

## **VOLUNTEER MANAGEMENT POLICY**

Camden Community Centre recognizes the value to the community in enabling people to carry out volunteer work. Volunteering allows people to participate actively in all facets of the community and enables Camden Community Centre to initiate, enhance and extend its services.

The purpose of this policy is to identify the roles and responsibilities of Camden staff in the involvement of volunteers and the processes required in order to fulfil legislative and volunteer management requirements in accordance with the National Standards for Volunteer Management 2015.

The involvement of volunteers may complement the work of paid staff but not displace paid staff or be a threat to the security and job satisfaction of paid staff.

Volunteers must take reasonable steps to avoid any conflict of interest in relation to volunteering.

Volunteers must report to their manager any potential or current personal, social, political or private business activities that may, or may be perceived to conflict with their role and responsibilities at the Centre.

Management of volunteers will be via the Volunteer Coordinator and only this person will assign tasks for volunteers. All other staff wishing volunteers to carry out tasks will discuss with the Volunteer Coordinator prior. If the Volunteer Coordinator is unavailable, Volunteers will be managed by Human Resources or General Manager.

Recruitment and selection of volunteers will be conducted by matching the role requirements to the volunteers' skills, interests and attributes.

Appropriate orientation, training, development and resources in line with the role will be provided and records kept for each volunteer.

All volunteers must undergo DHS clearances, and where required, National Police Checks.

Provision will be made for out of pocket expenses incurred by volunteers and approved by the Volunteer Coordinator.

Risk management procedures will cover all volunteers and include a safe working environment and insurance cover.

Volunteers will be expected to make realistic commitments in terms of time, areas of involvement, meetings and training, and the organization will expect these commitments to be fulfilled.

Any dissatisfaction with performance levels of volunteers will be considered in the content of the workplace environment and dealt with as it occurs. A change in role or withdrawal of the offer of voluntary work will be considered only after the volunteer has been provided with an opportunity to improve performance to the required level.

Volunteers must always act in the best interests of the Centre and in compliance with the law. They must not use their position or status with Camden Community Centre to seek financial or other personal advantage.

Volunteers may not **accept** any gifts, benefits or hospitality from clients, carers, stakeholders or suppliers that may create a sense of obligation, compromise professional judgement or influence a decision.

Volunteers may not **provide** any gifts, benefits or hospitality to clients, carers, stakeholders or suppliers outside those approved as part of the services and programs we provide.

Volunteers must not disclose confidential information internally or externally except in accordance with our **Privacy and Confidentiality & Code of Ethics Policy (#15)** and **Information Sharing Policy (#16)**, both located in Policies and Procedures Manual in Reception and in Volunteer Policy Folders located in Op Shop and Men's Shed.

Volunteers must use the resources of the Centre:

- for their designated purpose
- for the benefit of the Centre only and not for personal benefit
- as efficiently and effectively as possible.

All volunteers must:

- conduct themselves in the workplace in a manner that will not reflect adversely on the Centre
- continue to respect the confidentiality of information gained during their time with the Centre after they have left.

All volunteers must:

- treat staff, clients, and community members with respect and courtesy, having regard for the dignity of the people they interact with
- not harass, bully or discriminate against others
- avoid behaviour which could be perceived as harassment, bullying, intimidation or discrimination
- communicate both verbally and in writing using language that is appropriate to the workplace and not offensive to others
- engage in rational debate and allow alternative points of view to be expressed
- behave in a way that values diversity and creates an inclusive environment.

All volunteers must comply and act in accordance with:

- State and Commonwealth legislation
- all our policies, procedures and delegations
- their role description.

All volunteers must carry out their duties in accordance with:

- expectations set by managers
- work plans established by managers
- any reasonable and lawful direction given by a person with the authority to give it.

All legislation in relation to health and safety, industrial matters and equal opportunity will be observed for volunteers as for paid workers. In accordance with Workplace Health and Safety Policy (#4) and Risk Management Framework Policy (#9), volunteers will contribute to a safe and healthy workplace by:

- taking reasonable steps to protect the health and safety of themselves and others
- following work health and safety policies, procedures and standard operating procedures
- notifying managers of any work health and safety hazards they identify.

All volunteers must comply with this code.

If anyone becomes aware that a volunteer has breached this code, they must immediately notify the manager of the volunteer concerned.

If a volunteer fails to comply with this code we may take disciplinary action.

### **Volunteers' Rights and Responsibilities**

Volunteers have a responsibility:

- To be reliable and to arrive for work on time
- To notify the Volunteer Coordinator if unavailable or running late
- To respect confidentiality
- To respect the rights of all others in the organisation and have a non-judgemental approach
- To comply with all aspects of the Centre's WHS policies
- To represent and protect the interests of Camden Community Centre
- To carry out tasks as specified by the role description
- To give feedback and communicate relevant and important information
- To be accountable and accept evaluation
- To recognise personal and external limitations on commitment
- To acknowledge and respect decisions made by staff
- To undertake training as required and to have a good understanding of the Centre.
- To raise any issues or conflict with the Volunteer Coordinator, GM or other staff member.
- To ensure they are not affected by alcohol or any other drug which may impair their functioning or endanger anyone's health and safety.
- To ask for support when needed.
- To attend to training where appropriate.

Volunteers have the right:

- To receive accurate and comprehensive information about the Centre
- To have a clear and agreed role description
- To feel a sense of belonging – through inclusion in meetings, social functions etc.
- To be seen and respected as an individual
- To be properly inducted and have all appropriate initial and on-going training for the role
- To know who to turn to with any problems or difficulties
- To have work performed valued by the Centre
- To regularly receive feedback
- To be trusted with confidential information if it is required for the job
- To be reimbursed for out-of-pocket expenses as agreed with the Volunteer Coordinator
- To be consulted on any matters that directly or indirectly effect them and to be a part of the decision making process where appropriate

Camden's Code of Conduct is applied to volunteers as the standards to be adopted in the performance of their role. The Code of Conduct is outlined in Camden's policies and procedures. It is expected that all volunteers at Camden, conduct themselves in a manner that upholds Camden's values.

Camden Community Centre has a zero tolerance to bullying or harassment of any volunteer.

Camden recognizes that volunteers require a clear, complete and current position description that;

- Outlines the objectives, responsibilities, skills, knowledge, equipment and training required to fulfill the position.
- Delineates boundaries between staff and volunteers.
- Protects the rights of volunteers and establishes the guidelines for insurance and risk management purposes.

### **Reporting Grievances**

Camden is committed to procedural fairness for all parties and provides a process through which volunteers may make an informal or formal complaint related to their volunteering role.

Any volunteer who has a concern or grievance about the behavior of another Camden volunteer, which they consider to not be in accordance with the Camden's **Code of Conduct Framework (#12)** **Privacy and Confidentiality & Code of Ethics (#15)** Policies, or any relevant Human Resources or Volunteer Management Policy is encouraged to;

- If they feel comfortable, raise the concern directly and in good faith with that person, in a respectful, constructive and reasonable way, that reflects their commitment to Camden's values and Fundamental Principles under Camden's Code of Conduct Framework (#12). If the both parties agree on a resolution in which they are both satisfied, that will be the end of the matter.

### **Support In Raising A Concern**

- All volunteers have the right to speak to the Volunteer Coordinator if they would like to discuss how to deal with a concern directly with another volunteer.
- If the concern relates to harassment, bullying, or discriminatory behaviour, a volunteer may have a confidential discussion with the Human Resources Manager around how to deal with the concern.

### **Referring Concerns**

Volunteers should refer their concern with the Volunteer Coordinator if;

- they do not feel comfortable discussing their concern with the other volunteer directly
- they have discussed the concern in good faith with the other volunteer, but are not satisfied with the outcome
- they are experiencing a work-related issue that does not involve another person

Volunteers may be asked by the Volunteer Coordinator to provide further information or a written outline of their concern.

If a volunteer has already raised their concern with the Volunteer Coordinator but their concern remains unresolved, they may refer to the Human Resources Manager.

Human Resource Manager may ask the volunteer to provide further information or a written outline of their concern.

### **Whistleblower Hotline**

If a Volunteer is genuinely unable to raise their concern within Camden Community Centre, they may contact the confidential Whistleblower Hotline 1300 304 550.

### **Resolution**

Camden Community Centre will apply to resolution of any concerns raised by a volunteer in a timely, consistent manner that is in accordance with Camden's Code of Conduct (#12) and Privacy and Confidentiality & Code of Ethics Policy and Statement (#15), both located in Policies and Procedures Manual in Reception.

The Volunteer Coordinator will conduct the investigation, or arrange for Human Resources Manager to conduct it, or, where appropriate or as determined, an external investigator may be appointed.

The investigation will be conducted through a confidential process of

- ascertaining the substance of the concern, so as to determine what issues in relation to the concern are of sufficient substance to require investigation;
- obtaining relevant information, from relevant sources, which can be considered by the investigator.
- taking any other necessary steps to obtain relevant facts;
- seeking a response to the substance of the concern, from the person whose alleged conduct is of concern;
- making determination of facts for provision of a report.

Details of the appropriate process will be determined by Camden Community Centre in each case.

### **Support Person**

A volunteer raising a concern may have a support person present during any interview.

Similarly, the volunteer who has had a concern raised about their behaviour may have a support person present during any interview.

### **Resolution In the Formal Process**

In the formal process, after the investigation is complete and findings have been made (where required), a resolution to the matter is determined by Camden Community Centre.

The details of the resolution will be recorded in writing and a copy provided to both parties.

Options which may be considered for resolution of a Volunteer's concern may include;

- ongoing monitoring by Volunteer Coordinator
- counselling, or training / education, which may be provided by Volunteer Coordinator, Human Resources, or General Manager, or another appropriate person or organization
- a formal apology
- mediation between the two parties, facilitated by an independent person, where both parties agree to participate in the mediation process
- formal disciplinary action as deemed appropriate

### **Dissatisfaction with Resolution**

If a Volunteer is not satisfied with the resolution of their concern, they may refer their concern to the General Manager. The decision made by the General Manager is final and binding.

If a Volunteer is still not satisfied with Management decision, there are external organisations who may be able to assist.

Fair Work Ombudsman

13 13 94

[www.fairwork.gov.au](http://www.fairwork.gov.au)

Justice Connect

[www.justiceconnect.org.au](http://www.justiceconnect.org.au)

Legal Services Commission

[www.lsc.sa.gov.au/cb\\_pages/contact.php](http://www.lsc.sa.gov.au/cb_pages/contact.php)

1300 366 424

Office of the Commissioner of Equal Opportunity

7223 7070

[www.equalopportunity.sa.gov.au](http://www.equalopportunity.sa.gov.au)

Safework SA

[www.safework.sa.gov.au](http://www.safework.sa.gov.au)

1300 365 255

### **Confidentiality**

The Volunteer raising the concern, or the Volunteer against whom the concern was raising, a witness, a support person or any other interviewees must keep all aspects of the participation in the investigation confidential.

A Volunteer raising the concern in good faith, or the Volunteer against whom the concern was raising, witnesses, support persons, or any other interviewees, must not be victimized or disadvantaged in their role at Camden Community Centre.

Victimization or detrimental action may be regarded as serious misconduct and will be treated in line with the Camden Community Centre Disciplinary Policy.

### **Concerns Raised Vexatiously**

Camden Community Centre will not tolerate concerns raised vexatiously.

A Volunteer who raises a concern other than in good faith, or without reasonable grounds to do so may have disciplinary action taken against them.

**EAP Support**

Camden provides a free, confidential and independent Employee Assistance Program (EAP) to all members of staff and volunteers.

Volunteers may use the confidential EAP to seek professional counselling on any work or non-work related matter. Camden’s EAP is operated by a third party and is available 24 hours a day 7 days a week.

<b>Version</b>	1	2	3	4	6	7	8	9	
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<b>Version</b>									
Date reviewed:									
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## **CODE OF CONDUCT STATEMENT - VOLUNTEERS**

This Code of Conduct is based on the core values of Camden Community Centre.

The three underpinning values of the Code of Conduct are

- Integrity
- Respect
- Accountability

The Code of Conduct requires you to behave with integrity, show respect and be accountable. These underpinning principles are defined as follows:

### **Integrity**

- Act honestly when performing your duties
- Conduct yourself in your work place and on a personal basis in a manner that will not reflect adversely on the Centre

### **Respect**

- Treat, staff, clients, volunteers and community members with respect and courtesy, having regard for the dignity of the people with whom you interact
- Respect others by valuing their diversity

### **Accountability**

- Take reasonable care of yourself to ensure your own health and safety at work and avoid adversely affecting the health and safety of others
- Use any equipment provided for health and safety purposes and obey any reasonable instruction the supervisor gives in relation to health and safety
- Report misconduct or illegal activity
- Adhere to all legislative requirements (WHS), the code of conduct and all policies and procedure.
- Be scrupulous in using information gained through your work at the Centre and maintain strict confidentiality in the use of information.
- When you have finished your work with Camden Community Centre you must continue to respect the confidentiality of information gained during your time here.
- Use resources at your disposal efficiently and effectively and do not waste or misuse any resource. Misuse may include inappropriate use of electricity, telephones, internet, water or materials such as paper



- Do not bully or otherwise harass other staff, clients, volunteers or community members. Behaviours that characterize bullying may include victimization and unwelcome, offensive, abusive, belittling or threatening behavior directed at another person or group of people
- Address concerns with other volunteers or staff as outlined Privacy and Confidentiality & Code of Ethics (#15) and Volunteer Management (#28) Policies.

I have read the Volunteer Management Policy and agree to accept and abide by the Codes and the Conduct that has been outlined.

.....  
Name

.....  
Signature

.....  
Date