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# VOLUNTEER POLICY & PROCEDURE

## **Introduction, Purpose and Scope**

This section outlines the policies and processes that apply and guide volunteers and volunteer engagement in The Boite activities. Volunteers include Work Placement Students. Depending on the responsibilities given to Volunteers they maybe encouraged to be aware of other policies and processes.

## **Attracting, Retaining and Rewarding Volunteers**

The Boite actively encourages volunteering to supplement the work of staff and Committee, and to provide community opportunities.

The Boite recognises and attempts to cater for the range of reasons volunteers may seek to participate: giving back to the community, community engagement, upskilling, work placement and professional portfolio building.

Volunteers can apply at:

- [boite.com.au/volunteer](http://boite.com.au/volunteer)

The Boite is committed to providing an inclusive, positive, friendly, and communicative atmosphere for all volunteers and staff.

The Boite recognises its volunteers and promotes and encourages members and supporters to volunteer.

## **Direction and Organisation**

Volunteers will take direction from the designated Staff member depending on the type of work being undertaken. Volunteers will act within the scope of the responsibilities given and seek advice to clarify boundaries. On arrival volunteers will report to the box office or designated Staff member.

The Boite wants to ensure that volunteers work within their capacity and are not required to perform beyond their limits, as described on their application form.

Voluntary work should be planned to make the best use of the volunteer's time and where possible made explicit to the volunteer in advance.

Volunteer duties will be agreed upon by staff each week at the staff meeting and volunteers from the database will be informed of opportunities.

## Rights of Volunteers

Volunteers have the right to:

- a. be treated with respect;
- b. suitable tasks with consideration for personal preference, temperament, abilities, education, training and employment;
- c. expect clear and open communication from management and staff at all times;
- d. be given appropriate orientation, introduction and provision of information about new developments;
- e. sound guidance and direction in the workplace;
- f. a place of work complying with statutory requirements in regard to equal employment, anti-discrimination legislation, the Commonwealth Racial Discrimination Act 1975 and occupational health and safety standards;
- g. be heard, feel free to make suggestions and be given respect for their honest and constructive opinion;
- h. appropriate insurance cover such as volunteer and public liability insurance;
- i. appropriate grievance procedures in the event of a dispute and, if necessary, mediation to assist with resolving the dispute.

## General Conduct, Obligations and Expectations for Volunteers

1. The Boite requests Volunteers to make themselves familiar and comply with policies and procedures appropriate to their role.
2. Volunteers may need to provide proof of a current Working with Children's Check.
3. Volunteers may need to provide proof of a current Police Check.
4. The Boite Volunteers are to always conduct themselves appropriately and professionally.
5. The Boite Volunteers recognise and contribute to The Boite's positive, friendly, inclusive and communicative environment.
6. The Boite Volunteers work in a way that is in the best interest of The Boite and that does not bring The Boite into disrepute. Where there is a possible conflict of interest volunteers will make that known to the Committee, the Director or Staff supervisor.
7. The Boite Volunteers will not represent The Boite publicly or commercially without prior arrangement.
8. The Boite Volunteers are encouraged to recognise and report to staff any hazards, equipment failure, unrealistic expectations, incidents or near misses. Refer to OH&S policy.
9. The Boite ensures that roles given to volunteers will not incur personal expenses.
10. Materials produced for The Boite while volunteering remains the property of The Boite.

## Authorisation



Committee Secretary, 05/09/2023