



VOLUNTEER POLICY

Purpose

Royal South Street Society (RSSS) conducts an annual Eisteddfod that encourages and involves volunteer support and active participation. RSSS encourages an environment of mutual respect, where employees and volunteers work towards the goals of the organisation.

Scope

This policy applies to all staff and volunteers engaged with RSSS across all venues and locations used by RSSS to conduct the Ballarat Eisteddfod or other RSSS events.

Definitions

Royal South Street Society	The formal title of the organisation. The organisation that formally oversees the Royal South Street Society Ballarat Eisteddfod
Royal South Street Society Ballarat Eisteddfod	Our core business/event/season of events/eisteddfod which is overseen by the Royal South Street Society
Volunteering	<p>In accordance with the National Standards for Involving Volunteers in not-for-profit organisations RSSS adopts its definition of volunteering:</p> <p>Formal volunteering is an activity which takes place in not for profit organisations or projects and is undertaken:</p> <ul style="list-style-type: none">• To be of benefit to the community and the volunteer;• Of the volunteers own free will and without coercion;• For no financial payments; and• Is designated volunteer positions only.

Policy Statement

In order to enhance the volunteers' experience and comply with legislation and duty of care RSSS will:

- Interview and employ volunteer staff in accordance with anti-discrimination and equal opportunity legislation
- Request all volunteers to undergo/and/or provide suitability checks annually applicable to our Child Safety and Wellbeing Policy – specifically a Working With Children Check (WWCC).
- Provide volunteer staff with training and induction



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- Provide volunteer staff with a healthy and safe workplace
- Provide appropriate and adequate insurance coverage for volunteer staff
- Differentiate between paid and unpaid roles
- Define volunteer roles and develop clear job descriptions
- Provide appropriate levels of support and management for volunteer staff
- Provide volunteers access to a copy of policies pertaining to volunteer staff
- Ensure volunteers are not required to take up additional work during industrial dispute or paid staff shortage
- Provide all staff with information on grievance and disciplinary policies and procedures
- Acknowledge the rights of volunteer staff
- Ensure that the work of volunteer staff complements but does not undermine the work of paid staff
- Offer volunteer staff the opportunity for professional development
- Reimburse volunteer staff for out of pocket expenses incurred on behalf of the organisation
- Treat volunteer staff as valuable team members, and advise them on opportunities to participate in agency decisions
- Acknowledge the contributions of volunteer staff

Rights, Responsibilities and Principles of Royal South Street Society Volunteers

Rights

As a Royal South Street Society volunteer you have the right:

- To work in a healthy and safe environment
- To be interviewed and employed in accordance with equal opportunity and anti-discrimination legislation
- To be adequately covered by insurance
- To be given accurate and truthful information about the organisation for which you are working
- To be reimbursed for out-of-pocket expenses incurred on behalf of the organisation for which you are working

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- To be given a copy of the organisations volunteer policy and any other policy that affects your work
- Not to fill a position previously held by a paid worker
- Not to do the work of paid staff during industrial disputes
- To have a job description and agreed working hours
- To have access to a grievance and complaints procedure
- To be provided with orientation to the organisation
- To have your confidential and personal information dealt with in accordance with the principles of the *Privacy Act (1988)*
- To be provided with sufficient training for you to do your job

Responsibilities

As a RSSS volunteer you have the responsibility:

- To respect and adhere to Royal South Street Society policies and procedures
- To provide RSSS with an annual update/copy of an approved WWCC and help us create a shared commitment to keeping children safe
- To ensure a safe and healthy working environment for other volunteers, paid employees and visitors into the premises
- To provide truthful and accurate information to Royal South Street Society employees, other volunteers and community members
- To perform tasks in accordance to the agreed job role and working arrangements
- To treat personal and private information in appliance to the *Privacy Act (1988)*
- To attend orientation, induction and training days

Principles

Principles of Volunteering in accordance to the National Standards for Volunteer Involvement (www.volunteeringvictoria.org.au February 2022)

- Volunteering benefits the community and the volunteer
- Volunteering is always a matter of choice
- Volunteer work is an activity that is unpaid and not undertaken for the receipt of salary, pension, government allowance or honorarium



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- Volunteering is a legitimate way in which citizens can participate in the activities of their community
- Volunteering is a vehicle for individuals or groups to address human, environmental and social needs
- Volunteers do not replace paid workers nor constitute a threat to the job security of paid workers
- Volunteering respects, the rights, dignity and culture of others
- Volunteering promotes human rights and equality

Volunteer Induction and Training

General Induction & Training

All volunteers must undergo an induction session prior to commencing a first shift. This may be a formal group training session(s), individual induction session, or shift induction session depending on the nature and location of the volunteer work. General induction should outline the type of work that volunteers will be involved in and all appropriate policies and procedures of the organisation.

Venue Induction

All volunteers must undergo an induction session prior to commencing a first shift at a new venue. This may be a formal group training session, individual induction session, or shift induction session depending on the nature and location of the volunteer work. All volunteers will be taken on a tour of the venue to familiarise themselves with the Emergency, OHS, First Aid, Incident Reporting and Child Safety aspects of the venue.

Confidentiality

RSSS will respect the privacy and confidentiality of personal information supplied by volunteers.

Volunteers will respect the privacy and confidentiality of personal information supplied by RSSS in regards to their tasks (eg. Names, Addresses, Date of Birth, Email, etc....)

Refer to Privacy Policy

Grievance & Complaints

If a volunteer wishes to make a grievance or complaint, they may do so by following the Grievance and Complaints Policy and Procedure

Supporting Documents

- Privacy Policy & Procedure



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- Confidentiality Policy
- Child Safety & Wellbeing Policy
- Child Safe Code of Conduct
- Incident Report
- Venue HIRAC

Responsibility

- The Royal South Street Society Board is responsible for monitoring the implementation, outcomes and scheduled review of this policy.
- The CEO/General Manager/Business Manager is responsible for maintaining the content of this procedure as delegated by the Royal South Street Society Board.

Communication & Implementation

This procedure will be communicated and implemented via:

- Identified and recorded on the RSSS Quality Management Plan Cycle
- Listed in the Policies & Procedures file on the RSSS Intranet
- On Board review/approval, included on Staff Meeting Agenda for location and active implementation
- Staff induction documentation and sessions.
- Listed on the public website

Legislative Context

- Child Safety & Wellbeing
- Privacy Act
- Anti-discrimination Laws
- Equal Employment and Opportunity Laws
- National Standards for Volunteer Involvement

Review of policy

To ensure RSSS is complying with the Australian National Standards, this policy will be reviewed every 12 months

Policy Authorisation

Approved by RSSS Board	July 2024	Responsible Person	CEO/General Manager/Business Manager
Version	Version 3 2024	Scheduled Review Date	01/01/2026