



**EXCELSIA  
COLLEGE**  
Sydney - Australia

**THIS POLICY IS CURRENTLY UNDER REVIEW**

**Document Name**

**VOLUNTEERS POLICY AND PROCEDURE**

**Document Number**

**PO-HR-01**

**Document Status**

Author	Director of People and Culture	August 2012
Approving Authority	Chief Executive	September 2012
Publication	Issue 3	June 2019
Review Date	Issue 3	June 2021

## 1 Purpose and Scope

To set out the minimum standards of volunteer practice for Excelsia College's Volunteer effort and to set out the rights, responsibilities and relationships of volunteers and staff to Excelsia College's Volunteer effort.

This Procedure is applicable to a student or work experience person who does not bring their own insurance cover from their respective institution.

This procedure **does not** apply to:-

- ☒ Parish congregations;
- ☒ Worship services;
- ☒ Excelsia College Board Members;
- ☒ Large groups from schools, churches, (e.g. Pathfinders), as long as individual members of the group are known to the group leader;
- ☒ Students on work experience from schools, government agencies, TAFE, etc., who bring student placement insurance cover paid for by their institution; and,
- ☒ Students on student placement as part of their course of study who bring student placement insurance cover paid for by their institution.

## 2 Objectives

- 2.1 To develop the voluntary activities of people within Excelsia College by providing clear guidelines.
- 2.2 To promote voluntary activities with a view to reinforcing people's solidarity and engagement as citizens.
- 2.3 To recognise voluntary activities with a view to acknowledging people's personal skills and their commitment to society.

## 3 Definitions

- 3.1 **Volunteer** is a person who works without being paid. A person carrying out an unpaid role in an organisation.

## 4 Responsibility

The following people have a responsibility in relation to this procedure:

- Chief Executive
- Chief Academic Officer
- Chief Financial Officer
- Heads of Schools
- Director of People and Culture.

## **5 Procedure**

### **5.1 Prior to Recruitment**

#### **5.1.1 Appropriate use of Volunteers**

This will be determined in consultation with the appropriate supervisor to whom the volunteer reports, the Director of People and Culture and/or the Chief Executive.

#### **5.1.2 Volunteer Service description**

Identify and document volunteer position duties before volunteer commences using the Volunteer Service Position Form.

#### **5.1.3 Out of pocket expenses and honorariums**

Out of Pocket Expenses policy is at the Chief Executive's discretion. But the following must be adhered to:

Supervisor of volunteer

- ☐ Advise volunteer of Excelsia College's "out of pocket expense" policy prior to commencement of service to avoid misunderstanding.
- ☐ Reimburse only actual out of pocket expenses. Avoid standard payments so they are not misconstrued as an honorarium.
- ☐ Honorariums must not be paid.
- ☐ Advise volunteers that Excelsia College will not provide goods, services, or payments for volunteer service other than agreed actual out of pocket expenses.

#### **5.1.4 Paid Staff Volunteering**

Excelsia College staff are permitted to engage in Excelsia College volunteer activities provided the following is adhered to:

- ☐ Paid staff members must not volunteer in the same position/role
- ☐ Paid staff are encouraged to freely participate in fundraising. Staff who wish to participate in volunteer fundraising activities must:
  - Give volunteer service of their own free will.
  - Do the activity outside their normal/rostered work times.
  - Be signed up as a fundraising volunteer.

### **5.2 Recruitment and Deployment**

#### **5.2.1 Application and Privacy Statement**

Prospective volunteer must complete Volunteer Application Form.

Interviewer must complete Interviewer's checklist on Volunteer Application Form. Ensure prospective volunteer signs application.

#### **5.2.2 Interviews**

All prospective volunteers must be interviewed. Outcomes of interview must be documented.

#### **5.2.3 Child Protection Legislation**

Where volunteer roles have direct, unsupervised contact with children, ensure the following is adhered to:

- ☐ A "Volunteer Declaration" form must be read, completed and signed.

☐ Volunteering cannot commence until the declaration is signed. This will be securely kept.

#### **5.2.4 Affirmation of Excelsia College Values**

Ensure that volunteers have a copy of Excelsia College's Vision, Mission and Value Statement and that each volunteer is prepared to affirm the Excelsia College's culture.

#### **5.2.5 Probation Period**

At the Chief Executive's discretion there can be an agreed probationary period in which the successful applicant and/or Excelsia College can disengage without explanation.

#### **5.2.6 Introduction and Orientation**

Supervisor of Volunteer induct and orientate every new volunteer using Volunteer Induction Checklist

#### **5.2.7 Storage of records**

All Volunteers to complete Volunteer Record Form. All records needs to be kept and stored securely, only giving access to designated staff.

### **5.3 Volunteer Service**

#### **5.3.1 Frequency of service**

To preserve the volunteer nature and intent of the service, the following must be adhered to:

- ☐ Individual volunteer service hours should average less than 16 hours per week.
- ☐ For special events, e.g. camps, these hours may be exceeded per week but must be limited to a specified period before the volunteer service commences.

#### **5.3.2 Record of Service**

The Director of People and Culture enters new volunteer into database and updates volunteer details as necessary.

#### **5.3.3 Appreciation for Service**

Develop a Volunteer Recognition program which may include:

- ☐ Holding appreciation function for all volunteers at least once per year
- ☐ Special mention in Excelsia College newsletter.

#### **5.3.4 Certificate of Appreciation**

Certificate of appreciation may be issued yearly or at completion of service, and would include volunteer's name, and date of issue. Length of service may be included.

#### **5.3.5 Grievance procedure**

Volunteers should be encouraged first to discuss any concerns or problems with their supervisor.

If a problem occurs which the supervisor is unable to solve, or if the volunteer is not satisfied then they should discuss the matter with the Head of Department.

If unsolved or not satisfied, discuss with the Chief Executive.

#### **5.3.6 Discipline**

Supervisor is to bring any issues of concern to the attention of the volunteer. After discussion, attain agreement to rectify. Set review time.

Where issue arises again, consult the Chief Executive.

Where issue arises for the third time, the manager has the option of ending the service.

### **5.3.7 Accident insurance and claims procedure**

In the event of any accident/injury, Managers are responsible to:

- ☐ Follow the “First Aid” Procedure.
- ☐ The Excelsia College Incident Report form is to be completed.

## **5.4 Completion of Service**

### **5.4.1 Ending the service relationship**

The Volunteer relationship may be terminated by either party at any time.

### **5.4.2 Documentation**

On completion of service, update records and archiving of records: volunteer hard copy records must be kept for 2 years after the service completion date; except where volunteer service has been directly with children; records are to be securely kept indefinitely.

## **6 References and Related Documents**

Volunteer Record

Volunteer Service Position Form

Volunteer Application Form

Volunteer Letter

Volunteer Induction Checklist

WWCC Volunteer Declaration