer Involvement Policy
* Continuous Improvement Policy and Procedures
* Documentation and Records Policy and Procedures
* <Insert Organisation Name> Staff Policies and Procedures
* <Insert Organisation Name> Board Policies and Procedures
* <Insert Organisation Name> Mission, Vision and Values
* <Insert Organisation Name> Code of Conduct

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2.3 Allocation of Resources for Volunteer Involvement Procedure

**Procedure**

The CEO will allocate designated hours to the <Insert Position> for the responsibility of implementing <Insert Organisation Name>’s Volunteer involvement system.

It is the responsibility of the <Insert Position> in conjunction with other relevant staff members and the CEO to prepare a budget for volunteer involvement for approval and sign-off by the Board in accordance with <Insert Organisation Name>’s Policies and Procedures. Volunteers will undertake voluntary roles with <Insert Organisation Name> only where budget allocation for volunteer involvement and resourcing of volunteer positions has been approved. In accordance with the Risk Management Policy and Procedure, <Insert Organisation Name> will maintain appropriate insurances, and levels of insurance coverage, for volunteers in the performance of their duties.

Resources for volunteer involvement may include, but are not limited to, designated Volunteer Supervisors, resources to implement and review volunteer involvement policies and procedures, resourcing of volunteer positions, professional development and training, volunteer recognition and administrative requirements.

Reviews of resource allocation will be conducted in accordance with the Volunteer Involvement and Continuous Improvement Policies and Procedures. The volunteer involvement budget will be reviewed annually.

**Application**

This procedure applies to the CEO, <Insert Position> and relevant staff members; and to the Board with advice from the CEO.

**Standards**

1.1, 1.2, 2.1-2.3, 3.4, 4.1, 5.2-5.4, 6.2, 7.3, 8.1, 8.2

**Related Policies and Procedures**

* Responsibilities for Volunteer Involvement Policy
* Volunteer Involvement Policy
* Procedure for Development and Review of Volunteer Involvement Policy and Procedures
* Continuous Improvement Policy and Procedures
* <Insert Organisation Name> Staff Policies and Procedures

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2.4 Volunteer Reimbursement Policy

**Purpose**

To define <Insert Organisation Name>’s policy on the reimbursement of volunteers’ out-of-pocket expenses.

**Background**

<Insert Organisation Name> endeavours where appropriate to have volunteer representation from around the state. Volunteers should neither be expected to contribute financially nor be prevented from volunteering due to out-of-pocket expenses such as the cost of travel or accommodation.

**Policy**

By volunteering with <Insert Organisation Name>, volunteers assume significant responsibility in terms of time, expertise and endeavour. As a matter of course <Insert Organisation Name> does not offer compensation or remuneration to volunteers for these contributions. <Insert Organisation Name> will offer to reimburse reasonable expenses incurred by volunteers in connection with service such as meeting attendance and approved projects, not including loss of personal income.

Some claims may need to be negotiated in advance. Where a volunteer expects to incur considerable expenses in undertaking voluntary work, the nature and extent of the expenses should be discussed with the <Insert Position> and agreement reached before proceeding. Volunteers are encouraged to use the resources of <Insert Organisation Name> for stationery and other consumables. Should volunteers need to use their own resources, such as for printing, their reasonable expenses will be reimbursed.

All claims for reimbursement should be accompanied by receipts.

1. The <Insert Position> will determine which activities associated with voluntary work will be eligible for reimbursement of expenses.
2. A reasonable budget will be allocated each financial year to cover anticipated claims.
3. Volunteers have the right to be informed of their entitlements regarding the reimbursement of legitimate expenses. This will usually occur at induction.
4. Maximum amounts for reimbursement of expenses incurred in voluntary work will be reviewed annually.

All claims for reimbursement, accompanied by receipts, are to be made on the approved Expense Claim Form within one month of the expenses being incurred.

**Responsibility**

This policy affects all volunteers; its application lies with the <Insert Position> and supervising staff.

**Standards**

1.1-1.4, 2.1-2.3, 3.4, 5.1, 5.3, 5.4, 6.1, 6.2, 8.1, 8.2

**Related Policies and Procedures**

* Volunteer Reimbursement Procedure
* Volunteer Induction and Orientation Policy and Procedure
* Risk Management Policy and Procedure
* Documentation and Records Policy and Procedures
* Volunteer Confidentiality and Privacy Policy and Procedure
* Volunteer Grievance and Dispute Resolution Policy and Procedure
* <Insert Organisation Name> Staff Grievance Policy and Procedure
* <Insert Organisation Name> Staff Confidentiality and Privacy Policy and Procedure

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2.5 Volunteer Reimbursement Procedure

**Procedure**

All information regarding individual volunteers and their reimbursement claims will be kept confidential and stored in accordance with the Documentation and Records Policy and Procedures and Volunteer and Staff Confidentiality and Privacy Policies and Procedures.

**Planning for Volunteering-Related Costs**

Each volunteer role and associated activities will be analysed for risk including financial costs, and strategies will be developed in accordance with the Risk Management Policy and Procedure. All potential financial costs will be communicated to the volunteer and the Reimbursement Policy and Procedure covered in volunteer inductions.

**Approval and Administration**

Where possible volunteers must seek approval prior to incurring costs from the <Insert Position> or supervising staff. The <Insert Position> will advise the volunteer in accordance with organisation’s Petty Cash Policy and Procedure as to the appropriate method of initial purchase or reimbursement i.e. petty cash, reimbursement claim form or purchase requisition. The <Insert Position> is responsible for all enquiries regarding reimbursement and will seek further clarification as needed from the volunteer and/or supervising staff to inform decisions re approval of reimbursements. Concerns or disputes over reimbursement will be treated according to the Volunteer and Staff Grievance and Dispute Resolution Policies and Procedures.

Reimbursement claim form templates will be located in the shared drive. Once approved reimbursement will be effected in a timely manner.

**Travel**

Travel reimbursement for approved volunteer work with <Insert Organisation Name> will be offered to volunteers as part of their duties e.g. bus fares or petrol costs from the office to other sites of work. Limits on weekly travel reimbursement will form part of the volunteer involvement budget and will be covered during induction. Volunteers are encouraged to use company vehicles for voluntary work purposes; where volunteers have permission to use the vehicles they will be covered under <Insert Organisation Name>’s insurance.

**Parking**

Reimbursement will be offered for parking fees while working at the office, or when the volunteer is away from the office doing work for <Insert Organisation Name>, provided no suitable alternative parking is available.

**Service Delivery Resources**

Volunteers need prior approval from the <Insert Position> or supervising staff regarding appropriate purchase or reimbursement procedures for items such as stationery and associated equipment and entry fees to events and conferences.

**Application**

This procedure applies to all volunteers; its application lies with the <Insert Position> and supervising staff

**Standards**

1.1-1.4, 2.1-2.3, 5.3, 5.4, 6.1-6.3, 8.1, 8.2

**Related Policies and Procedures**

* Volunteer Induction and Orientation Procedure
* Risk Management Policy and Procedure
* Documentation and Records Policy and Procedures
* Volunteer Confidentiality and Privacy Policy and Procedure
* Volunteer Grievance and Dispute Resolution Policy and Procedure
* <Insert Organisation Name> Petty Cash Policy and Procedure
* <Insert Organisation Name> Staff Grievance Policy and Procedure
* <Insert Organisation Name> Staff Confidentiality and Privacy Policy and Procedure

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Standard 3 Volunteer Roles

Volunteers are engaged in meaningful and appropriate roles which contribute to the organisation’s purpose, goals and objectives.

3.1 Position Description Development and Review Policy

**Purpose**

To articulate <Insert Organisation Name>’s position on the identification, development and review of volunteer position descriptions within the organisation.

**Background**

Volunteer roles are underpinned by position descriptions which set out clear expectations for fulfilment of the role. Position descriptions provide an initial point of reference for both the volunteer and <Insert Organisation Name> and inform volunteer professional development including volunteer supervision and appraisal.

**Policy**

All volunteer positions will have an associated position description detailing all aspects of the role, including, but not limited to, the following:

* key areas of responsibility including key duties;
* supervisory and support arrangements;
* lines of accountability and communication; and
* hours of work.

All volunteer positions will be analysed for risk in accordance with the Risk Management Policy and Procedure.

Volunteer position descriptions will provide the basis for all aspects of volunteer recruitment, selection and performance management. The <Insert Position> is responsible for ensuring position descriptions are in place and up-to-date for each volunteer role, and that volunteers have seen their position description and understand their role and responsibilities in <Insert Organisation Name>; and may designate responsibilities to relevant staff. All volunteer positions and amendments must be approved by the CEO, and stored in the shared drive in accordance with the Volunteer and Staff Documentation and Records Policies and Procedures.

Selection criteria for each role must be developed, based on the position description, and must be fair and transparent. Selection criteria should include individual qualifications, skills, knowledge, experience and/or qualities necessary or desirable for volunteers to perform in the role, and may be included either in the position description or as a separate and associated document. The position description will form the basis for key performance indicators or measurable standards for volunteer performance.

Volunteer position descriptions will be reviewed annually as part of the volunteer appraisal process, and may also be reviewed upon feedback to the <Insert Position> in accordance with the Continuous Improvement Policy and Procedures. Volunteers will have input into the review of their position descriptions in accordance with the Volunteer Appraisal and Communication with Volunteers Policies and Procedures.

All staff and volunteers may make suggestions to the <Insert Position> regarding potential projects or suites of tasks that could form the basis for a volunteer position.

**Responsibility**

This policy applies to all volunteers; its application lies with the <Insert Position> and designated staff.

**Standards**

1.1, 1.3, 3.1-3.4, 4.2, 4.3, 5.1, 5.2, 5.4, 6.1, 6.2, 7.1, 8.1, 8.4

**Related Policies and Procedures**

* Risk Management Policy and Procedure
* Volunteer Recruitment Policy and Procedure
* Volunteer Screening Policy and Procedure
* Volunteer Selection Policy and Procedure
* Volunteer Appraisal Policy and Procedure
* Communication with Volunteers Policy and Procedure
* Continuous Improvement Policy and Procedures
* Documentation and Records Policy and Procedures
* <Insert Organisation Name> Documentation Change Control Policy and Procedure

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3.2 Position Description Development and Review Procedure

**Procedure**

All volunteer positions will have the approval of the CEO. The <Insert Position> is responsible for all development and review processes for volunteer position descriptions and may designate responsibilities to relevant staff.

The position description will include all aspects of the role as outlined in the Position Description Development and Review Policy. Position descriptions will inform aspects of volunteer recruitment, selection, induction and performance management as noted in the relevant policies and procedures.

Volunteers are to sight and agree to their position descriptions and associated amendments in accordance with the Volunteer Induction and Orientation, Volunteer Appraisal and Communication with Volunteers Policies and Procedures. Agreement to perform the volunteer role as outlined in the position description will be noted in the Volunteer Agreement and stored in volunteer personnel files in accordance with the Documentation and Records Policy and Procedure. All volunteer positions and amendments must be approved by the CEO, and stored in the shared drive in accordance with the Volunteer and Staff Documentation and Records Policies and Procedures. The <Insert Position> is responsible for interpretation and clarification of any part of the volunteer position descriptions.

Volunteer position descriptions will form the basis for key performance indicators or measurable standards for volunteer performance and will be used in volunteer performance management processes, in accordance with the Volunteer Appraisal Policy and Procedure, to note achievements in the role and where amendments to the position description are necessary.

Where proposed amendments to the position description may change the essential nature of the role including any requisite qualifications, skills or knowledge, the <Insert Position> has responsibility to determine whether the position may need to be reclassified and to ascertain the ability and needs of the volunteer to perform in the new role in accordance with the Volunteer Selection and Volunteer Training and Development Policies and Procedures.

The volunteer and supervising staff are to be consulted in the review process in line with the Communication with Volunteers Policy and Procedure and provided with a copy of the new position description. Concerns or issues are to be raised with the <Insert Position> and will be treated according to the Volunteer and Staff Grievance and Dispute Resolution Policies and Procedures.

**Application**

This procedure is the responsibility of the <Insert Position> and applies to all volunteers and supervising staff.

**Standards**

1.1, 1.3, 1.4, 3.1-3.4, 4.2, 4.3, 5.1-5.5, 6.1-6.3, 7.1, 8.1, 8.4

**Related Policies and Procedures**

* Risk Management Policy and Procedure
* Volunteer Recruitment Policy and Procedure
* Volunteer Screening Policy and Procedure
* Volunteer Selection Policy and Procedure
* Volunteer Induction and Orientation Policy and Procedure
* Volunteer Appraisal Policy and Procedure
* Volunteer Training and Development Policy and Procedure
* Communication with Volunteers Policy and Procedure
* Continuous Improvement Policy and Procedures
* Documentation and Records Policy and Procedures
* Volunteer Grievance and Dispute Resolution Policy and Procedure
* <Insert Organisation Name> Staff Grievance Policy and Procedure
* <Insert Organisation Name> Documentation Change Control Policy and Procedure

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Standard 4 Recruitment and Selection

Volunteer recruitment and selection strategies are planned, consistent and meet the needs of the organisation and volunteers.

4.1 Volunteer Recruitment Policy

**Purpose**

<Insert Organisation Name> ensures a non-discriminatory and standardised approach to the recruitment of volunteers.

**Background**

<Insert Organisation Name> recognises the crucial role volunteers can play in supporting paid staff to achieve <Insert Organisation Name>’s goals and in undertaking specific projects. To have the appropriate volunteers to achieve these ends requires a fair, inclusive and rigorous approach to recruitment.

**Policy**

Recruitment will only be carried out for a clearly defined volunteer role with a written job description and associated selection criteria as outlined in the Position Description Development and Review Policy and Procedure. All volunteer positions and activities are fully supported by the Volunteer Involvement Manual in accordance with the Volunteer Involvement Policy.

Volunteer recruitment will be planned and documented, and will follow standardised procedures to ensure a fair, inclusive and transparent approach in line with <Insert Organisation Name>’s best practice framework and relevant legislation outlined in the Commitment to Volunteer Involvement Policy. Information collected will only be for the purposes of recruitment and will be stored in accordance with the Volunteer and Staff Confidentiality and Privacy and Documentation and Records Policies and Procedures. The <Insert Position> is responsible for ensuring best practice volunteer recruitment including targeted advertising and communication strategies and resources, and may designate responsibilities to supervising staff.

<Insert Organisation Name> complies with non-discriminatory principles and promotes diversity in its recruitment process.

**Responsibility**

This policy applies to the <Insert Position> and supervising staff.

**Standards**

1.1-1.4, 2.1-2.3, 3.2, 3.3, 4.1-4.3, 8.1

**Related Policies and Procedures**

* Commitment to Volunteer Involvement Policy
* Responsibilities for Volunteer Involvement Policy
* Volunteer Involvement Policy
* Volunteer Recruitment Procedure
* Position Description Development and Review Policy and Procedure
* Volunteer Screening Policy and Procedure
* Documentation and Records Policy and Procedures
* Volunteer Confidentiality and Privacy Policy and Procedure
* <Insert Organisation Name> Staff Confidentiality and Privacy Policy and Procedure
* <Insert Organisation Name> Staff Records Management Policy and Procedure
* <Insert Organisation Name> Staff Data Security Policy and Procedure

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4.2 Volunteer Recruitment Procedure

**Procedure**

All applicants will follow the same recruitment procedures for any volunteer position with <Insert Organisation Name>.

<Insert Organisation Name> will plan for volunteer recruitment for all positions and document all planning in a volunteer recruitment plan. All documentation will be stored on the shared drive.

**Position Description and Selection Criteria**

Once a suitable volunteer position is identified a position description and associated selection criteria must be prepared for approval by the <Insert Position> prior to advertisement, in accordance with the Position Description Development and Review Policy and Procedure. The selection criteria must be fair and based on the skills and experience required for performance in the position.

**Recruitment Strategies**

There are a number of ways <Insert Organisation Name> can actively recruit volunteers, including:

* Volunteers with specific skills and/or knowledge may be approached by the <Insert Position> or designated staff;
* A volunteer position may be advertised with approval from the <Insert Position>;
* Unsolicited approaches from potential volunteers to <Insert Organisation Name>.

**Contact Person**

The <Insert Position> or designated staff will be the contact person and has the responsibility to advise potential applicants about the position. The contact person will distribute to each individual within 3 working days an information pack containing a position description and selection criteria, general information about <Insert Organisation Name>, a police check application form, a Working with Children Check application form as appropriate, and other information deemed appropriate by the <Insert Position>.

**Application processes**

1. **Where <Insert Organisation Name> has a volunteer position,** general enquiries will be forwarded to the contact person, who is to contact the individual within 2 working days.
2. **Where <Insert Organisation Name> has no volunteer positions,** general enquiries will be referred to the contact person for follow-up.
3. **Applications for advertised positions** will be forwarded to the contact person.

<Insert Organisation Name> will acknowledge receipt of applications and will advise the individual of further processes including timeframes. Volunteer applications will be stored in accordance with the Documentation and Records and Volunteer Confidentiality and Privacy Policies and Procedures. Volunteers will then be screened and selected in accordance with the Volunteer Screening and Selection Policies and Procedures.

**Application**

This procedure affects all volunteers and staff; its application lies with the <Insert Position> and supervising staff.

**Standards**

1.1-1.4, 2.1-2.3, 3.2, 3.3, 4.1-4.3, 8.1

**Related Policies and Procedures**

* Volunteer Recruitment Policy
* Position Description Development and Review Policy and Procedure
* Documentation and Records Policy and Procedures
* Volunteer Confidentiality and Privacy Policy and Procedure
* Volunteer Screening Policy and Procedure
* Volunteer Selection Policy and Procedure
* <Insert Organisation Name> Staff Selection Policy and Procedure

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4.3 Volunteer Screening Policy

**Purpose**

<Insert Organisation Name> is committed to the screening process to ensure suitability and compatibility for both volunteers and <Insert Organisation Name>.

**Background**

In order to ensure the safety of staff, clients, volunteers and <Insert Organisation Name>, including its reputation, <Insert Organisation Name> requires all volunteers to undergo a screening process including a National Police Check.

**Policy**

Volunteer screening will be planned and documented and will follow standardised procedures to ensure a fair, inclusive and transparent approach in line with best practice and relevant legislation outlined in the Commitment to Volunteer Involvement Policy. The <Insert Position> is responsible for ensuring best practice in volunteer screening and may designate responsibilities to supervising staff.

<Insert Organisation Name> complies with non-discriminatory principles and promotes diversity in its recruitment and screening processes. Information collected during the screening process will be treated and stored in accordance with the Volunteer and Staff Confidentiality and Privacy and Documentation and Records Policies and Procedures.

The screening process for volunteers with <Insert Organisation Name> includes:

* Position application form and / or application letter;
* Referee checks;
* Submission of satisfactory National Police Check;
* Submission of additional satisfactory checks as appropriate eg Working with Children Check;
* Evidence of ability to satisfy specified selection criteria, including via an interview process.

A satisfactory police check for volunteering with <Insert Organisation Name> will not include any convictions which may place staff, volunteers, clients or <Insert Organisation Name> at any risk. Unsatisfactory police checks may include, but are not restricted to, the following:

* Violence;
* Fraud;
* Theft.

The <Insert Position> will be responsible for making decisions regarding satisfactory or unsatisfactory police checks and/or referee checks in accordance with the Volunteer Screening Procedure. An unsatisfactory Working with Children Check will not disclose any personal information; a satisfactory check will result in a Working with Children Registration Card supplied to the individual to then be verified by <Insert Organisation Name>.

<Insert Organisation Name> will not undertake any screening process that could be deemed unnecessary for the role or potentially discriminating.

Due to expiry periods and the need for risk management, National Police and Working with Children Checks will form part of an ongoing screening process for volunteer suitability to volunteer with <Insert Organisation Name>.

**Responsibility**

This policy affects all volunteers; its application lies with the <Insert Position> and supervising staff.

**Standards**

1.1-1.4, 2.1-2.3, 3.3, 4.1-4.4, 6.2, 8.1

**Related Policies and Procedures**

* Commitment to Volunteer Involvement Policy
* Volunteer Recruitment Policy and Procedure
* Volunteer Screening Procedure
* Volunteer Selection Policy and Procedure
* Documentation and Records Policy and Procedures
* Volunteer Confidentiality and Privacy Policy and Procedure
* <Insert Organisation Name> Staff Confidentiality and Privacy Policy and Procedure
* <Insert Organisation Name> Staff Records Management Policy and Procedure
* <Insert Organisation Name> Staff Data Security Policy and Procedure

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4.4 Volunteer Screening Procedure

**Procedure**

All applicants for volunteer positions with <Insert Organisation Name> will be screened for suitability and compatibility in accordance with the Volunteer Screening Policy. To ensure due process all applicants, internal or external, will undergo the same screening process and criteria. All volunteer applications deemed satisfactory will then be considered for selection in accordance with the Volunteer Selection Policy and Procedure.

All volunteer applications and parts thereof will be treated and stored in accordance with the Volunteer Screening Policy, and the Volunteer and Staff Confidentiality and Documentation and Records Policies and Procedures, and all staff involved in the screening process will treat each volunteer application in accordance with the Code of Conduct.

Feedback on the screening process and determinations will be made available to applicants upon request.

Due to expiry periods and the need for risk management, National Police and Working with Children Checks will form part of an ongoing screening process for volunteer suitability to volunteer with <Insert Organisation Name>.

**Volunteer Application**

Evidence of ability to satisfy selection criteria will be considered in screening volunteer suitability. All applications must address the essential requirements as stated in the advertisement and/or volunteer position description and selection criteria. This may include:

* An application form or application letter;
* Selection criteria responses;
* Referee contact details;
* A current National Police Check (within 12 months) or completed National Police Check application.
* A Working with Children Registration Card, resultant of a satisfactory screening check, or receipt for completed Working with Children Check application.

Where there is unsatisfactory or no evidence the volunteer application will be considered unsatisfactory and the individual will be notified as outlined below under “Unsatisfactory Screening”.

Where the individual has satisfied the initial criteria outlined above, the volunteer application will be submitted for consideration for an interview.

**Selection Panel**

The <Insert Position> shall nominate a selection panel who have knowledge of the work area, an understanding of the volunteer work to be performed and knowledge of the Volunteer Screening and Selection Policies and Procedures. The selection panel may consist of the <Insert Position> and one or more relevant staff.

**Interview**

The panel will ensure applicants are invited to participate in an interview no less than 5 days prior to scheduled interview times and are clearly advised of the date, time and place. Panel members will arrange a standard set of questions to be asked of each applicant based on the role requirements. The panel chairperson is responsible for ensuring the panel members are familiar with the merit principle and understand the position to be filled.

A minimum of 30 minutes should be allowed for each interview. The interview must be carried out in an appropriate setting where interruptions will not occur and privacy is assured. The selection panel will document each applicant’s responses ready for selection. Depending on the volunteer role requirements the selection panel may choose to shortlist interviewees further for National Police Checks, Working with Children Checks as appropriate, and referee checks, or may forward all applications for further screening.

The interview format may be adapted to a more, or less, formal structure as appropriate in relation to the volunteer position requirements. The <Insert Position> may use discretion in inviting applicants to a less formal interview. Standard interview questions will be used with all applicants to ensure a fair and regulated process.

**National Police Check**

Applicants will submit to <Insert Organisation Name> either a copy of a recent National Police Check (within 12 months) or a completed National Police Check application form along with photocopies of required identification documentation. <Insert Organisation Name> is responsible for sending each application and for receipt of and payment for each National Police Check.

The <Insert Position> will decide, in consultation with the CEO, if the police check received is satisfactory as per the Volunteer Screening Policy. The National Police Check will be photocopied and the original returned to the individual with notice of acceptance or rejection. The photocopy will be signed and dated by the <Insert Position> and stored as outlined above.

Management has discretion as to whether volunteers may begin work with <Insert Organisation Name> whilst the National Police Check is being processed, or only once a satisfactory National Police Check has been received, given the nature and duties of the volunteer role.

Renewal of National Police Checks is at the discretion of <Insert Organisation Name>. To ensure best practice, the <Insert Position> is responsible for ensuring the renewal of the volunteer’s National Police Check every 2 year period.

**Working with Children Check**

For any volunteer position involving the following, applicants will submit to <Insert Organisation Name> a copy of a Working with Children Registration Card for further verification of registration status or receipt for a completed Working with Children Check application form pending assessment:

* ongoing or more-than-incidental interactions with young people (refer to the Act 2013 for details and / or exemptions);
* interactions other than provision and / or receipt of information via telephone; or
* contact beyond only working with a record of the young person.

For a full list of exemptions, the <Insert Position> must refer to the *Registration to Work with Vulnerable People Act 2013.*

**Satisfactory Registration**

The satisfactory Working with Children Registration Card will be photocopied and the original returned to the individual. The photocopy will be signed and dated by the <Insert Position> and stored as outlined above. The <Insert Position> is responsible for further verification of registration status via the Department of Justice website.

<Insert Organisation Name> will reimburse the individual the cost of the application fee where a) successful registration is verified, b) the individual agrees to volunteer for the organisation and c) the volunteer provides the <Insert Position> with an Expenses Claim Form with attached receipt for payment of fees from Service Tasmania in line with the Volunteer Reimbursement Policy and Procedure.

**Conditional Registration**

The <Insert Position> is to note any conditions of registration and ensure the volunteer duties abide by those conditions. Where there is a conflict of duties in relation to the conditions, the <Insert Position> must raise this with the designated supervisory staff and the volunteer to either negotiate new duties or a new role, or to advise the volunteer of unsuitability for the role.

**Pending Registration and Verification**

Volunteers may not interact unsupervised with young people until a satisfactory Registration Card has been received and verified by <Insert Organisation Name>. Dependent on the nature of the volunteer role and duties and at the discretion of <Insert Organisation Name>, volunteers may either:

a) commence duties only under registered staff supervision pending registration processing, and must provide the <Insert Position> with a **completed and signed** Supervised Employment Statutory Declaration; or

b) commence other duties as required and agreed between the <Insert Position> and volunteer, and as outlined in the volunteer position description and in accordance with the *Registration to Work with Vulnerable People Act 2013.*

The <Insert Position> is responsible for periodic checks to ensure the continuance of satisfactory registration status via the online status check on the Department of Justice website. The Registration Card is valid for a 3 year period, assuming no change in the volunteer’s circumstances. The <Insert Position> will remind the volunteer to renew their Working with Children Check 3 months before the expiry date to allow for processing timeframes.

**Unsatisfactory Application**

Where the Check is unsatisfactory, no personal details or criminal history will be disclosed to the organisation; the individual will be contacted by the Department of Justice Working with Children Unit via the communication method of choice as noted on the application form to highlight any issues with their application. **The volunteer must cease any work (including duties commenced pending registration) with children immediately.** Unless the individual’s personal circumstances change, the individual must wait 5 years to reapply.

The <Insert Position> is responsible for management and clarification of the processes involved in the Volunteer Screening Procedure and should defer to the *Act 2013* and the Working with Children Unit regarding further clarification of any aspect of Working with Children Checks.

**Referee Checks**

Upon completion of the interview, the <Insert Position> or designated staff may contact each applicant’s nominated referees with a set of standard questions and will record the responses on the referee form. The responses may form part of the volunteer selection process dependent on the requirements of the volunteer position and at management’s discretion. Completed referee forms will be stored as outlined above and will be made available to all applicants upon request.

**Satisfactory Screening**

Where the volunteer application screening checks are deemed satisfactory, the volunteer application and all associated screening information will be considered for selection by the <Insert Position>.

**Unsatisfactory Screening**

If the application or any part of the screening process is deemed unsatisfactory the individual will be notified within 48 hours of the decision being made.

**Application**

This procedure affects all volunteers; its application lies with the <Insert Position> and designated staff.

**Standards**

1.1-1.4, 2.1-2.3, 3.3, 4.1-4.4, 6.2, 8.1

**Related Policies and Procedures**

* Commitment to Volunteer Involvement Policy
* Risk Management Policy and Procedure
* Volunteer Recruitment Policy and Procedure
* Volunteer Screening Procedure
* Volunteer Selection Policy and Procedures
* Volunteer Reimbursement Policy and Procedure
* Documentation and Records Policy and Procedure
* Volunteer Confidentiality and Privacy Policy and Procedure
* <Insert Organisation Name> Staff Confidentiality and Privacy Policy and Procedure
* <Insert Organisation Name> Staff Records Management Policy and Procedure
* <Insert Organisation Name> Staff Data Security Policy and Procedure
* <Insert Organisation Name> Staff Code of Conduct

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4.5 Volunteer Selection Policy

**Purpose**

<Insert Organisation Name> ensures a non-discriminatory, inclusive and standardised approach to volunteer selection based on merit and suitability for the position.

**Background**

<Insert Organisation Name> recognises that volunteers with the right skills and knowledge can significantly enhance the work of the organisation. <Insert Organisation Name> seeks to model best practice and to ensure the selection procedure is non-discriminatory and effective in engaging volunteers in appropriate positions.

**Policy**

Applicants will only be considered for a volunteer position where the recruitment and selection processes outlined in the Volunteer Recruitment and Selection Policies and Procedures have been carried out. This policy is in line with <Insert Organisation Name>’s Paid Staff Selection Policy.

All applicants for the same volunteer position will be subject to the same selection procedure. <Insert Organisation Name> will select volunteers for positions based on merit and suitability for the position. The <Insert Position> is responsible for ensuring best practice in volunteer selection and may designate responsibilities to staff. The selection panel involved in the screening process will provide decisions on volunteer selection to the <Insert Position> for approval.

All stages of volunteer recruitment and selection will conform to the relevant legislation as outlined in the Commitment to Volunteer Involvement Policy. All information collected during the selection processes will be recorded and stored in accordance with the Volunteer and Staff Confidentiality and Privacy and Documentation and Records Policies and Procedures.

**Responsibility**

This policy affects all volunteers, its application lies with the <Insert Position> and designated staff.

**Standards**

1.1-1.4, 2.1, 2.2, 3.2, 4.1-4.4, 6.2, 8.1

**Related Policies and Procedures**

* Commitment to Volunteer Involvement Policy
* Volunteer Recruitment Policy and Procedure
* Volunteer Screening Policy and Procedure
* Volunteer Selection Procedure
* Documentation and Records Policy and Procedures
* Volunteer Confidentiality and Privacy Policy and Procedure
* <Insert Organisation Name> Staff Confidentiality and Privacy Policy and Procedure
* <Insert Organisation Name> Paid Staff Selection Policy
* <Insert Organisation Name> Staff Records Management Policy and Procedure
* <Insert Organisation Name> Staff Data Security Policy and Procedure

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4.6 Volunteer Selection Procedure

**Procedure**

<Insert Organisation Name> will select volunteers who are suitably qualified and experienced and who have the competence and appropriate qualities to undertake the role within <Insert Organisation Name>, based on information collected throughout the recruitment and screening stages. Volunteer selection processes including collection and storage of information will occur in accordance with the Volunteer Selection Policy and Documentation and Records Policy and Procedure.

**Making the recommendation**

The selection panel will determine which applicant(s) is recommended for the position based on the application and screening processes. Recommendations will be forwarded to the <Insert Position> detailing reasons for its decision based on the available information, including the selection criteria, interview performance and applicant experience and qualifications.

**Post-selection feedback**

The selection panel will nominate one of its members to advise successful and unsuccessful applicants. Successful applicants will be invited to accept the volunteer position within 48 hours of the decision being approved by the <Insert Position>. Upon acceptance of the volunteer position by the successful applicant, all unsuccessful applicants will be notified within 3 working days. Post-selection feedback will be provided upon request.

**Appointment**

Newly appointed volunteers will be contacted by the <Insert Position> or a delegated staff member regarding a mutually convenient time for the volunteer to commence work and undergo induction. The terms and conditions of the appointment will be set out in a volunteer agreement as outlined in the Volunteer Induction and Orientation Policy and Procedure.

**Application**

This procedure applies to all volunteers, designated staff and the <Insert Position>.

**Standards**

1.1-1.4, 2.1, 2.2, 3.2, 4.1-4.4, 5.1, 6.2, 8.1

**Related Policies and Procedures**

* Volunteer Recruitment Policy and Procedure
* Volunteer Screening Policy and Procedure
* Volunteer Selection Policy
* Volunteer Induction and Orientation Policy and Procedure
* Documentation and Records Policy and Procedures
* Volunteer Confidentiality and Privacy Policy and Procedure
* <Insert Organisation Name> Staff Confidentiality and Privacy Policy and Procedure
* <Insert Organisation Name> Staff Records Management Policy and Procedure
* <Insert Organisation Name> Staff Data Security Policy and Procedure

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Standard 5 Support and Development

Volunteers understand their roles and gain knowledge, skills and feedback needed to safely and effectively carry out their duties.

5.1 Volunteer Induction and Orientation Policy

**Purpose**

This policy demonstrates <Insert Organisation Name>’s commitment to ensuring a comprehensive induction and orientation to <Insert Organisation Name> for all new volunteers.

**Background**

<Insert Organisation Name> is committed to having sound policies and procedures in relation to all areas of human resource management. Induction provides volunteers with a good understanding of <Insert Organisation Name>’s work, the knowledge, resources and expectations required to commence in their new position and how the volunteer role contributes to the organisation’s goals and objectives.

**Policy**

All new volunteers with <Insert Organisation Name> will be provided with a full induction to the organisation upon commencement, including an information package. The <Insert Position> will ensure the induction process is planned, comprehensive, inclusive and documented and may designate responsibilities to supervising or relevant staff. Volunteer participation in induction will be recorded in accordance with the Volunteer and Staff Confidentiality and Privacy and Documentation and Records Policies and Procedures.

Volunteer inductions will be conducted by the <Insert Position> or supervising staff and will introduce volunteers to the work environment provided by <Insert Organisation Name> and the requisite resources to perform their role. Topics may include, but are not limited to, the following:

* an overview of <Insert Organisation Name>’s strategic direction and operations;
* work health and safety;
* project and role specifics;
* roles and responsibilities;
* volunteer amenities, work conditions and entitlements.

The induction may include setting of performance indicators and the development of a work plan for the position and / or project. Where volunteers are located in one site, an introduction to the other sites and staff will occur as soon as is reasonably practicable.

Volunteers currently in other volunteering roles within, or known to, <Insert Organisation Name>, may participate in an adapted induction at the discretion of the <Insert Position>.

Feedback is to be sought from volunteers regarding the organisation’s induction and orientation for volunteers, to assist with quality assurance and continuous improvement processes.

**Responsibility**

This policy affects all volunteers; its application lies with the <Insert Position> and supervising staff.

**Standards**

1.1-1.4, 2.1-2.3, 3.1, 3.3, 5.1, 5.3, 5.4, 6.1, 6.2, 7.2, 8.1, 8.2

**Related Policies and Procedures**

* Volunteer Induction and Orientation Procedure
* Documentation and Records Policy and Procedures
* Work Health and Safety Policy and Procedures
* Volunteer Confidentiality and Privacy Policy and Procedure
* <Insert Organisation Name> Staff Confidentiality and Privacy Policy and Procedure
* <Insert Organisation Name> Work Health and Safety Policy and Procedure
* <Insert Organisation Name> Staff Records Management Policy and Procedure
* <Insert Organisation Name> Staff Data Security Policy and Procedure

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5.2 Volunteer Induction and Orientation Procedure

**Procedure**

The <Insert Position> or supervising staff will be responsible for the planning, implementation and review of volunteer inductions. Other staff members may also be involved in the induction process as required.

**Planning and Review**

Volunteer inductions must be planned to ensure consistency and approved for implementation by the <Insert Position>. Inductions will be documented on a Volunteer Induction Checklist to ensure coverage of all topics and resources. All associated documentation will be located in <Insert Organisation Name>’s shared drive.

Feedback is to be sought from volunteers regarding the organisation’s induction and orientation for volunteers, to assist with quality assurance and continuous improvement processes.

**Induction Sessions**

Induction sessions are to be scheduled as soon as possible upon commencement of the volunteer role. Induction sessions will be conducted by the <Insert Position> or supervising staff and will include an information package. Topics to be covered will include:

* An overview of <Insert Organisation Name>’s strategic direction and operations, including Values, Strategic Plan and Code of Conduct;
* Volunteer Policies and Procedures as contained within the Volunteer Involvement Manual;
* Work Health and Safety, Anti-Discrimination and Harassment, Grievance and Dispute Resolution and related emergency policies, procedures and forms;
* Introductions to all staff (or arrangements to introduce to staff in other regions as soon as is practicably reasonable);
* Volunteer amenities, work conditions and entitlements, including reimbursement;
* Project and role specifics including project plans;
* Roles and responsibilities including reporting, lines of authority, supervision, communication and accountability;
* Completion of a signed volunteer agreement / Code of Conduct including a confidentiality agreement.

Induction Checklists will be stored in the volunteer’s personnel file in line with the Documentation and Records Policy and Procedure.

**Induction Package**

All new volunteers will be provided with an induction package which covers the key aspects of volunteering with <Insert Organisation Name>. This may include key strategic documents, Code of Conduct, position description and organisational chart, emergency procedures, emergency contact form, timesheets, and a volunteer agreement.

If a current volunteer is taking on a new role within <Insert Organisation Name>, the <Insert Position> or supervisor will ensure the volunteer is acquainted with the nature of the new position and project / work area and that a clear position description is viewed and understood by the volunteer prior to appointment.

**Application**

This procedure affects all volunteers; its application lies with the <Insert Position> and supervising staff.

**Standards**

1.1-1.4, 2.1-2.3, 3.1, 3.3, 5.1-5.4, 6.1, 6.2, 7.2, 8.1, 8.2

**Related Policies and Procedures**

* Volunteer Induction and Orientation Policy
* Documentation and Records Policy and Procedure
* Volunteer Confidentiality and Privacy Policy and Procedure
* Work Health and Safety Policy and Procedure
* Anti-Discrimination and Harassment Policy and Procedure
* Volunteer Grievance and Dispute Resolution Policy and Procedure
* <Insert Organisation Name> Staff Induction Policy and Procedure
* <Insert Organisation Name> Staff Confidentiality and Privacy Policy and Procedure
* <Insert Organisation Name> Work Health and Safety Policy and Procedure
* <Insert Organisation Name> Values, Code of Conduct, Strategic Plan

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5.3 Volunteer Social Media Policy

**Purpose**

The purpose of this policy is to ensure that the online voice of <Insert Organisation Name> is clever, effective, cohesive and professional.

**Background**

Social media is a range of web-based functions that provide a new way of using the internet to communicate an organisation’s key messages to their stakeholders. Platforms include but are not limited to blogging, wikis, podcasts and peer-to-peer networking. Social media tools include but are not limited to social networking sites Facebook, MySpace, LinkedIn, Instagram and Twitter, online collaborative encyclopaedia Wikipedia, online photo sharing site Flickr and online video-hosting sites YouTube, Vimeo and Vine.

**Policy**

Only authorised staff may use <Insert Organisation Name>’s social media platform. The CEO will authorise users; the <Insert Position> is responsible for all volunteer communications and may designate responsibilities to supervising or relevant staff.

All communications made using social media platforms are subject to federal and state legislation and <Insert Organisation Name>’s policies and procedures as outlined in the Commitment to Volunteer Involvement Policy and Procedure and in accordance with the Volunteer Confidentiality and Privacy Policy and Procedure. Volunteers are to treat every communication in a professional manner, via telephone, email, face-to-face or via social media. Volunteer expectations in relation to social media will be included in the volunteer’s induction to <Insert Organisation Name>. The <Insert Position> or designated supervising staff may provide further clarification as needed.

**Responsibility**

This policy affects all volunteers; its application lies with the <Insert Position> and supervising staff.

**Standards**

1.1-1.4, 2.1-2.3, 3.4, 5.1, 5.3, 5.4, 6.1, 6.2, 8.1, 8.2

**Related Policies and Procedures**

* Volunteer Reimbursement Procedure
* Volunteer Induction and Orientation Policy and Procedure
* Risk Management Policy and Procedure
* Documentation and Records Policy and Procedures
* Volunteer Confidentiality and Privacy Policy and Procedure
* Volunteer Grievance and Dispute Resolution Policy and Procedure
* <Insert Organisation Name> Staff Grievance Policy and Procedure
* <Insert Organisation Name> Staff Confidentiality and Privacy Policy and Procedure

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5.4 Volunteer Social Media Procedure

**Procedure**

This procedure defines the boundaries for all <Insert Organisation Name> social media communications.

**General guidelines for usage by authorised personnel**

Volunteers shall:

* Be transparent, identify themselves and the organisation they represent;
* “Write what they know” ­– write according to their area of expertise;
* Post meaningful, respectful comments;
* Aim to add value to conversations, and to encourage people to contribute;
* Share their passion, successes and achievements as appropriate;
* Respond in a mindful and timely manner;
* Respect <Insert Organisation Name>’s Confidentiality and Privacy Policies and Procedures and ensure they have permission for, and have adequately credited all images, audio and video;
* Observe neutrality and avoid discussion about the state of politics in a public forum;
* Keep posts, comments, video and audio fairly short, using links for larger documents;
* Use pictures, video and audio as appropriate to add depth to posts;
* Where multiple social media accounts are used, a social media ‘dashboard’ application such as Hootsuite may be used to manage communications.

**Twitter**

Notes on usage: Snippets of interesting work with <Insert Organisation Name> may be added to the organisation’s Twitter profile. There are limits of 140 characters so volunteers are to be concise, punchy and upbeat. Long URLs can be condensed using tools such as TinyURL and Bitly. Retweeting and mentioning other organisations helps grow <Insert Organisation Name>’s networks; consequently links made must be relevant and professional. Previous tweets may be reviewed for an idea of appropriate staff communications. Where unsure, any information should be forwarded to the designated Marketing / Communications staff. To avoid confusion, contributions to the organisation’s social media networks should include details eg locations, names of events or occurrences, as appropriate.

In order to post as the <Insert Organisation Name>’s identity on Twitter, the volunteer must log in to the <Insert Organisation Name>’s account. They will need to apply to the <Insert Position> for access to the username and password.

Volunteers may use their own personal account to comment on Twitter. If they would like to tweet something at <Insert Organisation Name> they should use the <Insert Organisation Name>’s ‘handle’ ie username.

**Facebook**

Notes on usage: Volunteers are to join Facebook using their own account and then “like” the <Insert Organisation Name>’s Facebook page.

Snippets of interesting work with <Insert Organisation Name> may be added to the organisation’s group page. Where unsure, or for lengthy information to be disseminated to stakeholders publicly ie events, any information should be forwarded to the designated Marketing / Communications staff to upload. Copy and paste functions including thumbnails should be relevant, noticeable and formatted so the text flows smoothly. All images and video are to be captioned, and photographers / producers to be credited where possible.

Unpleasant remarks: if an inappropriate or inflammatory comment is posted on the <Insert Organisation Name> Facebook group, the designated Marketing / Communications staff is to be notified, who is then responsible for deletion or follow-up. Volunteers should not reply to the comment or discussion.

If the volunteer is required to post as the organisation rather than as themselves, they will need to apply to the <Insert Position> for administrator access.

**Video sharing sites eg YouTube**

Videos are to be forwarded to the designated Marketing / Communications staff for upload.

**E-newsletter**

<Insert Organisation Name> develops a regular e-newsletter for distribution. <Insert Organisation Name>’s news and events must always take priority over other articles. All staff including volunteers have a responsibility to contribute to each e-newsletter. All articles are to be forwarded to the designated Marketing / Communications staff for insertion, and final approval by the <Insert Position>

**Application**

This procedure applies to all volunteers; its application lies with the <Insert Position> and supervising staff.

**Standards**

1.1-1.4, 2.1-2.3, 5.3, 5.4, 6.1-6.3, 8.1, 8.2

**Related Policies and Procedures**

* Volunteer Induction and Orientation Procedure
* Risk Management Policy and Procedure
* Documentation and Records Policy and Procedures
* Volunteer Confidentiality and Privacy Policy and Procedure
* Volunteer Grievance and Dispute Resolution Policy and Procedure
* <Insert Organisation Name> Petty Cash Policy and Procedure
* <Insert Organisation Name> Staff Grievance Policy and Procedure
* <Insert Organisation Name> Staff Confidentiality and Privacy Policy and Procedure

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5.5 Volunteer Supervision Policy

**Purpose**

To monitor service delivery and provide adequate supervision and support for volunteers with <Insert Organisation Name>.

**Background**

<Insert Organisation Name> values the contribution of its volunteers and endeavours to avoid placing them in situations that could cause them undue stress or compromise the organisation. Supervision is an integral part of <Insert Organisation Name>’s commitment to workplace safety and wellbeing and continuous improvement, and to ensure the highest standard of service delivery.

**Policy**

Volunteers working at <Insert Organisation Name>’s premises will be provided with everyday supervision by a paid member of staff, if possible their usual supervisor, as well as opportunities for regular, scheduled supervision meetings to monitor and plan for volunteer performance, needs and satisfaction in accordance with the Volunteer Supervision Procedure. Volunteers who no longer continue volunteering with <Insert Organisation Name> will be supported, where possible, through the exit process including an exit interview.

It is the responsibility of the <Insert Position> to ensure all volunteers understand their role and duties and lines of accountability and communication, and may designate responsibilities to supervising staff. Supervising staff will ensure all volunteers undergo appropriate induction and orientation including specific training regarding the role and performance management processes. All volunteers will have opportunities to give feedback, seek clarification and raise concerns. Volunteers will be given regular opportunities to participate in and provide input into all review processes where changes identified may impact on their role.

Supervising staff will ensure they are available for consultation and support as required; the <Insert Position> will ensure availability to support supervising staff with enquiries or particular needs. Supervising staff will monitor everyday volunteer performance to ensure standards are met and customer and staff satisfaction with the service delivery. Where issues arise volunteers will be informed, and consulted as appropriate regarding potential solutions; supervision is one medium through which this may occur.

All details regarding supervision will remain confidential in accordance with the Volunteer and Staff Confidentiality and Privacy Policies and Procedures and will be stored in volunteer personnel records in accordance with the Documentation and Records Policy and Procedures.

**Responsibility**

This policy applies to all volunteers; its application lies with the <Insert Position> and supervising staff.

**Standards**

1.1, 1.3, 1.4, 2.1-2.3, 3.3, 3.4, 5.1-5.5, 6.1, 6.2, 8.1, 8.4

**Related Policies and Procedures**

* Volunteer Supervision Procedure
* Volunteer Confidentiality and Privacy Policy and Procedure
* Communication with Volunteers Policy and Procedure
* Documentation and Records Policy and Procedures
* Work Health and Safety Policy and Procedures
* Volunteer Grievance Policy and Procedure
* <Insert Organisation Name> Staff Confidentiality and Privacy Policy and Procedure
* <Insert Organisation Name> Staff Grievance Policy and Procedure

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5.6 Volunteer Supervision Procedure

**Procedure**

Responsibility for supervision will be written into every volunteer position description, as outlined in the Position Description Development and Review Policy and Procedure. Supervising staff will ensure all volunteers undergo appropriate induction and orientation including specific training regarding the role and performance management processes.

**Everyday Monitoring and Review**

Supervising staff will monitor everyday volunteer performance to ensure standards are met and customer and staff satisfaction with the service delivery. Where issues arise volunteers will be informed, and consulted as appropriate regarding potential solutions. Volunteers will be given regular opportunities to participate in and provide input into all review processes where changes identified may impact on their role.

The appointed supervisor will be aware of all activities undertaken by the volunteer that are related to their work at <Insert Organisation Name>. The supervisor will ensure they are available for consultation when required.

**Regular Supervision**

Regular supervision meetings will be built into volunteer timetables in accordance with the Volunteer and Staff Supervision Policies and Procedures. The volunteer and supervisor will document the following using a supervision proforma:

* progress of service delivery activities,
* positive and constructive feedback incl. customer and staff satisfaction,
* issues raised and actions taken,
* training requested,
* volunteer performance and achievements,
* suggestions for improvement.

All written records will be made available to the volunteer and checked for accuracy before they are filed in the volunteer’s personnel record.

Volunteers will undergo a review meeting with supervising staff 3 months after commencement in a role to ensure suitability for both the volunteer and <Insert Organisation Name>.

**Absence of Supervisory Staff – Supervising Staff**

Where a supervising staff member is absent, the <Insert Position> becomes responsible for volunteer supervision and may appoint another staff member. If the new supervision and management arrangements mean the supervising staff member and the volunteer are not working from the same office, the <Insert Position> will decide the feasibility of the volunteer position continuing and for how long.

If appropriate supervision and management is not available, the volunteer will be informed of the situation and asked to suspend work until the difficulty has been resolved.

**Absence of Supervisory Staff** **– <Insert Position>**

As everyday supervision and management of volunteers is the responsibility of designated supervising staff, a short absence of the <Insert Position> is deemed to cause minimal inconvenience. In the case of an extended absence, the <Insert Position> will allocate specific tasks to supervising staff to ensure the continuing effective involvement of volunteers.

Where an extended absence of the <Insert Position> is not planned, the CEO will review volunteer involvement tasks and enquiries at the earliest possible moment to identify those requiring urgent attention. Responsibility for the performance of these tasks will then be allocated to supervising staff.

**Exit Process**

Where volunteers cease volunteering with <Insert Organisation Name> and notice is given, supervising staff will plan ahead for the volunteer’s absence in conjunction with the <Insert Position> to ensure all open or running activities and operations are delegated and supervised where possible. Supervising staff will undergo an exit interview with the volunteer to gain feedback from the volunteer regarding their experiences and satisfaction in volunteering with <Insert Organisation Name> – volunteers will be given the exit interview template to note responses before the meeting and discussion will be documented and checked by both the volunteer and supervising staff for accuracy. The exit interview document will be stored in the volunteer’s personnel record and feedback utilised for continuous improvement.

**Application**

This procedure applies to all volunteers; its application lies with the <Insert Position> and supervising staff.

**Standards**

1.1, 1.3, 1.4, 2.1-2.3, 3.3, 3.4, 5.1-5.5, 6.1, 6.2, 8.1, 8.4

**Related Policies and Procedures**

* Volunteer Supervision Policy
* Volunteer Involvement Policy and Procedures
* Position Description Development and Review Policy and Procedure
* Volunteer Confidentiality and Privacy Policy and Procedure
* Communication with Volunteers Policy and Procedure
* Documentation and Records Policy and Procedures
* Work Health and Safety Policy and Procedures
* Volunteer Grievance and Dispute Resolution Policy and Procedure
* <Insert Organisation Name> Staff Confidentiality and Privacy Policy and Procedure
* <Insert Organisation Name> Staff Grievance Policy and Procedure
* <Insert Organisation Name> Paid Staff Supervision and Reporting Policy and Procedure

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5.7 Volunteer Training and Development Policy

**Purpose**

To articulate the need for a work environment supportive of volunteer learning and development.

**Background**

<Insert Organisation Name> recognises that all employees and volunteers need appropriate training to carry out their duties competently. In order to maximise volunteer staff performance and maintain job satisfaction, <Insert Organisation Name> recognises that an environment that provides opportunities for learning and growth can contribute significantly to the success of <Insert Organisation Name>. <Insert Organisation Name> understands the need to adequately resource training.

**Policy**

<Insert Organisation Name> will ensure a work environment for all volunteers that supports a learning and development culture as part of the commitment to continuous improvement. The <Insert Position> is responsible for promoting the personal and professional development of volunteers and may designate responsibilities to supervising staff.

All volunteer staff will be adequately trained to perform their roles as specified in their position description. Additional to general training provided for all volunteers, the <Insert Position> will provide opportunities for training to develop individual and team strengths, to address performance gaps or weaknesses, and to ensure safe working practices and volunteer satisfaction. Where appropriate, volunteers are encouraged to share key learnings from training courses with the rest of the team. Volunteer training needs and participation in training will be documented for review processes and filed in each volunteer’s personnel record.

Annual appraisals will provide a medium through which to identify volunteer strengths and areas for improvement and to ensure currency of skills and knowledge in line with the Volunteer Appraisal Policy and Procedure. Volunteer performance will also be monitored through everyday supervision and supervising staff will both seek and provide feedback to volunteers to inform their professional development.

Within the scope of available resources, volunteer staff will be provided with the opportunity for developing skills not strictly related to their field of work but relevant to the wider scope of <Insert Organisation Name>. Resources for training and development will be planned for in the annual volunteer involvement budget.

**Responsibility**

This policy affects all volunteers; responsibility for its application lies with the <Insert Position> and supervising staff.

**Standards**

1.1, 1.4, 2.1-2.3, 3.2, 5.3, 5.4, 6.1, 6.2, 7.1, 8.1-8.4

**Related Policies and Procedures**

* Volunteer Training and Development Procedure
* Volunteer Appraisal Policy and Procedure
* Volunteer Supervision Policy and Procedure
* Communication with Volunteers Policy and Procedure
* Documentation and Records Policy and Procedures
* Continuous Improvement Policy and Procedures
* Allocation of Resources for Volunteer involvement Procedure

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5.8 Volunteer Training and Development Procedure

**Procedure**

Every volunteer position description within <Insert Organisation Name> will be examined by the <Insert Position> or designated staff as part of the annual review process to determine specific skills and training required for the volunteer to adequately perform the role.

If a volunteer is selected for a position and does not have the necessary skills, the training to acquire those skills will be provided by <Insert Organisation Name> as soon as possible. The <Insert Position> or designated staff will conduct a training needs analysis with the volunteer, which will be used to inform the development of a training plan to address identified skills gaps.

**Performance Monitoring and Appraisals**

Formal appraisal of volunteer positions and service delivery will include a discussion about what training, if any, could assist the volunteer in effective service delivery, as well as the volunteer’s professional development goals and achievements.

Volunteer performance will also be monitored through everyday supervision and supervising staff will both seek and provide feedback to volunteers to inform their professional development. Any training needs or issues discussed will be recorded on the supervision proforma as outlined in the Volunteer Supervision Procedure.

**Training Information and Requests**

Information on upcoming training and development opportunities will be communicated to all volunteers, and volunteers will be encouraged to share any information on upcoming training with their team. Any relevant professional development offered to paid staff will also be offered to volunteers. Requests for training should be completed using the Professional Development Request form and forwarded to the supervising staff, who will forward the request to the <Insert Position> for discussion and approval. Participation in training will be documented for review and planning purposes and a copy will be filed in the volunteer’s personnel records. Volunteers will be encouraged to share key learnings from the training with other staff and volunteers and may document these using the Professional Development Record form.

<Insert Organisation Name> will allocate a specific training budget for volunteer training and development.

**Application**

This procedure applies to all volunteers; its application lies with the <Insert Position> and supervising staff.

**Standards**

1.1, 1.4, 2.1-2.3, 3.2, 5.2-5.4, 6.1, 6.2, 7.1, 8.1-8.4

**Related Policies and Procedures**

* Volunteer Training and Development Procedure
* Volunteer Appraisal Policy and Procedure
* Volunteer Supervision Policy and Procedure
* Communication with Volunteers Policy and Procedure
* Documentation and Records Policy and Procedures
* Continuous Improvement Policy and Procedures
* Allocation of Resources for Volunteer involvement Procedure

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5.9 Volunteer Appraisal Policy

**Purpose**

To articulate <Insert Organisation Name>’s recognition of the need for and commitment to a formal annual appraisal for volunteers.

**Background**

<Insert Organisation Name> aims to make the experience of volunteering one that is of mutual benefit to the volunteer and the organisation. Regular appraisal of the volunteer role ensures agreed outcomes are achieved and necessary changes and training needs are identified, planned, implemented and evaluated for effectiveness.

**Policy**

Volunteer appraisals are the responsibility of the <Insert Position>, who may designate responsibilities to supervising staff. Appraisals will be informed by volunteer supervision processes and volunteers should be aware of their performance and progress to date. Appraisals also inform volunteer recognition processes as well as review and continuous improvement processes.

Appraisals will be conducted annually and scheduled at a time when the volunteer and supervising staff have an opportunity to discuss the following:

* progress against agreed outcomes,
* volunteer satisfaction with the role, service delivery and workplace culture,
* review the volunteer position description for currency and efficiency,
* identify performance strengths and areas for improvement,
* address issues or raise concerns,
* identify professional development goals and achievements, and
* suggest improvements or new initiatives.

The appraisal will be documented with the volunteer, and the volunteer will have the opportunity to view and suggest any changes to the document before it is signed by both parties, as outlined in the Volunteer Appraisal Procedure. Appraisal documents will be filed in the volunteer’s personnel record.

**Responsibility**

This policy applies to all volunteers; its application lies with the <Insert Position> and supervising staff.

**Standards**

1.1, 1.4, 2.2, 2.3, 3.3, 3.4, 5.2-5.5, 6.1, 7.1, 7.2, 8.1-8.4

**Related Policies and Procedures**

* Volunteer Appraisal Procedure
* Volunteer Training and Development Policy and Procedure
* Volunteer Supervision Policy and Procedure
* Position Description Development and Review Policy and Procedure
* Volunteer Recognition Policy and Procedure
* Documentation and Records Policy and Procedures
* Communication with Volunteers Policy and Procedure
* Continuous Improvement Policy and Procedures

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5.10 Volunteer Appraisal Procedure

**Procedure**

The <Insert Position> or supervising staff should negotiate a time with the volunteer and provide them with the relevant paperwork prior to the meeting, including the Annual Appraisal form and a copy of their position description. The appraisal should follow an open-ended discussion format whilst using pre-determined questions to guide discussion regarding volunteer performance. Both parties may take notes if they wish.

**Preparation**

Prior to an appraisal the volunteer should read through the position description to identify any areas of work performance they wish to discuss during the appraisal. These may be areas where the volunteer identifies the need for further training or support, or areas where they feel a change may be needed in organisational practice and/or in work performance. Volunteers should also consider other matters they wish to raise in this forum.

**Appraisal Meeting**

The appraisal should be an open discussion with clear outcomes, including the following:

* Identify future training needs,
* Attempt to find solutions to any problems that may exist in relation to work performance,
* Result in the setting of specific goals in relation to training, future work performance, workplace relationships and culture, with timelines for achievement where appropriate,
* Identify particular volunteer strengths and how these might be harnessed for the mutual benefit of the volunteer and <Insert Organisation Name>, and
* Identify any need to review the job description.

**Documentation**

During the meeting each parties’ responses will be noted on the appraisal form, ready for documentation and review; both the volunteer and supervising staff will review the final appraisal form to ensure agreement. When both parties are satisfied with its accuracy, both parties will sign and date the form which will then be filed in the volunteer’s personnel record. The appraisal form may be consulted as necessary during the year and at the next appraisal to evaluate progress in meeting any plans or goals set.

**Review of Position Description**

If during the course of the appraisal a need to review the position description is identified, then the <Insert Position> will inform the CEO who will ensure the position description is reviewed and communicated in line with the Position Description Development and Review Policy and Procedure. The volunteer will be encouraged to provide feedback and suggestions to supervising staff regarding the nature of the volunteer role.

**Application**

This procedure applies to all volunteers; its application lies with the CEO, <Insert Position> and supervising staff.

**Standards**

1.1, 1.4, 2.2, 2.3, 3.3, 3.4, 5.2-5.5, 6.1, 7.1, 7.2, 8.1-8.4

**Related Policies and Procedures**

* Volunteer Appraisal Procedure
* Volunteer Training and Development Policy and Procedure
* Volunteer Supervision Policy and Procedure
* Position Description Development and Review Policy and Procedure
* Volunteer Recognition Policy and Procedure
* Documentation and Records Policy and Procedures
* Communication with Volunteers Policy and Procedure
* Continuous Improvement Policy and Procedures

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5.11 Counselling and Discipline Policy

**Purpose**

The purpose of this policy is for <Insert Organisation Name> to have clear strategies and processes where disciplinary action needs to be taken.

**Background**

Counselling and discipline processes are used in <Insert Organisation Name> to identify work performance issues and find solutions and to outline processes when behaviour is unacceptable. <Insert Organisation Name>’s Code of Conduct and Values document what is considered acceptable behaviour at <Insert Organisation Name> and the expectations of volunteer conduct in the workplace.

**Policy**

<Insert Organisation Name> acknowledges people may occasionally have issues that will affect their performance in the workplace. There are a range of behaviours and circumstances that can affect a volunteer’s work performance. When a performance issue is first identified the process of counselling is often the most appropriate strategy, to make changes or to solve workplace issues before they escalate into major performance issues. During a counselling process a review meeting should be set and performance expectations should be clearly documented and reviewed at an agreed time. If a situation has not been resolved through counselling or is a more serious issue a disciplinary process may be initiated.

Disciplinary action may be used where:

* there has been a breach of <Insert Organisation Name>’s policies, rules or regulations;
* performance does not meet an acceptable level; or
* conduct is unacceptable.

<Insert Organisation Name> is committed to utilising a disciplinary process that is fair and expedient. <Insert Organisation Name> also acknowledges the importance of procedural fairness where disciplinary processes are used. Whilst both counselling and disciplinary processes aim to solve workplace issues, volunteers should be aware that a disciplinary action can result in termination of their work with <Insert Organisation Name>. For this reason, volunteers will always be invited to bring a support person or union representative to any disciplinary process.

All processes will be confidential and documented, and copies of documentation will be provided to the volunteer. All warnings, interviews, reviews and outcomes during the counselling and disciplinary processes will be documented and stored in the volunteer’s personnel record. Where there is impending dismissal for a volunteer as a result of an ongoing disciplinary process or where instant dismissal is required, the CEO will be informed.

In some situations due to the seriousness of the behaviour or incident, it may not be possible for <Insert Organisation Name> to allow the volunteer to continue their work. In these situations termination may be immediate, although an interview may be required to establish the facts of the situation.

The following may constitute serious misconduct and hence warrant instant dismissal:

* Theft of any organisation property or funds;
* Wilful damage of any organisation property;
* Serious neglect of duty (this may include behaviour or lack thereof that results in a risk or actual harm to others);
* Conduct that may injure the reputation of <Insert Organisation Name>;
* Failure to comply with a reasonable or lawful direction by management;
* Harassment of any employee, volunteer or client particularly in relation to race, gender, sexuality or religion;
* Intoxication through alcohol or other substances during working hours;
* Physical violence on <Insert Organisation Name>’s premises or abuse of employees or volunteers;
* Falsification of any organisation records for personal gain or on behalf of any other employee or volunteer;
* Conduct which could harm the health or safety of staff, volunteers or the general public;
* Serious breach of confidentiality;
* Conviction of an offence which renders the volunteer unfit for work;
* Any other matter considered to be misconduct that justifies summary dismissal in common law.

**Responsibility**

This policy applies to all volunteers; its application lies with the CEO, <Insert Position> and supervising staff.

**Standards**

1.1-1.4, 2.1-2.3, 3.3, 4.4, 5.1, 5.4, 5.5, 6.1-6.3, 8.1, 8.4

**Related Policies and Procedures**

* Counselling and Discipline Procedure
* Commitment to Volunteer Involvement Policy
* Risk Management Policy and Procedure
* Anti-Discrimination and Harassment Policy and Procedure
* Work Health and Safety Policy and Procedures
* Communication with Volunteers Policy and Procedure
* Volunteer Supervision Policy and Procedure
* Grievance and Dispute Resolution Policy and Procedure
* Volunteer Confidentiality Policy and Procedure
* Documentation and Records Policy and Procedures
* <Insert Organisation Name> Staff Counselling and Discipline Policy and Procedure
* <Insert Organisation Name> Staff Confidentiality and Privacy Policy and Procedure

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5.12 Counselling and Discipline Procedure

**Procedure**

All counselling and discipline processes should occur only with the permission of the CEO; this does not include advice, correction, and debriefing in everyday supervision but refers to serious or out-of-the-ordinary matters. In the case of volunteers the immediate supervisor will be responsible in consultation with the <Insert Position>.

**Steps for Counselling or Discipline**

Once the need for a counselling or disciplinary process has been identified, the following steps should occur:

1. **Written Notice**

* The volunteer must be advised in writing before the counselling or disciplinary meeting takes place. The letter should detail:
  + the reason for the meeting and contain any written documentation or allegations;
  + advise of the options of a support person to attend;
  + advise of any possible outcomes from the meeting such as a warning or termination.
* It is preferable to give at least 24 hours’ notice prior to the interview time; however the volunteer may negotiate a different time, including an earlier time.

1. **Meeting**

* During the meeting the volunteer should be provided with information about the concerns, alleged incident or issues. They should then have an opportunity in the meeting to provide an explanation for their behaviour or conduct. The volunteer may request additional time to prepare their defence; alternatively <Insert Organisation Name> may suspend the interview at this point if further investigation is required. In these cases a further meeting will be scheduled.
* In some situations <Insert Organisation Name> may deem if necessary to suspend the volunteer until a further meeting has occurred.
* All counselling and disciplinary meetings will be documented on the relevant forms including the Discipline Record of Interview Form.
* Where a disciplinary process may lead to termination this will be conducted by the CEO.

**Documentation**

All processes must be documented and signed by the volunteer and supervising staff or <Insert Position>, and filed in the volunteer’s personnel record. Where a warning has been given this will also be included in the documentation. Although the counselling process is not as formal as the disciplinary process it is important that a record of the interview be kept. A copy of all documentation will be provided to the volunteer.

**Warnings**

<Insert Organisation Name> will use a system of warnings prior to dismissal, except where gross misconduct has occurred, as outlined in the Counselling and Discipline Policy. All warnings will be made in writing following a counselling or disciplinary interview. Warnings will clearly identify the misconduct or poor performance. The warning may also state dismissal may occur if the behaviour in question continues. Volunteers may receive up to two written warnings before a final warning, depending on the severity of the incident or issue. Where the disciplinary process has progressed to a point where termination is possible, <Insert Organisation Name> will advise the volunteer of the seriousness of the situation and possible outcomes.

**Immediate Dismissal**

Where serious misconduct has occurred it may not be necessary or appropriate to go through the above steps. The CEO will be responsible for any process that may lead to immediate dismissal. Where this occurs a Notice of Dismissal Form will be completed by the CEO and a copy given to the volunteer.

**Application**

This procedure applies to all volunteers; its application lies with the CEO, <Insert Position> and supervising staff.

**Standards**

1.1-1.4, 2.1-2.3, 3.3, 4.4, 5.1, 5.4, 5.5, 6.1-6.3, 8.1, 8.4

**Related Policies and Procedures**

* Commitment to Volunteer Involvement Policy
* Risk Management Policy and Procedure
* Anti-Discrimination and Harassment Policy and Procedure
* Work Health and Safety Policy and Procedures
* Communication with Volunteers Policy and Procedure
* Volunteer Supervision Policy and Procedure
* Grievance and Dispute Resolution Policy and Procedure
* Volunteer Confidentiality Policy and Procedure
* Documentation and Records Policy and Procedures
* <Insert Organisation Name> Staff Counselling and Discipline Policy and Procedure
* <Insert Organisation Name> Staff Confidentiality and Privacy Policy and Procedure

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Standard 6 Workplace Safety and Wellbeing

The health, safety and wellbeing of volunteers is protected in the workplace.

6.1 Communication with Volunteers Policy

**Purpose**

<Insert Organisation Name> is committed to a work environment where volunteers are included, consulted and have the opportunity to provide feedback.

**Background**

<Insert Organisation Name> recognises that effective communication between staff and volunteers contributes to creating a safe, fulfilling and appreciated work environment and ensures continuous improvement in all aspects of volunteer involvement and service delivery.

**Policy**

<Insert Organisation Name> will ensure an environment which allows open communication which is professional, respectful and mutually beneficial. Volunteer involvement in decision-making and review processes that may affect volunteers and <Insert Organisation Name>’s volunteer involvement system and processes will be encouraged. All communications will occur in accordance with the Commitment to Volunteer Involvement Policy and relevant legislation.

All relevant information is to be conveyed to volunteers in a timely and efficient manner. All documentation relevant to a volunteer’s position and performance will be stored and communicated in accordance with the Communication with Volunteers Procedure and Documentation and Records Policy and Procedures.

The <Insert Position> is responsible for ensuring a communicative and collaborative environment in keeping with <Insert Organisation Name>’s Values and Code of Conduct, and may designate responsibilities to relevant staff. Volunteers will be invited to participate in staff and unit meetings and relevant organisation and project events, and will be provided other opportunities to participate and communicate. The <Insert Position> is responsible for ensuring volunteer understanding and clarification on any matter relating to communication.

Feedback will be sought regularly from volunteers regarding satisfaction with their role in <Insert Organisation Name>, the work environment and operations, to inform all aspects of continuous improvement and strategic and operations development, evaluation and review. All feedback will be treated confidentially in accordance with the Volunteer and Staff Confidentiality and Privacy Policies and Procedures.

Communication will occur via appropriate methods as outlined in the Communication with Volunteers Procedure and treated in accordance with the Volunteer and Staff Confidentiality and Privacy Policies and Procedures.

Any concerns or issues will be treated in accordance with the Volunteer Grievance and Dispute Resolution Policy and Procedure.

**Responsibility**

This policy affects all volunteers; its application lies with the <Insert Position> and designated staff.

**Standards**

1.1, 1.2, 1.4, 2.1-2.3, 3.4, 5.4, 6.1-6.3, 7.1, 7.2, 8.1-8.4

**Related Policies and Procedures**

* Commitment to Volunteer Involvement Policy
* Communication with Volunteers Procedure
* Anti-Discrimination and Harassment Policy and Procedure
* Work Health and Safety Policy and Procedures
* Documentation and Records Policy and Procedure
* Volunteer Confidentiality and Privacy Policy and Procedure
* Volunteer Grievance and Dispute Resolution Policy and Procedure
* <Insert Organisation Name> Staff Confidentiality and Privacy Policy and Procedure

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6.2 Communication with Volunteers Procedure

**Procedure**

It is the responsibility of supervising staff to ensure that all relevant information is conveyed to volunteers in a timely and efficient manner. Communication will be a two-way process and volunteers will be encouraged and given the opportunity to participate and provide input. Supervising staff will build relationships with volunteers that are conducive to open and honest communication and will encourage professional relationships between volunteers. Any communication from volunteers to staff that adversely impacts on <Insert Organisation Name>, its clients, other staff members or volunteers, will be documented and the <Insert Position> informed.

**Feedback**

Feedback will be sought regularly from volunteers regarding satisfaction with their work role and environment, including aspects of strategic and operations planning, development, evaluation and review. Feedback methods may be formal or informal as deemed appropriate by supervising staff in consultation with the <Insert Position>. Feedback will be documented to inform continuous improvement and suggestions for improvement will be provided to the <Insert Position> via supervising staff and using appropriate methods. All feedback will be treated confidentially in accordance with the Volunteer and Staff Confidentiality and Privacy Policies and Procedures.

Volunteers will be encouraged during supervisory meetings and staff and unit meetings to provide comments and suggestions about their work. Such comments will be recorded and become part of documentation for continuous improvement. The outcomes of any meetings where volunteer issues are discussed will be recorded and distributed to volunteers.

**Communication Methods**

Communication will occur via appropriate methods, and may include, but are not limited to, the following:

* Management briefings;
* Communiqués, notices and memos;
* Whole team and unit meetings;
* Monthly reports;
* Project and work activity evaluations;
* Feedback forms;
* Formal and/or informal internal correspondence;
* Staff and volunteer surveys;
* Volunteer supervision sessions;
* Provision of written material.

Communications will be stored and treated in accordance with the Documentation and Records, Volunteer and Staff Confidentiality and Privacy Policies and Procedures.

**Documentation**

Documentation relevant to a volunteer’s position and performance will be stored appropriately ie locally on the shared drive, in secured management drives and/or in volunteer personnel files, and will be made accessible to volunteers. Sensitive information will be made available to volunteers at the discretion of the <Insert Position>.

**Concerns**

Any concerns or issues will be treated in accordance with the Volunteer Grievance and Dispute Resolution Policy and Procedure.

**Application**

This procedure affects all volunteers; its application lies with the <Insert Position> and designated staff.

**Standards**

1.1, 1.2, 1.4, 2.1-2.3, 3.4, 5.4, 5.5, 6.1-6.3, 7.1, 7.2, 8.1-8.4

**Related Policies and Procedures**

* Commitment to Volunteer Involvement Policy and Procedure
* Communication with Volunteers Policy
* Anti-Discrimination and Harassment Policy and Procedure
* Work Health and Safety Policy and Procedures
* Documentation and Records Policy and Procedures
* Volunteer Confidentiality and Privacy Policy and Procedure
* Volunteer Grievance and Dispute Resolution Policy and Procedure
* <Insert Organisation Name> Staff Confidentiality and Privacy Policy and Procedure

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6.3 Anti-Discrimination and Harassment Policy

**Purpose**

To ensure a healthy, positive and collaborative workplace for employees and volunteers with <Insert Organisation Name>.

**Background**

Legally, all Tasmanian workplaces are governed by the provisions of the Anti-Discrimination Act 1998 (Tas) to take reasonable steps to ensure all stakeholders are protected from discrimination and harassment in the workplace. There is, furthermore, a moral responsibility and business incentive to maintain a safe and healthy workplace. This policy and procedure are to be implemented in conjunction with the organisation’s Work Health and Safety, Grievance Dispute and Resolution, and Counselling and Discipline Policies and Procedures, and must be monitored and reviewed with the same seriousness.

**Policy**

<Insert Organisation Name> is committed to Anti-Discrimination and Harassment principles and will provide, maintain and promote a safe working environment for all its employees, volunteers and visitors. <Insert Organisation Name> regards compliance with all legislative requirements as the minimum standard and is committed to effective consultation and cooperation with its employees to:

1. Promote and develop measures to ensure that this environment is achieved; and
2. Provide adequate mechanisms for reviewing the effectiveness of those measures.

In fulfilment of these legal and moral obligations, <Insert Organisation Name> undertakes to make every reasonable effort to ensure continuous improvement and a proactive approach in the areas of:

* Promotion of positive and inclusive work cultures and practices and preventive strategies;
* Awareness of discriminatory and prohibited conduct relevant to the Act 1998 including via induction of all employees and volunteers;
* Development, communication, monitoring and review of policies and procedures;
* Training and development for all employees and volunteers;
* Investigations into complaints, issues and / or concerns raised regarding discrimination, harassment and / or bullying in accordance with legislative requirements and the Grievance Dispute and Resolution and Counselling and Discipline Policies and Procedures ie timeliness, confidentiality, respect, transparency, fairness and right to support / representation;
* Provision of Contact Officers and / or an Employee Assistance Program.

Anti-Discrimination is the shared responsibility of all people participating in the workplace. These responsibilities include but are not limited to:

**Management**

* Establishment of Anti-Discrimination management practices in the form of documented Anti-Discrimination procedures in line with this policy and Work Health and Safety Policies and Procedures.
* Review of <Insert Organisation Name>’s Anti-Discrimination and Harassment Policy and Procedures no less than every twelve months.
* Consultation and cooperation with staff, including provision of necessary information, instruction, training and supervision to employees.
* Development and promotion of positive and proactive strategies for inclusive workplace cultures and practices.

**Employees and Volunteers**

* Adherence to Anti-Discrimination and Harassment Policy and Procedures.
* Identification and reporting of discriminatory practices and conditions.
* Suggestions for improvements in inclusive and collaborative practices.
* Participation in training and development as requested.

Furthermore, due to the closely aligned nature of Anti-Discrimination and Harassment principles with Work Health and Safety, and because <Insert Organisation Name> employs volunteers and paid staff and works with members of the public, appropriate insurance (including Workers’ Compensation, Public Liability, Professional Indemnity, and Personal Accident for Volunteers) will be held at all times as a matter of course.

This policy will be reviewed 12 months after its adoption or earlier if necessary in the light of legislative or organisational changes.

**Responsibility**

This policy applies to all staff and volunteers. It creates particular obligations for the CEO and <Insert Position>.

**Standards**

1.1-1.4, 2.1-2.3, 4.3, 5.1, 5.5, 6.1-6.3, 8.1, 8.2

**Related Policies and Procedures**

* Anti-Discrimination and Harassment Procedure
* Work Health and Safety Policy and Procedures
* Grievance and Dispute Resolution Policy and Procedure
* Counselling and Discipline Policy and Procedure
* Volunteer Incident Reporting Procedure
* Risk Management Policy and Procedure
* Volunteer Induction and Orientation Policy and Procedure
* Volunteer Training and Development Policy and Procedure
* Continuous Improvement Policy and Procedures
* <Insert Organisation Name> Work Health and Safety Policy and Procedure
* <Insert Organisation Name> Board Workplace Health and Safety Policy

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6.4 Anti-Discrimination and Harassment Procedure

**Procedure**

<Insert Organisation Name> is committed to providing a safe and healthy environment for staff and volunteers and seeks to achieve this through management and staff working together to create a safe workplace. A safe and healthy workplace is one key to ensuring both staff and <Insert Organisation Name> are able to work to their maximum potential. <Insert Organisation Name> also has particular responsibilities under the Anti-Discrimination Act 1998 (Tas).

This policy and procedure are to be implemented in conjunction with the organisation’s Work Health and Safety, Grievance Dispute and Resolution, and Counselling and Discipline Policies and Procedures, and must be monitored and reviewed with the same seriousness.

* All new staff will be made aware of both their own and <Insert Organisation Name>’s obligations in terms of the Act 1998;
* A discussion of Anti-Discrimination awareness should also be covered in the induction process. Information should include, but are not limited to:
  + Anti-Discrimination and Harassment, Communication, Grievance and Dispute Resolution and Counselling and Discipline Policies and Procedures;
  + access to support ie WHS Officer, Contact Officer and / or Employee Assistance Program;
  + preventive information such as safe and inclusive work practices;
  + proactive inclusive / diversity strategies undertaken by <Insert Organisation Name>; and
  + contact information for the Office of the Anti-Discrimination Commissioner;
* Any Anti-Discrimination issues will be communicated to the <Insert Position> who will determine the appropriate course of action, if any is required. Depending on the issue the CEO and/or Board may also be involved or informed;
* All staff should be aware of Anti-Discrimination in the workplace and issues should be discussed during supervision and fortnightly team meetings. These forums can be used to ensure all staff are aware of issues and ensure staff demonstrate appropriate work attitudes and practices. Discussion also helps ensure that outstanding Anti-Discrimination issues are identified, as appropriate, and where necessary resolved;
* <Insert Organisation Name> will also provide relevant training where identified in any prevalent Anti-Discrimination issue. This may include formal and / or informal training and resources eg guest speakers.

**Discrimination / Harassment / Bullying**

As part of <Insert Organisation Name>’s commitment to a safe working environment, staff will actively discourage workplace discrimination, harassment and bullying in the following ways:

* Managers will monitor the atmosphere in the work environment for signs or symptoms of discrimination, harassment or bullying and regularly review workplace practices to ensure they do not encourage unacceptable behaviour of this sort.
* All staff will report incidents that constitute any threat to health or safety, including discrimination, harassment or bullying, to the <Insert Position>, the WHS representative or the CEO.
* All staff are required to exhibit behaviour towards others that is respectful. Breaches of this requirement should be reported, if not appropriately dealt with by speaking directly to the person in question.
* Managers dealing with incidents will act sensitively, with the understanding that ignorance rather than malice might be the source of the problem. Potential problems in this area will be addressed by training.

In the case of witnessing an incident of discrimination, harassment or bullying, staff should offer support to the victim, and report it immediately to the appropriate supervisor and <Insert Position>.

**Stress Management**

In order to minimise stress, <Insert Organisation Name> will:

* make good working conditions a priority;
* clearly define job descriptions, responsibilities and the structure of accountability;
* establish support systems for all staff; and
* ensure work plans and timelines are realistic.

Divergence from these practices should be raised with the <Insert Position>. Staff are also encouraged to read the Hidden Hazards Guide. Managers should also direct their attention to Hidden Hazards for Employers.

The <Insert Position> is responsible for management and clarification of safe and respectful work cultures and practices and should defer to the Anti-Discrimination Act 1998 (Tas) and the Office of the Anti-Discrimination Commissioner regarding further clarification of any aspect of anti-discrimination, harassment and / or bullying.

**Application**

This procedure applies to all staff and volunteers; its application lies with the <Insert Position> in conjunction with the CEO, WHS Officer, Contact Officer and supervising staff.

**Standards**

1.1-1.4, 2.1-2.3, 4.3, 5.1, 5.5, 6.1-6.3, 8.1, 8.2

**Related Policies and Procedures**

* Anti-Discrimination and Harassment Policy
* Work Health and Safety Policy and Procedures
* Grievance and Dispute Resolution Policy and Procedure
* Counselling and Discipline Policy and Procedure
* Volunteer Incident Reporting Procedure
* Risk Management Policy and Procedure
* Documentation and Records Policy and Procedures
* Confidentiality and Privacy Policy and Procedure
* Volunteer Induction and Orientation Policy and Procedure
* Volunteer Training and Development Policy and Procedure
* Continuous Improvement Policy and Procedures
* <Insert Organisation Name> Work Health and Safety Policy and Procedure
* <Insert Organisation Name> Board Workplace Health and Safety Policy

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6.5 Work Health and Safety Policy

**Purpose**

To ensure a healthy and safe workplace for employees and volunteers with <Insert Organisation Name>.

**Background**

Legally, all Tasmanian workplaces are governed by the provisions of the Work, Health and Safety Act 2012. There is, furthermore, a moral responsibility and business incentive to maintain a safe and healthy workplace.

**Policy**

<Insert Organisation Name> is committed to Work Health and Safety (WHS) and will provide, maintain and promote a safe working environment for all its employees, volunteers and visitors. <Insert Organisation Name> regards compliance with all legislative requirements as the minimum standard and is committed to effective consultation and cooperation with its employees to:

1. Promote and develop measures to ensure that this environment is achieved; and
2. Provide adequate mechanisms for reviewing the effectiveness of those measures.

In fulfilment of these legal and moral obligations, <Insert Organisation Name> undertakes to make every reasonable effort to ensure continuous improvement in the areas of:

* accident prevention;
* safer work processes;
* hazard identification and risk assessment; and
* implementation of methods to control or remove hazards.

Work Health and Safety is the shared responsibility of all people participating in the workplace. These responsibilities include but are not limited to:

**Management**

* Establishment of WHS management practices in the form of documented WHS procedures in line with this policy.
* Review of <Insert Organisation Name>’s WHS Policy and Procedures no less than every twelve months.
* Consultation and cooperation with staff, including provision of necessary information, instruction, training and supervision to employees.
* Workplace safety inspections no less than every three months.

**Employees and Volunteers**

* Adherence to WHS Policy and Procedures.
* Identification and reporting of unsafe practices and conditions.
* Suggestions for improvements in health and safety.
* Participation in work place safety inspections as requested.

Furthermore, because <Insert Organisation Name> employs volunteer as well as paid staff and works with members of the public, appropriate insurance (including Workers’ Compensation, Public Liability, Professional Indemnity, and Personal Accident for Volunteers) will be held at all times as a matter of course.

This policy will be reviewed 12 months after its adoption or earlier if necessary in the light of legislative or organisational changes.

**Responsibility**

This policy applies to all staff and volunteers. It creates particular obligations for the CEO.

**Standards**

1.1-1.4, 2.1-2.3, 3.3, 4.3, 5.1-5.5, 6.1-6.3, 8.1, 8.2

**Related Policies and Procedures**

* Work Health and Safety Procedure
* Anti-Discrimination and Harassment Policy and Procedure
* Counselling and Discipline Policy and Procedure
* Volunteer Incident Reporting Procedure
* Risk Management Policy and Procedure
* Volunteer Grievance and Dispute Resolution Policy and Procedure
* Volunteer Induction and Orientation Policy and Procedure
* Volunteer Training and Development Policy and Procedure
* Continuous Improvement Policy and Procedures
* <Insert Organisation Name> Work Health and Safety Policy and Procedure
* <Insert Organisation Name> Board Workplace Health and Safety Policy

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| Review | Annual | Next Review Date |  |

6.6 Work Health and Safety Procedure

**Procedure**

<Insert Organisation Name> is committed to providing a safe and healthy environment for staff and volunteers and seeks to achieve this through management and staff working together to create a safe workplace. A safe and healthy workplace is one key to ensuring both staff and <Insert Organisation Name> are able to work to their maximum potential. <Insert Organisation Name> also has particular responsibilities under the Work Health and Safety Act 2012.

<Insert Organisation Name> is also committed to ensure the safe return to work for any staff injured in the workplace. <Insert Organisation Name> will initiate rehabilitation programs for any staff member who is injured or becomes ill as a result of their work for <Insert Organisation Name>.

* All new staff will be made aware of both their own and <Insert Organisation Name>’s obligations in terms of Work Health and Safety;
* A discussion of WHS awareness should also be covered in the induction process. Information should include evacuation procedures, access to first aid, accidents and injuries in the workplace, as well as preventive information such as safe work practices;
* Any WHS issues will be communicated to the <Insert Position> who will determine the appropriate course of action, if any is required. Depending on the issue the CEO and/or Board may also be involved or informed;
* All staff should be aware of WHS in the workplace and issues should be discussed during supervision and fortnightly team meetings. These forums can be used to ensure all staff are aware of issues and ensure staff have appropriate work practices. Discussion also helps ensure that outstanding WHS issues are identified and where necessary resolved;
* <Insert Organisation Name> will also provide relevant training where identified in any prevalent WHS issue.

**(i) Emergencies**

In the case of an emergency, the First Aid Officer or Fire Warden outranks all other staff but may, out of necessity, delegate tasks to other staff. It is in the interests of safety that every staff member cooperates to the best of his/her ability and does not waste time and put lives at risk by questioning orders and directions given by those in authority.

Personal emergency information for all staff is kept in a secure but easily accessible location. This is maintained by the Senior Administration Officer who will require staff to complete a new form at least once a year.

**First Aid**

The First Aid Officer at each Office must possess a current Workplace Level 2 – Senior First Aid Certificate. Annual re-accreditation is recommended. Refer to <Insert Organisation Name>’s Staff First Aid Policy and Procedures.

If an accident occurs in the workplace staff need to complete an incident report form (located on the shared drive) and forward to the <Insert Position>.

**Fire Safety**

The Fire Warden’s primary responsibility is to take charge of all staff and visitors in the case of a fire or emergency alert/incident in either of <Insert Organisation Name>’s premises or those of one of its neighbours.

In case of fire or any other such physical danger to staff and visitors, the warden should:

* Evacuate the premises by blowing a whistle repeatedly and issuing calm but loud and clear instructions for people to evacuate by the nearest emergency exit and assemble in the emergency assembly area.
* Ensure all rooms have been evacuated, closing doors behind them as they proceed through the building. (Put out the fire with a fire extinguisher only if it is easily manageable and the warden has been trained to do so. Alternatively, if safe, close off the area in which the fire has broken out so that draughts do not inflame the fire.) The fire warden is responsible for incident control until the fire brigade arrives and must keep well clear so that they are in the best position to take care of the safety of others.
* Ensure the fire brigade has been called. (Even if the fire has been put out, the fire brigade should be asked to attend and confirm the premises are safe.) Also call for an ambulance if there are any injuries beyond the ability of the qualified first aider. Anyone showing symptoms of smoke inhalation (such as coughing) or head injury should be directed to professional medical attention such as an ambulance officer (even if they assert that they are quite well) ASAP – let a medical professional make the assessment.
* Account for all staff and ensure no one re-enters the building until the fire brigade has given the all-clear.
* Inform occupants of the neighbouring premises that there is a fire in the building and advise them also to evacuate.

**Vandalism or Suspected Terrorism**

If the incident is a case of vandalism or suspected terrorism, the police should also be informed immediately on 000 and their instructions followed. Full cooperation must be given to emergency services.

All staff, volunteers and visitors should assemble at the designated meeting place and should not under any circumstances return to the building until official authorisation has been given. This is to ensure all staff and visitors are accounted for.

**(ii) Everyday Workplace Safety**

All new staff and volunteers should be provided with access to a copy of the Welcome to the Workplace Kit as part of their Orientation Manual / information package.

**Workplace Safety Inspections**

Will be conducted on or before the beginning of each quarter, ie February 1, May 1, August 1, and November 1. These will be conducted by the Senior Admin Officer or delegate, and they will take place with at least one other staff member or volunteer. These inspections will be carried out using a Workplace Safety Inspection Checklist, located in the shared drive.

**Accommodation / Ergonomics**

Staff will be provided with appropriate training prior to the use of any equipment. The arrangement of furniture and equipment will, furthermore, minimise risk of injury or strain. However, it is the responsibility of individual staff to make adjustments according to their own needs and use the equipment in such a way to prevent eyestrain, muscle fatigue, and repetitive strain injury. This includes alternating tasks and not sitting in the same position for large blocks of time. Staff should also ensure they move about regularly to minimise the risk of deep vein thrombosis. Any staff who do not feel competent to assess their workstation and work habits should ask for advice from the <Insert Position>.

**Equipment**

Equipment with inherent hazards, such as the photocopier and server, will be placed in a room away from workstations. When using the photocopier, staff and volunteers should ensure there is adequate ventilation and always close the cover before copying so eyes are not exposed to the light used for scanning. Work in close proximity to the server should be limited to half-hour periods alternated with tasks elsewhere so the ears are not exposed to the constant noise of the fan.

**Smoking**

Smoking is a health hazard, and <Insert Organisation Name>’s premises are therefore smoke-free. Staff who choose to smoke may do so outside and downwind of open doors and windows and far enough away from walkways that non-smokers do not inhale smoke as they go about their tasks.

**Breaks / Rest Periods**

All staff, paid and volunteer alike, are entitled to and expected to take regular breaks for their health and well-being. As a general guide, staff should take one ten minute rest period during every three hours worked, but in the case of highly repetitive, stressful or strenuous work this may be more frequent. Staff should, furthermore, take micro-breaks at their workstations to minimise the risk of eyestrain, backache, DVT etc. Staff should also take a meal break of at least one half-hour every five hours, but this will not count as time worked. A common area, such as a kitchen, will be provided for staff to use during breaks and staff are responsible for keeping this area clean and tidy.

**Stress Management**

In order to minimise stress, <Insert Organisation Name> will:

* make good working conditions a priority;
* clearly define job descriptions, responsibilities and the structure of accountability;
* establish support systems for all staff; and
* ensure work plans and timelines are realistic.

Divergence from these practices should be raised with the <Insert Position>. Staff are also encouraged to read the Hidden Hazards Guide. Managers should also direct their attention to Hidden Hazards for Employers.

**Discrimination / Harassment / Bullying**

As part of <Insert Organisation Name>’s commitment to a safe working environment, staff will actively discourage workplace discrimination, harassment and bullying in the following ways:

* Managers will monitor the atmosphere in the work environment for signs or symptoms of discrimination, harassment or bullying and regularly review workplace practices to ensure they do not encourage unacceptable behaviour of this sort.
* All staff will report incidents that constitute any threat to health or safety, including discrimination, harassment or bullying, to the <Insert Position>, the WHS representative or the CEO.
* All staff are required to exhibit behaviour towards others that is respectful. Breaches of this requirement should be reported, if not appropriately dealt with by speaking directly to the person in question.
* Managers dealing with incidents will act sensitively, with the understanding that ignorance rather than malice might be the source of the problem. Potential problems in this area will be addressed by training.

In the case of witnessing an incident of discrimination, harassment or bullying, staff should offer support to the victim, and report it immediately to the appropriate supervisor and <Insert Position>.

**Threats from External Sources**

Staff are not expected to put up with abusive, violent or threatening behaviour from customers or visitors to <Insert Organisation Name>. Training in dealing with difficult customers is available, and volunteer staff will at no time be responsible to deal with threatening situations – paid supervisors are to deal directly with the customer or visitor in all threatening situations. Staff should follow the following procedure if faced with a situation they do not feel comfortable handling themselves:

* Acknowledge the customer’s concerns by politely explaining that someone with more authority should deal with the issue and ask the customer to wait while you summon your supervisor or manager.
* Call your supervisor by telephone/in person and explain that there is a customer in Reception/other area with a serious concern who needs the attention of a senior staff member.
* The supervisor should then advise another senior staff member of the situation and ask him/her to monitor from a distance before attending the customer and attempting to resolve the matter calmly.
* If the customer is abusive or unreasonable they should be asked to leave the premises immediately.
* If the matter is clearly beyond the best attempts of the supervisor, the third staff member should call the police and inform all staff of the situation by yelling to announce “All staff are advised that there is a security problem in Reception and Police assistance is required immediately.” Staff to retreat from any dangerous situation and manager to relieve the staff members dealing with the situation.
* If the situation is out-of-hand or deemed dangerous, the building should be evacuated as if conducting a fire drill.

Staff who are working alone during opening hours are advised to lock the front door so they have control over who enters the building. Alternatively, staff may close the office temporarily until joined by another staff member at their discretion.

**Unsolicited and unexpected suspicious packages**

Should be treated with caution. With unexpected deliveries, whether postal or by courier, sender details should be checked thoroughly. If there is no sender, or any other means of identifying the course or contents, staff are to place the object in a remote location for the opening/disposal at the discretion of the Manager. If the sender is known to <Insert Organisation Name> as sending regular mail of a safe nature the package may be opened normally. If the sender is unknown, and the package seems suspicious contact the sender to confirm they sent the package and ascertain its contents.

**Hawkers**

Should be treated with respect but asked politely to leave the premises with the explanation that <Insert Organisation Name> is not in a position to make any purchases. The same procedure is to be used for over the phone for unknown people soliciting for donations or sales.

**Abusive phone calls**

Should be reported to the <Insert Position> with as much detail as possible. No reply or response should be made to such calls, and the telephone should be hung up as soon as it is clear it is an abusive call. The <Insert Position> or CEO will report persistent calls to the police.

**Hygiene**

Staff should observe basic hygiene and infection control measures in their work. If uncertain as to what this involves, staff should consult the First Aid Officer. In addition, the Senior Admin Officer will ensure disposable paper towels are available for the drying of hands, tea towels are changed daily, and cleaning of the premises occurs once a week. Staff should report any hygiene concerns to the Senior Admin Officer as soon as possible. Staff are responsible for their own immediate workstations and personal hygiene is to be of an appropriate acceptable standard in the workplace.

**Manual Handling**

Staff should never risk injury in order to lift or move an object. If something is too heavy or awkward – and this will vary according to individuals and their physical capacity – staff should either ask for assistance or report it to their supervisor as being too heavy or difficult. Even when a staff member assesses an object as being within their capabilities, they must observe good manual handling techniques. If staff are unfamiliar with these, they should refer to the Manual Handling information located at the back of the Policies and Procedures manual. All staff are urged to read these documents regularly to refresh their understanding of manual handling and recommended limits.

**Hazards Awareness**

All staff are expected to watch for workplace hazards and report them at the earliest convenience. Hazards that are easily eliminated, such as power cords that can be relocated, or could be dealt with easily by either the staff member identifying the hazard or the WHS representative should be acted on. Furthermore, staff are encouraged to participate in the Workplace Safety Inspections each quarter and be aware of potential hazards.

**Application**

This procedure applies to all staff and volunteers; its application lies with the <Insert Position> in conjunction with the CEO, WHS Officer and supervising staff.

**Standards**

1.1-1.4, 2.1-2.3, 3.3, 4.3, 5.1-5.5, 6.1-6.3, 8.1, 8.2

**Related Policies and Procedures**

* Work Health and Safety Policy
* Volunteer Incident Reporting Procedure
* Commitment to Volunteer Involvement Policy
* Risk Management Policy and Procedure
* Anti-Discrimination and Harassment Policy and Procedure
* Volunteer Grievance and Dispute Resolution Policy and Procedure
* Volunteer Training and Development Policy and Procedure
* Documentation and Records Policy and Procedures
* Confidentiality and Privacy Policy and Procedure
* Volunteer Induction and Orientation Policy and Procedure
* Continuous Improvement Policy and Procedures
* <Insert Organisation Name> Work Health and Safety Policy and Procedure
* <Insert Organisation Name> Board Workplace Health and Safety Policy

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6.7 Volunteer Incident Reporting Procedure

**Procedure**

This procedure applies directly to the Work Health and Safety Policy and Procedure.

All volunteers are required to complete an accident/incident report form if they experience an accident, near miss or incident which constitutes a threat to health and safety, whether on premises or in the course of duties sanctioned by <Insert Organisation Name>, in accordance with the Anti-Discrimination and Harassment and Volunteer and Staff Work Health and Safety Policies and Procedures. All procedures related to volunteer health and safety in the workplace will be covered in induction for volunteers.

These forms will be filled out at the earliest possible time immediately following the event. These forms are located in the shared drive.

All forms will be lodged immediately with the volunteer supervisor who will submit them to the <Insert Position>. If immediate action is required to remediate a dangerous situation, the supervising staff member will take such action and report to the <Insert Position> as soon as is possible.

The <Insert Position> will log all accident/incident reports on a database that allows tracking of accident/incidents for the purpose of analysis during risk assessment reviews.

The <Insert Position> will authorise any action required to mitigate the likelihood of a recurrence of the accident/incident. Where necessary volunteers will be provided with appropriate supervisory and debriefing support as per the Counselling and Discipline Policy and Procedure.

A copy of accident/incident report forms will be lodged with the volunteer’s personnel records in accordance with the Documentation and Records and Confidentiality and Privacy Policies and Procedures.

**Application**

This procedure applies to all volunteers; its application lies with the <Insert Position> and supervising staff.

**Standards**

1.1-1.4, 2.1-2.3, 3.3, 4.3, 5.1-5.5, 6.1-6.3, 8.1, 8.2

**Related Policies and Procedures**

* Commitment to Volunteer Involvement Policy
* Work Health and Safety Policy and Procedures
* Anti-Discrimination and Harassment Policy and Procedure
* Volunteer Induction and Orientation Policy and Procedure
* Documentation and Records Policy and Procedures
* Confidentiality and Privacy Policy and Procedure
* Counselling and Discipline Policy and Procedure
* <Insert Organisation Name> Work Health and Safety Policy and Procedure

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6.8 Volunteer Attendance Records Procedure

**Procedure**

This procedure applies directly to the Work Health and Safety Policy; it also relates to the Volunteer Recognition Policy and Procedure.

All volunteers shall note attendance whether on premises or in the course of duties sanctioned by <Insert Organisation Name>, in accordance with the Volunteer and Staff Work Health and Safety Policies and Procedures, so that <Insert Organisation Name> has an accurate record of hours worked for statistical collection purposes and for emergency evacuation procedures.

Attendance at <Insert Organisation Name>’s office must be noted either in an attendance register or the sign-in board. Attendance may also be noted on a timesheet. Attendance procedures will be covered with all volunteers during induction.

Records of attendance may inform volunteer involvement system audits and review processes, risk management, service delivery and volunteer recognition. Attendance records are also necessary information to establish personnel whereabouts in case of a fire and other emergency situations.

The record of hours will be tallied by the supervisor every 6 months and placed in the volunteer’s personnel file; this will form part of the annual review cycle.

**Application**

This procedure applies to all volunteers; its application lies with the <Insert Position> and supervising staff.

**Standards**

1.1-1.4, 2.1-2.3, 5.1-5.5, 6.1-6.3, 7.3, 8.1-8.3

**Related Policies and Procedures**

* Work Health and Safety Policy and Procedures
* Volunteer Recognition Policy and Procedure
* Volunteer Induction and Orientation Policy and Procedure
* Documentation and Records Policy and Procedures
* Confidentiality and Privacy Policy and Procedure
* <Insert Organisation Name> Work Health and Safety Policy and Procedure

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6.9 Volunteer Grievance and Dispute Resolution Policy

**Purpose**

The purpose of this policy is to detail a process to be followed for resolving issues so that those issues are managed fairly, sensitively, expeditiously and affords natural justice to all parties.

**Background**

<Insert Organisation Name> is committed to providing an environment where staff are able to work effectively, without fear of workplace bullying, discrimination or harassment. The following guiding principles underpin the Grievance and Dispute Resolution Policy and Procedure:

* Management is committed to fostering and promoting a culture which is free from workplace bullying and discrimination;
* All staff recognise and acknowledge their obligations to observe federal and state laws and the values and rules of <Insert Organisation Name>;
* The basic tenets of natural justice, equity and the recognition of rights and responsibilities;
* Workplace harassment must not be confused with legitimate comment and advice (including relevant negative comment and feedback) from management on the work performance or work related behaviour of an individual or group. Feedback on work performance or work related behaviour differs from harassment in that feedback is intended to assist staff to improve work performance or the standard of their behaviour. As such, feedback should be provided using professional language and manner, and using the most appropriate forum.

The Volunteer Grievance and Dispute Resolution Policy and Procedure should be used in conjunction with the Anti-Discrimination and Harassment, Work Health and Safety and Counselling and Discipline Policies and Procedures.

**Policy**

A grievance is a concern or complaint about a matter related to work that is covered under the definition of discrimination, harassment or workplace bullying. An issue can be about any act, behaviour, omission, situation or decision which someone thinks is unfair or unjustified.

As a general principle, the issue should be raised initially by the complainant(s) holding the grievance with the individual or group whom it involves, and, on those occasions when the issue still remains unresolved, to subsequently raise the concern with their direct supervisor or if it involves the supervisor, it should be the next person up the management line.

**Principles of Grievance Resolution**

* Issues should be treated seriously, expeditiously, sensitively and as close as possible to their source having due regard to procedural fairness, confidentiality and potential for victimisation;
* Concerns should be raised as early as possible;
* <Insert Organisation Name> aims to protect staff from any victimisation or repercussions for reporting issues in good faith;
* All parties are required to participate in the conflict resolution process in good faith.

**Responsibilities for Grievance Resolution**

**CEO or Chair if issue involves the CEO**

Responsible for making the final decision in a grievance resolution process.

**CEO or delegate**

Grievance resolution is an integral part of their duties. Their responsibilities include:

* Identifying, preventing, responding to and redressing problems in the workplace;
* Ensuring staff understand the process for grievance resolution;
* Follow-up and monitoring when issues have been resolved;
* Ensuring the parties are not victimised;
* Providing a report of conflicts dealt with to the CEO.

**Employees / Volunteers**

Are to ensure that they attempt to resolve any issues through their immediate supervisor and through internal processes at the earliest opportunity.

**Responsibility**

This policy affects all volunteers; its application lies with the CEO, <Insert Position> and supervising staff.

**Standards**

1.1-1.4, 2.1-2.3, 5.1, 5.4, 5.5, 6.1-6.3, 8.1, 8.2

**Related Policies and Procedures**

* Commitment to Volunteer Involvement Policy
* Volunteer Grievance and Dispute Resolution Procedure
* Volunteer Confidentiality and Privacy Policy and Procedure
* Anti-Discrimination and Harassment Policy and Procedure
* Work Health and Safety Policy and Procedures
* Documentation and Records Policy and Procedures
* Volunteer Confidentiality and Privacy Policy and Procedure
* Counselling and Discipline Policy and Procedure
* <Insert Organisation Name> Staff Confidentiality and Privacy Policy and Procedure
* <Insert Organisation Name> Staff Grievance Policy and Procedure
* <Insert Organisation Name> Staff Work Health and Safety Policy and Procedure

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6.10 Volunteer Grievance and Dispute Resolution Procedure

**Procedure**

The procedures outlined in this document apply to staff and volunteers. These procedures provide several options for dealing with complaints of workplace bullying and discrimination. One or more options may be required at particular instances.

**Informal complaints procedure**

An informal complaint will normally be a verbal complaint. Informal complaints are generally managed by providing informal advice and support. The first point of contact should be either the Contact Officer and / or EAP or the person’s direct supervisor. If it involves the supervisor it should be the next person up the management line.

**Option 1: Take no action**

* The complainant will provide the supervisor with the details of the complaint in writing.
* Management will discuss all options available to the complainant.
* Management will respect the wishes of the complainant if the chosen option is to take no action.

**Option 2: Deal with matter individually**

* The complainant will provide the supervisor with the details of the complaint in writing.
* Management will discuss strategies whereby the complainant may resolve the problem directly with the person concerned, and may provide support and assistance if requested.
* Management will advise on all options and will respect the wishes of the person they are supporting in terms of what further steps, if any, should be taken.

**Mediation and conciliation**

The purpose of mediation and conciliation is to assist parties to resolve a complaint to the satisfaction of both sides. Confidentiality is to be maintained at all times and only those parties with a specific role in these procedures should be involved.

An important component of this procedure is that it is educative and does not seek retribution against any party. It is important that where a complaint is made that there is no victimisation of the person making that complaint or of the respondent. A neutral party may be appointed by the CEO to facilitate this process.

**Option 3: Mediation**

In some instances resolution of a complaint can be achieved using an informal approach. The aim of the informal approach is to resolve the complaint satisfactorily without recourse to a formal complaint procedure. The following points are not prescriptive but are provided as a guide as to how the mediation process may be progressed:

* The complainant will provide management with the details of the complaint in writing. Management will either facilitate the procedure or assign the matter to a neutral party.
* The respondent will be advised by management about the nature of the complaint and will obtain the respondent's version of the event(s). A resolution may be achieved at this point if the respondent agrees that the behaviour did indeed occur and was inappropriate and gives a verbal undertaking not to repeat the behaviour in question. A verbal apology to the complainant may be appropriate in some instances.
* In the event that a satisfactory resolution is achieved no further action will take place.
* Alternatively, the complainant or respondent may request management to arrange a meeting with a neutral party at which both parties can seek to resolve the complaint. Further meetings may take place by agreement of both parties.
* If a satisfactory resolution is achieved the neutral party may suggest follow-up actions to management in order to monitor the agreement.
* If a satisfactory resolution is not achieved the complainant and the respondent will be advised of other options to follow. These may include conciliation, or a formal complaint procedure.

**Option 4: Conciliation**

In situations when resolution using mediation has failed or is not appropriate, resolution should be attempted by conciliation. The following points are not prescriptive but are provided as a guide as to how the conciliation process may be progressed:

* The conciliation process will be conducted in complete confidence.
* The CEO, <Insert Position> or neutral party will meet with both parties separately to discuss the complaint and to seek agreement to resolve the matter by conciliation or by other means.
* Each party may be accompanied by a support person of their choice.
* A support person is someone external to <Insert Organisation Name>.
* The Facilitator will call a conciliation conference. If the respondent fails to attend without legitimate reason, the matter shall proceed directly to being a formal complaint. If the complainant fails to attend without a legitimate reason, the complaint shall lapse. The CEO shall make the determination of what constitutes a legitimate reason on a case-by-case basis.
* A conciliation conference does not presume that there is a case to answer.
* Both parties will be given at least one week's notice of the conference together with an explanation of the conciliation process.
* It is not the role of the Facilitator to direct the outcome of the conference or to make a finding. Facilitators will assist each party to put forward and to consider options for a resolution of the matter which will enable them to work in an acceptable environment which is free from workplace bullying and discrimination.
* The Facilitator will act fairly and impartially in assisting each party to reach an agreed resolution and will observe principles of natural justice.
* Throughout the process both parties will be kept informed of the progress of the conciliation.
* The Facilitator will, if requested, assist the parties to put an agreement in writing.
* If an agreement cannot be reached the parties should be informed and the complainant given other options to consider including the option of making a formal complaint to the CEO.
* The Facilitator should try to complete the conciliation process within two weeks of the arrangement to hold a conference.
* Management will check with the parties that the agreement has been kept after two months or other interval as agreed.
* If a satisfactory resolution using conciliation has not been achieved the complainant has the option of following the formal complaints procedure.

**Formal Complaints Procedure**

A request may be made in writing to the CEO or Chair, if it involves the CEO, for an investigation into a complaint of alleged workplace bullying and / or discrimination if any of the following occurs:

1. Attempts at resolution have failed;
2. The respondent denies the allegations;
3. The person alleging workplace bullying and / or discrimination has a concern about victimisation;
4. The person alleging workplace bullying and / or discrimination wishes to make a formal complaint from the outset; or
5. The respondent refuses mediation and / or conciliation.

A formal complaint can only be made in respect to (c) and (d) above after the complainant has met with management to discuss and consider all other available options.

**Option 5: Formal Complaint Procedure**

Procedures for making a formal complaint:

* The unresolved complaint will be notified to the CEO, or Chair if it involves the CEO, in writing by the complainant.
* All parties involved in the complaint at this stage must maintain confidentiality.
* Acknowledgement of the complaint shall be made by the CEO or Chair within five (5) working days.
* Within five (5) days of receipt of the complaint, the CEO or Chair will establish an investigation to be conducted by a suitable person unless they have reasonable grounds that the complaint is ill-founded. The person conducting the investigation shall have access to all persons and information they consider relevant and shall act expeditiously.
* If the advice received by the CEO or Chair is that the alleged behaviour does not breach <Insert Organisation Name>’s Anti-Discrimination and Harassment and Grievance and Dispute Resolution Policies or Code of Conduct, the complainant shall be informed in writing that no further action will be taken and the reason(s) for that decision.
* If the advice received by the CEO or Chair is that the alleged behaviour does breach the Anti-Discrimination and Harassment and Grievance and Dispute Resolution Policies or Code of Conduct they will decide whether misconduct or serious misconduct proceedings should be commenced.

**Option 6**

<Insert Organisation Name> recognises the right of staff to refer the matter to a relevant external agency at any time. External agencies may include the Tasmanian Police, Australian Industrial Relations Commission, Human Rights and Equal Opportunity Commission or the Tasmanian Office for the Anti-Discrimination Commissioner.

**Record Keeping**

In addition to formal documentation ie Incident Report Forms, signed resolution agreements and monitoring / review documentation, management and involved parties may keep confidential notes on enquiries or complaints sufficient to act as memory aids. These notes should be kept locked in a secure place.

The <Insert Position> will provide the CEO with a report of the complaint in a timely manner. Such reports will contain details of the complaint, method of resolution and the outcome. Where a formal complaint leads to misconduct proceedings, the appropriate documentation will be filed in the relevant volunteer / staff personnel record.

**Application**

This procedure affects all volunteers; its application lies with the CEO, <Insert Position> and supervising staff.

**Standards**

1.1-1.4, 2.1-2.3, 5.1, 5.4, 5.5, 6.1-6.3, 8.1, 8.2

**Related Policies and Procedures**

* Commitment to Volunteer Involvement Policy
* Volunteer Grievance and Dispute Resolution Policy
* Anti-Discrimination and Harassment Policy and Procedure
* Volunteer Work Health and Safety Policy and Procedures
* Volunteer Confidentiality and Privacy Policy and Procedure
* Documentation and Records Policy and Procedures
* Counselling and Discipline Policy and Procedure
* <Insert Organisation Name> Staff Confidentiality and Privacy Policy and Procedure
* <Insert Organisation Name> Staff Grievance Policy and Procedure
* <Insert Organisation Name> Staff Work Health and Safety Policy and Procedure

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Standard 7 Volunteer Recognition

Volunteer contribution, value and impact is understood, appreciated and acknowledged.

7.1 Volunteer Recognition Policy

**Purpose**

<Insert Organisation Name> understands the need for, and commitment to, recognition of volunteer contributions.

**Background**

<Insert Organisation Name> values the principle of volunteerism and values the place volunteering has in our community and the immeasurable worth of volunteers to the organisation. <Insert Organisation Name> seeks to model best practice in volunteer involvement with regard to volunteer recognition.

**Policy**

<Insert Organisation Name> will endeavour to both informally and formally recognise and affirm the value of volunteers in all sections and levels of the organisation. This recognition may take the form of, but is not limited to, the following:

* Acknowledgement in reports to and by the Board;
* Opportunities for, and acknowledgement of, volunteer feedback, input and suggestions for continuous improvement;
* Service recognition which may include certificates, badges etc;
* Special volunteer recognition events;
* Recognition of personal milestones such as birthdays and anniversaries;
* Media releases;
* Personal thankyous;
* Entry to events, conferences, seminars etc;
* Leadership and training opportunities;
* Provision of references upon request;
* Acknowledgement during National Volunteer Week and International Volunteer Day.

Volunteer recognition will be planned and evaluated and volunteers will be consulted on appropriate acknowledgement aligned with the volunteer’s culture and perspectives. Resources will be allocated in the volunteer involvement budget. Formal recognition will be noted in the volunteer’s personnel record.

**Responsibility**

This policy affects all volunteers; its application lies with all staff and Board Members.

**Standards**

1.1, 1.4, 2.1,-2.3, 5.4, 6.1, 7.1-7.4, 8.1-8.4

**Related Policies and Procedures**

* Volunteer Appraisal Policy and Procedure
* Volunteer Supervision Policy and Procedure
* Volunteer Training and Development Policy and Procedure
* Communication with Volunteers Policy and Procedure
* Documentation and Records Policy and Procedures
* Volunteer Attendance Records Procedure
* Continuous Improvement Policy and Procedures

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7.2 Volunteer Recognition Procedure

**Procedure**

The <Insert Position> is responsible for volunteer recognition and all proposed recognition-related actions must be authorised by the <Insert Position> prior to implementation.

Volunteers will be consulted on appropriate acknowledgement aligned with the volunteer’s culture and perspectives.

The supervising staff member is responsible for acknowledging significant dates for volunteers such as birthdays and anniversaries, as appropriate.

The <Insert Position>, in conjunction with supervising staff, will organise events for volunteer recognition such as those during National Volunteer Week and International Volunteer Day including gifts or certificates to award to volunteers.

Volunteers will be invited to attend festive occasions hosted by <Insert Organisation Name>.

Volunteers will be provided opportunities for consultation, input and suggestions for continuous improvement, and informed of the results. Acknowledgement of volunteers and volunteer contributions will be included in the CEO’s report to the AGM of <Insert Organisation Name>.

Formal volunteer recognition will be noted in the volunteer’s personnel record.

**Application**

This procedure affects all volunteers; its application lies with all staff and Board Members.

**Standards**

1.1, 1.4, 2.1,-2.3, 5.4, 6.1, 7.1-7.4, 8.1-8.4

**Related Policies and Procedures**

* Volunteer Appraisal Policy and Procedure
* Volunteer Supervision Policy and Procedure
* Volunteer Training and Development Policy and Procedure
* Communication with Volunteers Policy and Procedure
* Documentation and Records Policy and Procedures
* Volunteer Attendance Records Procedure

|  |  |  |  |
| --- | --- | --- | --- |
| Approved | CEO, | Signature |  |
| Review | Annual | Next Review Date |  |

Standard 8 Quality Management and Continuous Improvement

Effective volunteer involvement results from a system of good practice, review and continuous improvement.

8.1 Continuous Improvement Policy

**Purpose**

To articulate <Insert Organisation Name>’s position on the role of continuous improvement with regard to the roles and performance of volunteers.

**Background**

<Insert Organisation Name> seeks to ensure volunteer involvement and service delivery is of the highest standard and aims to enhance the effectiveness of its core activities. <Insert Organisation Name> recognises this can only be achieved through the implementation of an identifiable, ongoing process of planning and evaluation in alignment with <Insert Organisation Name>’s strategic goals. <Insert Organisation Name> also recognises the importance of evaluation and review to risk management.

**Policy**

To ensure the highest possible standards of service delivery and job satisfaction are maintained, <Insert Organisation Name> is committed to planned, systematic reviews of the volunteer involvement system, volunteer position descriptions, volunteer and organisational performance outcomes and resource allocation. <Insert Organisation Name> will focus on both short-term and long-term quality improvement including achievement of service delivery outcomes and everyday functions and operations.

Volunteers are encouraged to provide feedback and input into all operational and strategic processes via supervising staff; the <Insert Position> is responsible for collating information and suggestions in <Insert Organisation Name>’s Continuous Improvement Plan. The <Insert Position> is responsible for the authorisation, implementation and review of changes in conjunction with the CEO, and may designate responsibilities to supervising staff. Volunteers may elect to maintain anonymity with regards feedback and suggestions for improvement, in line with the Volunteer and Staff Confidentiality and Privacy Policies and Procedures.

Changes made will be communicated to all volunteers and other stakeholders affected by the change in line with the Communication with Volunteers Policy and Procedure.

**Responsibility**

This policy affects all volunteers; its application lies with the CEO, <Insert Position> and supervising staff.

**Standards**

1.1-1.4, 2.1-2.3, 3.4, 5.4, 5.5, 6.1, 7.1, 8.1-8.4

**Related Policies and Procedures**

* Volunteer Confidentiality and Privacy Policy
* Continuous Improvement Procedures
* Responsibilities for Volunteer Involvement Policy
* Volunteer Involvement Policy and Procedures
* Risk Management Policy and Procedure
* Volunteer Supervision Policy and Procedure
* Volunteer Appraisal Policy and Procedure
* Volunteer Training and Development Policy and Procedure
* Communication with Volunteers Policy and Procedure
* Documentation and Records Policy and Procedures
* <Insert Organisation Name> Confidentiality and Privacy Policy and Procedure

|  |  |  |  |
| --- | --- | --- | --- |
| Approved | CEO, | Signature |  |
| Review | Annual | Next Review Date |  |

8.2 Continuous Improvement Procedure

**Procedure**

<Insert Organisation Name> will create and maintain a Continuous Improvement Plan for implementing continuous improvement and will be updated on an annual basis. The plan will include firm targets and will be based on process measurement and client feedback systems. All current and new volunteers will be progressively and continually trained in areas relevant to continuous improvement.

Continuous improvement processes may include, but are not limited to, the following:

* Feedback and information is regularly elicited from <Insert Organisation Name>’s relevant stakeholders including clients, volunteers, employees and supervising staff;
* A work environment which encourages volunteers to provide feedback, suggest and initiate new ideas, both formally and informally;
* Adequate resources are provided for formal reviews, consultations and audits of volunteer performance, service delivery outcomes and compliance, and management systems.
* Every volunteer position will be reviewed annually including the suitability and sustainability of the position being retained as a volunteer position.
* Collection and analysis of data from multiple sources eg surveys, solicited and unsolicited feedback, service quality audits, impact reporting and monthly reporting and statistics.

The Volunteer Involvement Manual will be reviewed annually with feedback encouraged from all employees and volunteers.

All authorised improvements will be implemented in a planned, timely and effective manner.

**Application**

This procedure affects all volunteers; its application lies with the CEO, <Insert Position> and supervising staff.

**Standards**

1.1-1.4, 2.1-2.3, 3.4, 5.1, 5.4, 5.5, 6.1, 7.1, 8.1-8.4

**Related Policies and Procedures**

* Continuous Improvement Policy
* Procedure for Review of the Volunteer involvement System
* Responsibilities for Volunteer Involvement Policy
* Volunteer Involvement Policy and Procedures
* Risk Management Policy and Procedures
* Volunteer Confidentiality and Privacy Policy
* Volunteer Supervision Policy and Procedure
* Volunteer Appraisal Policy and Procedure
* Volunteer Training and Development Policy and Procedure
* Documentation and Record-Keeping Policy and Procedures
* Communication with Volunteers Policy and Procedure
* <Insert Organisation Name> Confidentiality and Privacy Policy and Procedure

|  |  |  |  |
| --- | --- | --- | --- |
| Approved | CEO, | Signature |  |
| Review | Annual | Next Review Date |  |

8.3 Procedure for Review of the Volunteer Involvement System

**Procedure**

The <Insert Position> will conduct an annual review of <Insert Organisation Name>’s volunteer involvement system to ensure:

* Effectiveness of the system in achieving stated objectives,
* Compliance with documented policies and procedures, and
* Alignment with the National Standards.

Data will be collected and collated from multiple sources which may include, but are not limited to:

* Informal and formal feedback including compliments and complaints, from volunteers, supervising staff, and customers,
* records of reviews of existing policies and procedures,
* responses from annual questionnaires given to relevant stakeholders,
* supervision, appraisals and exit interviews,
* suggestions for improvement,
* focused questions / interviews with volunteers and supervising staff,
* records from volunteer work areas, operations and processes.

The <Insert Position> will collect and collate the data in a report with recommendations for implementing improvements to forward to the CEO. The CEO will meet with supervising staff and the <Insert Position> to discuss the report and outline any changes required.

It is the responsibility of the <Insert Position> to effect and review agreed changes, with support from the CEO and the Board.

**Application**

This procedure affects all volunteers; its application lies with the CEO and <Insert Position>.

**Standards**

1.1-1.4, 2.1-2.3, 3.4, 5.1, 5.4, 5.5, 6.1, 6.3, 7.1, 8.1-8.4

**Related Policies and Procedures**

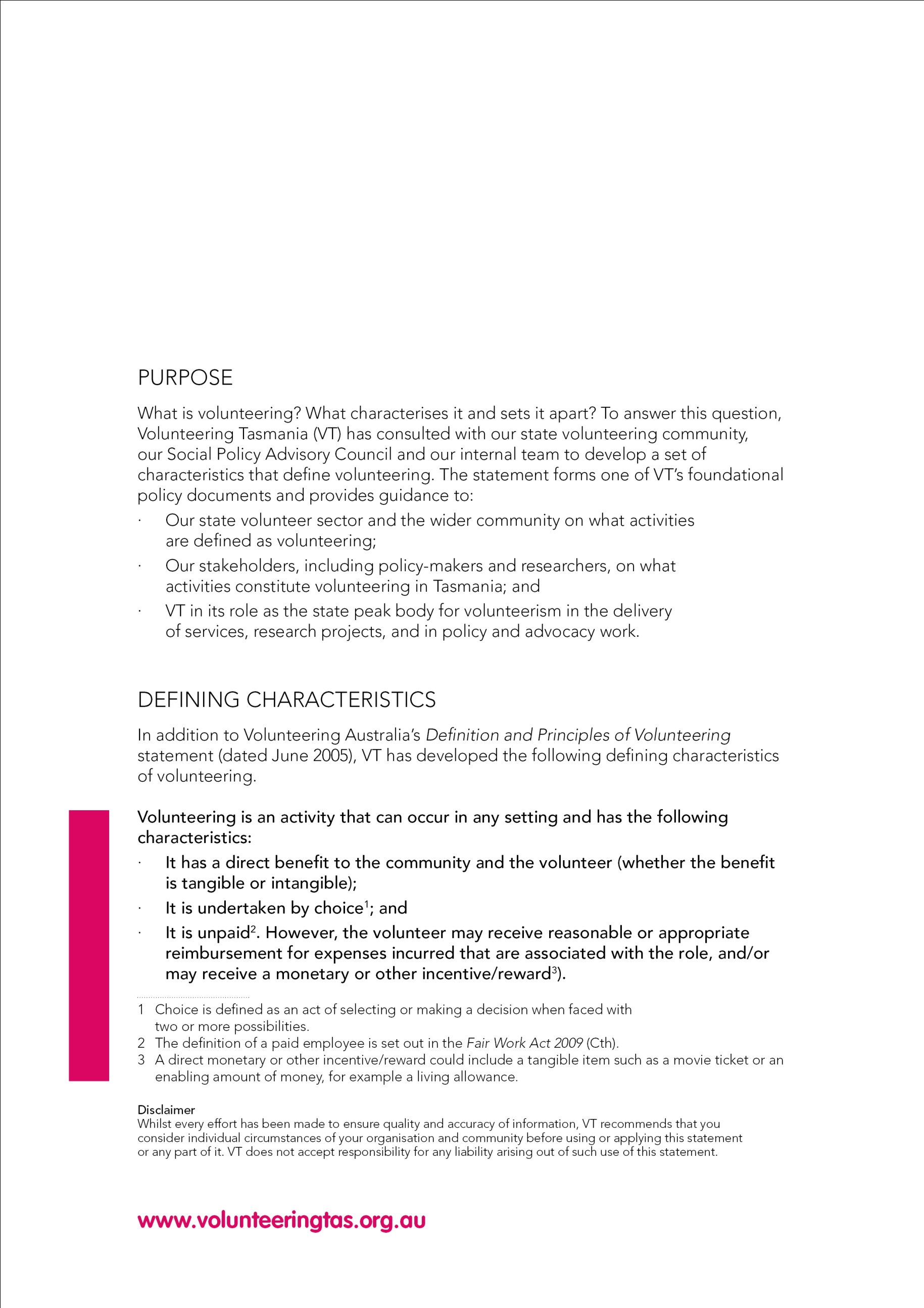
* Continuous Improvement Policy and Procedure
* Responsibilities for Volunteer Involvement Policy
* Volunteer Involvement Policy and Procedures
* Risk Management Policy and Procedures
* Volunteer Confidentiality and Privacy Policy
* Volunteer Supervision Policy and Procedure
* Volunteer Appraisal Policy and Procedure
* Volunteer Training and Development Policy and Procedure
* Documentation and Records Policy and Procedures
* Communication with Volunteers Policy and Procedure
* <Insert Organisation Name> Confidentiality and Privacy Policy and Procedure

|  |  |  |  |
| --- | --- | --- | --- |
| Approved | CEO, | Signature |  |
| Review | Annual | Next Review Date |  |

Appendix A

Underpinning philosophy for the Volunteer Involvement Framework.

9.1 VT Characteristics of Volunteering



9.2 <Insert Organisation Name> Values

Insert Organisation’s Values.

Appendix B

Templates to enhance the Volunteer Involvement Policies and Procedures.

10.1 Key Documents Checklist

Following is a list of key documents relevant to the Volunteer Involvement Manual and organised according to the National Standards.

Documents highlighted below are included in Appendix B as example templates.

|  |  |
| --- | --- |
| **National Standard** | **Document** |
| 1: Leadership and Management | <Insert Organisation Name> Staff and Board Policies and Procedures |
| Risk Management Plan |
| Risk Analysis for Volunteer Activities |
| Volunteer Personnel Record |
| Confidentiality Agreement |
| 2: Commitment to Volunteer Involvement | VT Characteristics of Volunteering |
| <Insert Organisation Name> Values |
| <Insert Organisation Name> Code of Conduct |
| VT Fact Sheet – Volunteer Rights and Responsibilities |
| Volunteer Involvement Budget |
| Volunteer Involvement Resource Allocation |
| Volunteer Recruitment Plan |
| <Insert Organisation Name> Communications Plan |
| 3: Volunteer Roles | Volunteer Position Description |
| Volunteer Selection Criteria |
| 4: Recruitment and Selection | Volunteer Information Pack |
| Volunteer Application Form |
| National Police Check Application |
| Record of Volunteer Interview |
| Referee Check Template |
| Selection Report |
| 5: Support and Development | Volunteer Induction and Orientation Checklist |
| Volunteer Agreement |
| Volunteer Induction and Orientation Kit |
| Reimbursement Claim Form |
| Media Agreement |
| Training Needs Analysis |
| Training Plan |
| Professional Development Request Form |
| Professional Development Record Form |
| Supervision Proforma |
| Annual Appraisal Proforma |
| Discipline Record of Interview Form |
| Notice of Dismissal Form |
| Exit Interview Template |
| 6: Workplace Safety and Wellbeing | WHS and Emergency Procedures |
| Accident/Incident Report Form |
| Attendance Register / Timesheets |
| Feedback Form |
| 7: Volunteer Recognition | Volunteer Letter of Thanks |
| Certificate of Appreciation |
| Recognition of Volunteer Service Certificate |
| Volunteer Reference / Statement of Attendance |
| 8: Quality Management and Continuous Improvement | Continuous Improvement Plan |
| Feedback Form |
| Staff and Volunteer Surveys |
| Suggestion/Complaint Form |
| Review Report – Volunteer Involvement System |

10.2 Record of Volunteer Interview

|  |  |  |  |
| --- | --- | --- | --- |
| **Interviewer:** |  | **Date:** |  |
| **Volunteer:** |  | **Telephone:** |  |

**Review of application form**

Discuss information provided on application form and make any necessary changes. Comments:

|  |
| --- |
|  |
|  |

**Other questions relevant to placement**

1. What attracted you to <Insert Organisation Name>? Is there a particular aspect of our work that interests you?

|  |
| --- |
|  |
|  |

2. Why have you chosen to volunteer? What would make you feel you have achieved your goal?

|  |
| --- |
|  |
|  |

3. What have you enjoyed most about previous work opportunities? (both paid and unpaid)

|  |
| --- |
|  |
|  |

4. Tell me a bit about any particular skills, hobbies or interests you have. What do you believe is the most important thing you can offer <Insert Organisation Name>?

|  |
| --- |
|  |
|  |

5. How would you like to be supported and supervised?

|  |
| --- |
|  |
|  |

6. What questions do you have about <Insert Organisation Name>?

|  |
| --- |
|  |
|  |

**Selecting a position**

Discuss volunteer positions available and check interest, qualifications and availability. List possible appointments:

COMPLETE AFTER INTERVIEW

**Interviewer assessment**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Appearance**: | | | | | | | | | |
|  | Professional |  | Acceptable | | | | |  | Unacceptable |
|  |  |  |  | | | | |  |  |
| **Reactions to questions:** | | | | | | | | | |
|  | Open, helpful, interested | | |  | Answered questions only | | | | |
|  |  | | |  |  | | | | |
|  | Evasive | | |  | Unsure, confused | | | | |
|  | | | | | | | | | |
| **Manner:** | | | | | | | | | |
|  | Confident, friendly, pleasant | | |  | Shy, reserved | | | | |
|  | | | | | | | | | |
|  | Unsure, withdrawn, moody | | |  | Aggressive, antagonistic, suspicious | | | | |
|  |  | | |  |  | | | | |
| **Interpersonal skills:** | | | | | | | | | |
|  | At ease with new situation | | |  | Relatively at ease | | | | |
|  | | | | | | | | | |
|  | Anxious | | |  | Uncomfortable | | | | |
|  |  | | |  |  | | | | |
| **Physical ability**: | | | | | | | | | |
|  | | | | | | | | | |
| **Recommended action:** | | | | | | | | | |
|  | Positions to be offered: | | | | | | | | |
| 1 |  | | | | | | | | |
| 2 |  | | | | | | | | |
|  |  | | |  |  | | | | |
|  | Second interview needed | | |  |  | | | | |
|  |  | | |  |  | | | | |
|  | Hold in reserve for position of: | | |  | Is this a viable option for the volunteer? | | | | |
| 1. |  | | | | | | | | |
| 2. |  | | | | | | | | |
|  |  | | |  |  | | | | |
|  | Can a new position be created? | | | | | | | | |
| 1. |  | | | | | | | | |
|  |  | | |  |  | | | | |
|  | Refer to (within org): | | | | | | | | |
| 1. |  | | | | | | | | |
|  |  | | |  |  | | | | |
|  | Not suitable for the organisation at this time. | | | | |  | Refer to: | | |
|  |  | | | | |  |  | | |
|  |  | | | | |  | Volunteer Referral Service | | |
|  |  | | | | |  |  | | |
|  |  | | | | |  |  | | |
|  |  | | | | |  |  | | |
|  |  | | | | |  |  | | |

10.3 Reference Check Template

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name of volunteer:** |  | | **Date:** |  |
| **Name of referee:** |  | | **Telephone:** |  |
| **Name of person responsible:** | |  | | |

**Introducing Purpose of Call**

Briefly cover the following to ensure that the referee is comfortable about discussing the applicant:

• Your name

• Name of organisation

• Name of applicant and permission given to call

• Confirm that applicant has been advised of this

• Conversation will take about 10 minutes

• Can be deferred at their convenience

• Information given will be strictly confidential

**Suggested Questions For Reference Check:**

1. How long, and in what capacity have you known the applicant?

|  |
| --- |
|  |
|  |

2. Could you give me three words which describe the applicant?

|  |
| --- |
|  |
|  |

3. How well would you say the applicant relates to people?

|  |
| --- |
|  |
|  |

4. Specifically, how well would you say the applicant relates to (the client group)?

|  |
| --- |
|  |
|  |

5. What would you say are the relevant competencies of the applicant?

|  |
| --- |
|  |
|  |

10.4 Volunteer Induction Checklist

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name:** |  | | **Date Started:** |  |
| **Volunteer role:** | |  | | |

|  |  |  |
| --- | --- | --- |
| **Checklist** | **Signed** | **Date** |
| Introduction to staff |  |  |
| Tour of the office |  |  |
| Explain Health and Safety Procedures, Fire procedures and location of Fire extinguishers, exits etc |  |  |
| History of <Insert Organisation Name> and how the service works on day to day basis |  |  |
| Service structure |  |  |
| Relationships between different roles |  |  |
| Confirm volunteer's hours and what to do if can’t make shift |  |  |
| Explain reimbursement of expenses and procedure for claiming these |  |  |
| Explain phone system |  |  |
| Outline filing system and reference material |  |  |
| Show stationery and supplies |  |  |
| Explain relationship with relevant external agencies |  |  |
| Strategic and development plans and future direction of service |  |  |
| Outline initial training schedule, training policy, probation period and organisation’s expectations |  |  |
| Supply copy of volunteer agreement and explain parts including confidentiality; when reviewed, volunteer to sign agreement including accepting procedures and confidentiality |  |  |

10.5 Volunteer Orientation Checklist

This orientation is designed to provide you with the basic information you need to start as a volunteer with <Insert Organisation Name>. Please tick as each stage is completed and return a copy to the <Insert Position> to retain on your personal file.

|  |  |  |
| --- | --- | --- |
| **Yes** | **No** | **ITEM** |
|  |  | The area in which you will be performing your volunteer duties |
|  |  | A tour of the facility |
|  |  | Introduction to the office manager, staff and other volunteers |
|  |  | Name badge |
|  |  | VT Fact Sheet – Volunteer Rights and Responsibilities |
|  |  | Code of conduct, confidentiality policy |
|  |  | Reimbursement policy |
|  |  | Our mission, values, philosophy of care, and code of conduct for staff and volunteers |
|  |  | Parking |
|  |  | Toilets |
|  |  | Tea and coffee facilities |
|  |  | Storage of personal belongings |
|  |  | Evacuation procedures |
|  |  |  |
|  |  | Feedback - “How can we make things better? |
|  |  | Hazard identification, and the importance of reporting it to staff |
|  |  | Incident and First Aid reports |
|  |  | Information on Insurance |
|  |  | Information on <Insert Organisation Name> – current projects |

I declare that the above program has been carried out.

|  |  |  |
| --- | --- | --- |
|  |  |  |
| Name and Signature of Volunteer |  | Date**:** |

|  |  |  |
| --- | --- | --- |
|  |  |  |
| Name and Signature of Staff Member |  | Date**:** |

10.6 Volunteer Agreement

I,

* agree I have been shown and I am aware of my rights and responsibilities as a volunteer with <Insert Organisation Name> and I agree to abide by them.
* agree to maintain the privacy and confidentiality of <Insert Organisation Name>, including, but not limited to, information related to its business, clients, staff and volunteers.
* agree to abide by the philosophy of <Insert Organisation Name> and to represent the organisation in a positive way.
* will not take illegal drugs or consume alcohol, or be under the influence of same, whilst engaged in volunteer activities.
* agree to work in a manner that is safe to myself, other volunteers, paid staff and members of the public as a duty of care.
* give permission for <Insert Organisation Name> to maintain on file, my personal information, relevant to my voluntary duties, which may be accessed by relevant staff members of the organisation in the case of an emergency. I understand this information will not be given to any other person or agency unless I give my specific permission.
* understand photographs may be taken by and of people participating in activities with <Insert Organisation Name>. I understand it is my responsibility to remove myself if I do not wish to appear in photographs.
* agree to follow grievance procedures as set out by <Insert Organisation Name>.
* agree to support a non-discriminatory and harassment-free work environment.
* agree to treat clients, staff and volunteers with respect, courtesy and consideration.
* verify I have received all documents in the Volunteer Induction and Orientation Kit.
* agree to participate in essential orientation and ongoing training arranged by <Insert Organisation Name> as required.
* agree to accept guidance and direction from the person to whom I am responsible in my voluntary role.
* agree to work as part of a team.
* agree to sign the Attendance Register at each volunteering session.
* agree to inform the volunteer supervisor/program coordinator if I am unable to attend a rostered session.
* agree to inform the <Insert Position> if I am unable to continue as a volunteer.
* agree to a 3 month review of the volunteer role, leading to a mutual evaluation of the suitability of the role for me.

|  |  |  |
| --- | --- | --- |
|  |  |  |
| Name and Signature of Volunteer |  | Date**:** |

|  |  |  |
| --- | --- | --- |
|  |  |  |
| Name and Signature of Staff Member |  | Date**:** |

10.7 Position Description and Selection Criteria

**<Insert Organisation Logo>**

**Volunteer Position Description**

|  |  |
| --- | --- |
| Title | *The official title for the volunteer* |
| Responsible to | *Line of reporting / accountability* |
| Hours of Work | *Specify the time commitment, hours of operation and/or duration* |
| Location | *Specify the locations where the volunteer will work.* |
| Statement of Responsibility | *Overall responsibility within the role, and its relevance to any particular projects/areas of work.* |
| Position Duties | *List the key duties expected of the volunteer.* |
| Personal Attributes | *List the key personal qualities expected of the volunteer.* |

**Skills sets and Selection Criteria** are based on the position description. This may include any essential or desirable requirements including skills, understandings and experiences.

It is also useful to consider the benefits individuals will gain by volunteering with your organisation.

10.8 Reimbursement Claim Template

<Insert Organisation Logo>

|  |  |  |  |
| --- | --- | --- | --- |
| **Name:** |  | **Date:** |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Type of Expenditure** | | **Amount $** |
|  |  | |  |
|  |  | |  |
|  |  | |  |
|  |  | |  |
|  |  | |  |
|  |  | |  |
|  |  | |  |
|  |  | |  |
|  |  | |  |
|  |  | |  |
| **Total Authorised Expenditure** | | **$** |  |

The above statement represents an accurate account of my expenses in carrying out my assigned volunteer duties. Receipts are attached for specific items.

|  |  |  |  |
| --- | --- | --- | --- |
| **Signature of Volunteer:** |  | **Date:** |  |

|  |  |
| --- | --- |
| **Approved for reimbursement:** | |
| Signature of <Insert Position>: |  |
| Date: |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Reimbursement received by Volunteer**: | | | |
| Signature of Volunteer**:** |  | Date**:** |  |

10.9 Attendance Register

<Insert Organisation Logo>

Please sign in and out each time you volunteer for <Insert Organisation Name>*.* It is a legal requirement for insurance cover, safety and WHS.

LOCATION:………………………………………………………………………………………………

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **DATE** | **NAME** | **START TIME** | **FINISH TIME** | **HOURS** | **DESCRIPTION OF WORK** | **SIGNATURE OF VOLUNTEER** |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
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|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |

10.10 Volunteer Letter of Thanks

*(Address)*

*(Date)*

Dear *(enter name)*

Thank you very much for the time and energy you have contributed in your voluntary role with <Insert Organisation Name> to assist us in delivering quality services to our customers.

Your contribution has made a difference to our team and customers*.* The role played by volunteers is an important component of the services we offer to our community.

*(Comment on the particular role played by the volunteer)*

Thank you again. We greatly appreciate your involvement with <Insert Organisation Name>.

Our best wishes go with you as you *(enter details)*

Yours sincerely

*(Volunteer Coordinator)*

*(Organisation name)*

10.11 Exit Interview Template

*The success of our volunteer programs is important to us and we are constantly striving to improve the opportunities we can make available to people who want to help. As one of our valued volunteers who is now moving on, we would appreciate your help in learning how we might do better. Please be as open and honest as you can in answering the following questions. The information you provide will be considered strictly confidential but will be used to ensure that others who volunteer with <Insert Organisation Name> will benefit from your experience.*

1. How long have you been with <Insert Organisation Name>?

|  |
| --- |
|  |
|  |

2. What type of volunteer work did you undertake while you were with us?

|  |
| --- |
|  |
|  |

3. Why are you leaving? Please tick all reasons that apply.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Tasks completed |  | Didn’t like job/tasks I was given |  | Need a change |
|  |  |  |  |  |  |
|  | Moving away from area |  | Didn’t feel welcome |  | Bored |
|  |  |  |  |  |  |
|  | Moving to paid work |  | Other commitments |  | Ill health |
|  |  |  |  |  |  |
|  | Other |  | | | |

4. What did you like best about volunteering with us?

|  |
| --- |
|  |
|  |

5. What would you change, or what suggestions do you have for improving our volunteer effort?

|  |
| --- |
|  |
|  |

6. How do you rate your volunteer experience with us?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Waste of time | | Average | Great Experience | |
| 1 | 2 | 3 | 4 | 5 |

*Thank you for taking the time to complete this form and for the personal time and effort you have offered to help in the community. We trust that your volunteer experience has counted as much for you as it has for us. Please accept our appreciation for your help in assisting us to help others.*

10.12 Media Release Agreement

<Insert Organisation Name> produces publications and runs public awareness campaigns from time to time for the purpose of publicising the programs and services of <Insert Organisation Name>.

Achieving these purposes may involve the production and distribution of promotional material by <Insert Organisation Name> through such media as:

* external publications such as newspapers and magazines;
* posters, brochures, booklets and displays;
* television and radio segments or advertisements; and
* internet sites (namely <Insert Organisation Name> website and social media portals)

For the purposes of the *Privacy Act 1988,* these are defined as generally available publications.

**Acknowledgement and consent**

I give permission for photographs, video footage, audio or print in which Iappear to be used for the publications and public relations activities noted above. In particular, I note that this may include use in print and electronic media, including the internet.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | | | | |
| Full name | | | | |
|  | | |  |  |
| Signature | | |  | Date |
|  | | | | |
| Address | | | | |
|  |  |  | | |
| Home phone |  | Mobile/work phone | | |

10.13 Volunteer Statement of Attendance

<Insert Organisation Logo / Letterhead>

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| This is to certify that | |  | | | | |
| has held a volunteer role/volunteer roles within <Insert Organisation Name> from | | | | | | |
| <insert date> | | | | until | | <insert date> |
| This role/These roles have included: | | | | |  | |
| <insert name/s of volunteer roles> | | | | | | |
|  | | | | | | |
|  | | | | | | |
|  | | | | | | |
|  | | | | | | |
| <insert volunteers name> was involved in a volunteer role for approximately | | | | | | |
|  | | | hours/week/month | | | |
| Please phone for further information. | | | | | | |
| Name: |  | | | | | |
| Position held: |  | | | | | |
| Contact number: |  | | | | | |
| Signed: |  | | | | | |
| Volunteer Coordinator | | | | | | |
| Date: |  | | | | | |

10.14 Volunteer Suggestion/Complaint

<Insert Organisation Logo>

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Volunteer name:** | | |  | | |
| **Date:** |  | | | **Time:** |  |
| **Reported to:** | | |  | | |
| **Suggestion/complaint:** | | | | | |
|  | | | | | |
| **Action (if necessary) by organisation:** | | | | | |
|  | | | | | |
| **Date completed:** | | |  | | |
| **Signed:** | |  | | | |

<Insert Organisation Logo>

1. Choice is defined as an act of selecting or making a decision when faced with two or more possibilities. [↑](#footnote-ref-1)
2. The definition of a paid employee is set out in the *Fair Work Act 2009* (Cth). [↑](#footnote-ref-2)
3. A direct monetary or other incentive/reward could include a tangible item such as a movie ticket or an enabling amount of money, for example a living allowance. [↑](#footnote-ref-3)