



VOLUNTEERING POLICY TEMPLATE EXAMPLE FOR VOLUNTEER INVOLVING ORGANISATIONS

The Centre for Volunteering acknowledges that building relationships between volunteer involving organisations and its volunteers requires time, effort, resources, communication skills, and active engagement in the volunteering process. The Centre for Volunteering endeavours to be professional, service-oriented and concept focused in all its activities. The Centre for Volunteering also aims to develop its leadership in supporting and promoting volunteering through research, referral, training, resource development, information, fundraising and consulting services.

Who we are:

The Centre for Volunteering ("The Centre") is the peak body in NSW promoting and supporting volunteering and community participation. The Centre for Volunteering includes the NSW School of Volunteer Management, a registered training organisation. The Centre connects people and organisations in order to enrich our community. The Centre achieves these aims through referrals, training, resource development, information and education services to help people get involved in their communities, and to enhance the capacity and skills of Volunteer Involving Organisations (VIOs), corporations and government entities.

Our Mission:

The Centre for Volunteering is the umbrella body for VIOs in New South Wales and as such it has a 40 year history of serving the community. The Centre undertakes special projects which support and promote volunteering and are of national significance. This includes seminars, good citizenship projects, awards, and corporate-community engagement projects

The Centre's Volunteer Policy:

The Centre recognises that it is vital to enhance the quality of the volunteer experience in order to retain existing volunteers and attract new volunteers, and notes that this requires adaptable planning and deliberate implementation of volunteer projects. To this end, our volunteer policy outlines the reciprocal responsibilities between The Centre and its volunteers.

Volunteering is defined as 'Volunteering is time willingly given for the common good and without financial gain.'¹

¹ <https://www.volunteeringaustralia.org/resources/definition-of-volunteering/#/>



Volunteering is an activity which takes place through a VIO and whereby projects and activities are undertaken by the volunteer for: the benefit of the community and the volunteer, it is time, expertise, and effort given by the volunteer without coercion, without financial gain, and in a designated volunteer position. The Centre attempts to ensure that its volunteers know that they are appreciated and undertake work that is substantial, rewarding, and safe.

The Principles of Volunteering² are:

- Volunteering benefits the community and the volunteer,
- Volunteer work is unpaid,
- Volunteering is always a matter of choice,
- Volunteering is not compulsorily undertaken to receive pensions or government allowances,
- Volunteering is a legitimate way in which citizens can participate in the activities of their community,
- Volunteering is a vehicle for individuals or groups to address human, environmental, and social needs,
- Volunteering is an activity performed in the not-for-profit sector only,
- Volunteering is not a substitute for paid work,
- Volunteering respects the rights, dignity and culture of others, and
- Volunteering promotes human rights and equality.

The Centre's commitments³ to its volunteers are:

- interview and engage volunteer staff in accordance with anti-discrimination and equal opportunity legislation,
- provide volunteer staff with orientation and training,
- provide volunteer staff with a healthy and safe workplace,
- provide appropriate and adequate insurance coverage for volunteer staff,
- not place volunteer staff in roles that were identified as paid jobs,
- define volunteer roles and develop clear job descriptions,
- provide appropriate levels of support and management for volunteer staff,
- provide volunteers with a copy of policies pertaining to volunteer staff,
- provide all staff with information on grievance and disciplinary policies and procedures,
- acknowledge the rights of volunteer staff,
- offer volunteer staff the opportunity for professional development,
- reimburse volunteer staff for out of pocket expenses incurred on behalf of the organisation,
- treat volunteer staff as valuable team members, and advise them of the opportunities to participate in agency decisions, and
- acknowledge the valuable contributions that volunteer staff make to the organisation.

² <https://volunteeringaustralia.org/wp-content/uploads/VA-National-Standards-for-involving-volunteers-in-not-for-profit-organisations>

³ Ibid.



Rights of the Volunteer

- to work in a healthy and safe environment,
- to be interviewed and engaged in accordance with equal opportunity and anti-discrimination legislation,
- to be adequately covered by insurance,
- to be given accurate and truthful information about the organisation for which you are working,
- to be reimbursed for out-of-pocket expenses incurred on behalf of the organisation for which you are working,
- to be given a copy of the organisation's volunteer policy and any other policy that affects your work,
- not to fill a position previously held by a paid worker,
- not to do the work of paid staff during industrial disputes,
- to have a job description and agreed working hours,
- to have access to a grievance procedure,
- to be provided with orientation to the organisation,
- to have your confidential and personal information dealt with in accordance with the
- principles of the Privacy Act, and
- to be provided with sufficient training for you to do your job.

The Centre expects the following from its volunteers:

- Behave honestly and with integrity,
- Act with due care and diligence,
- Treat everyone with respect and courtesy and without harassment,
- Comply with all applicable Australian laws,
- Use The Centre's property and money efficiently, carefully and honestly with due authorisation and without misapplication and/or misappropriation,
- Comply with any lawful or reasonable direction given by a person with the authority to give that direction,
- Maintain appropriate confidentiality in relation to dealings with other staff, management and external clients,
- Disclose, and take steps to avoid, any conflicts of interest whether real or apparent,
- Behave in a way that upholds the values, integrity and reputation of The Centre for Volunteering,
- Not provide false or misleading information,
- Not make improper use of internal information or disclose an employee's status, salary, power or authority in order to gain, or seek to gain, an advantage for the employee/volunteer or for any other person, and
- At all times, while undertaking work for The Centre, behave in a way that upholds the good reputation of The Centre.

Breaches of policies and procedures and may attract disciplinary action against the volunteer. Disciplinary action may include investigation, removal of privileges or access, repayment of monies, in the case of unlawful behaviour, referral to Police in the, and termination of engagement.



Complaint and Grievance procedures

The Centre takes all complaints and grievances seriously, whether they arise from management, staff, or volunteers.

Ultimately, a complaint or grievance is a manifestation of discontent with actions and/or individuals and may concern:

- inappropriate and unprofessional conduct,
- unlawful harassment, including sexual harassment,
- an occupational health and safety issue, including bullying,
- a practice, policy or decision (made or not made) that a complainant believes is unfair, unreasonable or inappropriate,
- a workplace communication or interpersonal conflict or
- unlawful conduct.

The Centre has robust complaint handling resources, including:

- Conflict Resolution Information Sheet
- Complaint Management Process Flowchart
- Complaint Management Form
- Unreasonable Complaint Conduct Information Sheet
- Unreasonable Complaint Management Form

Volunteer Management

Volunteer management refers to the administration and development of processes for the recruitment, training, engagement, and coordination of volunteers. Volunteer Management involves managing the volunteers in VIOs and the work that the volunteers undertake. Putting a proper volunteer management plan in place can help an organisation to successfully administer its operations, as well as achieving its target objectives by supervising the work performed by volunteers and through encouraging the volunteers in their work.

The process of volunteer management involves the following stages:

1. Recruitment - the process of attracting volunteers to the organisation.
2. Selection & Screening - volunteer staff should be appointed on suitability, taking into account factors such as qualifications and experience applicable to the volunteer position.
3. Orientation & Induction - aims to help new volunteers to settle in and be well informed.
4. Training & Development - recognises that trained volunteers are more confident, and efficient in their role and provides opportunity to develop new skills.
5. Recognition - the importance of recognising the time, effort, and contribution that volunteers make to an organisation.



6. Retention & Replacement - recognises the importance of maintaining a stable group of long-term volunteers and developing strategies for attracting new volunteers.

References:

Further information is available under the Resources and Volunteer Management Resources pages at the website for the Centre located at: <https://www.volunteering.com.au/#/> or contact us at membership@volunteering.com.au

The Centre for Volunteering
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T 0292613600 - www.volunteering.com.au
The Centre for Volunteering has a range of services available for volunteer involving organisations.
For more information, contact us on 02 9261 3600.