

# Strategic Objective:

## 3. Community & Partnerships



**POLICY :** 3.2 **Access & Engagement**

**PROCEDURE:** 3.2.1 **Volunteers**

Approval By: Manager Marketing & Business Development **Approval Date:** 18.06.2014

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**Purpose** The purpose of the volunteer procedure is intended to ensure that volunteers working at QEC have work that is safe, significant and fulfilling. It is also intended to ensure that work allocated to volunteers does not supplement normally paid work, and that the program functions in a way to provide value to the organisation, its staff and clients. QEC will ensure that all volunteers are supported and that their efforts are recognised throughout the organisation.

**Target Audience** All QEC employees and volunteers

**Definitions** **Supervisor:** Person responsible for the planning and monitoring of the day-to-day activities of a volunteer.

**Volunteer:** An individual who for personal, humanitarian or charitable reasons, freely without expectation of financial gain contributes time, service and skills to assist the organisation in accomplishing its vision and purpose.

**Role statement:** A generic or specific statement of the duties and responsibilities of a volunteer.

**Procedure** **Identifying Volunteer requirements**

The People & Culture team with input from Senior Management will regularly review volunteer requirements across the organisation. They will monitor existing volunteer roles, and identify new roles, ensuring positions are filled. If a volunteer has resigned a new volunteer recruitment process will commence if necessary.

Managers and supervisors who engage volunteers will complete a Request for Volunteer Form to commence volunteer recruitment for a vacant role or for the development of a new role. The request form is submitted to People & Culture for CEO approval.

**Role statement**

The supervisor will provide support and information to the People & Culture team to develop a role statement that clearly outlines the volunteer role, tasks and expectations of QEC.

The role statement confirms the understanding that volunteers are engaged for specific tasks. It ensures that all volunteers are clear about what is expected of them in their role.

3.2.1 Volunteers

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### **Volunteer Recruitment and Advertising**

Once the People & Culture Coordinator has received a 'Request for Volunteer Form' a draft advertisement will be developed and approved by the relevant Program Manager.

Volunteer positions will be advertised by the People & Culture team through appropriate websites, print media and other relevant channels.

All volunteers interested in joining QEC will be required to initially register their interest by contacting the People & Culture Coordinator), or alternatively by applying through the QEC website. Once a potential volunteer has been telephone screened and deemed an appropriate match, they will then be referred to the Supervisor to schedule and conduct a volunteer interview.

### **Volunteer Selection and Appointment**

Prospective volunteers will be required to attend an interview with the supervisor of the relevant program.

At the time of the interview, volunteers will be required to complete a Volunteer Expression of Interest Form. The prospective volunteer will be given a role statement which will outline the tasks and expectations required of the role.

Prospective volunteers who do not meet the required criteria for the role may not be accepted for volunteering with QEC and will be advised of the outcome.

Once a volunteer has been selected the supervisor will ensure that the following documents are provided to the People & Culture team before confirmation of appointment:

1. Complete Volunteer Expression of Interest Form.
2. Signed Volunteer Role Statement and copy given to the volunteer.
3. Copy of a Working with Children Card.
4. National Police Checking Service Application Consent Form with 100pts of identification.
5. Signed Volunteer Rights and Responsibilities Form and copy given to the volunteer.
6. Two (2) completed referee checks, to be recorded on the Volunteer Reference Check Form.

The People & Culture team will retain these records in a Volunteer Personnel file and record them on the QEC HR Information Management System.

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### **References, Police Checks and Working with Children Checks**

All Volunteers require a Police Check and Working With Children check. QEC will meet the cost of all police checks. Volunteers will need to be responsible for applying for a working with children check. Please refer to QEC procedure 2.1.1 Recruitment and Selection.

If the Police Check confirms a criminal record, the Supervisor in consultation with the People & Culture team will assess the suitability of this volunteer for the role in question.

If a volunteer's Working With Children check is issued with a Negative Notice they will not be eligible to volunteer with QEC.

If a volunteer does not consent to a police check, or a working with children check they will not be eligible to volunteer with QEC.

Prospective volunteers' referees may be contacted to confirm the person's identity, skills and attributes.

### **Orientation, Induction and Training**

Once all documentation has been finalised the People & Culture team will liaise with the new volunteer to confirm their attendance to orientation.

The supervisor will arrange an onsite induction to the program< addressing relevant training including, Occupational Health and Safety and other relevant QEC policies and procedures.

Volunteers will be provided with training to enable them to carry out their responsibilities. Some tasks that may be performed on behalf of QEC require the volunteer to have particular skill levels or qualifications, for example food handling or preparation. No volunteer should undertake tasks or activities for which a designated qualification or skill is required without completion of appropriate training.

Volunteers will be issued with a QEC Identification Badge, which is to be worn whilst volunteering for QEC.

### **Volunteer Support and Supervision**

Each volunteer will have an assigned supervisor within the program where they are working. The supervisor will provide on-the-job training as required and also provide opportunities for more formal training as appropriate. The supervisor will monitor volunteer's activities and provide ongoing feedback, support and leadership. Volunteers will receive ongoing informal supervision and feedback on their volunteer activities.

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### **Reimbursement of Expenses**

A volunteer is entitled to claim for expenses whilst performing the assigned duties. Prior approval must be obtained from the supervisor for reimbursement of any expense incurred.

The supervisor will advise volunteers of those expenses that will be reimbursed, and the procedure for claiming such expenses. Appropriate records and/or receipts will be kept and given as supporting evidence for any claims for reimbursement of expenses to the supervisor.

### **Insurance**

Volunteers are not covered by Workers Compensation. However they are covered by a Personal Accident and Public Liability Insurance while carrying out a volunteer role at QEC.

All volunteers are required to sign in and out when arriving and leaving their place of work at QEC. This follows health and safety regulations, ensures they are covered by insurance and also enables QEC to recognise the hours contributed by volunteers.

### **Occupational Health and Safety and Incident Management**

Volunteers are entitled to work in an environment that is safe. Supervisors are responsible for providing volunteers with the OHS policy and procedure, other relevant safety policies and safe work procedures where applicable.

Volunteers shall follow all safe work procedures and seek instruction when required.

If a volunteer is involved in an incident that results in an injury to themselves or a client, or damage to QEC property, then the volunteer must inform their supervisor as soon as feasible.

Volunteers shall be provided with training in incident reporting in orientation. Details of all incidents and emergencies involving volunteers will be recorded by the supervisor in Riskman and then reported to relevant manager(s).

### **Absences and availability**

Volunteers must report their absence from work as soon as possible to their supervisor to ensure that alternative arrangements may be made.

Volunteers should endeavour to advise their supervisor of planned periods where they will not be available to undertake their volunteer shifts, (whether that be due to going on leave or for other personal circumstances) to ensure that alternative arrangement may be made.

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Any changes to a volunteer's availability for shifts should be discussed directly with the supervisor. The supervisor will endeavour to accommodate for changes to volunteers shift availability where possible.

### **Grievance Procedure**

Volunteers have the right to raise and have resolved any grievances they may have without fear of retribution. All grievances shall be handled in a confidential and sensitive manner and where possible, resolved quickly.

The following procedure will apply:

1. Should any matter occur which is of concern to a volunteer, he/she shall raise the matter with their immediate supervisor.
2. If the issue is not settled to their satisfaction, the volunteer may raise the matter with the Program Manager.
3. If the issue is still not settled to their satisfaction, the volunteer may raise the matter with the People & Culture team.

### **Unsatisfactory Performance**

In the event a volunteer's work:

- is not meeting QEC's expectations
- is not in line with QEC values
- deviates from the vision and purpose of the service
- contravenes the rights and responsibilities of volunteers or
- places a client, employee or any other person at risk.

The volunteer's direct supervisor will discuss the issue with the volunteer and establish the appropriate standard of conduct with the volunteer.

Deliberate or negligent acts that grossly endanger the safety of others, misconduct or similar incidents may result in immediate cessation of the volunteer arrangement.

Cessation of a volunteer arrangement can occur by either party giving one week's notice or by mutual agreement by both parties.

### **Retirement / Cessation as a Volunteer**

The volunteer will inform the supervisor, preferably in writing, of their intention to retire or cease volunteering at QEC.

The supervisor will invite the volunteer retiring or leaving QEC to an exit meeting and an opportunity to complete an exit survey. Details of these will be provided by the People & Culture team.

All volunteers exiting QEC are to return any materials, files (electronic or otherwise), belongings of QEC and return their ID badge prior to leaving.

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All volunteers retiring or leaving QEC will receive a 'Thank You' letter from the Chief Executive Officer.

### Related Links

#### Key Legislation, Acts and Standards

PLEASE PLACE A 'Y' IN THE BLANK COLUMN relating to the applicable standards below:-  
e.g.

1.0 Empowerment	1.1	Understanding Rights & Responsibilities	Y
	1.2	Exercising Rights & Responsibilities	

#### DHS STANDARDS Listing

1.0 Empowerment	1.1	Understanding Rights & Responsibilities	
	1.2	Exercising Rights & Responsibilities	
2.0 Access & Engagement	2.1	Services Are clear	
	2.2	Services are delivered	
	2.3	Access to Services	
3.0 Wellbeing	3.1	Services Adoption	
	3.2	Services Participation	
	3.3	Goals Documented & Implemented	
	3.4	Reviews, Evaluations & updates	
	3.5	Delivery is in Safe Environment	
4.0 Participation	4.1	Choice & Control of Service Delivery	
	4.2	Community Participation	
	4.3	Maintaining Connections with Family & Friends	
	4.4	Strengthen Culture Connection - Aboriginal/Torres	
	4.5	Strengthen Cultural, Spiritual & Language	
	4.6	Life Skills - Develop Sustain Strengthen	

#### ISO 9001:2008 Listing

4.0 Quality Management System	4.1	General	
	4.2.1	Doc Requirements General	
	4.2.2	Doc Requirements Quality Manual	
	4.2.3	Doc Requirements Control of Docs	
	4.2.4	Doc Requirements Control of records	
5.0 Management Responsibility	5.1	Management Responsibility	
	5.2	Customer Focus	
	5.3	Quality Policy	
	5.4	Planning Inc 5.4.1-5.4.2	
	5.5.1	Responsibility & Authority	

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	5.5.2	Management Representative	
	5.5.3	Internal Communication	
	5.6	Management Review	
6.0 Resource Management	6.1	Provision of resources	Y
	6.2	Human resources	Y
	6.3	Infrastructure	
	6.4	Work Environment	
7.0 Product Realization	7.1	Planning of Product Realisation	
	7.2	Customer-related Processes	
	7.3	Design & development	
	7.4	Purchasing	
	7.5	Production and service provision	
	7.6	Control of monitoring & measuring devices	
8.0 Measurement, Analysis & Improvement	8.1	Measurement Analysis & Improvement	
	8.2	Monitoring & Measurement	
	8.3	Control of non- conforming Product	
	8.4	Analysis of Data	
	8.5	Improvement	

### Other Key Legislation, Acts and Standards

**Key words** Volunteers, volunteers role statement, principles of volunteering, police checks, working with children checks, volunteer recruitment

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### 3.2.1 Volunteer Expression of Interest Form (FORM I087) (CONFIDENTIAL)

Thank you for your interest in being a volunteer with Queen Elizabeth Centre. We are delighted that you want to be a part of the work we do with families to give children a better start in life.

Please fill in the form below to help us find the right role for you. Please send the completed form to: People and Culture, QEC, 53 Thomas Street, Noble Park, VIC, 3174.

Title: _____
First Name: _____ Surname: _____
Contact Mail Address: _____ _____
Postcode: _____
Telephone: _____ (Day) _____ Mobile: _____
Email: _____
When are you available to volunteer?
Time/s of day: _____
Monday? <input type="checkbox"/> Yes <input type="checkbox"/> No      Friday? <input type="checkbox"/> Yes <input type="checkbox"/> No
How long will you be able to volunteer?
6 months      12 months      More than a year
Do you speak another language other than English?
<input type="checkbox"/> No <input type="checkbox"/> Yes: which language? _____

Please tell us about your interests, skills, hobbies and past experience that may be relevant to the volunteer role at QEC:

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Why would you like to volunteer with the QEC?

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How did you find out about volunteering at QEC?

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Please provide contact information for 2 people who will act as a referee:

1. Name: \_\_\_\_\_ Phone: \_\_\_\_\_  
\_\_\_\_\_

Contact person's email: \_\_\_\_\_

2. Name: \_\_\_\_\_  
Phone: \_\_\_\_\_

Contact person's email: \_\_\_\_\_

### **AGREEMENT and SIGNATURE**

I understand that prior to working as a volunteer with QEC I must have a Police Check and a Working with Children Check. By submitting this form, I agree to these checks and will provide true and correct information about my identity to complete them.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

*All personal information will remain confidential and be stored securely by QEC.*

#### **OFFICE USE ONLY**

ID sighted & copied: \_\_\_\_\_ 2 Reference Checks completed \_\_\_\_\_

Police Check completed \_\_\_\_\_

WWC completed: \_\_\_\_\_ Entered on database: \_\_\_\_\_

Commencement date: \_\_\_\_\_ Orientation completed: \_\_\_\_\_

Supervisor & location: \_\_\_\_\_



### **3.2.1 Volunteer Rights and Responsibilities (FORM I088)**

**QEC supports the Universal Statement of Volunteer Rights and Responsibilities.**

**The Rights of the Volunteer are:**

- To contribute, belong, learn and grow
- To work in a healthy and safe environment
- To have an orientation or induction to QEC with relevant information about the organisation, including policies and procedures
- Be reimbursed for necessary out of pocket expenses
- Have your personal information dealt with in a confidential manner
- Take holidays
- To have respect and support from their supervisor and co-workers
- To discuss any problems or grievances with their supervisor
- To do meaningful, satisfying work
- To receive appropriate training and regular evaluation
- To feel free to say 'no' to tasks beyond the job description
- To receive formal recognition for volunteer effort
- Be informed and consulted on matters which affect you and your work

**As a volunteer you will be expected to:**

- Work under the direction of the allocated supervisor
- Be punctual and reliable
- Be accountable
- Represent QEC in a positive, professional and competent manner
- Respect the rights and confidentiality of staff, volunteers and clients
- Respect and treat all staff, volunteers and clients with dignity
- Exercise a duty of care at all times by using commonsense and reasonable caution in any activities undertaken as a QEC volunteer
- Carry out the duties listed in your volunteer role statement
- Adhere to the organisation's policies and procedures
- Inform your supervisor of any difficulties with your role as a volunteer
- Notify your supervisor of any accident, hazard, injuries or incident that occurred on the job
- Deal with complaints in the appropriate manner
- Inform your supervisor if you wish to stop being involved in a particular activity
- Advise your supervisor if you are intending to cease involvement temporarily or permanently
- Refer complaints to your Supervisor or to People and Culture for investigation
- Participate in training programs required for your volunteer duties

**I agree to and accept the conditions outlined and understand that my role as a volunteer with the Queen Elizabeth Centre may be discontinued if I am unable to meet these conditions.**



**Signed** .....

**( Volunteer )**

**Signed** .....

**( Supervisor/ Volunteer Coordinator)**

**Date** .....



### 3.2.1 Volunteer Reference Check (FORM I089)

Date: \_\_\_\_\_

Volunteer name: \_\_\_\_\_

Name of referee: \_\_\_\_\_

Position title: \_\_\_\_\_

Contact number: \_\_\_\_\_

**Provide a verbal description of the volunteer role to referee.  
Advise the referee that their reference may be disclosed to the applicant  
under the Freedom of Information Act.**

- 1) Could you please tell us how long and in what capacity you know <applicant name>?

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- 2) How would you describe <applicant name> as a person?

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- 3) Could you comment on the skills and attributes that <applicant name> has which may be relevant to this volunteer role?

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- 4) How do you know <applicant name> will be able to provide practical and emotional support to families and children? How would you describe <applicant name> as a communicator?

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- 5) Volunteers may come across stressful situations. How do you think <applicant name> would handle this?

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6) How do you think <applicant name> will work as a part of a team and individually?  
What kind of supervision will they require?

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7) Would you recommend <applicant name> for this volunteer position?

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8) Are there any other comments you would like to make?

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***Thank you for your time***

**Office Use Only**

Check conducted by: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_