



Section 2

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Section 2.1

Facilitator's Guidelines



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1. Facilitator Guidelines

Participants in the Side by Side Program are:

- a. People with a disability who wish to volunteer and who could benefit from the support of a volunteer mentor;
- b. Volunteers who are able to support a person with a disability in a volunteering opportunity; and
- c. Community organisations that have rolls that meet the skills and interests of individual volunteers.

Step 1. Interviews

- a. A person with a disability who wishes to undertake volunteering is interviewed and an application form is completed.
- b. A volunteer who can be a volunteer mentor is interviewed and an application form is completed.

Step 2. Training

- a. Volunteers with a disability are provided with volunteer training.
- b. Volunteer mentors are provided with volunteer mentor training including disability awareness training.

Note: Training resources are included as a component of the Side by Side Program and can be delivered by an appropriate agent. A CD of the information kit is available. The training resources include a comprehensive range of topics that can either be used as a whole package or adapted as needed for each target group. To cover the whole range of topics included will require a considerable amount of training and may not be necessary in all situations.



Step 3. Implementation

- a. Volunteer skills and interests (discussed at initial interview and in training) are identified.
- b. Potential organisations that could meet the volunteer's skills and interests are sourced and an organisation information form is completed. Information about volunteer personal injury, public liability and OH & S must be obtained.
- c. Matching of volunteers and volunteer mentors and first contact meeting undertaken.
- d. Specific volunteer duties are identified and recorded on volunteer Duty Statements. Duty Statements, Volunteer Agreements and Code of Conduct are completed and signed. Personal Injury Insurance for volunteers is explained to volunteers if they are under 18 years or over 60 years where if an organisations policy has any variations in cover.
- e. A mutually agreed day and time for volunteering is identified. (This is agreed to by the volunteer, their volunteer mentor and the participating organisation).

Note: It is recommended that a small amount of time is committed initially, such as two hours.

Step 4. Facilitators Checklist

- a. Use the Checklist attached to ensure that the appropriate documentation has been completed. This is important as it ensures that each party understands and agrees to their responsibilities. See Attachment i.

Step 5. Monitoring

- a. Monitoring can be useful at two weeks, four weeks and at the end of the probationary period.
- b. Explanation
It is beneficial if there is a structured process for monitoring the volunteers and volunteer mentors in their volunteer roles. Monitoring is important during the initial stages and at the end of the probation period.

Feedback from the volunteer the volunteer mentor will provide information on what is working well in relation to a position. Monitoring provides an excellent opportunity to identify any issues that can be handled ahead of time so as to avoid situations that are more difficult to remedy at a later time. It is also an opportunity to reinforce that the work the volunteer and volunteer mentor is doing, is valued.



Reviewing roles and responsibilities and position demands can insure that the organisation and the individual do not suffer the consequences of 'burn-out'. For the organisation this can lead to the loss of a valuable volunteer, and for the individual a sense of dissatisfaction, frustration and loss.

The organisation will provide volunteers with disabilities and volunteer mentors with information about their volunteer grievance procedures.

See Attachment j

Step 6 Evaluation

It is important to have a process for the evaluation of the program. Various aspects of the program can change and it is useful to identify areas that can be changed to improve the outcomes of the program.

See Section, 2.4 Evaluation: for more information and feedback forms.



2. List of Forms

- Organisation Information
- Volunteer Application Form
- Volunteer Mentor Application Form
- What Happens Next
- Volunteer Duty Statement
- Volunteer Agreement
- Code of Conduct
- Facilitators Checklist
- Monitoring Form



ORGANISATION INFORMATION

Name:

Address:

Postal Address:

Phone: Fax:
email:

Contact Person:

Services Provided:

Please circle the appropriate response

Insurance:

Does the organisation have current personal accident insurance and public liability insurance for volunteers? Yes / No

Do any variations for specific age groups of volunteers apply and have they been informed? Yes / No

Does the organisation have current public liability insurance for volunteers? Yes / No

Occupational Health and Safety:

Does the organisation have an OH & S policy? Yes / No

Does the organisation provide OH&S training, instruction or information in relation to the location of volunteering? Yes / No

Does the organisation provide OH&S training, instruction or information about specific volunteer duties? Yes / No



Criminal Record Checks:

Does the organisation require volunteers to have a Criminal Record or a Working with Children Check? Yes / No

Access:

Does the organisation have wheelchair access? Yes / No

Does the organisation have accessible amenities? Yes / No

When are volunteer duties required?

Monday	am	/	pm
Tuesday	am	/	pm
Wednesday	am	/	pm
Thursday	am	/	pm
Friday	am	/	pm
Other			

Other relevant information:

.....

.....

.....

.....

.....



Volunteer Application Form

PERSONAL DETAILS

Name:

Address:
.....

Telephone:

DISABILITY: (optional)**

- Physical Intellectual Brain Injury Mental Illness
- Vision Hearing Other

MEDICAL (OPTIONAL) **

Doctor:Telephone:

Medication: (list any relevant medications currently taken)
.....
.....

Additional Information

.....
.....
.....



EMERGENCY CONTACT

Name:.....Telephone:.....

Comment:

** Please note that this information is provided on a needs-to-know basis. If you believe that this information will be helpful in your volunteer placement, it is appreciated if you can provide it.

AVAILABILITY (please tick times when you are available to volunteer)

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Morning							
Afternoon							
Evening							

Do you have any preferences for a volunteer partner (gender, interests etc)

.....

What areas are you most interested in (for example kitchen, reception, assisting with activities etc)?

.....

What skills, experience or interests do you have (for example like working with people, good listener, have completed hospitality course etc)?

.....

The information I have provided is correct at the time of my application

.....
 (Signature)

.....
 (Date)



Volunteer Mentor Application Form

PERSONAL DETAILS

Name:

Address:

Telephone:

EMERGENCY CONTACT

Name:

Telephone:

Relationship:

AVAILABILITY (please tick times when you are available to volunteer)

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Morning							
Afternoon							
Evening							

Do you have any experience working with someone with a disability (paid work, volunteer work, family member, friend etc)? Yes No

If yes

Do you have any preferences for a volunteer partner (gender, interests etc)?

.....
.....

What skills, experience or interests do you have (for example like working with people, good listener, have completed hospitality course etc)?

.....
.....



Are there any areas of volunteering you are especially interested in (for example kitchen, reception, assisting with activities etc)?

.....
.....

The information I have provided is correct at the time of my application

.....
(Signature)

.....
(Date)



Consent to Release/Obtain Information

I, give permission for the facilitator of the Side by Side Program to:

Release information to:

.....
.....
.....

Obtain information from:

.....
.....
.....(specify agency/individual)

Information which may be obtained or released may include:

.....
.....
.....

Information obtained or released will relate only to matters which are relevant to my volunteering with the Side by Side Program.

Signed:

In the presence of:

Date:



What Happens Next

- Volunteers will be linked with a volunteer mentor.
- Volunteers will be linked with a volunteer organisation.

Information needed to start volunteer involvement.

Volunteer mentor's name:

Volunteer organisation's name:

Facilitator's name:

You can contact the organisation by:

Phone

.....

At

.....

The times to contact the organisation are:

.....

Volunteer involvement information:

Starting date:

Volunteer days:

Starting time:

Finishing time:

Name of volunteer position:

Dress code:

Transport arrangements:



Volunteer Duty Statement

..... (name of organisation)
values volunteer work undertaken by their volunteers. Volunteers have an important role and they undertake their agreed duties in an efficient, responsible and safe manner. Every Side by Side volunteer at

..... (name of organisation) will have a duty statement, which enables the volunteer, their mentor and the organisation to understand clearly the duties of each of the participants in the Side by Side Program. Duty statements are to be reviewed on an annual basis/regular basis (*delete one*).

VOLUNTEER POSITION TITLE

..... (description of position, eg kitchen hand/driver etc)

This position is a part-time position of hours per week. Initially the position has a 30 day probation period.

PURPOSE OF POSITION:

To provide assistance with

.....
.....

RESPONSIBLE TO:

Volunteers are responsible to the Manager of the organisation.

DUTIES:

-
-
-
-
-

ESSENTIAL:

Volunteers must:

- Be able to work as part of team
- Follow the instructions of their facilitator
- Be aware of Occupational Health and Safety
- Attend any relevant training

REVIEW DATE:



Volunteer Agreement

This Agreement is made between the Management Committee of

.....
(name of organisation)

and

.....
(the volunteer)

who has agreed to undertake the following volunteer position:

.....

This agreement is subject to the following terms and conditions:

Probation period:

There will be a probation period of 30 days.

Length of agreement:

This agreement is for a period of one year.

Duties:

The volunteer shall undertake the duties listed in their duty statement.

Day of the week: Hours:

Absences:

The volunteer shall inform the organisation of any absences from their volunteer work for sick leave, holiday leave etc as soon as possible.

Training:

The volunteer will be provided with induction training from the organisation. The volunteer will also attend relevant volunteer training, wherever possible.

Complaints:

If the volunteer has a complaint to make, they will follow the organisation's complaint procedure.

Code of Conduct:

The volunteer must follow the organisation's Volunteer Code of Conduct.

Occupational Health and Safety

Under the Occupational Health and Safety Act 2000, reasonable directions provided by the organisations about safety practices and procedures must be followed. Under the Act, it is expected that volunteers will take reasonable



responsibility for their own health and safety as well as the health and safety of others.

Insurance

Volunteer will be covered by Volunteer Personal Accident Insurance and Public Liability Insurance for any injury or damage incurred whilst undertaking their volunteer duties, except where they wilfully or deliberately cause injury or damage.

Termination:

This agreement may be terminated by the volunteer or the organisation.

Signed for and on behalf of (name of organisation)	
.....	
.....
Coordinator	Date
.....
Volunteer	Date



Code Of Conduct For Volunteers and Volunteer Mentors

Introduction.

..... Management Committee is committed to providing the best service available to the community. Volunteers and Volunteer Mentors engaged by Management Committee have an obligation to behave in a responsible and ethical manner.

This Code of Conduct provides a framework for volunteers to guide their decisions and actions and to ensure their conduct is in agreement with the organisations philosophy and is within relevant Legislative requirements and Acts.

The Code of Conduct is not a replacement for criminal law and legislation that applies to all people. The following legislation may be important to this Code of Conduct for Volunteers. This is not a comprehensive listing of Commonwealth legislation. Each state and territory has legislation that is specific to their jurisdiction and should be considered in forming any Code of Conduct. For more information about Commonwealth legislation and to find a state and territory links visit <http://scaletext.law.gov.au>

- Human Rights & Equal Opportunity Commission Act 1986 (Cth)
- Crimes Act 1914 (Cth)
- Freedom of Information Act 1982 (Cth)
- Occupational Health & Safety Act 1991 (Cth)
- Ombudsman Act 1976 (Cth)
- Privacy Act 1988 (Cth)
- Disability Discrimination Act 1992 (Cth)
- Racial Discrimination Act 1975 (Cth)
- Sex Discrimination Act 1984 (Cth)
- Crimes Act 1914 (Cth)
- Family Law Act 1975 (Cth). There are a number of amendments to this act which include Family Law Act Amendment (Child Protection Convention) Act 2002.

The following legislation may be important to this Code of Conduct for Volunteers in New South Wales:

- Anti-Discrimination Act 1977
- Crimes Act 1900
- Freedom of Information Act 1989
- Occupational Health & Safety Act 1983
- Ombudsman Act 1974
- Privacy Act 1999
- Child Care and Protection Act 2000



2. Who is covered by the Code of Conduct?

All volunteers and volunteer mentors appointed by Management.

3. Personal and Professional Behaviour.

Volunteers and volunteer mentors must not behave in any way that may cause offence or embarrassment to, members of the public, staff or other volunteers. Volunteers must obey lawful directions, behave honestly and with integrity.

4. Conflicts of Interest.

A conflict of interest is when a volunteer's personal interest influences or can be thought to influence their volunteering.

5. Public Comment.

Volunteers and volunteer mentors are not to give information or comment on matters concerning official business or confidential matters. Volunteers and volunteer mentors can only give out information that is publicly known, such as information about services provided.

6. Use of Official Resources.

Volunteer and volunteer mentors must not use any property of the organisation for their own use.

7. Security of Information and Confidentiality.

Confidential and sensitive information in any form that relates to clients of the organisation must be kept confidential. Such information must be securely stored.

8. Criminal Record Checking.

This organisation has a duty of care to clients so volunteers may need to have Criminal Record Checks. Volunteers who may be in contact with children must tell the organisation of any allegations or convictions against them. See relevant State and Territory Legislation.

9. Fairness and Equity.

Volunteers and volunteer mentors must not harass, discriminate or support others who harass and discriminate against others on the grounds of sex, pregnancy, aged, race, marital status, disability, homosexuality or transgender.



10. Occupational Health and Safety.

Volunteers and volunteer mentors are to:

- act in accordance with the Occupational Health and Safety Act 2000 (This legislation applies to New South Wales) The website www.nohsc.gov.au is a Commonwealth site and has links to other state or territory legislation)
- act within the policies and procedures of
- use security and safety equipment provided
- inform the Management Committee of potential hazards or suspicious occurrences.

11. Breach of the Code of Conduct.

Breaching this Code of Conduct may lead to disciplinary action or termination of this Volunteer Agreement.

.....
Volunteer's name

.....
Volunteer's signature

Date



FACILITATORS CHECKLIST

Name of facilitator _____
Name of volunteer _____
Name of volunteer mentor _____
Volunteer/mentor starting date _____ Volunteer/mentor review date _____

Volunteer	Yes	No	Date	Comments
1. Has the volunteer completed a volunteer application form?				
2. Has the volunteer completed a Consent to Obtain or Release Information form?				
3. Has the volunteer completed a Criminal Record Check/ Working with Children form (if applicable)?				
4. Has the volunteer received Side by Side information and/ or attended Side by Side training which included: OH&S, rights and responsibilities, complaints, confidentiality, communication and Code of Conduct?				
5. Has the volunteer been linked with a volunteer mentor?				



Volunteer	Yes	No	Date	Comments
6. Has the volunteer been provided with a duty statement?				
7. Have the volunteer and the organisation signed a volunteer agreement?				
8. Does the volunteer have a copy of the Code of Conduct for Volunteers and do they understand the document?				
9. Has the volunteer undertaken orientation and been provided with information about the organisation, including contact people, organisation's aims and objectives etc				
10. Any additional comments or concerns?				



Volunteer Mentor	Yes	No	Date	Comments
1. Has the volunteer mentor completed a volunteer mentor application form?				
2. Has the volunteer mentor completed a Criminal Record Check/ Working with Children form (if applicable)?				
3. Has the volunteer mentor received Side by Side information and/ or attended Side by Side training which included: OH&S, rights and responsibilities, complaints, confidentiality, communication and Code of Conduct?				
4. Has the volunteer mentor been linked with a volunteer?				
5. Has the volunteer mentor been provided with a duty statement?				
6. Have the volunteer mentor and the organisation signed a volunteer agreement?				
7. Has the volunteer mentor been provided with orientation and information about the organisation, including contact people, organisation's aims and objectives etc				
8. Any additional comments, or concerns?				



Organisation	Yes	No	Date	Comments
1. Have the paid workers, volunteers, and management committee of the organisation been provided with information about the Side by Side program?				
2. Have the paid workers, volunteers and management committee of the organisation attended Side by Side organisation training?				
3. Has the organisation developed or accessed policies and procedures relevant to volunteers?				
4. Have the organisations policies regarding volunteers been ratified at a Management Committee meeting?				
5. Does the organisation have current personal accident insurance and public liability insurance for volunteers? Do any variations for specific age groups of volunteers apply and have they been informed?				
6. Have the volunteer and the volunteer mentor been provided with orientation training?				
7. Initial monitoring (volunteer, mentor and organisation) undertaken and completed?				
8. Has follow up monitoring (volunteer, mentor and organisation) undertaken and completed?				



Organisation	Yes	No	Date	Comments
9. Has the probation period been completed?				
10. Any other comments or concerns?				



Monitoring

Volunteer Workplace Monitoring Form

This form is used by the facilitator of the Side by Side Program to monitor the participants. It is recommended that monitoring takes place on a regular basis, particularly during the initial stages in the volunteer placement. This will enable any necessary changes to be made so that the placement is a success.

There are sections for: the volunteer, the mentor and the organisations.

DETAILS

Name	
Phone	
Address	
Volunteer days/hrs	
Job Description	
Name of Mentor	
Organisation's Name	
Date volunteering started	
Today's date	
Other	



SECTION 1 – VOLUNTEER

1. Do you understand what your volunteer duties are? *(Please tick one box)*

- Yes No Not sure

2. Are you able to do your volunteer duties? *(Please tick one box)*

- Yes No Not sure
-
-

3. Which volunteer duties do you like best? *(Please list)*

.....

.....

4. Is there anything you would like to change about your duties?

- Yes No Not sure
-
-

5. Do you get along with the other workers/volunteers? *(Please tick one box)*

- Yes No Not sure
-
-

6. Do you get along with your mentor? *(Please tick one box)*

- Yes No Not sure
-
-

7. Are you happy with your volunteer hours and days? *(Please tick one box)*

- Yes No Not sure
-
-

8. Do you have any suggestions or complaints? *(Please tick one box)*

- Yes No Not sure
-
-



SECTION 2 – VOLUNTEER MENTOR

1. Do you understand what your mentor duties are? (Please tick one box)

- Yes No Not sure

.....
.....

2. Are you able to do your mentor duties? (Please tick one box)

- Yes No Not sure

.....
.....

3. Is there anything you would like to change about your duties?

- Yes No Not sure

.....
.....

4. Do you get along with your volunteer partner? (Please tick one box)

- Yes No Not sure

.....
.....

5. Do you get along with the other workers/volunteers? (Please tick one box)

- Yes No Not sure

.....
.....
.....

6. Are you happy with the hours and days you mentor? (Please tick one box)

- Yes No Not sure

.....
.....

7. Do you have any suggestions or complaints? (Please tick one box)

- Yes No Not sure

.....
.....
.....



SECTION 3 – ORGANISATION

VOLUNTEER

1. Does the volunteer understand what their duties are? (Please tick one box)

- Yes
- No
- Not sure

.....

.....

2. Is the volunteer able to do their duties? (Please tick one box)

- Yes
- No
- Not sure

.....

.....

3. Do the volunteer's duties need to be adjusted?

- Yes
- No
- Not sure

.....

.....

4. Does the volunteer get along with:

- | | | | |
|----------------------------------|------------------------------|-----------------------------|-----------------------------------|
| Their mentor | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Not sure |
| Other workers/volunteers? | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Not sure |

.....

.....

5. Are you happy with the volunteers: (Please any boxes that apply)

- | | | | |
|----------------------|------------------------------|-----------------------------|-----------------------------------|
| Hours and days | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Not sure |
| Punctuality | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Not sure |
| Presentation/hygiene | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Not sure |
| Workplace safety | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Not sure |
| Teamwork | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Not sure |

.....

.....

6. Do you have any suggestions or complaints? (Please tick one box)

- Yes
- No
- Not sure

.....

.....

.....

.....



SECTION 3 – ORGANISATION (Continued)

VOLUNTEER MENTOR

1. Does the volunteer mentor understand what their duties are? *(Please tick one box)*

- Yes
- No
- Not sure

.....

.....

2. Is the volunteer mentor able to do their duties? *(Please tick one box)*

- Yes
- No
- Not sure

.....

.....

3. Do the volunteer mentor duties need to be changed?

- Yes
- No
- Not sure

.....

.....

4. Does the mentor get along with:

- | | | | |
|---------------------------|------------------------------|-----------------------------|-----------------------------------|
| Their volunteer partner | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Not sure |
| Other workers/volunteers? | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Not sure |

.....

.....

5. Do you have any suggestions or complaints? *(Please tick one box)*

- Yes
- No
- Not sure

.....

.....

.....

.....



Section 2.2

Volunteer Management Policies



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1. Volunteer Policy

..... (name of organisation) believes that Volunteers can make a significant contribution to this organisation, by bringing additional skills, experiences and knowledge to the Organisation.
(name of organisation) values the contribution Volunteers make to the organisation and at the same time ensures that the contributions made by volunteers are made in accordance with the Mission, Objectives and Policies and Procedures of the organisation.

This organisation supports the principles of Equal Employment Opportunity and upholds these principles in relation to volunteering positions.

..... (name of the organisation) will ensure that the workplace is free from all forms of discrimination and harassment. This organisation will encourage and support people with disabilities to perform volunteering duties. In addition, this organisation can support people with disabilities by enabling them to be partnered with a volunteer mentor.

1.1 Volunteers are a valued part of our organisation and will:

1. Always be treated as equally and fairly as our paid staff, be valued for their input, and called upon for their opinions;
2. Be consulted on all matters that substantially affect the performance of their duties;
3. Have the opportunity to effect change in the organisation through their suggestions and involvement in planning and management;
4. Be expected to provide feedback and input to their supervisor (or facilitator) regarding their duties.
5. Be covered by Volunteer Personal Accident Insurance and Public Liability Insurance.
6. Be trained in OH & S procedures within the volunteer workplace.
- 7.

The Manager, Side by Side facilitator and all staff of our organisation, paid and unpaid, are given responsibility and authority to identify problems, implement solutions to those problems after appropriate consultation, and contribute to our organisation's overall development.

This policy has been approved by executive management of (name of organisation). The purpose to this policy is to ensure that all activities relating to volunteer involvement have appropriate volunteer management documentation.

Signed:
(Chairperson of the Management Committee)

Date:



1.2. Procedure

- a) Volunteers and Volunteer Mentors:
 - i) Will receive a copy of this organisation's Charter of Volunteer Rights and Responsibilities;
 - ii) Will be supported to fully understand the Charter of Volunteer Rights and Responsibilities.
- b) The organisation will follow appropriate recruitment, screening and selection as outlined in the Policy and Procedures.
- c) The organisation will ensure all appropriate documentation is completed.
- d) The volunteers and volunteer mentors will be provided with orientation and training.
- e) The organisation will monitor and review the volunteer and volunteer mentor roles with feedback from the volunteers and volunteer mentors.
- f) The organisation will evaluate the program to ensure that the best standards are implemented.

Documents accompanying this policy are:

- Definition of Volunteering
- Volunteer Rights and Responsibilities
- Code of Practice for Organisations
- Volunteer Standards



DEFINITION OF VOLUNTEERING

Volunteering is an activity which takes place in not-for-profit organisations or projects and is undertaken:

- To be of benefit to the community and the volunteer;
- Of the volunteer's own free will and without coercion;
- For no financial payment;
- In designated volunteer positions only.

Principles of Volunteering

- Volunteering benefits the community and the volunteer
- Volunteer work is unpaid
- Volunteering is always a matter of choice
- Volunteering is not compulsorily undertaken to receive pensions or government allowances.
- 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
- Volunteering is an activity performed in the not-for-profit sector only
- Volunteering is not a substitute for paid work
- 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.

Volunteering Australia, 2003 <www.volunteeringaustralia.org>



VOLUNTEER RIGHTS AND RESPONSIBILITIES

The volunteer has:

1. The right to be treated as a co-worker;
2. The right to know as much as possible about the organisation - its policies, its people, its programs;
3. The right to a suitable assignment - with consideration for personal preference, temperament, skills, abilities, education and employment background;
4. The right to a written Duty Statement and written Volunteer Agreement;
5. The right to refuse to do a task requested of them that is not included in the volunteer's Duty Statement;
6. The right to agree to the number of volunteer hours and when they will be performed and to have this recorded on their Duty Statement;
7. The right to refuse to contribute anything, (eg. money, resources, etc), other than their time, experience and skills in undertaking a job;
8. The right to orientation and relevant training for the job, which is well planned and effectively presented;
9. The right to continuing education on the job, as a follow-up to initial training, which provides information about new developments and other relevant matters;
10. The right to sound guidance and direction by someone who is experienced and well informed and who has the time to invest in giving guidance (specifically the Side by Side facilitator and volunteer mentor);
11. The right to a safe working environment, ie. an orderly designated place, conducive to work, and worthy of the job to be done; and a right to safe conditions and practices of work;
12. The right to promotion and a variety of experiences through advancement to a greater responsibility, or by transfer from one activity to another;
13. The right to be heard and listened to - have a part in planning, to feel free to make suggestions, to be shown respect for an honest opinion, to have these acted upon when agreed to as valid statements, and to receive information back as to the outcomes of these suggestions;
14. The right to a fair and equitable Disputes Procedure if there is a problem with the standard of the work that the volunteer worker is doing;



15. The right to be free of discrimination or harassment because of racial, religious, sexual, marital, age and disability status;
16. The right to knowledge of existing or impending industrial disputes, presented in a balanced manner, to enable the volunteer workers to make informed choices of action;
17. The right to a fair and equitable Termination Procedure (which includes reasons for dismissal and an appeals process); and
18. The right to a written performance evaluation at the termination of volunteering, if requested.

The volunteer worker has a responsibility to:

1. Support the mission and underpinning values of (name of organisation);
2. Be clear about what they will and will not do;
3. Accept and adhere to the organisation's policies and procedures;
4. Welcome supervision and seek direction as required;
5. Respect the rights of other volunteers, paid staff and members, including members' rights to privacy; and
6. Take part in a workplace culture, which is free from sexual, racial or disability harassment or vilification.



CODE OF PRACTICE FOR ORGANISATIONS INVOLVING VOLUNTEERS

The organisation has the right:

1. To provide or not provide volunteering opportunities for any volunteer or volunteer mentor based on the needs of the organisation and its clients;
2. To expect the volunteer or volunteer mentor to meet minimum standards of service as defined by that organisation;
3. To expect the highest level of dedication, commitment and effort that the volunteer and volunteer mentor can give, even on a short-term basis;
4. To expect conscientious acceptance of responsibilities as to promptness, reliability and good performance from the volunteer and volunteer mentor;
5. To expect enthusiasm and belief from the volunteer and volunteer mentor in the work that the organisation is doing;
6. To make a decision as to where the volunteer and volunteer mentor would best fit within the organisation, after negotiations with the volunteers;
7. To express constructive criticism to the volunteer or the volunteer mentor in a diplomatic way, and suggest changes;
8. To expect loyalty to the agency and only constructive criticism from the volunteer and volunteer mentor;
9. To expect from the volunteer and volunteer mentor clear and open communication at all times;
10. To expect appropriate behaviour from the volunteers and volunteer mentors at all times;
11. To expect an effective and appropriate work productivity from volunteer mentors in leadership positions;
12. To expect that volunteers or volunteer mentors will not discuss any client's circumstances and details outside of the organisation;
13. To tell a volunteer or volunteer mentor that their services are no longer required, and the reasons for this decision.



The organisation has a responsibility to:

1. Have employment policies which also cover volunteer workers, for example, have:
 - Job Descriptions
 - Volunteer Agreements
 - Insurance cover
 - Disputes procedure
 - Termination arrangements
2. Properly meet and fulfil the Volunteers Rights, and ensure that no volunteer is exploited;
3. Ensure that the organisation and its paid staff address any concerns raised by volunteers and volunteer mentors, make decisions regarding those concerns, and report this back to the volunteers;
4. Ensure that no volunteer is discriminated against or harassed;
5. Ensure that volunteers work in conditions which comply with Occupational, Health and Safety standards for the job they are performing; and that volunteers receive ongoing Occupational, Health and Safety information so as to ensure their ongoing personal safety;
6. Ensure that volunteer workers are not engaged in situations where an industrial dispute is in progress. Nor should volunteers be coopted to be involved in such disputes;
7. Ensure that volunteers receive initial and ongoing training, support and supervision;
8. Ensure that volunteers be consulted on all matters that substantially affect the performance of their work;
9. Ensure that volunteers receive some form of recognition and acknowledgement of their efforts; and
10. Ensure that Volunteers are able to participate in and have access to the annual organisation review.



VOLUNTEER STANDARDS

“The National Standards for Volunteer Involvement in Not-for-Profit Organisations represent what Volunteering Australia regards as ‘best practice’ in the management of volunteers.” (Volunteering Australia, 2001:7)

These standards outline a systems approach to managing volunteers. There are eight national standards, each standard contains a brief statement which defines the scope of the standard and a set of criteria against which an assessment may be made about the level of achievement. The standards cover the following aspects of volunteer involvement:

- Policies and procedures
- Management responsibilities
- Recruitment
- Work and the workplace
- Training and development
- Service delivery
- Documentation and records
- Continuous improvement.

Not-for-profit organisations can use the national standards in a number of ways including:

- As an audit tool that provides an overall appreciation of where the organisation is placed with respect to best management practice for volunteer involvement
- As a guideline or checklist to help identify opportunities for making improvements
- As a framework of reference to assist in planning and establishing a new volunteer service
- As a baseline from which progress in making improvements can be monitored and measured.

The standards are as follows:

1. Policies and Procedures

An organisation that involves volunteers shall define and document its policies and procedures for volunteer involvement and ensure that these are understood, implemented and maintained at all levels of the organisation where volunteers are involved.

2. Management Responsibility

An organisation that involves volunteers shall ensure that volunteers are managed within a defined system and by capable personnel with the authority and resources to achieve the organisation’s policy goals.

3. Recruitment, Selection and Orientation



An organisation that involves volunteers shall plan and have clearly documented volunteer recruitment, selection, and orientation policies and procedures that are consistent with non-discriminatory practice and guidelines.

4. Work and the Workplace

An organisation that involves volunteers shall clearly specify and control the work of volunteers and ensure that their place of work is conducive to preserve their health, safety and general well-being.

5. Training and Development

An organisation that involves volunteers shall ensure that volunteers obtain the knowledge, skills, feedback on activity, and the recognition needed to effectively carry out their responsibilities.

6. Service Delivery

An organisation that involves volunteers shall ensure that appropriate processes and procedures are established and followed for the effective planning, control, and review of all activities relating to the delivery of services by volunteers.

7. Documentation and Records

An organisation that involves volunteer shall establish a system and have defined procedures to control all documentation and personnel records that relate to the management of volunteers.

8. Continuous Improvement

An organisation that involves volunteers shall plan and continually review its volunteer management system to ensure that opportunities to improve the quality of the system are identified and actively pursued.

Based on these standards, a typical profile of a best practice volunteer program will show evidence of:

- Focused management with relevant skill sets and values
- A flexible and responsive management system
- Motivated and well training volunteers
- High levels of customer satisfaction
- A culture that is oriented towards continually improving the way things are done
- A safe and healthy work environment with good workplace relations.

Volunteering Australia 2001, *National Standards for involving volunteers in not for profit organisations*, 2nd edition, Volunteering Australia Inc. Melbourne Australia



a. Confidentiality and Privacy Policy

Ensuring that privacy and confidentiality are protected is central to’s (name of organisation) operations. The National Privacy Principles set minimum standards covering the legitimate use of personal information. This organisation is committed to complying with those Principles.

1. This organisation only collects personal information:
 - a. That is necessary to assess the need for a service, and to provide the service.
 - b. That is given freely.
 - c. That will be stored in a filing cabinet, which is kept locked.

2. Records and personal information that are held will be:

Protected against unauthorised access, modification or disclosure, by such steps as it is reasonable in the circumstances to take.

3. Information will not be disclosed to a third party:
 - a. Without the individual’s consent; (see 2.1, Consent to Obtain/Release Information Form, or
 - b. Unless that disclosure is required or authorised by or under law

4. Under no circumstances will (name of organisation) sell or receive payment for licensing or disclosing personal information about volunteers, volunteer mentors, staff or members.

5. Volunteer access to their own Records and Files
 - a. Volunteers have the right to read any personal information kept about them at this organisation.
 - b. Requests from volunteers to access files should be referred to the facilitator who will ensure that assistance is provided for the volunteer to access information on his/her file within two weeks. Any terminology should be explained to the volunteer.

6. Information regarding volunteers will be destroyed after they cease to perform volunteer duties.

Signed:
(on behalf of the Management Committee)

Date:



3. Complaints / Grievance Policy

This organisation (name of organisation) strives to promote a positive working environment by implementing fair work practices and by promoting open communication.

It is almost inevitable, however, that some conflict will arise. When this happens, those involved should have the opportunity to complain. Workplace complaints are often referred to as grievances. Handling employee and volunteer grievances promptly and fairly is an important feature of equal employment opportunity.

3.1. VOLUNTEER COMPLAINTS POLICY

..... (name of organisation) welcomes the information and feedback from volunteers, which will enable it to improve the quality of our services.

This organisation recognises the value in complaints and will accept any complaint openly. The complaint is seen as an opportunity to review and evaluate the service we deliver.

The complaints procedure will be clear for everyone to understand and will give volunteers and staff of our service confidence that the complaint will be treated confidentially and with no retribution.

3.1.1. Confidentiality of Complaints

As far as possible, the fact that a volunteer has lodged a complaint and the details of that complaint should be kept confidential amongst those directly concerned with its resolution. The volunteer's permission should be obtained prior to any information being given to other parties. This is important when it may be desirable to involve other parties in order to satisfactorily resolve the complaint.

1. Complaints may be made in person, over the telephone or in writing as determined by the volunteer.
2. Anonymous complaints will not be accepted.
3. All staff or committee members involved in complaints handling will treat all information as confidential.
4. The staff member will notify the Manager that a complaint has been made.
5. The action to address the complaint will be recorded in the Complaints Record book.
6. All complaints will be treated as serious but will be dealt with at the lowest operational level within the organisation with the aim to resolving the complaint early and within operations.
7. Person(s) affected by the complaint should be fully informed of all facts and given the opportunity to put their case.

3.1.2. Complaints procedure

The staff member receiving the initial contact will attempt to resolve the issue in the first instance. If this does not resolve the issue for the volunteer, the process will proceed to the next step.



1. Staff member will advise the complainant of the complaints process, providing a written copy of the Policy to the complainant and advise them that they can speak to the Manager or Chairperson of the Committee or an advocate of their choice if they desire.
2. Staff member will listen to complaint and obtain facts from complainant.
3. Complaint to be recorded in Register and reported to the Manager or Chairperson of the complaint if the Manager is involved.
4. Attempt to resolve issue within 14 days.
5. Documents used in the process of resolving any complaints are distributed on a need to know basis only.
6. The outcome of the investigation will only be given to people who need to know.
7. If the issue is not resolved in the first instance to the volunteer's satisfaction, the volunteer can raise the issue with the Manager or Chairperson of the organisation.
8. Should it be necessary to further investigate the Manager or Executive Committee will investigate and prepare a response to the complainant and a report for the Committee within twenty-eight (28 days) of receipt of the complaint.
9. The Volunteer will be informed of the outcome of their complaint and asked for their feedback on the complaints procedure.
10. If after approaching the above people, the issue is still not resolved, the complainant will be informed that they can complain to:

a) If the complaint relates to defective administration on the part of a Commonwealth government department then complaints can be directed to the Commonwealth Ombudsman – Australia, www.comb.gov.au/ If the complaint relates to defective administration on the part of a State or Territory government department the complainant can contact the state or territory Ombudsman office (links to those offices can be found on the Commonwealth Ombudsman – Australia website.

In New South Wales the office address is:
 NSW Ombudsman Community Services Division
 Level 24, 580 George Street Sydney NSW
 Phone 1800451 524

b) People living in New South Wales can also contact
 NSW Disability Complaints Service
 52 Pitt Street Redfern NSW —Phone 1800 422 015 www.post-polionetwork.org.au/

Signed:..... Date:
 (on behalf of the Management Committee)



WHAT IS A GRIEVANCE?

A grievance is a complaint or concern raised by an individual or group in an organisation about a volunteer placement issue. For example

- Poor communication,
- Poor working conditions. unfair distribution of work load, lack of consultation,
- Discrimination and harassment, or
- Conflict of views.

Handling Volunteer Complaints

Fairness and impartiality:

A fair and impartial grievance handling process means:

- Giving the person/s making the complaint adequate time and a comfortable private space to present their case,
- Providing information and advice to the person/s making the complaint,
- Informing a person/s of complaints that have been made about them,
- Giving the person sufficient opportunity to answer the case against them,
- Attempting to resolve the complaint through negotiating or mediating a mutually agreed solution,
- Giving adequate notice of any formal procedure, and
- Ensuring that formal processes are free from bias (for example, no one should attempt to resolve a complaint when their own interests may be affected by the outcome or where they hold strong personal opinions about the people or issues involved).

Confidentiality

Confidentiality is an important issue when dealing with volunteer complaints. Only people directly involved in the complaint or resolution process should have access to information. Confidentiality is essential when dealing with complaints, as it engenders trust in the process.

Prompt action

All grievances should be dealt with as soon as possible and within specified time frames. Prompt action ensures that relationships do not deteriorate.

Representation

The aggrieved person and any other party involved in a grievance are entitled to have representation (for example an advocate, a support person, or an interpreter).



GRIEVANCE HANDLING PROCESSES

Good people management includes well publicised procedures which demonstrate that grievances will be dealt with promptly and consistently. The aim of the procedures is to resolve workplace concerns before they become big issues. They also help organisations to identify recurring issues and develop prevention strategies.

Nominated and trained specific staff and/or management committee members act as a first point of contact for employees or volunteers wishing to make a complaint.

Grievance handling procedures may include:

- A statement of commitment to a workplace which has open communication and is free from discrimination and harassment,
- A definition of what constitutes a grievance,
- Steps that the aggrieved person and management will take to resolve the grievance,
- Allocation of responsibilities for dealing with the grievance,
- Rights and responsibilities of all those involved,
- Time frames for each stage of the process,
- Details of external organisations, in case the matter cannot be resolved internally (for example, in New South Wales you could contact the NSW Disability Complaints Service or the Anti-Discrimination Board. In other states you might like to contact the Institute of Arbitration and Mediation Australia <www.iama.org.au>



WHAT IS HARASSMENT?

Harassment is any behaviour in the volunteer workplace that is disturbing or offensive to another person. It is often repeated behaviour; however, depending on its seriousness or impact, an isolated incident may constitute harassment.

Harassment on any of the grounds covered by the NSW Anti-Discrimination Act is unlawful. Examples of harassment behaviour includes:

Touching in a way that makes someone feel uncomfortable,
 Unwelcome remarks or jokes relating to a person's sex, age, homosexuality, race, colour, ethnic or ethno-religious background, descent, nationality, marital status, disability or gender identification,
 Demanding sexual favours,
 Displaying offensive pictures and posters,
 Violence or offensive behaviour,
 Making it difficult for a person to do their job by impeding physical access.

Preventing Harassment

It is important to recognise the value of cultivating a positive volunteer environment and good relationships between volunteers, volunteer mentors, staff and management. A good volunteer environment will lead to improved service delivery and volunteer and staff morale. Preventing harassment is important to ensure good volunteer relationships. It is also about setting appropriate standards of behaviour. This applies to paid staff, volunteers, clients, and members of the management committee.

The NSW Anti-Discrimination Act requires an organisation to provide a volunteer environment free from harassment. Providing a harassment free environment and the opportunity to discuss grievances or concerns reduces volunteer and staff turnover and maintains high productivity and good relationships.

To Prevent Harassment:

1. Consult staff, volunteers and members of the management committee to identify concerns about harassment behaviour,
2. Develop and distribute a harassment prevention policy/strategy,
3. Use posters or brochures which can be displayed in prominent areas to remind everyone in the workplace that harassment is not acceptable,
4. Conduct training within the workplace or in conjunction with other organisations on preventing harassment, and
5. Develop non-discriminatory grievance procedures that can be used to deal with harassment complaints

Preventing Volunteer Workplace Harassment Checklist

1. Do employees, volunteers and members of the management committee know that harassment is unacceptable?
2. Have you issued a policy statement on preventing harassment?
3. Is everyone in the agency informed about how to prevent harassment?



4. Do you consult/survey employees, volunteers and management committee members to determine concerns about workplace harassment?
5. Are harassment complaints dealt with fairly and promptly?



4. ADVOCACY POLICY

.....(name of organisation) understands and supports advocacy.

4.1. Definition:

The following definition is taken from *Standards in Action, practice requirements and guidelines for services funded under the Disability Services Act, 1998*, NSW Department of Ageing, Disability and Home Care, p.103

Advocacy is the process of taking action to:

- Achieve social justice in the areas of rights, access, participation and equity;
- Prevent or stop abusive, discriminatory or negligent treatment;
- Increase and improve well-being;
- Increase inclusion and acceptance in the community;
- Identify and put a stop to the causes of unjust and unfair treatment, situations and their many causes, so that people's fundamental needs can be met.

4.2. Volunteer and Advocacy

Volunteers may use an advocate of their choice to negotiate on their behalf or act in a supportive role. This may be a family member, friend or advocacy service. This organisation recognises that the advocate does not replace the role of the volunteer, in all the operational and decision-making aspects of volunteer placement.

Advocates may also be used to assist with any communication between the volunteer and this organisation.

In the case of a dispute or a complaint between a volunteer and this organisation the support of an advocate is encouraged.

4.3. Advocacy in Other Situations

a. Group Advocacy

Group advocacy is used when an agency is working towards protecting the rights of specific groups in the community.

b. Systems Advocacy

Systems Advocacy is used when the agency is trying to promote the rights of volunteers within the organisation or in the community. Systems Advocacy is used when the agency is trying to change political systems and/or social structure.

4.4. Procedure for Appointing and Using Advocates

1. Staff will inform volunteers that they have the right to use an advocate, and will regularly remind volunteers of this option.



2. Volunteers wishing to use an advocate will provide the name and contact details of the person they choose to act as advocate.
3. A volunteer has the right to change their advocate at any time and should inform if they do so.
4. This organisation will refer volunteers to advocacy services.
5. This organisation understands and accepts that a volunteer may choose to self-advocate, change advocate, or revoke the advocate authority to act on their behalf at any time.

Signed:
(on behalf of the Management Committee)

Date:



AUTHORITY TO ACT AS AN ADVOCATE

Volunteers may use an advocate of their choice to negotiate on their behalf or act in a supportive role. This may be a family member, friend or advocacy service. This organisation recognises that the advocate does not replace the role of the volunteer, in all the operational and decision-making aspects of volunteer placement. Advocates may also be used to assist with any communication between the volunteer and this organisation.

In the case of a dispute or a complaint between a volunteer and this organisation the support of an advocate is encouraged.

I (name of volunteer) give permission for

..... (name of advocate) to advocate on my behalf.

I would like my advocate to provide advocacy with the following organisation/s:

.....
.....
.....

I would like my advocate to act on my behalf on the following issue/s:

.....
.....
.....

Name of Volunteer:

Signature of Volunteer:

Date:

Name of Advocate:

Signature of Advocate:

Date:



5. Volunteer Management Systems Policies

5.1. VOLUNTEER MANAGEMENT GUIDELINES

5.1.1. Organisational Policy On Volunteers And Their Roles.

An organisational policy should send clear messages to both the general membership and the volunteers themselves as to the importance of volunteers, the manner in which the organisation will support them, responsibilities towards volunteers, expectations of volunteer's etc

The Volunteer policy can set the boundaries and mutual understandings between the volunteer and the organisation. Importantly, any policy must be supported with the appropriate action, attitudes and behaviours towards its volunteers. The organisations policy on volunteers should include appropriate security screening.

5.1.2. Recruitment And Selection Process.

The recruitment and selection process for volunteers and volunteer mentors includes eligibility screening. The process involves:

1. A formal application process for volunteers and volunteer mentors
2. Assessment of the volunteers skills and interests
3. Volunteers and volunteer mentors meet eligibility criteria
4. An interview with the volunteers and volunteer mentors
5. Appropriate screening of participants which may include character references, working with children check and criminal record checks
6. Assessment of volunteers and volunteer mentors to participate in training and orientation.

5.1.3. Orientation

Particular attention is required for the orientation process for the volunteer ensuring that any aids, communication strategies or reasonable adjustments to the workplace are recognised and implemented. Initial training is important to ensure that expectations are clear to all. This should involve a clear outline of the responsibilities and specific timeframes associated with the role, any immediate issues, relevant policies and procedures, relevant documentation, and importantly information about the organisation itself, including goals, key people etc. Training should also include:

1. Clarification of roles
2. Presentation and punctuality
3. Communication strategies
4. Clarify procedures and responsibilities
5. Code of Conduct
6. Specific tasks for the position
7. Volunteer duty statement and volunteer agreement
8. Outline of probationary period
9. Review or feedback process



5.1.4 Probationary Period

Volunteers and volunteer mentors should clearly understand that there will be an initial trial period in which training and necessary adjustments are implemented.

At the end of the probationary period the volunteer and volunteer mentor placement should be reviewed.

5.1.5 Monitoring

a. Maintaining volunteers and volunteer mentors in their current roles:

It is beneficial if an organisation has a structured process for monitoring the volunteers and volunteer mentors in their volunteer roles. Monitoring is important during the initial stages and at the end of the probation period.

Feedback from the volunteer, the volunteer mentor and the organisation will provide information on what is working well in relation to a position. Monitoring provides an excellent opportunity to identify any issues that can be handled ahead of time so as to avoid situations that are more difficult to remedy at a later time. It is also an opportunity to reinforce that the work the volunteer and volunteer mentor are doing is valued.

Any feedback or information exchange process should focus on the issues, the tasks, the achievements and opportunities for enhancing the roles, and not personalities.

The organisation will provide volunteers with disabilities and volunteer mentors with information about their volunteer grievance procedures.

b. Project monitoring process:

It is important to have a process for the monitoring of the project. The organisation may review projects and position descriptions when the need for change become evident.



WHAT IS DISCRIMINATION?

Discrimination is treating someone unfairly because they belong to a particular group. It is against the law in NSW and throughout Australia to discriminate against people in various situations, including employment and service delivery. Both direct and indirect discrimination are against the law.

While legislation was not written for volunteers specifically it is recommended that in the interests of best practise not for profit organisations adhere to anti discrimination principles when devising policies that relate to volunteers. The Human Rights and Equal Opportunity Commission has an information sheet 'Developing effective anti-discrimination policies' see http://www.hreoc.gov.au/info_for_employers/policies/ for more information.

Direct discrimination means treatment that is obviously unfair or unequal.

Indirect discrimination means having a requirement (policy, rule, practice or procedure) that is the same for everyone but has an effect or result that is unfair to particular groups.

TYPES OF DISCRIMINATION

For information about discrimination go to the Human Rights & Equal Opportunity Commission website <http://www.hreoc.gov.au/>. There is federal legislation on discrimination and each state and territory also has legislation particular to that state or territory.

In NSW the following types of discrimination are against the law:

Sex discrimination is unfair treatment because a person is a woman or a man.

- **Direct Discrimination** (for example): refusing to employ a woman as a youth worker with 'street kids' because the employer considers it too dangerous.
- **Indirect Discrimination** (for example): requiring all employees to work ten hour shifts (This may be indirect sex discrimination because it is more likely to impact on people with family responsibilities, usually women.)

Sex Discrimination also includes discrimination on the ground of pregnancy.

Marital status discrimination is unfair treatment because you are single, married, living in a de facto relationship, divorced or widowed.

- **Direct Discrimination** (for example): not giving a woman a promotion because she is married.
- **Indirect Discrimination** (for example): having a carer's leave entitlement, which is only available for married employees to care for a sick spouse.

Race discrimination is unfair treatment because of a person's colour, ethnic background, ethno-religious background, descent or nationality.

- **Direct Discrimination** (for example): harassing an employee by joking about his or her physical appearance relating to their cultural or racial background.



- **Indirect Discrimination** (for example): not considering an employee's overseas skills and training when determining his or her level of pay.

Age discrimination is unfair treatment because of a person's age.

- **Direct Discrimination** (for example): refusing an older employee access to training because she or he is over 55 years.
- **Indirect Discrimination** (for example): benefits or rules based on number of years of service can constitute indirect age discrimination.

Homosexual or lesbian discrimination is unfair treatment because a person is gay or thought to be gay.

- **Direct Discrimination** (for example): not employing a person because he or she is gay.
- **Indirect Discrimination** (for example): excluding same sex partners from work parties and functions.

Disability discrimination is unfair treatment or harassment because a person has a disability, someone thinks they have a disability or because of a person's association with a person with a disability. Disability includes physical, intellectual and psychiatric disabilities, learning and emotional disorders and any organism capable of causing disease (such as HIV).

It may not be unlawful to discriminate on the ground of disability if the person, because of his or her disability, would be unable to carry out the inherent requirements of the particular job or would require services or facilities which would impose an unjustifiable hardship on the employer.

- **Direct Discrimination** (for example): refusing to employ a person on the basis that she has an intellectual disability and cannot read when reading is not an essential part of the job.
- **Indirect Discrimination** (for example): to require all employees to have a level of physical fitness/ability that is not necessary to do the particular job.

Transgender discrimination is unfair treatment because a person lives, has lived or wants to live as a member of the opposite gender (sex) to their birth gender.

- **Direct Discrimination** (for example): refusing to promote a transgender person, because the employer is worried that a transgender employee may not be respected by other employees.



5.2 VOLUNTEER RECRUITMENT POLICY

- a. All volunteers are recruited according to the principles of Equal Employment Opportunity and Affirmative Action.
- b. The facilitator is responsible for recruitment of Side by Side volunteers and volunteer mentors.
- c. An information package, which includes a description of the organisation, current Duty Statement and Volunteer Agreement, is provided to volunteers and volunteer mentors.

5.2.1. Equal Employment Opportunity & Affirmative Action Policy

This legislation was written for paid employees and does not specifically cover volunteers. However in the interests of best practise it is recommended that not for profit organisations use the Equal Employment Opportunity & Affirmative Action principles when devising policies that relate to volunteers <http://www.hreoc.gov.au/info_for_employers/policies/>. Therefore you might consider including the following statement:

..... will engage the best person for the position regardless of race, colour and national origin, physical, intellectual or psychological impairment including HIV/AIDS, gender, marital status, parental status (including pregnancy), religious or political beliefs, activities or practices.

5.2.2. Culturally Diverse Society

This organisation supports the NSW Charter of Principles for a Culturally Diverse Society (see the relevant body in your state or territory) and encourages applications from people from culturally diverse backgrounds.

..... will consider the provision of training, to enable those who have cross cultural skills, particularly Aboriginal people, to understand their Duty Statement and terms of volunteering

5.2.3 Recruitment and Selection Procedures

May include the following:

1. On approval from Management the Duty Statement for the volunteer position is developed or reviewed
2. The program is promoted
3. Volunteer and volunteer mentor handbooks are available
4. Interested participants are interviewed and information about their individual skills, strengths and abilities are obtained.
5. Consent for Criminal Record and Prohibited Person check is obtained if relevant
6. Participants are provided with training and information.
7. Volunteers with disabilities are matched to a volunteer mentor (some volunteers may not require a mentor).



8. Duty Statements and Volunteer agreements are signed by both the volunteers and volunteer mentors and probationary period is outlined.

Signed:
(on behalf of the Management Committee)

Date:



5.3. VOLUNTEERS ORIENTATION PROCEDURES

All volunteers and volunteer mentors will be provided with orientation and support on commencement of duty.

A Personnel File is created which includes Duty Statement, copy of Volunteer Agreement, training record, and copies of relevant qualifications, license and Police Check etc.

A Volunteer Orientation Kit may be provided.

The Volunteer Orientation Kit may include:

- Agency details
- Agency philosophy, objectives, mission
- Agency organisational structure
- Roles, rights and responsibilities
- Information about meetings
- Volunteer Agreement
- Code of Conduct
- Occupational Health and Safety information
- Information about other relevant services
- Calendar or diary of relevant dates, meetings etc
- Information on the Policy and Procedures Manual.

See Section 2.1 for:

- Volunteer Application Form
- Volunteer Mentor Application Form
- Volunteer Duty Statement
- Volunteer Agreement
- Volunteer Code of Conduct
- Facilitators Checklist



6. Insurance

Appropriate and comprehensive insurance cover is vital for all organisations involving volunteers.

Volunteer insurance is one way that(name of organisation) protects itself; it's volunteer and paid staff, committee of management, clients and customers against risk. It is the responsibility of the organisation to be familiar with all the clauses of the policy and provide details to its staff. This organisations endeavours to minimise risk to its staff, volunteers, and clients through proper health and safety practices, documented procedures, training and management practices.

Types of Insurance:

..... (name of organisation) provides the following types of insurance for the protection of all people involved in the organisation.

- Personal Accident Insurance to cover volunteers for any out-of-pocket expenses following accidental injury, disability or death while carrying out their work on behalf of the organisation.
- Public Liability Insurance to cover an organisation for its legal liability to third parties for personal injury or property damage caused by an occurrence in connection with the insured organisation's business activities
- Directors' and Officers Liability to compensate committee members and office bearers for loss, including legal costs, where they have committed a wrongful act in the running of the organisation.
- Professional Indemnity Insurance to compensate the organisation for loss incurred through a claim made against the organisation for breach of professional duty arising from negligence, errors, omissions, defamation, loss of records or documents, dishonest acts etc by volunteer or paid staff.

It is the responsibility of the Manager of the organisation to organise and maintain current insurance cover. A register of current insurance cover and policy information is attached to this policy.

Signed:
(on behalf of the Management Committee)

Date:



Insurance Register

Policy Number	Company	Cover/Type of Policy	Premium \$	Date Paid	Date of Expiry



7. Occupational Health and Safety (OH & S) Awareness Policy

This organisation(name) has a duty to provide and maintain a working environment that is safe and without risk to health.

7.1. The major features of(name of organisation) OH & S Policy are:

- a. This organisation is committed to OH &S;
- b. This organisation will comply with all relevant OH & S legislation; and
- c. This organisation recognises management, employees and volunteers should work together to ensure OH &S.

7.2. Employees and Volunteers

Employees and volunteers of (name of organisation) have a legal responsibility to actively contribute towards maintaining a healthy and safe workplace.

To achieve this employees and volunteers must:

- a. Work safely at all times to protect their own health and safety, the health and safety of everyone with whom they work;
- b. Report to their Manager any hazards they encounter; and
- c. Cooperate with all safety programs being implemented by the organisation.

The organisation seeks the cooperation of all employees and volunteers in realising our occupational health and safety objectives and in creating a healthy and safe environment.

The organisation, its employees and volunteers have responsibilities under the OH&S Act.

7.3. Volunteer Responsibilities

Volunteers must ensure safety by:

- a. Taking reasonable care of the health and safety of others;
- b. Cooperating with the organisation in the organisation's efforts to comply with occupational health and safety requirements;
- c. Not interfering with or misusing things provided for OH & S;
- d. Not refusing a reasonable request to assist in giving aid or preventing a risk to health and safety; and
- e. Reporting any OH & S issues, accidents or injuries immediately.

7.4. Organisation Responsibilities

Organisation's responsibilities to ensure safety include:



- a. Provision of essential equipment such as fire extinguishers;
- b. Establishing safe systems such as a procedure for fire;
- c. Provision and maintenance of safe entrances and exits to premises;
- d. Procedures for the health and safety of visitors;
- e. Reporting all injuries, accidents and risks or hazards; and
- f. Orientation and training for all volunteers in all areas of occupational health and safety.

Everyone involved in the organisation has a responsibility to identify problems and implement solutions to those problems after appropriate consultation, and contribute to our organisation's overall safety.

This policy has been approved by the management committee of
..... (name of organisation).

Signed:
(on behalf of the Management Committee)

Date:



Section 2.3

Additional Information

Contents

1. Recommended Websites
2. Useful Contacts



Recommended Websites and Contacts

The Federal Disability Discrimination Act 1992
<http://www.dredf.org/symposium/Ausdda.html>

The Human Rights & Equal Opportunity Commission
www.hreoc.gov.au

The NSW Anti Discrimination Act 1977 (amended 1994)
www.crensw.asn.au/facts/fedsa.htm

Disability Service Standards
www.facs.gov.au/disability

Trainability
www.trainability.edu.au

Volunteering Australia Inc
Suite 2, Level 3. 11 Queens Road
Melbourne VIC 3004
www.volunteeringaustralia.org

[Go Volunteer](http://www.govolunteer.com.au)
www.govolunteer.com.au

[Volunteering ACT](http://www.volunteeract.com.au)
www.volunteeract.com.au

[Volunteering NSW](http://www.volunteering.com.au)
www.volunteering.com.au

[Volunteering QLD](http://www.volunteeringqueensland.org.au)
www.volunteeringqueensland.org.au

[Volunteering SA](http://www.volunteeringsa.org.au)
www.volunteeringsa.org.au

[Volunteering Tasmania](http://www.voltasinc.com)
www.voltasinc.com

[Volunteering Victoria](http://www.volunteeringvictoria.com.au)
www.volunteeringvictoria.com.au

[Volunteering WA](http://www.volunteer.org.au)
www.volunteer.org.au

[Community Builders \(NSW\)](http://www.communitybuilders.nsw.gov.au)
www.communitybuilders.nsw.gov.au

[Commonwealth Volunteer Small Equipment Grants 2003](http://www.facs.gov.au/sfcs/funding/)
www.facs.gov.au/sfcs/funding/



GENERAL CONTACTS

The majority of these sites and contacts relate to organisations in New South Wales. However if you go to the links pages you will find a number of national sites listed and sites in other states or territories.

ACROD

National Industry Association for Disability Services has links to many disability services
Telephone (02) 9554 3666
TTY (02) 9554 3666
PO Box A2122, Sydney South 1235

Facsimile (02) 9554 3188
acrodsw@acrodsw.net

Anti-Discrimination Board NSW

PO Box A2122, Sydney South 1235
Level 17, 201 Elizabeth Street, Sydney NSW 2000
Enquiry: (02) 9268 5544, General Office: (02) 9268 5555, TTY: (02) 9268 5522
Toll free: 1800 670 812 (for rural and regional New South Wales only)
www.lawlink.nsw.gov.au/

Commonwealth Carelink Centres

Provides free information about disability, aged and other support services.
Telephone 1800 052 222
www.commcarelink.health.gov.au

IDEAS Inc

An information service for people with disabilities, carers, service providers etc.
Information covers equipment for people with disabilities.
Phone 1800 029 904
Fax (02) 6947 3723
ideas@asustalis.net.au
www.ideas.org.au

Multicultural Disability Advocacy Association of NSW (MSDAA)

MDAA promotes, protects and secures the rights and interests of people who are of a non-English speaking background. Provides information, community education and advocacy,
Telephone 1800 629 072
Facsimile (02) 9635 5355
mdaa@healey.com.au
www.mdaa.org.au

State Library of NSW, Disability Access Service

Telephone 1800 226 161
TTY 9273 1541
www.sl.nsw.gov.au

Disability Information Advocacy Service (DIAS)

DIAS is a small non-government organisation providing independent advocacy and information for people with disabilities, their families and carers. The service is based in Bathurst NSW and provides telephone, etc support to surrounding areas.



Telephone 02 6332 2100
Facsimile 02 6332 6611
dias@lisp.com.au

BRAIN INJURY

Brain Injury Association of NSW

The Peak non-government organisation which works with and represents people who have had a brain injury, their carers, relatives and friends living in NSW. Provides an information and referral service.

Telephone 1800 802 840
Facsimile (02) 9890 9038
mail@biansw.org.au

HEARING IMPAIRMENT

Better Hearing Australia

Better Hearing Australia is a non-profit, self help organisation. It offers a range of services for anyone with an acquired hearing loss, including individual consultations, hearing rehabilitation courses, information on assistance listening devices, advice on hearing aids, information on teletext TV and VCRs and printed information on all aspects of hearing loss. Better Hearing Australia has a number of branches across Australia.

Telephone (02) 9744 0167
TTY (02) 9744 0122
Facsimile (02) 9744 7492

The Deaf Society of NSW

The Deaf Society of NSW provides a range of services including: a community information and referral service, a resource centre, youth work and family counselling support, accommodation and tenancy support, an employment service, educational programs, deafness awareness training and an interpretive service.

Telephone (02) 98 93 8555
TTY (02) 9893 8858
Facsimile (02) 9893 8333

INTELLECTUAL DISABILITY

NSW Council for Intellectual Disability (CID)

The peak body representing the rights and interests of people with intellectual disability. Includes information provision.

Telephone 1800 424 065
Facsimile (02) 9211 2606
Email nswcid@cia.com.au

Department of Ageing Disability and Home Care (DADHC)

Provides services for people with an intellectual disability. Services provided can include information and services available in the local area, skills development, case management, referral etc.

Telephone 1300 134 450



MENTAL ILLNESS

Association of Relatives and Friends of the Mentally Ill (ARAFMI)

Provides information on mental illness and 24 hour Helpline for support and referral for family, friends and carers of those with mental illness.

Telephone 1800 655 198
Facsimile (02) 9887 5766
Email arafmi@webtime.com.au

Mental Health Information Service

Information and referral service on mental health services in NSW, using a comprehensive State wide database.

Telephone 1800 674 200
Facsimile (02) 9816 4056

Mental Health Resource Centre

Provides information on a wide range of services and issues related to mental health. Mental Health information and Referral Service - information and referral from comprehensive data base.

Telephone 1800 674 200
Facsimile (02) 9816 4056
Email info@nswamh.org

PHYSICAL DISABILITY

Australian Quadriplegic Association (AQA)

The AQA can provide information about services and facilities across Australia. They can also provide a community information service, which can be accessed by telephoning the toll free number

Telephone 1800 819 775
www.aqa.org.au

Northcott Society

Aims to provide services so that people with a disability in NSW can enjoy equal rights and self determination. Adult services include community recreation, independent living program, assistance with services and products for mobility needs etc.

Telephone 1800 506 071
Facsimile (02) 9683 2827
www.northcott.org.au

Paraplegic & Quadriplegic Association of NSW, ParaQuad

Suppliers of disability aids and equipment and related information to people with disabilities. Community Services Section aims to aid people with spinal cord injury to attain desired lifestyle goals, such as independent living etc. This section also provides peer support, counselling, occupational therapy, attendant care and continence advice.

Telephone (02) 9764 4166
Facsimile (02) 9764 2391
paraquad@hutch.com.au
www.paraquad-nsw.org.au



Spastic Centre of NSW

Services include early intervention, therapy, modification to equipment, aids and devices.

Telephone (02) 9451 9022

Facsimile (02) 9451 4877

scnsw@sc.nsw.edu.au

www.tsc.nsw.org.au

VISION IMPAIRMENT

The Royal Blind Society (RBS)

The Royal Blind Society (RBS) provides services for people with vision impairment such as independent living support, talking Braille book library, newsletters for clients, community information, reference library, newsletter for clients, employment and training services, technology training and needs assessment and transcription.

Telephone (02) 9334 3222

www.rbs.org.au



Section 2.4

Evaluation

Contents

1. Program Evaluation Process
2. Forms
 - Volunteer
 - Organisation



Program evaluation process

It is important to have a process for the evaluation of the program. Various aspects of the program can change and it is useful to identify areas that can be changed to improve the outcomes of the program.

As organisational needs change, where there are new directions or new relationships between positions or roles it is necessary to ensure that the position or project brief for the Side by Side Program remains relevant. The organisation may review projects and position descriptions at a specific time of the year or when changes become evident.

The aim of evaluation is to maximise the outcomes for all participants including; volunteers who are people with disabilities, volunteer mentors and community organisations involved in the program. Feedback from volunteer participants can provide a source of valuable information. This information can provide the basis to review both processes and the implementation of processes.

Feedback forms for volunteers (people with disabilities and volunteer mentors) are included in this document. There is a separate form included for organisations involved in the program. Collation of the information received through the feedback process can assist in the identification of areas of the program that can be modified for future improved program delivery.



FEEDBACK– VOLUNTEERS

1. How did you find out about the Side by Side Program?

2. Did you attend training for the Side by Side Program?

- Yes No

3. Have you been offered choices of where you could volunteer?

- Yes No

4. Do you have a mentor?

- Yes No

5. Do you work well with your volunteer partner?

- Yes No

6. Do you have a duty statement for your volunteer work?

- Yes No Not sure

7. Have you signed and understood your volunteer agreement?

- Yes No

8. Have you been given a Volunteer Code of Conduct?

- Yes No

9. Has someone kept in regular contact with you?

- Yes No

Who? _____

10. Did you receive training where you volunteer?

- Yes No Not sure

11. Do you have someone to talk to if you need to about your volunteering?

- Yes No Not sure

If yes, who? _____

12. What is the best thing about your volunteer work?

13. Is there anything you would like to change about your volunteer work?

Thank you for completing the evaluation form for the Side by Side Program.



FEEDBACK – ORGANISATIONS

1. How did you find out about the Side by Side Program?

2. Have you been provided with information about the Side by Side Program?

- Yes No

3. Did you attend training for the Side by Side Program?

- Yes No

4. Have you been offered choices of potential volunteers and volunteer mentors?

- Yes No

5. Have you provided a duty statement for your volunteers and volunteer mentors?

- Yes No Not sure

6. Have participants in the Side by Side Program signed and understood a volunteer agreement?

- Yes No

7. Have participants in the Side by Side Program been given a Volunteer Code of Conduct?

- Yes No

8. Has someone kept in regular contact with you to explain what is happening?

- Yes No

9. How often have you been contacted?

- Every week Every month Rarely

10. Have you provided orientation training to participants?

- Yes No Not sure

11. Have participants of the Side by Side Program been monitored to check what is going well/not so well?

- Yes No Not sure

12. What are the positives aspects of the Side by Side Program?

13. Have you had any difficulties with the Side by Side Program?

- Yes No
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EVALUATION



14. Is there anything you would like to change about the Side by Side Program?

15. Do you have any suggestions which could improve the Side by Side Program? _____

Thank you for completing the evaluation of the Pilot Side by Side Program.