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