



Success Works
Working Together

**VOLUNTEER
POLICY
AND
PROCEDURES
MANUAL**

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Welcome to Volunteers

Welcome to Success Works Partners Inc. Our volunteers are important to us and we value your contribution.

Volunteers have been involved with our organisation since it began as a program of Dress for Success Sydney and have been pivotal to the success of our programs.

Your time is appreciated, and we encourage you to discuss any ideas or concerns you have with us.

This Manual serves as a guide; it contains useful information that will assist you in your role at Success Works. The content is based on best practice, however if you require further explanation, please discuss with the Success Works Program Manager.

Success Works welcomes you and we hope you will enjoy your time with us; we aim to make your experience a rewarding one.

Eleni Psillakis
Program Manager
info@successworks.org.au

Volunteers play an essential role in the community sector. The community sector relies heavily on volunteers, in both the management of agencies and the delivery of quality services.

Volunteers are involved in all facets of the community: community services, culture, health, welfare, sport and recreation, service clubs, immigration, marginalized groups, children and youth, conservation, and environment.

At Success Works, the majority of our staff are volunteers. The Management Committee (the Board) are all volunteers, and all of our mentors for our women candidates are volunteers.

Success Works is an independent not-for-profit, incorporated association with tax-exemptions and deductible gift recipient (DGR) status.

Management Committee (the Board)

Success Works is managed and governed by a Board comprised of 8 volunteers and the Success Works Manager.

In addition, the Board may invite additional members onto the Board.

All Board members have voting rights, except for the Success Works Manager, who is an ex-officio Board member.

Role of Management Committee

The primary role of the management committee members (a Board member) is to effectively translate and implement the planning and direction for the future workings of Success Works as a financially viable charity.

A Board member is part of a team which Success Works trusts to:

- make informed decisions
- provide strong representation
- provide sound governance
- demonstrate high standards of conduct as befitting the principles of volunteering and volunteer management standards

History of Success Works

Success Works was formed in 2019, as a program of the charity Dress for Success Sydney. In 2022, it was decided that Success Works would best serve the needs of the women candidates it was set up to support, by becoming an incorporated association/charity in its own right. From July 2022 Success Works provides employability skills and empowers women affected by the criminal justice system to present themselves to an employer, who focuses on their skills and potential, and not their criminal conviction.

Vision

That all women affected by the criminal justice system can live free from violence and discrimination, are treated with respect and can benefit from having employment based upon their skills and merit.

Purpose

To improve the employability prospects of women who have been affected by the criminal justice system.

Objectives

- To break down barriers to employment for women affected by the criminal justice system
- To build confidence and skills for women post release to apply for suitable jobs
- To work with employers to develop employment opportunities
- To reduce the re-offending rates for women in NSW

Operational Plan

An internal Success Works operational plan is developed every year. The Success Works strategic plan is developed every 3 years and is available upon request. These documents outline Success Works future direction, what we plan to do and how we plan to do it.

Relationship Building Statement

Success Works places high importance on creating strong, respectful internal and external relationships focused on enhancing our own and others' capabilities. We support each other, work together and recognise that we all play a vital role in achieving the goals of Success Works.

We not only depend on one another to achieve shared goals that meet strategic outcomes and fulfill our purpose, but also fill in for each other when someone is away. This makes for maximum versatility.

We actively build relationships based on trust, honesty, respect, integrity, compassion, understanding, recognition, participation, fairness and equity and acknowledge that building relationships takes time and requires hard work, resources, effective communication, reflection and active engagement.

As a volunteer you have the right:

- to work in a healthy and safe environment
- to be interviewed and engaged in accordance with equal opportunity and anti-discrimination legislation
- to be adequately covered by insurance
- to be given accurate and truthful information about the organisation for which you are working
- to be reimbursed for out-of-pocket expenses
- to be given a copy of the organisations volunteer policy and any other policy that affects your work
- not to fill a position previously held by a paid worker
- not to do the work of paid staff during industrial disputes
- to have a job description and agreed working hours
- to have access to a grievance procedure
- to be provided with orientation to the organisation
- to have your confidential and personal information dealt with in accordance with the principles of the Privacy Act 1988; and
- to be provided with sufficient training to do your job

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

- 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; and
- Volunteering promotes human rights and equality

Source acknowledgment: VOLUNTEERING AUSTRALIA

Recruitment of Volunteers

Success Works believes that volunteer staff should be appointed on suitability, considering factors such as the applicant's qualifications and experience appropriate to the volunteer position; their skills, knowledge and abilities; their potential and enthusiasm; and their overall suitability for the position and the organisation.

Success Works will not permit discrimination against applicants on the basis of race, religion, age, gender, sexual orientation, disability, socio-economic background or ethnicity. This applies to all areas of volunteer employment including recruiting, hiring, promotion, assigning of unpaid work, provided the individual is qualified and meets the requirements established for the position. Success Works is a service specifically for women and as such has an exemption from the NSW Anti-Discrimination Board to recruit women only.

Advertised Positions

Opportunities to volunteer will be publicised broadly, to ensure that diverse groups of people are included.

All applicants will be advised that their application has been received.

Short Listing

All interviewed volunteers will be contacted with the outcome by the Success Works Manager or the Success Works Peer Support Coordinator.

Interview Process

All applicants selected for interview will be advised of the time and date for their interview. Every endeavour will be made to determine a date and time suitable to the applicant.

Appointment of Volunteer

Once an appointment has been determined the successful applicant will be advised and, subject to acceptance, all other applicants will be advised of the outcome of the selection process.

Police Clearances and Working with Children Clearances

Given Success Works aims to reduce the discrimination and stereotyping of women with a criminal record, a *Police Clearance Check* is not part of our Success Works recruitment process, not for paid staff or for volunteers. We encourage all applicants to disclose any criminal convictions in their applications if they wish. In some circumstances a volunteer may be required to have a *Working with Children Check*, if their duties are dependent on working with people under 18 years of age.

Success Works will advise volunteers of the procedures required to apply for any specified clearances. Please note the volunteer will need to meet the normal costs associated with obtaining the required clearance/s.

Success Works retains the right that requires volunteers to renew the required clearance/s at least every three years.

Anti-Discrimination Act

Success Works recognises that people are its most important resource and is committed to equal opportunities for all volunteers.

It supports the objectives of the *Anti-Discrimination Act 1977* NSW that became Law in 1977.

This Act prohibits discrimination or other unfair treatment at work based on a person's:

- Sex
- Age
- Race

- Social Orientation
- Religious or Political Conviction
- Family Responsibility or Status
- Marital Status
- Pregnancy
- Impairment

Sexual or racial harassment are also unlawful. This legislation applies equally to Success Works staff and they, as well as Success Works as an organisation are responsible for ensuring that their actions are not discriminatory to others.

The Act prohibits anyone who may complain about their treatment from being singled out or criticised because they have made a complaint.

Any breach of this Act may result in counselling or other actions that may include dismissal. As a result of Success Works working specifically with and for marginalised and disadvantaged women, we have acquired an exemption from the NSW Anti-Discrimination Board under Section 126 of the Anti-Discrimination Act 1977.

Induction of New Volunteers

Success Works places importance on the induction of new volunteers. An *Induction Check List* is available to assist the Manager to ensure that all aspects of Volunteering NSW's operations, policies, programs, procedures and staff member responsibilities are understood.

A copy of the *Induction Checklist* is available as *Appendix 3*.

If required, the Manager will provide access to appropriate systems and password establishment.

The Manager will introduce volunteers to staff and/or other volunteers.

Feedback forms

Success Works values your contribution to the organisation, and we would like to ensure you are satisfied with your role. The Management Committee and the Manager review the work of all volunteers on an annual basis and actively seek your feedback. Please speak with the Success Works Manager at any time if you have a concern. You can also email feedback to info@successworks.org.au

Hours of Duty

Success Works offers a flexible working environment for volunteers and endeavours to accommodate volunteer requirements. The core hours of operation for Success Works are 9.30am to 4.30pm Monday to Friday. However, volunteers may be requested to work outside these hours dependent on the role and/or agreed activities.

Lunch Breaks

Success Works recognises the importance of volunteers taking a lunch break and encourages volunteers to take a lunch break of up to either 30 minutes or up to 60 minutes (dependent on the hours worked).

Public Holidays, School Holidays & the Christmas Period

Success Works observes all gazetted New South Wales public holidays.

Success Works closes down, or otherwise restricts the delivery of its services over the Christmas/New Year period.

Please check with the Manager to confirm exact dates of closure during the Christmas and New Year periods.

Dress Code

Volunteers are required to demonstrate a neat and responsible standard of dress. There may be occasions when a particular type of dress is required to be worn, for example when attending public events.

As such, Success Works reserves the right to raise the issue of dress with individual volunteers if or when considered necessary and volunteers are welcome to discuss issues of dress if they arise.

Insurance

Success Works recognises that all volunteers have the right to be protected from financial costs in the event of personal injury and/or liability.

All volunteers will be appropriately covered by the insurance policy of Success Works:

- *Association Liability*

All volunteers can be informed of the insurance policy and related details. Success Works insurance policy is a confidential document and is only available when a volunteer wishes to check the adequacy of the cover applicable to them. This can be arranged through the Manager.

Volunteers will be advised to check with their own insurance company that their comprehensive cover for loss/damage to their own vehicle includes cover while driving to and from the place of volunteer work.

Injury to the volunteer or other persons caused through a road accident to and from the place of volunteering will be covered by the vehicle's registration and compulsory third-party insurance. There are conditions that apply to Third Party Insurance, and these should be checked with your own insurer.

If a volunteer is involved in an accident or is in some way injured while carrying out their activities, they must complete an accident/critical incident report form to the Success Works Manager within 7 days of the accident.

Training & Development

An orientation is provided to all first-time volunteers and is aimed at introducing them to the organisation and to the policies and procedures governing work practices at Success Works.

- Informal training

During this session the emergency procedures will be explained, and the volunteer given instructions about Success Work. Volunteers will also be introduced to other staff if necessary. A volunteer's policy and procedure manual will be provided to the new volunteer.

- Formal training

This is provided to volunteers who have been recruited specifically for one of the Success Works mentoring programs. There will be a formal training session, and dependent on demand, the dates and times will be organized each calendar year. Your attendance is essential if you wish to become a Success Works mentor. Additionally, there are meetings which are a part of the continued training and supervision of Success Works mentors.

Ongoing Support & Supervision

The Success Works Manager and the Peer Support Coordinator will provide ongoing support and supervision to volunteers.

Annual Support & Supervision

On an annual basis a review will take place to ensure and determine training requirements and review performance.

Review of Volunteer Job Description

Position description or duties will automatically be reviewed during the volunteer's annual support and supervision.

Leave

Volunteers are required to give the Manager as much notice as possible regarding leave.

Please phone or email the Manager when you are aware you will need to take leave. We request you keep in regular contact with the Manager so rosters can be managed.

Volunteers are entitled to leave when requested. Success Works also encourages longer breaks in volunteering if required.

Termination by Volunteer

Should a volunteer wish to resign from their role they are requested to give the Success Works Manager as much notice as possible.

Any property of Success Works must be returned to the staff and recorded as being returned.

Termination by Success Works: Misconduct

Misconduct will include breaches of any Success Works policies that warrant instant dismissal.

Examples of misconduct include:

- Theft of property or funds from Success Works
- Willful damage to Success Works property
- Intoxication through alcohol or other prohibited substances whilst on duty as a volunteer
- Verbal or physical harassment of any other volunteer, Board Member or any other person particularly in respect of race, sex or religion
- Disclosure of confidential information regarding Success Works to any other party without prior permission from the Manager of Success Works
- Falsification of any records for personal gain or on behalf of any other volunteer
- Unwillingness or inability to support and further the mission of the organisation and/or the objectives
- Inappropriate relationships

Immediate dismissal will only take place in the most serious of circumstances.

The Success Works Manager will advise the volunteer of any alleged misconduct and discuss in detail.

A written report detailing any misconduct by a volunteer will be supplied to the Success Works Management Committee (the Board).

A copy of the report will be kept securely and in confidence in the volunteer's file. Any property of Success Works must be returned and all staff notified of the dismissal.

Exit Interview and Checklist

When a volunteer terminates her service and/or agreement with Success Works the Manager will conduct an exit interview. A record of the interview will be retained.

Our wish is to obtain information that may help to:

- establish the reasons for leaving
- analyse any trends in the reason for leaving
- provide departing volunteers with the opportunity to discuss any issues of concern which may have contributed to their leaving
- gain constructive feedback on the best and worst aspects of the volunteer's role and their time at Success Works

Grievance & Complaints Policy

A grievance is a real or perceived cause for complaint. You may have a grievance about how you have been treated by another volunteer or a staff member of Success Works.

Success Works recognises that open communication and feedback are essential elements of a satisfying and productive work environment.

Every effort will be made to solve problems cooperatively and informally before presenting them in writing as a formal grievance. Volunteers are assured they will not be disadvantaged using such procedures whether decisions are found for or against their grievance.

All formal avenues for handling of grievances will be fully documented and the volunteer's wishes will be considered in the determination of appropriate steps and actions.

All complaints and questions will receive thoughtful consideration in a timely manner and will be discussed with the individual who raises them. It is essential that communication and dialogue occur between all relevant parties. Discussions held are confidential.

Volunteers at any time have the right to withdraw their grievance. It is requested this is dated and put in writing and given to the Success Works Manager or in her absence, the Chair of the Success Works board.

Grievance & Complaint Procedure

Step 1

The aggrieved volunteer is encouraged to explore the problem/situation directly with the person(s) involved; clearly outlining what they feel should or could be done to alleviate the situation.

Step 2

If this is not an option, the aggrieved volunteer should discuss the matter directly with the Manager or in her absence to a Success Works board member.

Step 3

The parties involved will be asked to comply with the best solution that has been identified by all involved. All information will be treated in the strictest confidence.

Harassment

Success Works will not tolerate any form of harassment or bullying in the workplace or any other venue from which its programs are being delivered.

Any volunteer who is found to have acted in such a manner may be required to undertake counselling or may have their voluntary role terminated.

Reporting to Police

Success Works will not rely on reporting incidences to the police, especially given the clients of the organisation have had previous negative interactions with the police. All incidences will be communicated and conflict resolutions and/or restorative justice principles followed and implemented. Success Works has a duty to lead by example and do better for and by its community. Success Works will not tolerate any form of violence in the workplace or at any other venue.

Presentations and Gifts

It can be expected that volunteers will receive presentations and gifts in recognition of services provided by Success Works and in particular its volunteers and/or staff.

The Manager must be advised when this occurs, and a decision will be determined with regard to the future of the presentation or gift as this may present as a conflict of interest.

Office Housekeeping

Volunteers working in a Success Work office space are requested to ensure that their work area is maintained in a safe, clean and organised manner to ensure their own safety and that of their colleagues is considered.

Mail

- **Incoming Mail**
The Manager collects the mail from the registered business address. The mail is logged and distributed accordingly.
- **Outgoing Mail**
If volunteers have prepared outgoing mail on behalf of Success Works they must provide the mail to the Manager for checking before it is posted.

Archiving

The Success Works Manager or delegated person is usually responsible for archiving Success Works files and records. All records are to be clearly labelled and placed in the correct digital files.

Stationery

The Success Works Manager or delegated person is usually responsible for maintaining adequate stationery supplies.

A catalogue is available for the volunteer's information. Success Works staff should be advised of any special items required to enable items to be purchased at the best price from the preferred supplier.

Photocopier and Printers

The Success Works Manager or delegated person is usually responsible for maintaining and organising services and supplies for the photocopier and printers. All supply and operational problems are to be reported immediately.

The photocopier and printers are available for the organisations use only due to the limited resources of Success Works.

Internet Access

The primary purpose for access to the internet and email is to assist the volunteers working in the Success Works office space to carry out their duties.

Volunteers may use the internet and email access provided by Success Works for any work-related purpose.

Personal Use

Limited personal use is permitted as follows:

- When it is infrequent and brief
- Does not interfere with the duties of the staff, volunteer or work colleagues
- Does not interfere with the operation of Success Works
- Does not compromise the security of Success Work's system
- Does not impact on Success Work's electronic storage capacity
- Does not decrease Success Work's network performance (e.g. large email attachments can decrease system performance and potentially cause system outages)

- Does not incur any additional expense for Success Works
- Does not violate any laws
- Does not compromise any confidentiality requirements of Success Works
- Complies with the above and is used outside of normal working hours – before or after work or at lunchtime

Unacceptable Use

A volunteer may not use the internet or email (including internal email access) provided by Success Works to:

- Create or exchange messages that are discriminatory, offensive, harassing, bullying, obscene or threatening, or any political jokes or messages
- Knowingly visit websites containing illegal, objectionable (including pornographic), or criminal material
- Exchange any confidential or sensitive information held by Success Works (unless in the authorised course of their duties)
- Create, store or exchange information in violation of copyright laws (including the uploading or downloading of commercial software, games, music or movies)
- Use internet-enabling activities such as gambling, gaming, conducting a business or conducting illegal activities.
- Create or exchange advertisements, solicitations, chain letters and other unsolicited or bulk email
- Play games or access social media (i.e. Facebook) during work time
- Organise private business, travel or social arrangements during work time

Telephone System

In many instances the telephone is the first contact made with Success Works clients or stakeholders. It is therefore important that telephones are answered promptly, politely and in an efficient manner. All messages received must be recorded and distributed immediately to the person concerned.

Personal Use of Work Telephones

Limited Personal Use of Work Telephones is permitted as follows:

- When permission has been sought from the Manager. The calls are to be infrequent, brief and must not interfere with the duties of the employee or work colleagues or interfere with the operation of Success Works.
- Regional intrastate, interstate or international calls may not be made.

Petty Cash

Success Works operates one petty cash account, for the general expenditure. A delegated person is responsible for ensuring that petty cash claims are appropriate and accurate and that the petty cash float is maintained at an appropriate level of not less than \$60.

Petty cash is provided to allow for the recouping of small incidental purchases up to a maximum of \$60 only. Receipts must be presented to enable expended funds to be recouped. Without receipts there will be no re-imburements. Please email admin@successworks.org.au for any claims.

Purchasing

Prior to the purchase of any goods and services, approval must always be sought from the Manager. Amounts over \$100 require two signatories

Website

Success Works has a website www.successworks.org.au. All volunteers are encouraged to view the website on a regular basis. Donations can be made via the Success Works website and all volunteers are encouraged to share the website with others to promote understanding about what the services provide and to facilitate donations to Success Works.

Safety in the Workplace

Workplace health and safety is important in ensuring the workplace environment is both safe and encourages sound health practices.

Success Works is committed to ensuring a healthy and safe workplace for staff, volunteers, visitors and contractors. All staff and volunteers are encouraged to regard accident prevention as a collective and individual responsibility.

If a safety hazard or incident is identified, it is imperative that the problem is reported immediately to the Manager to enable immediate remedial action to be taken.

Care should be taken to ensure that where a professional service is required no action is taken that may endanger the health or safety of a person. All persons present at the time are required to obey all reasonable instructions aimed at protecting their health and safety.

If an accident or injury occurs, it must be immediately reported to the Manager who will ensure that appropriate action is taken. Success Works *Incident Report Form* must be completed and filed along with any accompanying documentation (an appendix in this manual).

If an illness occurs and requires medical attention, then suitable arrangements will be made to provide transport to either a doctor or hospital.

Any volunteer who has a medical issue which may require urgent medical treatment should make the Success Works Manager aware of the possible action required.

Promotional Material

All promotional material will be approved by the Manager, in consultation with the Chair to ensure that the design and content are consistent with Success Works publications.

Media – Delegated Authority

The Management Committee has responsibility of determining what media interviews and other promotional opportunities are undertaken on behalf of Success Works.

If a staff member is approached with a media or promotional opportunity, they should immediately advise the Chair and/or the Manager to determine if the request is appropriate and who should speak on behalf of Success Works.

Press Releases

All draft press releases must be submitted to the Management Committee (the Board) for approval prior to release.

Should the Management Committee not be available then the matter will need to wait until such time as the Chair or a member of the Management Committee does become available. No media releases or comment to media can be made on behalf or in representing Success Works without the Management Committees approval.

Privacy in the Workplace

Success Works strives to act with the highest integrity and offer the best possible service to volunteers, organisations and other people who access our services. To provide the highest standard of service to all its stakeholders, from time-to-time Success Works needs to collect personal information. All personal information entrusted to Success Works is treated with the appropriate degree of privacy.

Personal information is any information that can reasonably determine a persons' identity.

Success Works privacy policy and procedures are reviewed in accordance with changes to the NSW Privacy legislation.

Volunteer personal information will be held in a secure area for seven years after which time it will then be destroyed in a confidential manner.

Confidentiality in the Workplace

A volunteer will not directly or indirectly reveal or cause to be revealed to any third party any confidential dealings, finances, transactions or affairs of Success Works or any of its clients which may come to their knowledge during their period of volunteering.

Volunteers will not use, for their own benefit or gain or that of any other person, firm or company, any confidential information belonging to Success Works.

Any changes, innovations and ideas initiated by volunteers while volunteering with Success Works will belong to Success Works and volunteers must do everything necessary to completely vest ownership of such matters to Success Works.

All records, documents and other papers or electronic images, together with any copies or extracts thereof, made or acquired by volunteers in the course of their role with Success Works must be returned to Success Works upon demand and before the termination of their role.

Volunteers will not disclose confidential information to any other volunteer or employee not authorised to receive such information.

A volunteer's obligation in these matters continues to apply after the termination of their role without time limits.

Appendix 1 - Current Management Committee (the Board)

Megan Etheridge	Chair/President
Justin Dwyer	Secretary
Merrick Malouf	Treasurer
Eleni Psillakis	Ex-Officio Board Member
Prudence Black	Board Member
Diane van den Broek	Board Member
Winsome Bernard	Board Member
Angela Pirrone	Board Member
Nicola Norris.	Board Member

Appendix 2 – Induction Checklist

1. Prior to the commencement date of the volunteer the Project Coordinator or Director will ensure that staff are advised of the new volunteer’s name, position and commencement date.
2. When the new volunteer reports for duty the Manager or the person delegated to undertake the induction will greet the new volunteer, welcome them and where possible introduce other staff and volunteers.
3. If there is a requirement for additional training the Manager will be advised immediately, and an appropriate training schedule implemented.
4. A detailed confirmation of the new volunteer’s duties will be undertaken and a brief overview of the roles of other volunteers provided.
5. Discussion on the contents of Success Work’s Policy and Procedures will be undertaken. A hard copy or information, relating to the location of the document will be provided and the volunteer will be required to sign an agreement to acknowledge receipt and understanding of the Policy and Procedures. Particular attention will be placed on the following sections:
 - Volunteer related issues
 - Office administration
 - Internet and e-mail access
 - Work health and safety
 - Confidentiality
 - Complaints and grievances
7. Check the following forms are complete and a file set up for the volunteer:
 - Volunteer application form
 - Working with Children check (if required)
 - Volunteer agreement and duty statement

Appendix 3 – Incident Report Form

*Please complete this report and submit to The Manager
Please print or write legibly*

Incident Details

Initial Contact Name	Name and Address of Person Involved
Phone	Phone
Location of Incident	
Incident Date	
Incident Time	
Description of Incident	
Signature of Person Involved	

Witnesses

Name	Address
Age	Phone Contact
Name	Address
Age	Phone Contact

Details of Any Injuries

Type of Injury Received <input type="checkbox"/> Tick Nil or provide details:		
Name of Person Injured	Address	Phone Contact

Property Damage

Name of Owner
Address
Phone
Property Damaged
Type of Damage
Location of Damaged Property
Estimated Repair Cost

Name of Person Making Report:
Signature:
Date:

Appendix 4 – The National Standards for Volunteers

The National Standards for Involving Volunteers in Not-for-Profit Organisations (*National Standards*)

These have been developed by Volunteering Australia through a consultation process with volunteer-involving organisations and volunteers and aim to promote a model of best practice in the management of volunteers.

The National Standards is a set of three books comprising of the ***National Standards***, an ***Implementation Guide*** and a ***Workbook***.

The National Standards emphasise the importance of adopting a systems approach to managing volunteers and compliance with the standards will ensure that volunteer rights are protected, their role is explicit, and they work in safe and healthy environments.

Not for profit organisations can use the National Standards in a number of ways:

- 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

An organisation that is able to demonstrate compliance with the standards is well positioned strategically to recruit and retain more volunteers, as well as attract funding or sponsorship for new initiatives.

Topics covered in the National Standards are:

1. Policies and procedures
2. Management responsibilities
3. Recruitment
4. Work and the workplace
5. Training and development
6. Service delivery
7. Documentation
8. Continuous improvement

Management Committee Review / Approval

Date this policy was approved by Management Committee (the Board): June 2022
Review this policy by June 2025

Signed
(Board member)
Print Name.....
Dated.....

Signed
(Board member)
Print Name.....
Dated.....