



Volunteers

Principle:

1. Volunteers (including persons on Community Work Order Placement) play an active role in the services provided by TasCAHRD and enhance the quality and variety of service that the organisation offers to the communities it serves.
2. TasCAHRD actively recruits volunteers through allied agencies that can supply good quality volunteers and with whom there are established protocols.
3. TasCAHRD recognises volunteers as integral and valued members of the Council's team, and aims to provide appropriate human resource management to volunteers.
4. Where appropriate, the following principle will apply to the recruitment, induction and employment of volunteers within TasCAHRD.
5. TasCAHRD recognises and accepts the definition of normal volunteering as an activity of benefit to the community and the volunteer that takes place of the volunteer's own free will and without coercion in not for profit organisations and is undertaken for no financial payment and in designated volunteer positions only.

Guidelines:

6. The Chief Executive Officer will ensure that an employee is designated as Volunteer Coordinator.
7. No person over 75 years of age shall be recruited or retained as a TasCAHRD volunteer. This is due to volunteer insurance limitations.
8. All volunteers will be provided with, and following explanation of its contents will sign, a volunteer insurance information form. (see attachment)
9. Upon commencement of volunteering with TasCAHRD, the Volunteer Coordinator will ensure that, for each volunteer, an appropriate induction and orientation is conducted. Volunteers will receive a copy of all relevant Policies upon induction, including those relating to the roles to be performed and those specifically referred to in paragraphs a) to f) below.
 - a) TasCAHRD's Equal Employment Opportunity Policy applies to volunteers.

- b) All volunteers have the right to safe and comfortable working conditions in accordance with TasCAHRD's Occupational Health and Safety Policy, including access to appropriate vaccinations and to the provisions of the Critical Incident and Stress Management Policy.
 - c) The Feedback and Complaints Procedures Policy is accessible by volunteers.
 - d) All volunteers will adhere to TasCAHRD's Code of Conduct and to any policy relating to their particular area of work, and in particular to the Consumer Rights and Responsibilities Policy.
 - e) All volunteers are to be made aware of the provisions of the Office and Information Security Policy and to the Confidentiality Policy and are required to complete a Confidentiality Agreement Declaration with the Council.
 - f) Confidential and personal information provided by volunteers is dealt with in accordance with the provisions of the Privacy Act 1988 and in accordance with the provisions of the Privacy Policy.
10. The Volunteer Coordinator will oversee the assignment of each volunteer to an appropriate supervisor.
 11. Volunteers are entitled to adequate training (as assessed by TasCAHRD in consultation with the volunteer), preparation and supervision equivalent to the tasks they are to perform. This includes a role definition and the provision of a job description.
 12. TasCAHRD will ensure that all volunteers are covered by an appropriate volunteer insurance policy.
 13. Volunteers' hours of work will be determined by their immediate supervisor and/or the Volunteer Coordinator in consultation with each volunteer and will depend on the type of work undertaken.
 14. Volunteers have rights and responsibilities as stipulated in the documented protocols with allied agencies. Volunteers will receive a copy of these on induction.
 15. All volunteers involved in Council activities will be required to sign a Volunteer Agreement.

General Philosophy

16. TasCAHRD recognises that volunteering is not a substitute for paid work and that volunteers do not as a general rule replace paid workers nor constitute a threat to the job security of paid workers.
17. TasCAHRD will:
 - differentiate between paid and unpaid roles;
 - provide appropriate levels of support and management for volunteers;

- ensure that volunteers are not required to take up additional work during industrial disputes or employee shortages;
- ensure that the work of volunteers complements but does not undermine the work of paid employees;
- offer volunteers the opportunity for professional development;
- reimburse volunteers for out of pocket expenses incurred on behalf of the organisation;
- treat volunteers as valuable team members, and advise them of the opportunities to participate in agency decisions;
- acknowledge the contribution of volunteers.

Responsibility for and recognition of volunteers

18. The Executive Committee takes responsibility for oversight of all TasCAHRD Volunteer services.
19. The Executive Committee each year recommend to the Board the names of up to four volunteers to be awarded certificates for meritorious service to the Council, with the awards notified as part of the Annual Report.
20. Volunteers are to be invited to all regular council functions. In addition, the Council will hold specific post-event functions for volunteers, for example World AIDS Day ribbon sellers.

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Approved: 19 August 1995

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