

1.7.2	RIGHTS AND RESPONSIBILITIES – VOLUNTEERS POLICY
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Applies to: Board Members, All Staff and Volunteers
Specific responsibility: CEO

Version: 1
Date approved:
Next review date:

Policy context: This policy relates to	
Standards or other external requirements	Tasmanian Quality and Safety Standards, National Standards for Volunteer Involvement.
Legislation or other requirements	
Contractual obligations	

POLICY STATEMENT

All volunteers have the right to:

- Receive accurate information about the agency
- Receive a clearly written comprehensive job description
- A full Induction relevant to their role
- Have an understanding of lines of accountability
- Be seen as belonging, through inclusion at meetings, social functions etc
- Be seen as a person – to be supported in their role
- Receive coaching and training; both initially and on an on-going basis, relevant to their role
- Be trusted with confidential information if it is necessary in order to carry out their role
- Be safe on the job and to be covered by insurance
- Have choices and feel comfortable about saying no
- Be informed of the organisation’s policy on reimbursement of volunteer transportation costs
- Be reimbursed out-of-pocket expenses incurred while on the job
- Be consulted on matters which directly or indirectly affect them and their work, and be involved in decision making
- Clear grievance and conflict resolution procedures
- Receive feedback on their work and recognition for their contribution
- Their personal information kept confidential

A volunteer with MOW also has a responsibility to:

- Be reliable and arrive on time in accordance with an agreed roster
- Be trustworthy
- Respect confidentiality
- Respect the rights of people they work with
- Have a non-judgemental approach
- Support the agency or service they are working with, and represent its interests, ethos and mission
- Carry out the specified job role
- Give feedback
- Be accountable and accept feedback
- Be committed to the service
- Avoid over-extending themselves
- Acknowledge decisions made by staff, or the management committee
- Undertake training or coaching
- Address areas of conflict with the appropriate person
- Ask for support when it is needed

DOCUMENTATION

Documents related to this policy	
Related policies	
Forms, record keeping or other organisational documents	Volunteer Induction Checklist Volunteer Agreement Volunteer Handbook

Reviewing and approving this policy		
Frequency	Person responsible	Approval
Annually	CEO	Board

Policy review and version tracking			
Review	Date Approved	Signed	Next Review Due
1			
2			
3			