



TOOWOOMBA
HOSPITAL
foundation

DOCUMENT TITLE: Volunteering Policy & Procedure

POLICY NUMBER: **VLT 01082017**

CATEGORY: VOLUNTEER

LEGISLATIVE CONTEXT: Links to the National Standards for Involving Volunteers

RELATED DOCUMENTS: Volunteer Agreement
 Volunteer Expression of Interest Form
 Workplace Health & Safety Policy Statement Workplace
 Health & Safety Checklist Volunteer Induction Checklist

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VOLUNTEERING POLICY & PROCEDURE

INTRODUCTION

THF enlists the services of volunteers across all programs. A comprehensive policy is required to ensure the roles, rights and responsibilities of all stakeholders in these arrangements are clearly defined and the underpinning operational procedures are implemented

POLICY

THF recognises the contribution that volunteers can make to the service it provides and actively recruits and uses volunteers in the delivery of services and events operated by the organisation.

THF is aware of the capacity of volunteers to enhance its ability to deliver quality services cost effectively and to expand and enhance resources in its work generally. Volunteers and students bring in new skills, a strong connection to the community, including community buy-in, enthusiasm and a refreshing perspective to the organisation and its work.

While not advocating the use of volunteers to fill positions that would otherwise be allocated to paid workers, it is anticipated that volunteers may be utilised to enhance or extend the range of activities offered by THF.

DEFINITION:

For the purposes of this policy "volunteer" will be deemed to be any person who undertakes tasks on behalf of THF for which they receive no remuneration.

PURPOSE

The purpose of this document is:

- to provide guiding principles for the THF volunteer program;
- to define roles, rights and responsibilities for THF staff and volunteers engaged in this program;
- to document the operational procedures which will underpin a successful and accountable volunteer program for THF.

PRINCIPLES

THF embraces the use of volunteers for the following reasons:

- To enhance the work of paid staff within the organisation;
- To develop and work in new areas of operation for the organisation;
- As part of a philosophy of community involvement;
- To assist in the major fundraising, promotional or outreach events held by the organisation.

We appreciate that the reason people volunteer can be as varied in number as there are people. THF respects the different reasons why people offer their services in a volunteering capacity and will endeavour to match the individual, their motivation, strengths and capacity to a suitable role.

While volunteers are not paid a salary, the organisation will treat volunteers as fairly, equally and respectfully as it treats its paid staff.

VOLUNTEER MANAGEMENT PROCEDURE

A Volunteer Management System is a streamlined and integrated approach to managing volunteers. It is made up of policies, procedures, checklists, forms and agreements that provide the guidelines, controls and supports for the management of volunteers.

The components of the THF volunteer management system include:

- Active volunteer recruitment
- Volunteer Agreement
- Volunteer Health and Safety Program
- Volunteer Training and Development Program

The use of a Volunteer Management System ensures that the management of volunteers is uniform and consistent with the culture and philosophies of the organisation; that it is transparent, reliable and accountable; that it is sustainable; and that it builds and retains a high level of confidence with volunteers, with staff and in the community.

Barriers

Further, the board, management and staff of THF recognise that barriers will and do exist that prevent or constrain people from volunteering with the THF when they would otherwise like to do so. The organisation will endeavour at all times to consider the particular needs of volunteers and endeavour to be creative in providing opportunities for volunteer participation across a broad spectrum of activity. This in no way lessens the requirement for organisational needs to be a priority in attracting, recruiting and retaining volunteers.

Expenses and Reimbursement

Volunteers are not required or expected to pay for resources or to use personal equipment or effects to undertake their role. In line with this directive, it is not anticipated that volunteer reimbursement will be a feature of this program and therefore staff and volunteers should not take action that requires reimbursement as there is no guarantee that such will be available.

THF commits to the following:

- When required to undertake travel, a pool vehicle or funds for transport will be provided.
- If required to purchase any item on behalf of the THF, a volunteer will be provided with petty cash and will never be expected to use their own funds.

Insurance

Volunteers will be covered by insurance during their work-time with THF.

Recognition

All relationships are improved and enhanced when people are thanked and recognised for their contribution to programs and activities either in the workplace or as volunteers. THF is committed to ensuring that volunteers know that they are valued and that their contributions make a significant difference to the work of the organisation and in the community.

THF will hold a Volunteer Recognition function at least annually to formally thank volunteers for their efforts and to take the time to inform them of the tangible effects of their work.

Recruitment

It is acknowledged that volunteers will be attracted to work for the THF for a variety of different reasons and will be recruited via a variety of different mechanisms. No matter in which way a person presents to the THF to become a volunteer, they will undergo the following recruitment process:

- Completion of Expression of Interest form to become a volunteer;
- Interview of the applicant;
- Reference checks if required and confirmation of qualifications, experience and training if required.

Tasks

The range of tasks to be offered to volunteers shall be developed with input from all THF staff. When service developments are being planned, consideration will be given to creating new opportunities for volunteering within the THF's operations.

Where professional, technical or other qualifications are essential for the task, the volunteer will hold the relevant qualifications.

Training

Training will be provided to volunteers to enable them to effectively undertake the role to which they have been assigned and to ensure that they are aware of safe work practices in line with the THF's Workplace Health and Safety Policy and within the parameters of the legislation.