
Policy Title:	RM Williams Australian Bush Learning Centre – Volunteers
Policy No:	206
Policy Subject:	Volunteer Management – RM Williams Australian Bush Learning Centre
Directorate:	Community & Cultural Services
Department:	RM Williams Australian Bush Learning Centre
Responsible Officer:	Director of Community & Cultural Services
Authorised by:	North Burnett Regional Council
Adopted Date:	Policy & Strategy Meeting – 02/08/2011
Review Date:	02/08/2013
Authorities:	

INTRODUCTION:

The RM Williams Australian Bush Learning Centre values and supports voluntary work, subscribing to the idea that volunteers are unpaid workers, who should have the similar rights and privileges to those in paid employment. We realize that people volunteer for different motivations and try, within reason to meet their needs. We further understand that as much as volunteers support our organisation they receive non-tangible benefit in return.

OBJECTIVES:

This policy will apply to the all volunteers of the programs and services that are delivered by the RM Williams Australian Bush Learning Centre to ensure

- The recruitment of a trained volunteers workforce to assist staff in the duties required to sustain the centre
- The recruitment of suitable volunteers to work at the centre
- Consistent management of volunteer staff
- To ensure that the volunteer’s experience matches or exceeds expectation

POLICY STATEMENT

The RM Williams Australian Bush Learning Centre adopts the Principles of Volunteering as defined by the Volunteer Centre of Queensland. The Volunteer worker will be recognised as an individual with different needs, attitudes, interests and levels of skill. The Volunteer worker will be treated with respect and encouraged to participate in professional development and training.

Tasks and activities that volunteers can participate in at the RM Williams Centre include:

- Client service at the information desk
- Exhibition mounting and de-mounting
- Gardening
- Cleaning
- Assisting with functions and events
- Other tasks that may become apparent from time to time under direction of Centre Coordinator

Procedures for Appointing and managing Volunteers

- Advertising for volunteers to help at the centre will be ongoing
- Once a person has indicated that they wish to volunteer, the Centre Coordinator will arrange an informal interview with the person. If the person is considered suitable, they will be asked to fill out a Volunteer Information Form.
- The volunteer and Centre Coordinator will discuss the tasks/duties and hours, that the volunteer wishes to be involved in.
- A start date will be arranged and the volunteer given WPH&S induction as well as training in the tasks that they will perform at the centre.
- A volunteer handbook will be provided to each volunteer at the commencement of their appointment that outlines all policies and procedures relative to volunteers and volunteering at the RM Williams Australian Bush Learning Centre
- The Volunteer Handbook will be reviewed and updated annually
- All volunteers must agree to abide by the RM Williams Australian Bush Learning Centre Code of Conduct and Code of Ethics, and Confidentiality policy, signing agreements for the same that will be kept on their personal file
- Each position has a Job Description that identifies the tasks and the line of authority and responsibility
- The volunteer has the choice to be involved but having made a commitment the volunteer then has the responsibility to carry out the task with the same diligence and care of paid staff
- Unpaid work is restricted to no more than two and a half days per week for any one specified task other than in agreed circumstances
- The RM Williams Australian Bush Learning Centre acknowledges that volunteering with an organisation is one way in which community ownership and community empowerment can occur.

Volunteering responsibilities

Having made a commitment the volunteer has a responsibility to:

- Perform tasks to the best of their ability
- Attend relevant training
- Give adequate notice of absence
- Pass information on to the relevant staff
- Respect confidentiality
- Respect clients and other workers
- Adhere to the policies of the RM Williams Australian Bush Learning Centre
- Work towards the achievement of the RM Williams Australian Bush Learning Centre's objectives
- Show care and diligence in their work

Volunteering Reimbursement of expenses

- Volunteers have the right to claim the reimbursement of authorised out of pocket expenses and /or travel expenses, when those expenses are a result of extended travel requirements.

Volunteering rights

The volunteer has the right to:

- A written, clearly stated Job description to define the duties and responsibilities of their position
- Be treated as a co-worker
- A suitable assignment with consideration for personal preference, temperament, abilities, education and employment background
- Be informed about the organisation, its policies, its people and its programs
- Continuing education and training
- A grievance process
- Be adequately insured
- Be provided with the tools necessary to complete tasks
- Opportunities for personal development
- Be Involved in any evaluation of your work or the organisation

Volunteering time commitment

Once committed to a specific time frame the expectation is that the Volunteer will fulfill that commitment within the restrictions of no more than two and a half days per week for any one specific task other than in agreed circumstances.

OTHER RELATED POLICIES AND PROCEDURES

Documents related to this policy	
Related policies	<ul style="list-style-type: none">• WPH&S
Forms or other organizational documents	<ul style="list-style-type: none">• Volunteer Handbook• Volunteer Information Form (see Attachment to this policy)

REVIEW PROCESS

Policy review frequency: Every two years	Responsibility for review: RM Williams Australian Bush Learning Centre Coordinator in consultation with the RMWABLC Ltd
Review Process: The Coordinator will review the policies on regular basis. All staff and volunteers will also be given opportunities for feedback during these reviews.	
Documentation and communication: Decisions that require significant amendments (modified policy or new) will be reported in a specific Policy Review Report. This report will be forwarded to the RM Williams Australian Bush Learning Centre Management Committee for consideration and ratification. The policy will then require the approval of the NBRC, at a Council meeting.	



Volunteer Information Form

Surname: _____

Given Name(s): _____

Date of Birth: ____/____/____
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Residential Address: _____

Suburb: _____ State: _____ Postcode: _____

Mailing Address: _____

Suburb: _____ State: _____ Postcode: _____

Contact Number:
Home: (07) _____
Work: (07) _____ Mobile: _____
Email: _____

.....
Allergies: _____

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In Case of an Emergency

Name: _____

Relationship: _____

Address: _____

Contact Number:

Home: (07) _____

Work: (07) _____

Mobile: _____

Information Privacy Collection Notice

North Burnett Regional Council is collecting this information in order to process your application. This information will not be disclosed to any third party without your written or verbal authorisation unless required by law.