

Practice Guidelines for Voluntary organisations and projects

This organisation will:

- Empower volunteers to meet their own and the organisation's needs.
- Offer volunteers work opportunities appropriate to their skills, experience and aspirations.
- Provide volunteers with clear role descriptions and orientation to their work and the organisation. These will include channels of communication.
- Provide training and support for volunteers to achieve personal and work goals.
- Implement policies and procedures to ensure the safety of volunteers and the organisation including:
 1. Health and Safety
 2. Privacy
 3. Conditions of engagement of volunteers and paid staff
 4. Finance
 5. Grievance Procedure
- Offer reimbursement of prior approved actual and reasonable expenses. Volunteers will not receive any other remuneration.
- Recognise volunteers as valued team members, and provide opportunities to participate in relevant organisational decisions, and mechanisms to acknowledge the value of contributions made by volunteers.

Factors Which Tend to Make the Involvement Of Volunteers Appropriate:

- Where the work is for the benefit of voluntary, not-for-profit charitable or similar organisation or project
- Where the role has not been performed by a paid worker within the last six months.
- Where the role will not require more than fifteen hours per week over 48 weeks per year.
- Where there is an agreement within the member organisation, about the nature and purpose of the volunteer involvement, including the principle of entitling volunteer staff to the same engagement practices and benefits as paid staff.
- Where paid staff acknowledge the value of volunteer contributions and adequate resources are made available to support, supervise and train the volunteers.

- Where there is an opportunity for the volunteer to benefit from the work by achieving personal goals.
- Where a distinct area of work can be identified for which the volunteer can take responsibility and which complements or extends the work of paid staff.
- Where roles such as visiting, one-on-one befriending, etc, can ensure a client has a relationship with someone other than paid staff
- Where the work is not normally considered to be the responsibility of a statutory service
- Where the volunteer will not be undertaking work which is the subject of an industrial dispute

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