

# Policy on Use of Volunteers

Date adopted.....04/06/2018.....

Latest date for review.....07/06/2019.....

## **1. BACKGROUND**

OptimumChoice will conduct its business honestly and ethically. We will constantly improve the quality of our services and create a reputation for honesty, fairness, respect, responsibility, integrity, trust, and sound business judgment.

OptimumChoice is a disability services organisation which is governed by a management, the Corporation Act (2001) and our policies.

## **2. PURPOSE AND SCOPE**

OptimumChoice was established for the purpose of providing quality services to improve the lives of people with disabilities where their individualities are recognised, and their safety is paramount.

The purpose of this policy is to set out specific procedures and performance standards in recruiting volunteers.

This policy applies to all programs and activities.

## **3. POLICY STATEMENT**

OptimumChoice recognises, and values the unique contribution that volunteers make to the overall organisations's services from the perspectives of:

- a) The increased involvement of the wider community, through volunteers with clients
- b) Make a qualitatively different relationship that volunteers develop
- c) Their greater freedom to advocate for clients
- d) Their capacity to supplement the services that paid employees can provide

- e) Their industrial flexibility in undertaking their duties

The policy aims to establish the conditions under which volunteers are required and their responsibilities to the clients. Additionally, the policy ensures that the Organisation's obligations to volunteers are defined.

The policy will assist the Organisation to meet its obligations under Standard 8 of the Disability Services Standards (1993) to practice sound management standards which maximise outcomes for consumers.

#### **4. PROCEDURES**

The following procedures are to be implemented to ensure that OptimumChoice meets its policy objective of establishing the conditions and mutual responsibilities under which volunteers are engaged:

- 4.1 The volunteers will enhance and not replace the services provided by paid employees.
- 4.2 Duties will be assigned to volunteers on basis of their skills, interests, and availability.
- 4.3 Duty statements and selection criteria will be developed for each volunteer position.
- 4.4 A designated employee within the Organisation will coordinate the recruitment, selection, orientation, and supervision of volunteers.
- 4.5 Volunteers will be recruited by the most appropriate means according to the circumstances that prevail, and the needs at the time.
- 4.6 Assemble a selection panel consisting of the Organisations employees, management committee members and/or clients

representatives who will formally interview all prospective volunteers.

- 4.7 Volunteers will supply the names of two referees and provide a current police clearance and a Working with Children Check, the cost of which will be reimbursed if the volunteer is successful in securing a position.
- 4.8 Establish formal induction procedures and organise necessary basic training for all volunteers in accordance with the Policy on Staff Training and Development and the Policy on Occupational Health and Safety.
- 4.9 Establish formal supervision procedures for volunteers. Ensure that all volunteers are allocated a supervisor and receive regular supervision in a manner and at a frequency that is appropriate to their tasks and responsibilities.
- 4.10 Reimburse volunteers for approved out-of-pocket expenses and vehicle running costs in accordance with the Policy on Agency Use of Private Vehicles.
- 4.11 Include volunteers in the policy cover under directors' and officers' liability insurance, professional indemnity, personal accident insurance and contingent motor vehicle insurance in accordance with the Policy on Insurance and Indemnity Arrangements.
- 4.12 Promptly investigate remedy and document any volunteer grievance.

## **5. PERFORMANCE STANDARDS**

The following performance standards must be met to ensure that the procedures specified in Section 4 are implemented effectively:

- 5.1 All new volunteers will be provided with a copy of the Organisation's Policy on Use of Volunteers and a staff copy of the policy will be kept in each service area.
- 5.2 New volunteers will have successfully completed the induction program within one month of appointment.
- 5.3 New volunteers will have successfully completed the training specified in the Policy on Occupational Health and Safety within six months of appointment.
- 5.4 Duty statements will be written for all volunteers.
- 5.5 All volunteers will be selected against appropriate selection criteria and have undergone reference and police checks.
- 5.6 All volunteers will be designated a supervisor and receive regular supervision in line with their duties and responsibilities.
- 5.7 Volunteers will be reimbursed for approved out-of-pocket expenses and vehicle running costs.
- 5.8 Volunteers will be covered under directors' and officers' liability insurance, professional indemnity, personal accident insurance and contingent motor vehicle insurance.
- 5.9 All volunteers will be made aware of the contents of the Policy on Use of Volunteers.
- 5.10 Any grievances will be addressed in accordance with the principles and procedures outlined in this policy and the Policy on Staff Grievances.

## **6. REVIEW OF THE POLICY**

This policy will be reviewed on a bi-annual basis. However, if at any time the legislative, policy or funding environment is so altered that

the policy is no longer appropriate in its current form, the policy shall be reviewed immediately.