

What is Northcott's policy?

- ✓ We work with volunteers according to the 2015 National Standards for Volunteer Involvement and its principles as set out by Volunteering Australia.
- ✓ We encourage the participation of volunteers across the whole organisation to be involved in:
 - Direct service volunteering
 - Skilled/pro bono volunteering
 - Corporate volunteering
 - Employee volunteering
- ✓ Volunteer involvement needs organisational leadership and a culture and structure that supports and values the role of volunteers.
- ✓ Volunteer involvement is part of our strategic development.
- ✓ We have fair and transparent recruitment, good volunteer management and volunteer appreciation.
- ✓ Volunteers are considered 'workers' under the Work Health & Safety legislation but they are not covered by Award conditions or Workplace Agreements.
- ✓ We make sure all workers, services and facilities comply with the requirements of the Work Health and Safety Act (2011), the Work Health and Safety Regulation (2011), and associated Standards and Codes of Practice.
- ✓ Northcott management reserves the right to refuse to place a volunteer into any location or site it considers is inappropriate.
- ✓ The Volunteer Coordinator supports supervisors, staff and volunteers with all parts of volunteering.
- ✓ All volunteers have a 'supervisor' or 'contact person' to support them in their role.
- ✓ Northcott volunteers are covered by the following insurances:
 - General Public and Products Liability
 - Management Liability Insurance
 - Personal Accident Insurance
 - Motor Fleet Insurance
- ✓ All over 18 year old volunteers need to have probity checks before starting as a volunteer. The only time this doesn't apply is for one-off opportunities.
- ✓ The minimum age to volunteer with us is 14 years old.

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- ✓ Approval from the Manager Prevention and Response to Abuse and Neglect is needed for volunteers under the age of 18.

Rights and Responsibilities of Volunteers

You have the **right** to:

- Be given an orientation to the organisation
- Be given training to do the job
- Work in a healthy and safe environment
- Be interviewed and recruited in line with equal opportunity and anti-discrimination laws
- Be adequately covered by insurance
- Be given accurate and truthful information about our organisation
- Be given a copy of any policy that affects their work
- Not fill a position previously held by a paid worker
- Not do the work of paid employees during industrial disputes
- Have a position description and agreed working hours
- Have access to a grievance and complaints procedure
- Have your personal information stored securely on an electronic system and treated in line with our Privacy Policy.
- Be released from your volunteering at any time

You have the **responsibility** to:

- Help us keep high quality services to the community
- Perform your role to the best of your ability in line with your Position Description.
- Turn up on time and work in accordance with your Position Description
- Follow our rules, procedures and standards, including our Work Health & Safety policies and Child Protection Policy and procedures.
- Follow our Privacy Policy and Personal Information Management procedures.
- Attend further training and support meetings if needed

Rights and Responsibilities of Northcott

Our **rights** are to:

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- Expect you to do your agreed role
- Expect you to turn up on time and work in accordance with your Position Description
- Make a decision about where your skills can be used in consultation with you
- Discuss your performance and any need for change
- Expect you to talk to us about any problems
- Release you under certain circumstances

Our **responsibilities** are to:

- Provide a healthy and safe environment
- Talk to you about health and safety in the workplace
- Recruit in line with equal opportunity and anti-discrimination laws
- Give you a position description
- Give you training and orientation that will prepare you for your role
- Provide you insurance
- Give you an appropriate place to do your tasks
- Talk to you if your Position Description needs to change
- Repay you for out of pocket expenses where agreed
- Provide policy and procedures about the volunteer role
- Supervise you and give you an opportunity to review your performance and the performance of the organisation
- Provide a grievance policy and procedure and a complaint policy and procedure that is for both paid and unpaid workers and customers
- Give you all the information you need to do your role
- Make sure you have had all probity checks cleared before you start
- Support you when leaving your role with a Statement of Volunteering if requested

Who needs to know about this Policy?

- Volunteers
- Northcott staff working with Volunteers
- Customers

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What other Northcott documents are related?

You may need to refer to these documents for more information:

Child Protection Policy

Probity Checks Policy and Procedure

Volunteer and Student Induction Checklist

Volunteer Application Form

Volunteer Involvement Procedure

Work Health & Safety Policy

Who is responsible?	What are they responsible for?
Chief Executive	<ul style="list-style-type: none"> Final review and approval of this policy.
General Manager People and Culture	<ul style="list-style-type: none"> Maintain this policy, its related procedures and documents.
Volunteer Coordinator	<ul style="list-style-type: none"> Maintain this policy, volunteering related procedures, guidelines and associated documents. Ensure probity checks are cleared Support staff to involve volunteers, including developing suitable volunteer roles, assisting in recruitment, training of supervisors and reviewing volunteer involvement Report on volunteer involvement Ensure Northcott follows National Standards for Volunteer Involvement Assist in conflict resolution between volunteers and supervisors Coordinate Volunteer of the Year Award
Volunteer's Supervisor	<ul style="list-style-type: none"> Conducting reference checks on each volunteer Providing a job description for a volunteer Reporting on volunteer hours as requested Completing reviews with volunteers as agreed
Level 3 and 4 Manager	<ul style="list-style-type: none"> Ensure the policy is effectively implemented in their services. Ensure staff follow the policy.
Supervisor	<ul style="list-style-type: none"> Ensure staff have read and understand the policy, and have sufficient skills, knowledge and ability to meet the requirements.
All Employees and volunteers	<ul style="list-style-type: none"> Follow the requirements of the policy.

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Definitions, Legislation & Standards Compliance

Direct service involvement: An individual volunteer in a customer-related or team support role

Skilled/pro bono volunteering: Usually an individual volunteering for the purpose of sharing a specific skill with staff generally in defined time frame for a specific task; sometimes associated with corporate volunteering

Corporate volunteering: Full day or half day initiated by a company, usually as an unskilled day or for an event

Employee volunteering: A Northcott employee volunteering their own time to assist in Northcott events.

For Definitions, please refer to Northcott Policy Dictionary.
For Legislation and Standards Compliance, refer to the Service Management Policy.

Related References

- 2015 National Standards for Volunteer Involvement (Volunteering Australia 2015)



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