

Policy | October 2023

# Volunteer Policy

## 1. Purpose

The Foundation of Young Australians (FYA) encourages involvement in its programs and work by people from a wide range of sectors and experiences.

As an organisation with a vision of backing young people, FYA is especially committed to having young people participate in every aspect of its activities.

Through the Volunteer Policy, FYA aims to support volunteers in making their vital contribution to the organisation and ensure that volunteering is accessible to people of all ages.

## 2. Guiding principles

FYA recognises and values the relationship between volunteers and FYA and is committed to providing a volunteer experience that supports the work of FYA and meets the expectations of the volunteers.

FYA uses Volunteering Australia's *National Standards for Volunteer Involvement* as a basis for its guiding principles for volunteers.

FYA's four guiding principles for volunteers are:

1. Volunteering and volunteers should be a considered and planned part of FYA strategy and operations.
2. Effective volunteering and volunteers requires a culture and structure that supports and values the role of volunteers.
3. Volunteers have rights, which include the right to work in a safe and supportive environment with appropriate resources and effective management.
4. Volunteers have responsibilities, which include acting responsibly, being accountable for their actions, and respecting FYA's values and practices.

## 3. Scope

The Volunteer Policy applies to all FYA volunteers, and FYA staff responsible for volunteers

## 4. Definitions

FYA adopts Volunteering Australia's definition of volunteering:

“Volunteering is defined in this policy as time willingly given to FYA for the common good and without financial gain.”

At FYA, volunteers include Board Directors and Subcommittee Members, advisory group members, and program participants who have signed a volunteer agreement

FYA staff includes all employees of FYA, permanent (full time, part-time and fixed term) and casual.

## 5. Rights, Responsibilities & Procedures

### 5.1 Rights of Volunteers

FYA's volunteers have a right to:

- Be given a clear, written description of what is expected of their role
- Receive adequate information to understand why they are doing a task and how it fits into their role
- Be provided with a designated FYA staff contact
- Receive respect and support from other FYA volunteers and staff
- Receive feedback from other FYA volunteers and staff
- Provide feedback, suggestions and recommendation regarding their position
- Have access to a dispute resolution process and to be supported through such a process
- Have their personal details kept in accordance with FYA's Privacy Policy and Privacy Collection Statement
- Have FYA provide them with a written copy of their rights as volunteers

### 5.2 Responsibilities of Volunteers

FYA requires volunteers to:

- Behave in a manner consistent with FYA's values
- Abide by FYA's policies, protocols and processes
- Discuss any grievances or problems with their FYA staff contact, or in other ways set out in FYA's policies and procedure
- Ask for any support they might need from their FYA staff contact
- Agree to attend induction and training necessary to carry out duties stated in their role description
- Respect the confidential nature of information that may be required during the course of duties

- Notify their FYA staff contact if they are unable to continue in their position
- Agree to work in a safe and healthy way and not to jeopardise the health and safety of others
- Inform FYA of any pre-existing medical conditions or special needs that FYA should be aware of that might affect the volunteers ability to undertake any tasks
- Report accident or injury to their FYA staff contact immediately
- Advise FYA of changes of address, phone number, email address and availability
- Not use FYA resources unreasonably for unrelated activities

## 5.3 Procedures

### 5.3.1 Recruitment

FYA will use a transparent assessment and selection process for all volunteer positions.

Prospective volunteers will be assessed and selected based on their suitability to a defined volunteer role. The selection criteria for each position is dependent upon the particular requirements of the role.

Character and/or work reference checks may form part of the assessment of an applicant's suitability to volunteer with FYA

When FYA is recruiting volunteers, potential volunteers will be informed about FYA's volunteer policy, the nature of the volunteer work and the expected time commitment required

### 5.3.2 Volunteer Appointment and induction

Once selected, a prospective volunteer will be offered a volunteer role and asked to sign a Volunteer Agreement with FYA.

The Volunteer Agreement will outline the obligations of the volunteer and of FYA in the volunteer role and include:

- The volunteer's key staff contact
- The activities involved in the position
- The length of the volunteer engagement and the end date of the position
- The general time commitment required
- Background information pertaining to the volunteer position
- Child safety and wellbeing obligations
- Information regarding the handling of personal information
- Consent to collecting personal information
- Circumstances in which the agreement may be extended or terminated

Once the volunteer has signed the Volunteer Agreement, they will be formally appointed by an Executive Director of FYA, or the Company Secretary.

Once the Volunteer has been appointed they will receive an induction, which will include training and relevant documentation on:

- FYA's Volunteer Policy
- FYA's Conflict of Interest Policy
- FYA's Privacy Policy
- Respect and safety
- Occupational Health and Safety
- Child safeguarding and wellbeing
- Technology and digital systems
- Complaints and dispute resolution
- FYA's Code of Conduct
- Privacy and data handling

### 5.3.3 Police & Working with Children Checks

In line with the FYA Police Check and Working with Children Check Policy and Procedures and relevant State and/or Federal Legislation FYA may require volunteers to obtain a Working with Children Check prior to being appointed to a volunteer position that interacts directly with young people.

In addition, FYA may also require volunteers to obtain a Federal Police Check.

FYA will cover any costs associated with receiving such clearances.

### 5.3.4 Training

In addition to training during volunteer induction, FYA will provide all volunteers with appropriate training to enable them to carry out duties specific to their role.

### 5.3.5 Confidentiality

All confidential records, documents and other papers, together with any copies of extracts made or acquired by volunteers during the course of their work will remain the property of FYA and must be returned to FYA on completion of the volunteering role.

All FYA records and documents are subject to the Privacy Act and volunteers are required to act in accordance with FYA's Privacy Policy as well as all relevant State and Federal Legislation.

All volunteers personal information will be treated with confidentiality in accordance with FYA's Privacy Policy and Privacy Collection Statement.

### 5.3.6 Payments and resources for volunteers

FYA will endeavour to keep out of pocket costs for volunteers to a minimum.

FYA may make payments to volunteers to cover / set off expenses reasonably incurred in the course of their duties and/or to recognise the contribution and time of volunteers.

FYA may also provide other resources to volunteers to minimise out of pocket costs, including providing travel vouchers, booking accommodation and purchasing stationery.

All payments to volunteers will be agreed in advance. FYA will not make payments or provide other resources to volunteers without prior approval from an FYA staff member with the appropriate authority to do so.

### 5.3.7 Occupational health and safety

FYA is committed to providing a safe environment, both physically and mentally for all volunteers and in return asks that Volunteers accept responsibility to work safely.

Volunteers are required to report any injury or incident immediately to their FYA staff contact.

### 5.3.8 Insurance

FYA will maintain a current insurance policy that covers volunteers while engaged in voluntary work on behalf of FYA. This policy includes travel to and from voluntary work.

### 5.3.9 Respectful Spaces

FYA will not tolerate harassment of any kind to staff or volunteers. Any harassment concerns should be taken by a volunteer to their FYA staff contact, the People and Culture team or the Executive, Director of People, Finance and Operations as soon as possible.

All claims will be treated with confidentiality.

### 5.3.10 Dispute resolution

It is hoped that any disputes can be resolved through discussion with the parties concerned. All disputes will be dealt with in a timely fashion for all involved.

If a volunteer has a grievance with a staff member, they should raise this in accordance with FYA's Complaints Policy.

### 5.3.11 Behaviour and performance of volunteers

All volunteers are expected to behave in a manner consistent with FYA's values and to adequately fulfil the duties of their volunteering role.

Concerns regarding the behaviour or performance of a volunteer should be raised with:

- the Executive Director of the team they are volunteering in, or;

- the Executive Director of People, Finance and Operations

Concerns regarding the behaviour or performance of Board and Subcommittee members can also be raised with the Chair of the Board.

The person contacted regarding the behaviour or performance of a volunteer will conduct an investigation.

Once an investigation has concluded, the investigator will decide on a further course of action, up to and including termination from the volunteering role.

### 5.3.12 Ceasing volunteer engagements

A volunteer role will last for a defined length of time that will be set out in the volunteer agreement.

Unless extended in writing, the role will cease at the time specified in the volunteer agreement, without need to resign or notice to be given.

Any termination of a volunteering role before the specified end date will be provided in writing to the volunteer.

Due to changing personal circumstances volunteers from time to time may need to resign from their voluntary position prior to completing their role. Volunteers should submit resignations in writing addressed to their FYA staff contact.

## 6. Breaches of policy

All FYA volunteers and staff must comply with this policy. Any breach of this policy will be treated as a serious matter and may result in disciplinary action including termination of employment or volunteering role.

## 7. Monitoring, review and variation

This policy will be monitored on an ongoing basis by the Executive Director of People, Finance and Operations.

FYA may amend and vary this policy at any time in line with best practice, operating efficiency and changes to legislation.

This policy will be formally reviewed every two years, or earlier if required, ensuring compliance with legislation and FYA operating procedures.

## 8. Related Documents

National Standards for Volunteer Involvement. Volunteering Australia (2015)

FYA Respectful Spaces Policy (under development as at November 2023)  
FYA Complaints Policy

## Authorisation and version control

<i>Authorised by</i>	
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