



CODE OF PRACTICE FOR VOLUNTEER INVOLVING ORGANISATIONS

The Centre for Volunteering acknowledges that building relationships between Volunteer Involving Organisations (VIOs) and their volunteers requires time, effort, resources, communication skills and active engagement in the volunteering process.

The management of volunteers is a balancing exercise, it is particularly important to help prevent incidences and help protect volunteers and the organisation to create a harmonious and successful organisation.

Policies and Procedures

A good set of Policies and Procedures helps prevent incidences and helps protect volunteers and the organisation. The Centre for Volunteering recommends organisations check every year for continuous improvement that your Policies and Procedures are up-to-date. If you don't have any, or you want to check yours against industry good practice. This includes the following:

Code of practice

- Define volunteer roles and develop clear job descriptions
- Ensure that the work of volunteers complements but does not undermine the work of paid staff
- Interview and employ volunteer staff in accordance with anti-discrimination and EEO legislation
- Provide volunteer staff with orientation and training
- Provide volunteer staff with a healthy and safe workplace
- Provide appropriate and adequate insurance coverage
- Don't place volunteer staff in roles previously held by paid staff or have been identified as paid roles or to cover for paid staff shortage
- Provide appropriate levels of support and management
- Provide copies of policies and procedures
- Provide volunteer staff with information on grievance and disciplinary policies and practices
- Acknowledge the rights of volunteer staff
- Offer volunteers the opportunity for professional development
- Reimburse volunteers for out-of-pocket expenses incurred
- Treat volunteers as valuable team members and advise them of the opportunities to participate in agency decisions
- Acknowledge the contributions of volunteer staff.

Model Code of Practice from Volunteering Australia 2005 (updated by Volunteering WA 2018)



Please Note that this information sheet does not purport to be legal advice. Should you require specific legal advice in relation to your programs, you should speak to your own legal practitioner.

The Centre for Volunteering has a range of services and resources available for Volunteer Involving Organisations and volunteers. For more information please visit www.volunteering.com.au or contact us on 02 9261 3600.