



# MEMBER AND VOLUNTEER CHARTER

## Introduction

The St Vincent de Paul Society (the Society) is a member and volunteer-based organisation that has been assisting people experiencing disadvantage in NSW for more than 130 years and is motivated by Christian values such as dignity and respect. In 2011/12 the Society had over 16,000 members and volunteers undertaking unpaid work.

This charter recognises that members and volunteers are fundamental to the Society and acknowledges their value and importance. This charter highlights the commitment of the Society to work in partnership with our members and volunteers to achieve the Vision of the Society.

## Intent

The intent of this Charter is to ensure there is:

- Recognition of the value of members and volunteers
- Commitment to offering opportunities for members and volunteers to contribute to the Society
- Clarity regarding the Society's responsibilities to members and volunteers as well as the obligations members and volunteers have to the Society

### Member and Volunteer Rights

As a member and volunteer you can expect to:

- Be respected and valued
- Be given work which supports the Society's aims and objectives
- Be provided with appropriate orientation and training to carry out your tasks
- Have a person appointed for support, advice and communication while undertaking work for the Society
- Be treated fairly and not experience discrimination
- Work in a safe workplace and to have appropriate insurance cover
- Be given information that may impact the role you are undertaking
- Be given constructive feedback on your work and role

### Member and Volunteer Responsibilities

As a member and volunteer your responsibilities are to:

- Work with us to achieve the Society's aims and objectives
- Respect each other and the people you work with
- Uphold the name of the Society
- Be reliable and punctual
- Work in a safe manner and in line with our Work Health and Safety policies and procedures
- Follow the Society's policies and procedures as they relate to your work
- Attend relevant training, information sessions and meetings
- Accept supervision and guidance and request support when needed
- Understand that all efforts will be made to support you in your role however if your work performance is unsatisfactory you may be asked to leave the Society
- Inform us of any changes that may impact on your work with us
- Accept the privacy and dignity of the people you work with and follow the Society's privacy and confidentiality policies

### The Society's Rights

The Society has the right to:

- Expect you to work in line with the Society's aims, objectives, policies and procedures
- Ask for tasks to be performed in a particular way that is necessary and practical for the role
- Request that you attend relevant training and information sessions
- Expect you are reliable and punctual
- Seek your commitment to working in a safe manner
- Represent the Society in a positive manner
- Manage grievance matters in a fair and equitable manner

### The Society's Responsibilities

The Society's responsibilities to you are to:

- Welcome you into the Society and provide opportunities for you to learn about the mission
- Recognise, value, respect and promote your work contributions
- Have policies and procedures relating to your work
- Supervise you and provide you with relevant support
- Provide you with a safe working environment
- Provide training to you as necessary
- Encourage you to actively contribute to our aims and objectives
- Provide opportunities for members and volunteers, through representative groups, to provide feedback and consider this feedback when reviewing current practices and policies
- Keep your personal information secure and confidential

'Member' includes Conference, Associate and Volunteer Members of the Society.