

APPENDIX 2.4 SAMPLE VOLUNTEER POLICY

Date of endorsement _____

Date last reviewed _____

Signature _____ Position held _____

INTRODUCTION

The Community Heritage Group involves volunteer participation at all levels of its operation. It encourages an environment of mutual respect, where committee of management and volunteers work towards the aims and objectives as outlined in the heritage group's mission statement and forward plan.

The Community Heritage Group accepts its obligations as outlined in this policy.

A volunteer in the Community Heritage Group is an individual who performs an agreed task for no fee.

Recruitment:

1. The recruitment of a volunteer is at the discretion of the committee of management.
2. Before the commencement of voluntary work the volunteer must complete a registration form, which includes contact information, age and any relevant personal information.

RESPONSIBILITIES OF THE VOLUNTEER

The volunteer:

1. Agrees to be punctual and will notify the "office" if they are unable to attend
2. Will undertake the tasks as agreed with the committee of management/ volunteer coordinator.
3. Will conduct him/herself in accordance with the organisation's policies and procedures.
4. Will undertake training and evaluation as required.
5. Follow the organisation's guidelines for risk management.
6. Give the organisation two weeks' notice should they consider resigning.

THE ORGANISATION'S RESPONSIBILITIES

The Community Heritage Group recognises its responsibilities to volunteers and undertakes to:

1. Provide volunteer tasks that are appropriate to the volunteers' skills, abilities and interests.
2. Provide volunteers with information, supervision and training in order to perform their task.
3. Provide volunteers with a safe workplace.
4. Provide volunteers with appropriate insurance cover.
5. Reimburse volunteer expenses, other than travel expenses, by prior arrangement with the committee of management.

INDUCTION AND TRAINING

Every volunteer is entitled to an induction session. The session will outline the work of the organisation, a tour of the organisation and introductions to other volunteers. The volunteer will be made familiar with their specific task and the training required. Volunteers will be shown the volunteer Resource Kit, which outlines the organisation's policies and procedures.

COMPLAINTS PROCEDURE

Volunteers who have a complaint or grievance should raise the issue with the volunteer coordinator. If the issue is not resolved they should contact a member of the board of management who will follow the organisation's grievance procedure.

CONFIDENTIALITY

The organisation will respect the privacy and confidentiality of information regarding personal information supplied by volunteers.

OCCUPATIONAL HEALTH AND SAFETY

All reasonable steps will be undertaken to provide volunteers with a workplace compliant with OH&S standards. All volunteers are covered Public Liability Insurance and Volunteer Workers Personal Accident Insurance up to the age of 90 years.

(Adapted from Policies and Procedures VCOSS Resource Kits for Community Organisations, Victoria Law Foundation 2007)