

*Volunteer
Policy & Procedures
Manual*



Volunteering North Queensland Inc.
A Volunteer Resource Centre

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1. About Volunteering North Queensland Inc.

WHO WE ARE

Volunteering North Queensland Inc. is a not-for-profit volunteer referral and resource centre

MISSION

Volunteering North Queensland Inc. promotes a positive, inclusive volunteering experience by encouraging and fostering the highest possible standards in recruitment, training, management and recognition of volunteers.

VISION

Volunteering North Queensland Inc. aims to provide an ongoing, quality volunteer referral and support service that meets the needs of volunteers and volunteer involving organisations to the satisfaction of both parties. We provide ongoing education and training to promote the philosophy of volunteering and issues pertaining to volunteers and volunteer management within North Queensland communities.

VALUES

- We believe individuals have the right to participate freely in Australian society through the act of volunteering
- We believe volunteering complements, but is not a substitute for paid work
- We are committed to raising the profile and esteem of volunteering as a vital force within the community
- We are committed to the development of professional standards of service, which recognise the importance of effective management which supports voluntary effort
- We are committed to enhancing the status of the association as a peak body for volunteering in North Queensland.

2. Foreword to Volunteer Policy & Procedures

A volunteer is defined as “a person who gives his/her services without any express or implied promises of remuneration”. (The Law and Volunteers, Johnstone Training and Consultation, Satterfield & Gower, January, 1993.) Volunteers give freely of their time, talents, skills and energy with no expectation of monetary compensation.

Volunteering North Queensland Inc. refers to Volunteering Australia’s definition of **Formal Volunteering** that is as follows:

Formal Volunteering is an activity, which always takes place through a not-for-profit organisation or project and is:

- *Of benefit to the community and the volunteer;*
- *Undertaken of the volunteer’s own free will and without coercion;*
- *For no financial payment*
- *In a position not designated as paid, and;*
- *Underpinned by the Volunteering Australia’s ‘Principles of Volunteering’ (see General Principles of Volunteering 2.1)*

The contribution of volunteers is vital to Volunteering North Queensland Inc. operation. Volunteering North Queensland Inc. recognises and values the reciprocal nature of the relationship between the group and the individual, and is committed to providing a volunteer experience which both:

- Supports the work of Volunteering North Queensland Inc., and
- Meets the needs and expectations of individual volunteers

2.1 General Principles of Volunteering

Volunteering North Queensland Inc. adheres to the principles of volunteering as defined by Volunteering Australia:

- Volunteering benefits the community and the volunteer
- Volunteering is always a matter of choice
- Volunteering is an activity that is unpaid and not undertaken for the receipt of salary, pension, government allowance or honorarium
- Volunteering is a legitimate way in which citizens can participate in the activities of their community
- Volunteering is an vehicle for individuals or groups to address human, environmental and social needs
- Volunteering is an activity performed in the not-for-profit sector only
- 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

3. Introduction to Volunteering

3.1 Rights and Responsibilities

POLICY

Volunteers are a valuable resource to our group. Volunteering North Queensland Inc.'s Mission and Values Statement says:

- We are committed to involving volunteers in all of Volunteering North Queensland Inc.'s direction setting, decision-making and service delivery. Volunteering North Queensland Inc. recognises that without the skill, generosity and commitment of our volunteers, it would be impossible to maintain the quality of our service.
- Volunteers have the right to be given meaningful volunteering opportunities, receive adequate information and a clear job description of what the volunteer role entails, have their personal details kept in a confidential manner, be adequately insured, be treated equally and respectfully, to receive ongoing and effective support and to be recognised for their contribution to Volunteering North Queensland Inc.
- In return, volunteers agree to actively perform their duties to the best of their abilities, to ask for support when needed, be accountable to Volunteering North Queensland Inc. and to remain faithful to the philosophies, policies and procedures of Volunteering North Queensland Inc.

3.2 Volunteer Code of Conduct

POLICY

Upon joining Volunteering North Queensland Inc. all volunteers are expected to read, sign and honour the **Volunteer Code of Conduct** (sample code follows). The code stresses that Volunteering North Queensland Inc. volunteers have a responsibility to be ambassadors of Volunteering North Queensland Inc.

3.3 VOLUNTEER CODE OF CONDUCT

1. Confidentiality

We will honour the confidentiality of service users, volunteers, sponsors and donors and adhere to the established precepts of confidentiality of Volunteering North Queensland Inc.'s Policies & Procedures and government legislation. We agree to consider information pertaining to social and medical conditions, family situations and other facts of a highly personal nature as confidential and therefore we understand that we are not to disclose this information to any person who is not authorised by Volunteering North Queensland Inc. to have access to such information without the specific permission of the individual concerned.

2. Non-Discrimination/Equity

In keeping with Volunteering North Queensland Inc. philosophies and policies, Volunteering North Queensland Inc. will neither practice nor tolerate discrimination or harassment against any volunteer or service-user on the ground of race, creed, colour, place of origin, ethnic origin, ancestry, citizenship, political or religious affiliation, gender, sexual orientation, age, marital status, family relationship, economic status or disability.

We will treat each other and service-users with dignity, care and respect.

3. Conflict of Interest

We commit to our understanding and upholding of the Conflict of Interest policy. We agree to discuss any potential conflict and commit to being truthful in all matters to do with our volunteer relationship with Volunteering North Queensland Inc.

4. Alcohol/drug use

We understand that being under the influence of alcohol or drugs may interfere with our ability to deliver service. We therefore agree: not to perform our volunteer duties while under the influence of drugs or alcohol.

5. Limits

We agree to maintain the limits we have set for ourselves with respect to the emotional and physical resources we are willing to provide. If we find ourselves in a situation that requires us to do something outside of our role outline, we will ask for assistance or support, or refer when appropriate.

6. Training and Continuing Development

We understand that in accepting a volunteer position with Volunteering North Queensland Inc., we are agreeing to undertake and complete the necessary training before and during the course of our volunteer assignment. We value our own continuing development and understand that it is essential. We will do this by keeping updated on new information, attend monthly meetings, and by taking advantages of opportunities such as seminars and workshops.

7. Non-compliance

We understand that failure to adhere to any and all parts of this code may affect the reputation of Volunteering North Queensland Inc. and result in suspension from our volunteer duties and/or termination of our volunteer relationship with Volunteering North Queensland Inc.

Name: _____

Supervisor: _____

Signature: _____

Signature: _____

Date: _____

Date: _____

4. Recruitment

4.1 POLICY

Our recruitment policy is driven by our purpose, which is to fulfil the needs of our organisation and the expectations of our volunteers.

Volunteering North Queensland Inc. applies the principles of equal opportunity to its recruitment processes and will not withhold a volunteer position on the basis of race, age, gender or religion.

The Manager will interview all prospective volunteers. The area of work and level of involvement will be arranged on an individual basis at time of interview.

Prospective volunteers are matched for their suitability to existing position descriptions. The selection criterion for each position depends upon the particular skills needed to fulfil the duties of that position. Commitment to the goals, values, policies and procedures of Volunteering North Queensland Inc. will be looked upon favourably as will be the ability to work as part of a team and the acceptance of the relevant roles and responsibilities.

Volunteers will be given continuing support in the form of orientation, on-the-job and other training, recognition of service, counselling and reimbursement of authorised out-of-pocket expenses.

4.2 Role Outline

POLICY

Volunteers of Volunteering North Queensland Inc. require a clear, complete and current description of the duties and responsibilities of the position that they are expected to fill. For effective recruitment and placement of volunteers within the group, a role outline must be developed for each volunteer position. This role outline will be given to each volunteer.

All role outlines include a description of the purpose, duties of the position, skill and training requirements, location, benefits for the volunteer, supervision and support/lines of responsibility, and any other relevant and necessary information.

4.3 Role Outline

**Volunteer Position:
Responsible to:**

Broad purpose of the position:

Duties/Activities:

Skills/Qualifications Required:

Time frame: Length of commitment sought:
Estimated total hours:

Preferred hours: At discretion of the volunteer:
Essential times needed:

Place of work:

Optional additional suggestions to be included in the role outline

Benefits to volunteer:

Training offered:

Insurance: Personal Accident/ Public Liability/ Professional Indemnity

Reimbursement for out-of-pocket expenses (subject to advance authorisation and presentation of receipts)

Other benefits:

Other relevant information:

4.4 Initial Contact

On contacting Volunteering North Queensland Inc., all potential volunteers are to be informed of Volunteering North Queensland Inc.'s recruitment policy, type of voluntary work generally available and the nature of the work. Relevant material is distributed in response to enquiries. This material will include:

- Information about the organisation (mission, purpose etc)
- An application/registration form
- Clear instructions on how, when and where to apply
- The knowledge, skills and attributes required
- Details of the screening process (if applicable)
- Name and telephone number of the contact person

4.5 Registration

All volunteers are to meet with the Volunteer Coordinator to discuss their interest in volunteering. The purpose of this meeting is to:

- Determine what brought them to Volunteering North Queensland Inc.
- Discuss any particular expectations regarding volunteering
- Discuss information such as the volunteers interests, skills, experience and time availability
- Provide details about Volunteering North Queensland Inc.
- Discuss what the position entails – provide information about training opportunities and other benefits of the position
- Discuss the expected commitment from volunteers
- Discuss any special needs that Volunteering North Queensland Inc. should be aware of
- Make further arrangements as appropriate (eg. orientation and start date)

4.6 Reference checks

Volunteering North Queensland Inc. promotes the principle that all organisations have a duty of care to the clients they serve and to their volunteers. If the Volunteer Coordinator deems it appropriate, the volunteer may be asked for work or character references before further placement at Volunteering North Queensland Inc..

4.7 Placement

When placing a volunteer in a position at Volunteering North Queensland Inc., attention is paid to the interests, skills and abilities of the volunteer and the requirements of the volunteer position.

No placement is made unless the requirements of both the volunteer and the organisation can be met. All volunteers are assigned to meaningful positions. No volunteer should be assigned to a “make work” position.

If the volunteer and the program manager wish to proceed with this particular position, details of the induction/orientation process are then provided.

4.8 Volunteer Induction

Policy

All volunteers will receive an orientation session upon commencement of their volunteering with Volunteering North Queensland Inc. The orientation of volunteers includes an information package that covers all key aspects of the volunteer management system appropriate to volunteers. At a pre-arranged orientation session, the volunteer's rights and responsibilities will be discussed with them and they are to be given:

- A copy of the orientation booklet, *Welcome to Volunteering North Queensland Inc.*
- A copy of their job description
- A copy of the Volunteering North Queensland Inc. newsletter
- An introduction to health and safety issues, including location of fire escapes
- An overview on confidentiality and clients rights

The volunteer will be given time to read through the Orientation Package and discuss any areas of clarification with the Manager. The volunteer and the Manager will then complete the Volunteer Agreement/Code of Conduct and Personnel Record forms which will be filed with the confidential staff and volunteer personnel files.

The supervisor will then complete an information session including:

- Working through the volunteers section of the Policy and Procedures Manual
- Expected hours and times of volunteer work
- Answering any queries regarding the nature of the work

Volunteers are then to be given a tour of the Volunteering North Queensland Inc. offices and introduced to other volunteers and staff. Staff will be informed as to the volunteer's duties and whom they will be working with. The tour will include:

- Tearoom and tea/coffee making facilities, use of microwave, refrigerator etc.
- Toilets
- Photocopiers
- Reception area, including the volunteers' sign-in book, in-trays, mail services and fax machine

4.9 Volunteer Introductory Period

Policy

The first 60 days of volunteering at Volunteering North Queensland Inc. are considered an Introductory Period. This Introductory Period will be a time for you to get to know fellow volunteers, the volunteer Coordinator and the tasks involved in the position description.

The Volunteer Coordinator will work closely with the volunteer during this period to help understand the needs and processes of the position.

The Introductory Period is a trial period for both the volunteer and the organisation to see if things are going to work out. At the end of the Introductory Period, the volunteer coordinator will hold an informal feedback session with the volunteer to discuss job performance. During the course of the feedback, the volunteer will be encouraged to give their comments and ideas.

All voluntary appointments are to be appraised after one month and then again after three months. If either the volunteer or the supervisor feel that the appointment is not working, either a new position may be found or the volunteer may be asked to wait until a suitable new position becomes available. After three months continuous volunteering in a particular position, volunteers will be treated the same as staff regarding grievance and dismissal procedures.

4.10 Volunteer Training

Policy

Volunteering North Queensland Inc. has a commitment to best practice, ensuring that volunteers are properly trained to carry out their volunteer work.

Individual training requirements will be addressed during the initial interview and followed up during the course of the volunteers' time with Volunteering North Queensland Inc.

All volunteers will be invited to participate in ongoing training where it is deemed to be beneficial and relevant to their positions. Adequate notice will be provided, along with all the training details.

All staff members are responsible for ensuring that the basic training needs of the volunteers are met in order to enable them to carry out their proscribed duties. This may be through:

- The provision of a volunteer orientation kit
- Referral to an external training course
- The provision of 'in-house' training sessions or on the job training

Basic training for volunteers will ensure that:

- All new volunteers have induction training through an orientation session. This will cover the volunteer orientation kit and the content and use of the Policy and Procedures Manual
- Volunteers receive training on occupational health and safety issues and in the use of equipment
- Volunteer receive training regarding the legal responsibilities associated with their work
- Volunteers receive training related to the needs of other volunteers and potential volunteers
- Volunteers will receive ongoing training on the content and use of the policy and Procedures Manual

5. Rights and Responsibilities of volunteer staff

5.1 Rights of Volunteers

Volunteering North Queensland Inc. volunteers have a right to:

- Receive adequate information and a clear job description of what is expected and to understand why they are doing a task and how it fits into the broader program;
- Be assigned a suitable project, task or job and to say no to tasks they are unable to do, or would rather not do, and to ask for a new job;
- To have on the job supervision provided by a designated staff member
- Receive respect and support from their co-workers as well as recognition and feedback from their supervisor for their work;
- Be reimbursed for out of pocket expenses, providing prior approval is obtained from the supervisor
- Be briefed on the broader aspects of Volunteering North Queensland Inc. and discuss with their supervisor whether Volunteering North Queensland Inc. is suited to them or whether they are to suited to Volunteering North Queensland Inc.;
- Request a reference from their supervisor when applying for a job, providing the volunteer has worked at Volunteering North Queensland Inc. for a minimum period of three months;
- Provide feedback, suggestions and recommendations regarding their job or the wider program;
- Have access to dispute resolution procedures and to be supported through such a process;
- Have personal details kept in a confidential manner;
- Work in a safe and healthy environment;
- Be provided with a place to work and suitable equipment and resources;
- Be adequately insured.

5.2 Responsibilities of Volunteers

We ask that our volunteers agree to:

- Be reliable and commit, where possible, to regular day/s and time of work so tasks can be planned accordingly;
- Keep Volunteering North Queensland Inc. informed of changes of address and phone number;
- Be responsible to and consult with their supervisor;
- To ask for support when needed;
- Agree to do the job training necessary to carry out duties as stated in the Position Description;
- Abide by any Volunteering North Queensland Inc. policies regarding their work;
- Appreciate and respect the confidential nature of information that may be acquired during the course of duties;
- Discuss any grievances or problems with their supervisor. If they remain unresolved speak to the Volunteer Coordinator;
- Not to spend money or order goods on behalf of Volunteering North Queensland Inc. without prior approval;
- Notify their supervisor or the Volunteer Coordinator if they are no longer able to work with Volunteering North Queensland Inc.;
- Show enthusiasm, loyalty and belief in the work of the organisation;
- Agree to work in a safe and healthy way and not jeopardise the health and safety of others;
- Inform Volunteering North Queensland Inc. of any pre-existing medical conditions or special needs that Volunteering North Queensland Inc. should be aware of, that might affect the volunteer's ability to undertake certain tasks;
- Report any accident or injury immediately to their supervisor;
- Not smoke in the Volunteering North Queensland Inc. building.

5.3 Confidentiality of work done on behalf of Volunteering North Queensland Inc.

As with paid work, all voluntary work done for or on behalf of Volunteering North Queensland Inc. belongs to Volunteering North Queensland Inc., and cannot be used or sold without the permission of Volunteering North Queensland Inc. All confidential records, documents and other papers, together with any copies of extracts thereof, made or acquired by the volunteer in the course of their work shall be the property of Volunteering North Queensland Inc. and must be returned to Volunteering North Queensland Inc. upon completion of their volunteering for Volunteering North Queensland Inc. Where appropriate, with permission of the supervisor, volunteers may take copies of their work with them when they leave.

5.4 Confidential Information

Volunteering North Queensland Inc. has an obligation to our clients to maintain their confidentiality and respect their privacy. Every client served by Volunteering North Queensland Inc. has the right to confidentiality. During the course of your volunteer work, information of a confidential nature may be shared with you. You must not share this information with anyone who does not have a professional right or need to know it.

No one is permitted to remove or make copies of any Volunteering North Queensland Inc. records, reports or documents without prior approval.

Staff and volunteers of Volunteering North Queensland Inc. will be required to sign a confidentiality statement regarding the personal information given to us. Release of confidential information to unauthorised persons can result in dismissal from our service, and could involve you in legal proceedings.

6. Volunteering North Queensland Inc.'s Commitment to Volunteers

Volunteering North Queensland Inc. recognises that volunteer's contribute a vast wealth of skills, knowledge and support towards the operation of Volunteering North Queensland Inc. All Volunteering North Queensland Inc. staff in return are to treat volunteers with respect and support. Staff are responsible for volunteers under their supervision.

6.1 Recognition of volunteers by paid staff

Volunteers are to be included, where-ever possible, in all relevant staff meetings, discussions and celebrations. Volunteers should be given every opportunity to develop their skills to enhance their own skill base. Long-term volunteers (those who have provided regular voluntary assistance for more than six months) are to be included in staff training sessions whenever possible.

6.2 Volunteer awards and acknowledgement

Volunteers who have provided long term support of Volunteering North Queensland Inc. will have their annual anniversaries acknowledged and where possible, celebrated. Volunteers' contributions will be highlighted in the newsletter wherever possible. Each year a get-together will be organized and volunteers presented with a gift of appreciation. All volunteers should be sent a birthday card and, where possible, a morning tea get-together should be held for long term volunteers. Volunteers will also be invited to events for National Volunteer Week and International Volunteer's Day.

6.3 Confidentiality

All volunteers' personal information will be treated with confidentiality. The volunteer database will be password protected and resumes and registration forms will be kept in a locked filing cabinet. Resumes and registration forms can be shown to relevant staff in order to decide a volunteers' suitability for a position.

6.4 Reimbursement

6.4.1 General Expenses

The Manager will advise the volunteers of their budget limitations and must approve any purchases before they are made. Volunteers will then be reimbursed for approved purchases out of the Managers' budget. Receipts must be obtained and the manager is to fill out a petty cash claim on the volunteer's behalf.

6.4.2 Travel Expenses

With prior approval by the Manager, all travel expenses incurred reasonably by a volunteer in the course of his/her duties shall be fully reimbursed by Volunteering North Queensland Inc. upon presentation of appropriate documentation.

6.5 Occupational Health & Safety

Volunteering North Queensland Inc. is committed to providing a safe and positive working environment for all staff and volunteers, acknowledging that the well being of staff and volunteers is a major factor in enabling them to perform their duties to the best of their ability. In return, Volunteering North Queensland Inc. asks that volunteers accept their responsibility to work safely. This means working intelligently, with common sense and foresight.

All volunteers are asked to fill in the Volunteer Sign-in book at reception to indicate their presence in the building. This is especially important in case of evacuation.

Smoking is not permitted in the Volunteering North Queensland Inc. office.

Volunteers are to report any injury immediately to their Coordinator.

6.6 Personal Insurance Cover

Volunteering North Queensland Inc. must always have a current Voluntary Workers Personal Accident insurance policy. The policy will insure all volunteers while engaged in unpaid voluntary work officially organized and under the control of Volunteering North Queensland Inc.

7. Equal Opportunity & Sexual Harassment

7.1 Equal Opportunity

7.1.1 Principles

Volunteering North Queensland Inc. is committed to equal opportunity and its effective implementation.

Volunteering North Queensland Inc. provides equal volunteering opportunity for everyone regardless of age, sex, race, religious beliefs, marital status, parental status, career status, sexual preference, political affiliation, social or cultural backgrounds or disability that does not prohibit performance of essential job functions. All matters related to volunteering are based upon ability to perform the job, as well as dependability and reliability.

7.1.2 Policy

Applicants will be considered for voluntary positions with Volunteering North Queensland Inc. solely on the basis of skill, aptitude and relevant qualifications.

Volunteering North Queensland Inc. is committed to the equal participation of women and men in the organization, including avoidance of sexist language and the provision of non-sexist voluntary position advertising, recruitment and selection process.

7.2 Harassment

Volunteering North Queensland Inc. intends to provide a volunteer environment that is pleasant, healthy, comfortable and free from intimidation, hostility or other offenses. Volunteering North Queensland Inc. will not tolerate harassment of any kind to staff or volunteers. Harassment can take many forms. It may be, but is not limited to: words, signs, jokes, pranks, intimidation, physical contact, or violence. Any harassment claims should be taken to the Volunteer Coordinator as soon as possible. All claims will be treated with confidentiality.

7.2.1. Sexual Harassment

Volunteering North Queensland Inc. will not tolerate sexual harassment in the workplace. Claims of sexual harassment will be handled promptly, confidentially and in a manner that is fair to all involved in the complaint.

Sexual harassment is unacceptable and unlawful. The legislative framework used for this volunteering document is the Queensland Sex Discrimination Act 1984 in which a person sexually harasses another if he or she:

“(a) makes an unwelcome sexual advance, or an unwelcome request for sexual favours, to the other person; or

(b) engages in any other unwelcome conduct of a sexual nature in relation to the other person –

in circumstances in which a reasonable person, having regard to all circumstances, would have anticipated that the other person would be offended, humiliated or intimidated.”

The Act defines “conduct of a sexual nature” to include:

“(a) subjecting a person to any act of physical intimacy;

(b) making, orally or in writing, any remark or statement with sexual connotations to a person or about a person in his or her presence;

(c) making any gesture, action or comment of a sexual nature in a person’s presence.”

Whether the person intended to sexually harass his/her victim is irrelevant. It is how the victim feels that is important.

Any sexual harassment claims should go through the Volunteer Coordinator. Volunteers are to have access to support from any staff member trained to deal with sexual harassment issues.

8. Policy: for Dispute Resolution/Grievance Procedures

NB: For the purpose of this document the term 'staff' covers paid and unpaid staff.

Purpose: To give a formal procedure to follow for resolving grievance and to enhance a positive, harmonious, non-judgmental atmosphere for the functioning of the organisation.

Guidelines:

- a) That each staff/committee member/client/community member has the right to be valued and heard and to put requests without retaliation or intimidation.
- b) This policy will address conflict that arises between staff, committee members, clients and community members that is unable to be resolved by the parties concerned.
- c) Privacy and confidentiality of individuals will be respected.
- d) If the conflict remains unresolved than the conflict should be formalized and dealt with.
- e) Having followed all set guidelines with resolution not being achieved, the coordinator on advice from the management committee has the right to terminate access/employment of the parties involved, so that the working atmosphere of the agency is conducive to the purpose of the organization.

Volunteering North Queensland Inc. is a community organization and it is hoped that all disputes can be solved through discussion with concerned parties. It is advisable that all disputes are dealt with in a timely fashion. An efficient, successful operation and satisfied volunteers go hand in hand. Disputes are of concern to Volunteering North Queensland Inc., regardless of whether the problems are large or small.

8.1 Where a staff member has a dispute with a volunteer

If a staff member has a dispute with a volunteer, they should try to resolve it directly by talking with the volunteer. If this does not resolve the problem, or if the staff member is not able to discuss it with the volunteer, they should notify the Volunteer Coordinator. If the dispute is of a serious nature, it should also be put in writing, and a copy given to the Volunteer Coordinator. The Volunteer Coordinator's role is to talk with both parties to determine a solution. Where appropriate, the Volunteer Coordinator should mediate a meeting between the volunteer and the staff member to discuss the problem openly. If the dispute is not of a serious nature, disciplinary action may be taken against the volunteer.

8.2 Volunteer Grievance Procedure

The following relates to procedures volunteers can follow if they have a grievance about their employment conditions, their supervisor or the Board of Directors. Under this policy, a grievance is defined as any event, condition, rule or practice which the volunteer believes violates his or her civil rights, treats him or her unfairly, or causes him or her any degree of unpleasantness or unhappiness on the job. A grievance may also deal with an attitude, a statement, or an opinion held by a manager or volunteer.

The Grievance Procedure is as follows:

1. Address your volunteer coordinator first.

If you feel that any volunteering condition, policy, practice, or action by Volunteering North Queensland Inc. is unjust, you should approach the Volunteer Coordinator for discussion and advice on the issue. This discussion is strictly confidential. If for some reason your volunteer coordinator fails to offer you the opportunity to discuss the matter, or if the discussion does not lead to a satisfactory conclusion, then proceed to the next step.

2. Meet with the Executive Director.

If the problem is not resolved in Step 1, the volunteer may put the issue in writing to the Manager and request that the issue be raised with the Board of Directors at the next Board Meeting.

The Board of Directors will make a decision and advise the volunteer within 7 days.

3. Meet with the Board.

If the problem is not resolved in Step 2, the volunteer may attend a meeting of the Board of Directors and shall be entitled to address that meeting.

The Board shall make a decision on the issue and advise the volunteer of their decision within 7 days. The decision of the Board is final.

Appeal

The Manager and the Board will ensure that their decisions are in line with the relevant Acts of Parliament, which govern the employment of volunteers.

If volunteers consider that they have been unfairly discriminated against they may refer the issue to the Equal Opportunity Commission.

8.3 Misconduct

Misconduct includes very serious breaches of Volunteering North Queensland Inc. operating guidelines that would warrant instant dismissal of a volunteer.

Examples of misconduct include:

1. Theft of property or funds from Volunteering North Queensland Inc.
2. Willful damage of service property
3. Intoxication through alcohol or other substances during working hours
4. Verbal or physical harassment of any other employee or any other person particularly in respect of race, sex or religion
5. The disclosure of confidential information regarding the organization to any other party without prior permission
6. Failure to comply with the staff Code of Behaviour
7. Falsifications of any of the Organisation records for personal gain or on behalf of any other employee

8.4 Unsatisfactory performance

Skills and duties for all voluntary positions are to be listed in a volunteer position description. If a supervising staff member feels that their volunteer is not able to fulfill the duties in the position description adequately, the Volunteer Coordinator is to be notified and either a new position that is more suitable, is to be written by the supervisor, or a different position to be found for that volunteer. The volunteer has the option of going through the Dispute Resolution Procedure if they feel they are being treated unfairly and have been in that position for more than three months.

9. Policy for Inappropriate Behaviour and Volunteer Dismissal

All staff and volunteers are expected to act in a suitable manner at all times. At Volunteering North Queensland Inc. we provide a positive and safe work environment and expect all staff and volunteers to uphold these standards. Certain rules of conduct and behaviour apply as this ensures a harmonious work environment for all concerned. Volunteers are to be treated with the same respect as paid staff and the policy for terminating the involvement of volunteers is the same.

The following procedure relates to dealing with a volunteer performance dispute *not involving misconduct that could result in instant dismissal*

1. Verbal Warning

The volunteer will be told as soon as possible of any complaint concerning the performance of his/her work and will be provided with an opportunity to discuss the situation.

If appropriate, the Manager will, in consultation with the volunteer, outline how the volunteer must improve his/her performance. Any assistance needed by the volunteer to improve his/her performance will be identified and provided where possible.

A date to review the volunteers' performance will be set if required

2. First Written Warning

If at the date of review set in Step 1, the volunteers performance is still unsatisfactory, there will be further discussion with the volunteer. This will include the volunteer, a representative of their choice and the Manager.

The complaint against the volunteer and plans for improvement will be recorded in writing and a copy given to the volunteer clearly stating that a lack of improvement by a given date will result in a final warning.

3. Final written warning

If at the date set in Step 2, the volunteers performance has not improved, there will be further discussion with the volunteer. This will include the volunteer, a representative of their choice and the Manager.

Plans for improvement will be recorded in writing and a copy given to the volunteer clearly stating that in the event of the problem recurring after this final warning, then the volunteer may be asked to cease volunteering with Volunteering North Queensland Inc.

4. Termination of Volunteering

If the problem/s still persists after the final written warning, the Manager may terminate the employment of the volunteer concerned.

In the case of a volunteer performance dispute between the Manager and the Board of directors, any dismissal must be by a majority vote of the Board.

Should a delay be necessary to convene such a meeting, the volunteer may be suspended should the matter be considered sufficiently serious for his/her removal from the work place.

10. Resignation

Volunteers are an invaluable resource to Volunteering North Queensland Inc., but it is recognized that due to changing circumstances the volunteers may need to resign from their voluntary position. Volunteering North Queensland Inc. asks all volunteers to give as much notice as possible to their volunteer coordinator and make arrangements for an exit interview. All volunteers are asked to return any books, materials or files (electronic or otherwise) belonging to Volunteering North Queensland Inc. before they leave.

Volunteering North Queensland Inc. is committed to constantly improving the Volunteer Program and all feedback regarding the volunteers experience with Volunteering North Queensland Inc. would be appreciated. This will help in decision making by management to ensure ongoing volunteer satisfaction and commitment in addition to the effective delivery of services. If the volunteer is leaving due to any sort of problem or dissatisfaction with Volunteering North Queensland Inc., it would be beneficial to Volunteering North Queensland Inc. if they notified the Volunteer Coordinator as to their reasons. Confidentiality will of course be respected in all matters relating to this. To this end, Volunteering North Queensland Inc. has developed a volunteer feedback form that we ask that each volunteer take the time to complete. However do not sign the survey, unless you choose to do so.