

# Transcend Australia Ltd Volunteer Policy

## Purpose

To ensure that Transcend continually meets the minimum requirements of the National Standards for Volunteering Involvement (2015).

## Scope

This policy applies to all volunteers during their time with Transcend. This includes volunteers, committee members and representatives on committees or working groups.

## Definitions

**Volunteering** – *Volunteering is time willingly given for the common good and without financial gain. (Volunteering Australia Definition of Volunteering July 2015)*

Volunteering takes many forms and can take both an episodic informal and a more structured formalised approach. Volunteers include Centrelink benefit recipients who volunteer as a compulsory component of their Centrelink Employment Pathway Plan.

Volunteering should not be confused with:

- performing court ordered community service work
- student placements for work experience
- student placements for formal assessment
- work directed to attain benefits.

**Volunteer Coordinator** – The term is used in the manual to refer to the person with primary responsibility for the strategic coordination and management of all Transcend volunteers.

**Volunteer Supervisor** – The term is used in the manual to refer to all individuals who provide direct support to volunteers engaged in projects or programs of Transcend.

## Policy

Transcend relies on volunteers to provide support to TGDNB children and young people, and their parents and carers. Volunteers are unpaid and freely choose to give their time, energy, skills and experience to assist others.

Transcend wants volunteers to enjoy the benefits of being part of the Transcend community and to achieve a sense of personal satisfaction from volunteering. Transcend acknowledges that volunteers significantly enhance our capacity to support TGDNB children and young people, and their parents and carers and to achieve our strategic goals.

Transcend is committed to delivering a quality volunteer program and will use the National Standards for Volunteering Involvement (2015) as a best practice guide for our Volunteer Management Program. The National Standards describe 8 standards addressing the key areas of volunteer involvement:

1. Leadership and management
2. Commitment to volunteer involvement
3. Volunteer roles
4. Recruitment and selection
5. Support and development
6. Workplace safety and wellbeing
7. Volunteer recognition
8. Quality management and continuous improvement

Transcend will aim to meet these standards. In order to meet these standards, we will:

- ensure that relevant and up to date policy and procedures are in place so that volunteers are safe and supported in their roles and have a clear understanding of the expectations of them as volunteers of Transcend.
- maximise volunteers' potential by creating opportunities to utilise their talents and abilities and supporting them to develop social connections
- clearly specify the work of volunteers through role descriptions to ensure that roles match volunteers' skills, interests and capabilities
- provide training and induction to volunteers and ongoing support as required.

The duty of care for the volunteer remains with Transcend and so we will:

- provide a safe and healthy workplace as far as is practical
- reimburse volunteers for any approved purchases where receipts can be provided. Volunteers will not be reimbursed for general costs e.g. phone, travel unless approved
- ensure an appropriate level of insurance cover for volunteers
- Volunteers will be briefed and provided training on the relevant legislative requirements related to their role e.g. Victorian Information Privacy Act, Working with Children Checks.

Rights and responsibilities of volunteers:

- All volunteers must adhere to the policies and Code of Conduct and need to understand that failure to do so may result in disciplinary action or the cessation of activities by the volunteer on behalf of Transcend
- During the first three months the volunteer and Transcend will review the volunteering arrangement and make decisions about suitability and ongoing activities.
- Volunteers have the right to refuse work which is outside their role description
- Volunteers have the right to leave their role but should give as much notice as possible.

## Disciplinary Action

The Transcend Board can decide to terminate a volunteer position for just cause e.g. gross breach of Policy such as the Codes of Conduct, Confidentiality or the Child Safety Policy. Dismissal in other instances will be a last resort after other attempts or approaches have failed.

See Transcend Volunteer Disciplinary Action Standard Operating Procedure (SOP)

## References

External organisations that provide advice, information and support on volunteering and volunteer management.

Volunteering Victoria Contact:

Phone: (03) 8327 8500

Email: [info@volunteeringvictoria.org.au](mailto:info@volunteeringvictoria.org.au)

Website: <http://volunteeringvictoria.org.au>

Volunteering Australia Contact:

Phone: (02) 6251 4060

Email: [admin@volunteeringaustralia.org](mailto:admin@volunteeringaustralia.org)

## Related policy and procedure:

Transcend Australia Confidentiality Policy

Transcend Australia Code of Conduct Policy

Transcend Australia Child Safety Policy

Transcend Australia Media Policy

Transcend Australia Grievance and Dispute Policy and Procedure (in development)

Transcend Australia Occupational Health and Safety Policy and Procedure (in development)

## Document History

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Chair's signature:



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