

# 138 Volunteer Workers Policy

## Purpose

1. Community College Gippsland (CCG) is a not-for-profit community managed organisation who is a tri-sector organisation. CCG is registered training organisation (RTO) that delivers accredited courses from Certificate II through to Certificate IV, a registered senior secondary school as ECG College and an Adult Education Learn Local that provides pre-accredited and non-accredited courses. CCG has campuses in Warragul, Leongatha and Pakenham.
2. CCG is a culturally safe and inclusive Child Safe organisation with zero tolerance for child abuse and is committed to the safety and wellbeing of all students. CCG supports and adheres to the Child Safety and Wellbeing Standards.
3. This policy is to provide guidance and outline the rights and responsibilities of volunteer workers when engaged in activities with Community College Gippsland (CCG) and ECG College.
4. CCG recognises and values the contribution of volunteers and acknowledges the important role of volunteers within the organisation. CCG recognises volunteers contribute significantly through supporting student learning and through supporting other aspects of CCG such as gardening, maintenance, and assistance in the cafe.
5. CCG aims to align its Volunteer Workers Policy with the 2015 National Standards for Volunteer Involvement.
6. To support the operations of CCG to enable the meeting of its stated purpose:  
*To positively change lives and enhance social inclusion through education and training.*

## Definition

- Volunteering is willingly sharing time, skills and knowledge without financial gain for the common good.

## Principles of Volunteering

- Principles of volunteering
- Volunteering benefits the community and the volunteer
- Volunteering is always a matter of choice
- Volunteering is an activity that is unpaid and not undertaken for the receipt of salary, pension, government allowance or honorarium
- Volunteering is a legitimate way in which citizens can participate in the activities of their community
- Volunteering is a vehicle for individuals or groups to address human, environmental and social needs
- Volunteers do not replace paid workers nor constitute a threat to the job security of paid workers
- Volunteering respects the rights, dignity and culture of others
- Volunteering promotes human rights and equality

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# Policy

## Standard 1: Leadership and Management

7. The CCG volunteer Board of Directors, CEO and senior management team lead and promote a positive culture towards volunteering and implement effective management systems to support volunteer involvement.
8. CCG values the role of volunteers as essential contributing to the organisations work. Volunteers are respected for their skills and talents and CCG aims to maximise volunteers' potentials by creating opportunities to utilise their talents and abilities while engaged in activities with CCG.
9. Every volunteer who applies to support CCG will be supported by:
  - A position description and volunteer handbook are provided to each volunteer.
  - New volunteers receive induction and orientation into their roles.
  - Volunteers receive supervision and support with regard to the duties they perform.
  - Information about volunteers is securely stored to protect their privacy and maintain confidentiality.
  - The organisation's risk management processes are applied to the organisation's volunteer involvement.
  - Policies and procedures applying to volunteers are communicated, understood, and implemented by all relevant staff across the organisation.
  - Volunteers are informed of CCG's Information Privacy Policy and the requirement of maintaining any information regarding staff and students data and activities strictly confidential

## Standard 2: Commitment to Volunteer Involvement

10. CCG incorporates its volunteer program in its strategic plan through clearly defining its vision, purpose, support and commitment to involving volunteers by:
  - Volunteer involvement is planned and designed to contribute directly to the organisation's purpose.
  - Resources (including time, funds, equipment and technology) are allocated for volunteer involvement.
  - Volunteer time commitment, contribution and achievements are acknowledged.
  - Staff with volunteer involvement responsibilities are provided guidelines to effectively undertake this role.

## Standard 3: Volunteer Roles

11. Volunteers at CCG are engaged in meaningful roles which contribute to the organisation's purpose, goals and objectives.
12. Volunteer roles are defined in the Volunteer Position Description to ensure that roles match volunteers' skills, interests and capabilities and are communicated to volunteers on induction, or when their role alters within CCG.
13. The roles are reviewed annually, or as required, incorporating input from volunteers and staff at CCG.
14. Volunteers can undertake volunteering for up to 15 hours per week.

## Standard 4: Recruitment and Selection

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15. CCG implements recruitment and selections strategies that are planned and targeted to gain volunteers with relevant interests, knowledge, skills or attributes.
16. Volunteers are provided with an application form and volunteer position description upon inquiring about the program.
17. All volunteers formally apply and will undergo a recruitment selection process and must provide CCG with a copy of Working with Children Check. Whilst volunteering at CCG, volunteers must adhere to government directives regarding safety and COVID 19, which may include but are not limited to: the use of sanitizers, social distancing, use of PPE such as masks, nonattendance if unwell or if the programme is temporarily suspended.
18. An interview, and referee checks are undertaken as a part of the recruitment process.
19. Volunteers who hold current VIT registration are not required to provide a Working with Children Check.

### Standard 5: Support and Development

20. CCG volunteers are provided with a general induction and orientation to help them understand their role, rights and responsibilities.
21. Volunteers understand and agree in writing to the relevant code/s of conduct and/or rights and responsibilities statements.
22. Volunteers will be subject to a Probationary Period of 3 months to ensure that the role is right for them and that they are suitable for the role.
23. Volunteers are provided with ongoing support, supervision and feedback through observation and written review of performance of their role, in conjunction with relevant staff, the volunteers themselves and/or the Volunteer Coordinator.
24. Additional training will be undertaken to meet the needs of the role, in terms of knowledge and skills, or organisational requirements, as required, within designated timeframes.
25. Discussions occur with individuals and/or teams of volunteers to celebrate achievements and identify areas for further development.
26. All volunteers must adhere to CCG's Policies/Procedures, Staff Code of Conduct, Child Safe Code of Conduct, Child Safety and Wellbeing Policy and failure to do so may result in disciplinary action or dismissal.
27. Volunteers have the right to leave their role but should give as much notice as possible.
28. Volunteer performance or misconduct issues are promptly identified, recorded and addressed in line with principles of natural justice as outlined in the Volunteer Performance Procedure.
29. The CEO and Senior Management can decide to terminate a volunteer position for just cause e.g. gross breach of the Codes of Conduct.

### Standard 6: Workplace Safety and Wellbeing

30. Volunteers are provided with a safe and healthy workplace as far as is practical.
31. CCG volunteers are covered by appropriate insurance.
32. Volunteers are encouraged to discuss any safety issues with a staff member, who can then report the issue and have it resolved.
33. Volunteers are encouraged to discuss concerns or grievances directly with the person involved, their supervisor, the volunteer coordinator or the senior management team to ensure issues are resolved as soon as practical.
34. Volunteers have the right to refuse work which is outside their role description.
35. Whilst at CCG volunteers must adhere to government directives regarding safety and COVID-19 which may include but are not limited to: the use of sanitisers, social distancing,

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used of PPE such as masks, non-attendance if unwell, or if a program is temporarily suspended.

### Standard 7: Volunteer Recognition

36. CCG ensures that each volunteer is well informed of the benefits their contributions bring to the CCG community.
37. CCG regularly acknowledges and celebrates contributions made by volunteers and the positive impact on the organisation and the community.
38. Volunteers are annually recognised during National Volunteers Week and International Volunteers Day.

### Standard 8: Quality Management and Continuous Improvement

39. CCG provides every volunteer the opportunity to participate in an exit interview if they decide to cease their arrangement. The interview incorporates questions for reflection their person's experiences and suggestions for program improvement.
40. Documented policies and procedures are in place to guide the volunteering programme at CCG.
41. All Volunteers and staff are strongly encouraged to provide feedback and make suggestions to improve the programme at every opportunity.
42. CCG reports the involvement of Volunteers at 3 monthly intervals to the Board of Directors.

## Scope

43. The Volunteer Policy and supporting procedures applies to all volunteers and staff at CCG.

## Relationships

### Internal

Conflict of Interest, Information Privacy Policy, Occupational Health and Safety, Student Handbook, VCAL Student and Parent Handbook, Employee Handbook, Volunteers Handbook, Volunteers Performance Review Procedures, Guide for supporting Volunteers at CCG Handbook, Child Safety and Wellbeing Policy, Child Safe Reporting and Complaints Procedures, Bullying Harassment and Discrimination Policy, Risk Management Policy & Procedures, Employment Practices Policy, Student Welfare, Care and Safety Policy, Conflict of Interest Policy, Staff Code of Conduct Policy, Educator and Support Staff Code of Conduct, Child Safe Code of Conduct, Student Code of Conduct Policy and Procedures

### External

Fair Work Act (2009), Education and Training Reform Amendment (Child Safe Schools) Ac, Children, Youth and Families Act 2005 (VIC), Child Safety and Wellbeing Standards 2022, Ministerial Order 1359 Child Protection (Working with Children) Act 2012, Privacy Amendment (Enhancing Privacy Protection) Act 2012, Charter of Human Rights

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