

# 16 VOLUNTEER GUIDELINES

Last updated: June 2016

Date of next review: xxxxx

## 16.1 OVERVIEW

The Foundation may utilise the assistance of volunteers for relevant sub-committees and to support the Snowdome Executive. The Foundation volunteers are an integral part of fundraising and donor events and may require access to confidential or sensitive information to undertake their work. To ensure the Foundation complies with best practice, all volunteer activities must comply with these guidelines and with relevant Victorian legislation governing volunteer employment (see the [Volunteering Victoria Website](#)).

## 16.2 RECRUITMENT, APPOINTMENT & SUPERVISION

The Foundation does not engage in regular Volunteer Recruitment Campaigns. Generally, volunteers are approached directly through the Foundation's networks or via referrals.

A volunteer may be appointed by either the Board or the CEO. A Volunteer Agreement must include details of the appointment and lines of supervision. All new volunteers must receive a copy of these guidelines and complete and sign the 'Volunteer Agreement Form' prior to commencement.

## 16.3 COMMITMENT REQUIREMENTS

All new and existing volunteers must be given clear instructions as to the nature of the voluntary position. This may take the form of written correspondence between the Foundation and the volunteer or a more formal position description which must be provided before the agreed commencement date.

The position's main activities should be briefly outlined in the Volunteer Agreement.

## 16.4 VOLUNTEER INDUCTION

Prior to commencement, the CEO will have discretion as to the form of induction for volunteers having regard to the nature of their contribution to the Foundation. The induction process must include a clear outline of the role requirements and the Foundation's confidentiality and privacy policies.

Volunteers working on-site at the Foundation offices must undertake appropriate OH&S training including knowledge of evacuation procedures and information for reporting risks or hazards. All volunteers must be familiar with the Foundation 'Code of Conduct' and 'Privacy Policy'. It is recommended the Foundation Charter and Handbook be shared with these volunteers to aid in the induction process.

## 16.5 RIGHTS AND RESPONSIBILITIES

The Foundation and the Foundation volunteers must comply with all requirements set out in this section and in the Volunteer Agreement. Volunteers are bound by all of the requirements of the Foundation's Code of Conduct and Privacy Policy.

Volunteers may be reimbursed for authorised expenses associated with volunteer activities and this must be done in line with the Foundation's Cash Policy. Volunteers must not incur any expenses on behalf of the Foundation without express permission from the Board or Executive.

Snowdome maintains insurance coverage for Directors and Officers Liability and Personal Accident insurance which covers all of its volunteer workers.

(For more information please refer to the [SafeWork Australia Volunteer Guide](#))

## 16.6 VOLUNTEER AGREEMENT

The 'Volunteer Agreement Form' is included in the Appendix (s 19.7) of the Snowdome Foundation Charter and Handbook. The form must be completed and submitted to the Foundation prior to the stated commencement date.

The 'Volunteer Agreement Form' must be provided to prospective volunteers in conjunction with the Volunteer Guidelines section of the Foundation Charter and Handbook.

Confidential and/or sensitive documents or information should not be shared with volunteers prior to the completion of these forms. The form requires the following to be included:

- The nature and purpose of the voluntary work
- The days and hours which have been agreed to
- Any appropriate start/end dates
- Supervision/Line manager
- Consent to provide a current Police Check (if requested)

## 16.7 CONFIDENTIALITY

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves a single staff, volunteer, client, or other person or involves overall agency business. Failure to maintain confidentiality may result in termination of the volunteer's relationship with the Foundation or other appropriate or reasonably required action. (See also s 18 'Privacy Policy')

## 16.8 CESSATION OF VOLUNTEER RELATIONSHIP

Volunteers who do not adhere to the rules and procedures of the Foundation or do not represent the Foundation favourably will be advised that they are no longer authorised to act as a volunteer for the Foundation.

Possible grounds for ceasing Volunteer relationship may include, but are not limited to, the following: gross misconduct or insubordination, theft of property or misuse of agency materials, abuse or mistreatment of clients, staff or other volunteers, failure to abide by agency policies and procedures, and failure to satisfactorily perform assigned duties.