

 <p>TEAR AUSTRALIA TRANSFORMATION • EMPOWERMENT • ADVOCACY • RELIEF</p>	<p>Policy Name Volunteer Policy</p>
<p>Issuing Department People at TEAR</p>	<p>Approved By DCT</p>
<p>Effective Date February 2014</p>	<p>Approved Date February 2014</p>
<p>Scope This policy covers those who volunteer for TEAR as defined below and sets out the mutual responsibilities of TEAR (which includes all staff) and of the volunteer.</p>	

1. Purpose

TEAR has a significant supporter-active movement. While these supporters act voluntarily, TEAR cannot offer the same level of support and oversight to every member of the movement. The purpose of this policy is to recognise and define the difference between our volunteers and members of the wider movement. TEAR values both groups while relating to them in different ways. Secondly, this policy outlines TEAR and volunteer rights and responsibilities to each other to ensure their work together is enjoyable and productive.

2. Volunteer Rights and Responsibilities

2.1 Volunteer Rights

TEAR has a rich history of mobilising volunteers to contribute to positive social change. TEAR acknowledges the importance of voluntary work and desires to appreciate and affirm volunteers through meaningful relationship. Volunteers have rights, some of which are enshrined in legislation and some of which could be considered the moral obligations of an organisation. Volunteers can expect these commitments from TEAR:

- a. An appropriate induction to TEAR;
- b. Clear information on their tasks and work role within TEAR;
- c. Resources, support and supervision as appropriate;
- d. Volunteers' views will be actively sought about the processes and effectiveness of their job;
- e. To operate in a safe and healthy work environment;
- f. To be recruited in accordance with equal opportunity and anti-discrimination legislation;
- g. To be adequately covered by insurance while volunteering;
- h. To be reimbursed for preapproved out-of-pocket expenses incurred on behalf of TEAR;
- i. To be provided accurate and truthful information about TEAR;
- j. To be valued and recognised by the organisation and positively encouraged in their work;
- k. To have access to a grievance process; and
- l. To have personal information maintained in accordance with the Privacy Act.

It is an important part of TEAR's ethos to involve volunteers in TEAR's work. The supervisor of the volunteer is responsible for ensuring these rights are upheld and particularly for ensuring their volunteers are recognised and valued.

2.2 Volunteer Responsibilities

Volunteers are asked to:

- a. Understand the purpose and philosophy of TEAR before committing to a volunteer role;
- b. Examine their motives to be sure that they match the volunteer position;
- c. Understand relevant TEAR policies and guidelines and be prepared to comply with them;
- d. Be dependable and reliable;
- e. Be willing to train and take part in ongoing training when offered;
- f. Welcome, accept or ask for supervision and support when needed;
- g. Avoid over-extending themselves and recognise personal limitations;
- h. Value and support others;
- i. Raise any concerns with the Volunteer Supervisor;
- j. Advise TEAR when they no longer wish to continue in the volunteer position; and
- k. Maintain donor, staff and organisational confidentiality in accordance with the Privacy Act.

3. Volunteers and Child Protection

TEAR is an active supporter of safeguarding children. All volunteers will be recruited in line with best practice recruitment methods which include measures to safeguard children (see *Safeguarding Children Policy and Guidelines and Volunteer Guidelines*). Category Green Volunteers must be subject to a criminal history record check as part of their recruitment.

3.1 Category Green Volunteers

Volunteers who meet any of these criteria should always have a criminal history record check (or similar due diligence check):

- a. Volunteers who come into contact with children as a result of their work for TEAR. That is, the context of their volunteer work is new.
- b. Volunteers working at TEAR events where children are present.
- c. Where there is a credible child safety risk. This may depend on the amount and likelihood of contact with children and whether this contact occurs unsupervised. These factors must always be considered by the supervisor of the volunteer.
- d. Volunteers who act as the public face of TEAR in a decision-making capacity (such as the Board and Volunteer State Coordinators).

Category Green Volunteers include event volunteers, exposure trip participants, volunteer speakers, Board members.

All volunteers will read, sign and follow the TEAR Australia Code of Responsible Conduct.

All other volunteers are those who either don't have contact with children or would have had it anyway regardless of their work with TEAR.

Other volunteers (who are not Category Green) include IPAC hub members, UG Shop Operators, TEAR Groups, most TEAR Reps, and most office volunteers.

The volunteer supervisor is responsible for ensuring relevant and effective risk management is undertaken.

4. Insurance Advice to All Volunteers

Although volunteers are covered by TEAR's public liability insurance in respect of accidental damage they may cause to other people or property in the course of providing their services to TEAR, they will be personally liable for any deliberate or negligent damage caused to any person or property even though working as a volunteer. At all times volunteers are encouraged to exercise prudence in all that they say and do.

5. Definitions

A volunteer is an individual who freely and without expectation of financial gain contributes time, service and skills to assist TEAR in accomplishing its mission under the express direction of TEAR.

Volunteer work (as per Volunteering Australia's Principles of Volunteering) refers to any designated task or activity which:

- Benefits the community;
- Is done of own free will without coercion;
- Is done without financial reward; and
- Is done within a community or not-for-profit organisation.

6. Related References

This policy focuses on the administrative arrangements peculiar to the engagement of volunteers as defined above. In addition, there are important general policies contained in this manual which apply to the engagement of all personnel, including volunteers. These include:

Code of Responsible Conduct
Equal Employment Opportunity Policy
Gender Policy
Grievance Policy
Harassment, Bullying and Occupational Violence Policy
IT Policy
National Standards for Volunteering
Privacy Policy
Safeguarding Children Policy and Guidelines
Volunteer Agreement
Volunteer Registration Form
Work Health and Safety Policy

8. Change History

Date	Modification
21 August 2010	Approved following changes recommended at the May 2010 meeting: It was suggested that the Volunteer Policy mention UG Shop and TEAR Group coordinators as key groups, and include the requirement that volunteers at the National Office sign in. Sections 1.5 and 1.11 need to be reworked, ensuring the policy references are still valid. Also it was felt

Date	Modification
	the wording of section 1.9, reimbursements, should be softened to encourage volunteers to claim where appropriate. Mention of the health of those volunteering on DEEPs should also be considered for inclusion in section 1.12.
20 Feb 2010	The Board were presented a revised version of the Volunteer policy and suggested that accident insurance may be needed, and further work be done on section 1.4.
15 May 2005	The Policy was approved as part of the Consolidated Manual
13 November 2012	Defined volunteer work, aligned policy with the National Volunteer Standards, moved procedures into a new document Volunteer Guidelines and existing Safeguarding Children Guidelines and How TEAR supports TEAR Reps. Changed policy owner to People at TEAR.