

Policy Name	Volunteer Policy
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Responsibility	CEO
Related Policies and Procedures	YPRL Volunteer Role Descriptions YPRL Operations Manual YPRL Code of Conduct YPRL OHS Manual YPRL Child Safe Policy and Procedure YPRL Privacy Policy YPRL Bullying and Workplace Violence Prevention Policy YPRL Sexual Harassment Prevention Policy YPRL Equal Opportunity Policy YPRL Complaint Resolution Procedure YPRL Disciplinary Procedure YPRL Social Media Policy

Purpose

This policy outlines Yarra Plenty Regional Library's (YPRL) commitment to ensuring volunteers are treated with respect, and that volunteer management is in line with legal requirements and Volunteering Australia's principles.

Scope

This policy applies to all YPRL employees and volunteers.

Related Legislation

- National Standards for Volunteer Involvement – Volunteering Australia 2015;
- Work Health and Safety Act 2012 and relevant OHS regulations and applicable Codes of Practice.
- Privacy and Data Protection Act 2014 (Vic)
- Victorian Child Safe Standards

Definitions

Employees for the purposes of this policy refers to: all YPRL employees, contractors/subcontractors and any of their employees whilst engaged in work for YPRL.

Volunteers Coordinator refers to the staff member responsible for coordinating YPRL's volunteer management systems.

Volunteer Supervisors refers to staff members in each Branch/Department who have responsibility for supervising volunteer/s. This person may also have other responsibilities, unrelated to supervision of volunteers.

Volunteer refers to a person who is willing to work for the benefit of YPRL of their own free will and without coercion, with no expectation of, or right to, payment except for authorised reasonable reimbursement for out-of-pocket expenses. For the purpose of this policy volunteer also includes students on placement or work experience.

Volunteering is time willingly given for the common good and without financial gain (*Volunteering Australia 2015*).

Volunteering Australia refers to the National peak body for Volunteering.

Policy

Yarra Plenty Regional Library (YPRL) acknowledges the significant contribution made by volunteers to library services and the local community. YPRL values the skills and experiences that volunteers bring and the opportunities they provide to extend and enhance library services.

Yarra Plenty Regional Library (YPRL) is committed to providing opportunities for people to contribute to their community through volunteering. YPRL will:

- Encourage and support the involvement of volunteers in the delivery and enhancement of library services;
- Ensure tasks carried out by volunteers are always appropriate to the volunteer role and do not displace or replace staff;
- Value the role of volunteers and respect their skills and talents;
- Develop role descriptions which clearly specify the work of volunteers and ensure that roles match volunteers' skills, interests and capabilities;
- Provide induction to volunteers and ongoing support and development as required;
- Provide a safe and healthy workplace as far as is practical;
- Reimburse volunteers for authorised purchases where receipts can be provided. Volunteers will not be reimbursed for general costs, e.g., phone, travel unless approved;
- Ensure an appropriate level of insurance cover for volunteers;
- Require all volunteers to adhere to relevant YPRL policies and Code of Conduct and understand that failure to do so may result in disciplinary action or dismissal;
- Require all volunteers to be subject to a Probationary Period to ensure that the role is right for them and that they are suitable for the role;
- Understand volunteers have the right to refuse work which is outside their role description;
- Understand Volunteers have the right to leave their role at any time without giving a reason, but should give as much notice as possible.

The following eight Standards outline YPRL's commitment to and expectations regarding volunteering at YPRL. These standards are reflective of the *National Standards for Volunteer Involvement (Volunteering Australia 2015)*.

1. Leadership and Management

YPRL's Executives and Managers lead and promote a positive culture that embraces Volunteering. This includes:

- Recognition at leadership level of the significant contributions Volunteers make to the delivery and enhancement of our services;
- The development and communication of relevant policies and procedures; and
- The development and maintenance of a system to manage Volunteer records.

2. Commitment to Volunteer Involvement

YPRL's commitment to Volunteering is reflected in our planning and allocation of resources that supports and encourages our Volunteers to contribute to our strategic vision and goals:

- Volunteer involvement is planned and designed to contribute directly to the fulfilment of YPRL's vision and strategic goals;
- There are adequate resources in place at the local level to properly manage and support Volunteers; and
- Volunteers are covered by appropriate levels of insurance.

3. Volunteer Roles

Our Volunteers are engaged in meaningful roles that contribute to YPRL achieving its vision and strategic goals:

- Volunteer roles are determined following consultation with relevant stakeholders;
- Volunteer roles are defined, documented and communicated to relevant stakeholders;
- Volunteer roles are reviewed regularly with input from Volunteers and staff members who have direct experience of the work the Volunteer is undertaking; and
- Volunteer roles will enhance or extend library services and will not displace or replace staff.

4. Recruitment, Selection and Ongoing Management

YPRL will develop processes addressing the recruitment, selection and ongoing management of Volunteers. The principles that underpin these processes are:

- Volunteers are selected on the basis of their knowledge, skills and attributes relevant to the role;
- Recruitment and selection processes are compliant with Equal Opportunity principles and practises and reflect relevant YPRL policies regarding recruitment and selection;
- There are relevant screening and security check processes in place to maintain the safety and security of the Volunteer, YPRL and the community YPRL serves. This includes meeting requirements of both YPRL, the Victorian Child Safe Standards and relevant regulatory bodies;
- Volunteers are fit to perform the tasks identified for them;
- YPRL needs to ensure that it has the capacity to utilise the services of the Volunteer;

- Personal details regarding each Volunteer are stored in YPRL core business systems for the purposes of managing the Volunteer relationship;
- YPRL will confirm each Volunteer's engagement and the scope of work the engagement covers (tasks and services) in a Volunteer Agreement Statement; and
- In accepting an engagement as a Volunteer at YPRL, the Volunteer is accepting to work in accordance with YPRL's Code of Conduct and relevant policies and procedures.

A volunteer's role may be ceased for the following reasons:

- YPRL determines the volunteer services are no longer required;
- The volunteer is no longer available and resigns;
- The volunteer role is no longer required;
- By mutual agreement;
- Unsatisfactory performance.

5. Support and Development

YPRL has mechanisms to ensure Volunteers receive the required support and development to successfully fulfil the role they have been recruited for:

- YPRL will ensure that Volunteers understand their roles and are able to access training and support so as to be able to carry out their duties safely;
- A local orientation/induction program is provided for each new Volunteer, relevant to their role and responsibility;
- Initial and ongoing training and development plans will be established and implemented to support YPRL Volunteers in their roles;
- Each Branch or Department has a Volunteer Supervisor whose role is to manage the Volunteer service, to support and monitor the Volunteers attached to that site, and to liaise with all branch or department staff who have contact with volunteers; and
- Volunteers and YPRL commit to maintaining contact and advising of changes in circumstances that may impact the ongoing Volunteering relationship.

6. Workplace Health, Safety and Wellbeing

YPRL is committed to ensuring that the health, safety and wellbeing of Volunteers is protected in the workplace:

- Volunteers are defined in workplace health and safety legislation as a "worker" and as such all workplace health and safety procedures that apply to employees apply to Volunteers;
- YPRL regularly consults with its Volunteers regarding issues impacting on their health, safety and well-being;
- Volunteers have access to YPRL internal complaint procedures; and
- Volunteers have an obligation to report incidents and hazards in their workplace in accordance with YPRL procedures.

7. Volunteer Recognition

The contribution of Volunteers, their value and impact on YPRL's vision and strategic goals is understood, appreciated and acknowledged by all:

- YPRL management and staff understand and appreciate the contribution Volunteers make to the organisation, the community YPRL serves and to the fulfilment of our vision and strategic goals;
- Information is published regularly regarding Volunteer contributions to the organisation; and
- The contribution of Volunteers is recognised and acknowledged as appropriate opportunities arise; e.g., on National and International Volunteer Day(s).

8. Quality Management and Continuous Improvement

YPRL understands that effective Volunteer involvement is a result of a system of good practice, ongoing review and continuous improvement:

- Policies and procedures will be developed to guide all aspects of Volunteer involvement;
- Volunteer involvement will be regularly reviewed;
- Key Performance indicators related to Volunteer involvement will be developed and reported on regularly; and
- YPRL will seek feedback from its Volunteers on a regular basis and by using a variety of methods.

Responsibilities

The **CEO and Executive Leadership Team** are responsible for:

- Leading and promoting a positive culture that embraces Volunteering;
- Supporting, endorsing and reviewing the Volunteer Policy.

Managers and Supervisors (including Volunteer Supervisors) are responsible for:

- Being aware of, and working within, the YPRL Volunteer policy.
- Briefing all people under their supervision about this policy.
- Providing induction to volunteers in their Branch/Department and ensuring volunteers are familiar with and adhere to the Volunteer policy, Code of Conduct, and any relevant local procedures and guidelines.
- Ensuring all volunteers in their Branch/Department have a Volunteer Supervisor.
- Upholding safe work practices within all YPRL services, including for volunteers.
- Providing appropriate levels of support to volunteers where required.
- Coordinating and monitoring the activities of volunteers of the Branch/Department.
- Identifying new opportunities for volunteers.
- Ensuring the Branch/Department recognises the contributions and value volunteers bring to the Branch/Department.
- Ensuring all volunteers uphold safe work practices.
- Contributing to the broader YPRL discussions regarding volunteering.

Employees are responsible for:

- Ensuring you are familiar with and adhere to the YPRL Volunteer Policy.
- Ensuring that you recognise the contributions and value volunteers bring to YPRL and your Branch/Department.
- Ensuring you do not ask or encourage a volunteer to perform duties outside their normal scope of practice as defined for their role.
- Liaising with the Volunteer Supervisor about volunteer roles and tasks where necessary.

Volunteers are responsible for:

- Supporting the values and objectives of YPRL.
- Taking reasonable care of your own health and safety.
- Taking reasonable care that your acts or omissions do not adversely affect the health and safety of other persons.
- Being familiar with and adhering to the YPRL Volunteer Policy, Code of Conduct, and all relevant procedures and guidelines.
- Undertaking training as required.
- Complying with any reasonable instruction given by YPRL, a YPRL Manager or a YPRL staff member authorised to direct the people within the Branch or Department you are volunteering in.
- Ensuring that the work you do does not extend beyond the defined scope of practice.

Breach of Policy

All employees and volunteers are required to comply with this policy. If an employee or volunteer breaches this policy they may be subject to disciplinary action. In serious cases this may include termination of employment or volunteer service.