



Volunteer Policy

'We should assist the poor in every way and do it both by ourselves and by enlisting the help of others' St Vincent de Paul

Approved by the St Vincent de Paul Society NSW State Council on 21 August 2014

Version Control

Contact	Role/Position	Version	Date	Review date
Aaron Gray	Volunteer Management Advisor	2	21 August 2014	31 August 2016

Policy statement

- Volunteers are vital to the work of the St Vincent de Paul Society NSW (the Society).
- The Society values the important contribution of volunteers to providing the services and activities that accord with its mission and vision. We are committed to encouraging volunteers to work alongside conference members and employees in providing those services and activities, in accordance with the Rule and our policies and procedures.
- A comprehensive volunteer framework governs how volunteers participate in the work of the Society and how they are managed — in accordance with best practices as detailed in the National Standards for Involving Volunteers in Not-For-Profit Organisations (Volunteering Australia, 2001).
- All volunteers will be treated with respect and gratitude for their contribution.
- All volunteers will be engaged and carry out duties assigned at the discretion of the Society.
- The Society has endorsed and adopted the [Seven Principles for the Recognition of Volunteers](#) that were developed by the NSW Government (2013).

Background

The St Vincent de Paul Society is a member and volunteer based organisation. We have assisted people experiencing disadvantage and worked to combat social injustice in NSW for more than 130 years.

The Society aspires to live the gospel message by serving Christ in the poor with love, respect, justice, hope and joy. We seek to be recognised as a caring lay Catholic organisation offering 'a hand up' to people in need. We do this by respecting their dignity, sharing our hope, and encouraging them to take control of their own destiny. We work to shape a more just and compassionate society, and as part of this work, we advocate on social injustice.

Our volunteers are passionate about social justice and help break through the barriers of loneliness and isolation that many living on the fringe of society suffer. By providing material assistance or a warm, nutritious meal, blankets, toiletries, snacks, hot beverages and most importantly, companionship, our volunteers help foster genuine communities of friends.

In 2013, there were a total of 14,416 volunteers who contributed a total of 2,266,444 hours on behalf of the Society. These volunteers worked in a number of Society settings, including: Vinnies shops; support services; refugee and asylum seeker services; mental health and recreation programs; administration; events; outreach services; and youth services.

Scope

This policy provides guidance on the involvement and management of all volunteers of the St Vincent de Paul Society NSW. The policy applies to all volunteers, members and employees who manage volunteers.

The policy is based on a framework of seven areas of volunteer management, as outlined in Appendix A.

The policy excludes:

- Society members and associate members, unless they are undertaking a designated volunteer role external to their member responsibilities or are managing volunteers;
- Society employees, unless they are undertaking a volunteer role external to their employee responsibilities or managing volunteers.

Purpose

This policy sets out the parameters for volunteers' involvement in the Society in NSW. The objectives of this policy are:

- To communicate the Society's commitment to volunteers and detail how volunteers will be involved in the Society's work;
- To demonstrate to employees, members and volunteers that volunteering is valued for playing a critical role in the work of the Society;
- To define and promote the key elements of best practice volunteer management and to establish parameters for governance purposes;
- To enable the Society to be a sector leader and a volunteering organisation of choice.

Roles and responsibilities

The Society seeks to ensure that all employees, members and those managing volunteers value the contribution of volunteers, and have an understanding of why volunteers seek to participate. This will influence volunteers' experiences with the Society, as well as the success of our volunteering programs.

We will achieve this in the following ways:

- Executive Officers and State Council members will promote compliance with and awareness of the Volunteer Policy — they will ensure that central and regional councils, managers and supervisors, teams and departments adhere to the policy and that local procedures are consistent with the policy;
- All members, employees and volunteers who manage volunteers, as well as members of the Member and Volunteer Engagement (MAVE) Team, will receive a copy of the Volunteer Policy as part of their induction, and its content will be explained to ensure compliance with it;
- The importance of effectively supporting volunteers will be included in employees' job descriptions where relevant;
- Members, employees and volunteers who manage volunteers will be provided with training, information and resources on best practice in volunteer management;
- The Society will express its appreciation for its volunteers in internal and external communications (such as employee, Member and volunteer newsletters, fundraising communications, communications with the media, and our website);
- The Society will ensure that programs and other policies and procedures accord with the Volunteer Policy.

Definitions

Child and young person — A 'child' is a person under the age of 16 years and a 'young person' is a person aged between 16 and 18 years, unless otherwise specified. This applies to children and young people who are members, volunteers, employees and service users.

Conference Member —A Conference member is part of a group that come together to fulfil the mission of the Society in accordance with the Rule.

Associate Member —An Associate member, in accordance with the Rule, is committed to the mission of the Society and assists the work of the Society but do not attend Conference meetings.

NOTE: When the term "member" is used in this document it refers to Conference members and Associate members

People we assist —"people we assist" refers to a person who is assisted by the Society or who participates in one of its programs (for example, a resident in a homelessness accommodation service).

Supervisor or manager — A supervisor or manager is the person that a volunteer reports to, and who provides guidance, instruction and support on the role of and performance of duties by the volunteer. This could be a team leader, supervisor, coordinator, manager or president.

Volunteer — are those who perform unpaid work for the Society. This term applies to students, interns, corporate volunteers and others who perform unpaid work for the Society through various schemes. Although members do perform unpaid work for the Society, they are not classified as volunteers for the purpose of this document, unless they are performing a specific volunteer role such as in a shop or special work.

1 Volunteers in the Society

The Society recognises that the participation of volunteers has many benefits:

- Firstly, many of our works are run by volunteers and without their contribution, it would not be possible to provide our services;
- Secondly, we recognise that there are many benefits for volunteers in terms of developing skills and social networks;
- Finally, as a not-for-profit organisation, leveraging our volunteers' contributions assists in our fundraising efforts.

1.1 Types of volunteers

Our volunteers include:

- Corporate (or employee) volunteers;
- Community fundraisers
- Office volunteers;
- Youth program volunteers;
- Vinnies shops and warehouse volunteers;
- Special Works volunteers; and
- Mandatory volunteers (such as Work for the Dole, Community Service Orders and student placements).

1.2 Advocacy

Volunteers help to highlight the Society's key messages about poverty and social justice — informally to social and work contacts, and also through their involvement in fundraising and campaigning.

1.3 Accountability

Involving members of the community in our work provides additional accountability. Volunteers are required to comply with our Code of Conduct for Members, Volunteers and Employees, which includes standards concerning transparency and accountability.

1.4 Recognition

Recognising volunteers' value to the organisation is integral to all our work. Providing a positive and welcoming volunteering environment where volunteers are oriented, trained and given opportunities to progress or develop skills is part of this process. The Society formally recognises volunteer efforts, for example, by:

- 1.4.1 Recognising individual contribution or achievement, such as length of service;
- 1.4.2 Recognising groups or teams of volunteers (not individuals) for external awards, such as nominations for community or not-for-profit sector awards;
- 1.4.3 Annual events such as National Volunteer Week and International Volunteer Day.

1.5 Membership

Volunteers are encouraged to become members of the Society if they would like to become more involved in the Society. More information is available from the volunteer's supervisor or manager, or the volunteer can email membership@vinnies.org.au.

1.6 Spirituality

The Society is a faith-based organisation. We encourage the spiritual development of our volunteers, Members and employees by providing environments, practices and opportunities for it to flourish.

1.7 Continuous improvement

The Society seeks to be proactive, supportive, well-organised and professional in how we manage volunteers. We will evaluate and monitor how we work with volunteers, in order to continually improve our practices.

2 Rights and responsibilities

All volunteers must carry out their role in a manner that is consistent with the Society's Rule, vision, mission and values.

2.1 Member and Volunteer Charter

Our Member and Volunteer Charter recognises that volunteers are fundamental to the work of the Society, and acknowledges their value and importance. This charter highlights the commitment of the Society to work in partnership with our volunteers.

2.2 Code of Conduct for Members, Volunteers and Employees

All volunteers, as well as members and employees, must comply with the Code of Conduct for Members, Volunteers and Employees. The Code of Conduct specifies the values and behaviours that are expected of our volunteers, members and employees. These values and practices are central:

- to the Society's work and ethos;
- to providing effective and compassionate services to the people we assist; and
- to providing a supportive working environment for all members, volunteers and employees.

2.3 Child protection and safeguarding the people we assist

Our Code of Conduct includes the requirement that volunteers and members and employees do not exploit the people we assist, including children and other vulnerable people.

Further, all volunteers must ensure the safety, welfare and wellbeing of children and young people, and of all the people we assist. Volunteers have a duty of care to promptly report any reasonable suspicion of abuse or concerns for safety, welfare and wellbeing to a supervisor or manager. Where the suspicion or concern relates to conduct by the supervisor or manager, the volunteer should report to the Executive Officer or Central Council President.

See the Child Protection Policy and the Code of Conduct.

2.4 Respecting boundaries and individual differences, and ensuring equal treatment

Clear boundaries between volunteers and the people we assist must be maintained, to ensure:

- the safety and protection of volunteers and the people we assist;
- that we communicate clear messages to the people we assist about the nature of the relationship between volunteers and themselves;
- that volunteers do not suffer from 'burn-out'.

Volunteers must also demonstrate respect for individual differences, diversity, privacy and the personal space of the people we assist, as well as other volunteers, employees and Members. Volunteers must ensure that all the people we assist are treated equally — that is, that all the people we assist receive the same quality of service. See the Code of Conduct.

2.5 Confidentiality

Volunteers must maintain the confidentiality of information about the people we assist, fellow volunteers, members, employees and our work, other than under extraordinary circumstances, such as where disclosure is required by law (e.g. under a subpoena), for law enforcement or safety reasons, or if a person we assist is at risk of harming others or themselves. See the Confidentiality and Privacy Policy.

2.6 Equality and diversity

The Society values the participation of a broad range of volunteers, and promotes an inclusive and diverse working environment. Discrimination based on age, gender, ethnicity, religion, sexuality and disability is contrary to the Code of Conduct and will not be tolerated.

Staff and volunteers should actively seek ways to include any volunteer who is able to fulfil the role. Where possible we will make reasonable adjustments to ensure that volunteers with a disability can participate (for example, by providing publications in large-print format for people who have a visual impairment).

2.7 Workplace grievances

When there is conflict involving volunteers in the workplace or where a volunteer has a grievance, the Society prefers to resolve such issues informally. Where it has not been possible to informally resolve a grievance, refer to the Volunteer Grievance Policy and Procedure and/or the Workplace Manual (where employees are involved).

3 Volunteer recruitment

The Society utilises transparent processes for recruiting volunteers to help ensure they accurately reflect the diversity of their local community.

3.1 Identifying roles

The Society will provide to potential volunteers a position description or an overview of the relevant event or project, specifying clear expectations, responsibilities and tasks for the volunteer. All volunteer participation should be planned and well organised.

All tasks and projects allocated to volunteers should be realistic in terms of skills, timeframes and resources. Under no circumstances are volunteers to replace employees or to cover employee shifts in the event of industrial action.

3.2 Recruitment and selection

The Society will recruit and select volunteers who are suitable, motivated and appropriately skilled for the volunteer role or relevant event or project. Recruitment and selection processes must be consistent and non-discriminatory, in accordance with best practice and equal opportunity requirements. The recruitment and selection of volunteers will be undertaken in a professional, transparent and timely manner.

3.3 Advertising

The Society will recruit volunteers using a variety of methods, including websites, parishes, schools, universities and the corporate sector.

3.4 Application

All applicants must complete an application form to apply for a volunteer position. Applicants should outline their motivations and specify how they fulfil the selection criteria for the position. Where an applicant is deemed unsuitable for a particular role, they may be directed to other opportunities within the Society or to external local volunteer opportunities, where appropriate.

3.5 Right of refusal

Whilst the Society appreciates the large number of people who apply to volunteer, it does not have the capacity to accept every applicant. We reserve the right to refuse applicants that are deemed unsuitable based on the selection criteria or following the results of a Working with Children Check or National Police Check.

3.6 Volunteers that require support

Although the Society's work is to help people experiencing disadvantage with 'a hand up', volunteers will be selected on the ability to fulfil the role requirements. The people we are currently assisting are not eligible to be volunteers with the Society — other than in relation to projects geared to providing volunteering opportunities for those that need support (such as programs for the long-term unemployed to gain work experience).

Current volunteers are able to access support or assistance from the Society as with any member of the community. The volunteer and their supervisor should discuss if it is appropriate and/or possible for

them to continue volunteering. Depending on the situation it may be beneficial for the volunteer to take a break from the role for a set period of time.

3.7 Age requirements

The minimum age for a volunteer depends on the practical requirements of the role or the aims of the program (for example, our young adult's programs target 18-35 year olds). There is no maximum age for volunteers, as long as the volunteer is able to fulfil the tasks required for the role.

3.8 Consent

Volunteers under the age of 18 years will require parental or carer consent before they can volunteer for the Society.

3.9 Identification

All volunteers will be required to provide documents that verify their identity, with documents such as drivers licence, passport, and utility bills with the volunteers full name, current address and date of birth.

3.10 Reference checks

All volunteers will be asked to provide two professional referees as a part of the application process, and commencement will be contingent on the Society receiving satisfactory references. For corporate and school volunteers participating in a one-off activity, the organisation acts as their referee.

3.11 Background checks

To ensure a safe environment for the people we assist, members, employees and volunteers, background checks are used as a part of the vetting process. Background checks including National Criminal History Check and Working with Children Checks are required for certain roles.

All volunteers who are over 18 years old and who work with children must have a current Working with Children Check in order to commence volunteering. See the Child Protection Policy and Police Check Policy and Procedure.

3.12 Criminal records

Volunteers with a criminal offence will not necessarily be excluded from volunteering, but the nature of the offence, the time that has elapsed since their conviction and the type of volunteer role will be taken into consideration before a decision is made. See the Police Check Policy and Procedure.

3.13 Good character declaration

All volunteers that are not required to complete a National Police Check or a Working with Children Check as a part of their role are required to sign a Good Character Declaration before commencing volunteering.

3.14 Eligibility to work in Australia

Volunteers must have an eligible visa to volunteer and, where required, provide documentation to support their application. In most cases, where a person's visa allows them to work, they will be allowed to volunteer; where work is not permissible, the recruiting supervisor should check with the Department of Immigration and Border Protection before accepting the volunteer.

3.15 Changing circumstances

Volunteers have a responsibility after their appointment to inform the Society of any changes in their personal circumstances, such as change of address, contact details or a relevant criminal conviction which may impact on their work, performance or attendance in any way.

3.16 Probation period

A period of probation may be required as a part of a volunteer position. This will provide a period within which the volunteer and their supervisor or manager can assess whether the arrangement is working for both parties and if not the volunteer or the supervisor or manager may initiate an end to the volunteer's involvement.

4 Training and development

4.1 Orientation and induction

Volunteers will receive an orientation and induction to their role and the team that they will be working with. This will consist of an individual or group session covering the Society's history, vision and work, matters specific to the team, and written resources covering relevant policies, procedures and tasks.

4.2 Training

All volunteers will receive relevant training that is appropriate to their skill levels and role, to ensure they are able to undertake their duties safely and effectively. This training may be compulsory and can include group training sessions, individual training, e-learning or an event briefing.

4.3 Development

The Society encourages volunteers to take on leadership roles within their area when needed. This can be in an informal or formal capacity, such as a team leader. Any volunteers that manage or lead other volunteers will be given guidance and/or training relevant to the role.

5 Management of volunteers

The Society will provide effective leadership and management of volunteers, and adequate resources and support for volunteers. This will ensure that volunteers can fulfil their role effectively, and will contribute to volunteer satisfaction.

5.1 Reimbursement of expenses

The Society will only reimburse out-of-pocket expenses incurred directly as a result of undertaking volunteer work where the supervisor or manager has provided approval in advance.

5.2 Work planning and shift management

Volunteers should be given clear instructions on how to fulfil specific tasks, dates when they are required to work, start and finish times, timelines for the completion of tasks, and realistic tasks to be completed within a specific timeframe.

5.3 Supervision and support

Volunteers will receive supervision and support from their supervisor that is appropriate to their role. This may be through one-on-one supervision, group meetings, feedback or debriefing sessions. The purpose of active supervision can be to manage a workload, raise any issues, provide feedback or request development or training opportunities.

5.4 Changing or additional roles

Volunteers are permitted to apply for other volunteer roles within the Society, either once their current role is completed or in addition to a current role. Volunteers should discuss with their supervisor or manager if they are planning to apply for another role.

Volunteers are welcome to apply for employee roles within the Society by the same process as all other candidates; however there is no guarantee of paid employment for volunteers.

Volunteers who become supervisors or managers of other volunteers will receive an orientation for their new role in order to ensure the provision of a supportive, productive and positive team environment for volunteers.

5.5 Performance management

Where a volunteer's performance does not meet the Society's expectations, the supervisor or manager will advise the volunteer of what is expected in the role, and what measures or steps are to be taken to assist in meeting the expectations. A regular or sustained failure by the volunteer to comply with the performance expectations in the role may result in disciplinary action being taken, including release from the role.

5.5.1 Warnings

The Society will ordinarily issue volunteers with a warning letter where their conduct or performance has not fulfilled the Society's expectations for the volunteer role. The warning letter is to advise that conduct or performance is unacceptable and needs to improve. A failure to heed the requirements of a warning letter may result in further disciplinary action being taken, including dismissal from the role.

5.5.2 Suspension

Volunteers may be suspended where there are allegations of inappropriate behaviour in order for those claims to be investigated. Depending on the outcome of the investigation, a volunteer may receive a warning or face dismissal.

5.5.3 Dismissal

The Society reserves the right to end a volunteer's involvement at any time on the basis of valid reasons as detailed in the Member and Volunteer Charter and the Code of Conduct. This can include bullying, discrimination, theft, or inappropriate relationships or behaviour. Volunteers may also be dismissed after the failure to abide by the requirements of a warning letter, or a regular or sustained failure to meet performance expectations in the role.

5.6 Leaving

Once a volunteer has completed a role or their participation in an event or project, they may wish to apply for another role or to conclude their volunteering with the Society. In order to continue to improve the way the Society manages volunteers, the Society will encourage volunteers to attend an exit interview in order to complete an Exit Feedback Form. If a volunteer wishes to take a break from a role for a specific period of time, they should discuss this with their supervisor or manager.

5.7 References

A volunteer can request a reference letter from their supervisor or manager outlining their involvement and contribution after an agreed amount of continuous service in a role. A letter of participation can be arranged for volunteers involved in a community, fundraising or corporate volunteering event.

5.8 Conflict of interest

Volunteers have an obligation to disclose any conflict of interest in relation to their involvement with the Society such as business interests or family members working in the same workplace. See the Conflict of Interest Policy.

6 Work health and safety

The Society is committed to looking after the health, safety and wellbeing of all volunteers, as well as employees, Members, service users and customers.

6.1 Health and safety

The Society will provide volunteers with safe and appropriate facilities in which to conduct the duties of their role. Briefing by the supervisor or manager on procedures such as fire, incident and accident reporting should be included in the induction on the volunteer's first day. Volunteers are now protected under NSW Work Health and Safety laws.

6.2 Personal safety

The safety of the Society's volunteers is paramount and volunteers must always avoid situations where they have concerns about personal safety. If a volunteer has concerns about personal safety while working for the Society, they should raise this immediately with their supervisor or manager.

6.3 Insurance

All volunteers are covered by the Society's public liability insurance, professional indemnity insurance and personal accident voluntary workers insurance when undertaking approved Society responsibilities. Supervisors or managers may provide details of the insurance policies to volunteers on request.

6.4 Volunteers' personal property

Volunteers' personal property is not covered by the Society's insurance policies whilst undertaking volunteer activities. Volunteers are encouraged not to bring or wear items of significant value, including jewellery, whilst volunteering. All personal items of volunteers should be appropriately secured or stored while they are engaged in volunteer work.

6.5 Alcohol, smoking and other drugs

Volunteers are not permitted to drink alcohol, smoke or take illegal drugs while they are performing work on behalf of the Society, or to report for duty when they are affected by alcohol or illegal drugs.

Smoking is allowed during allocated break times and must be done in a designated (non-enclosed) smoking area. Cigarette butts must be appropriately disposed of.

6.6 Dress and appearance

To protect persons from UV exposure, volunteers working outdoors are required to wear long sleeve or three-quarter length sleeve shirts with collars, long trousers, enclosed footwear, hats with a broad brim and sunglasses. Volunteers working indoors are advised to wear appropriate and sensible clothing and footwear for the activities they may be undertaking.

Uniforms and safety equipment may be provided for some roles (such as goggles and footwear) for use at some locations such as Vinnies centres and for specific events and where this is provided this must be used. Volunteers' clothing must be clean, neat and should not depict images that may cause offence or undermine the purpose of the Society. Name badges are also used in some locations.

6.7 Motor vehicles

Volunteers who use their own motor vehicle for work-related purposes should contact their insurance provider regarding cover for their volunteering work. Volunteers' motor vehicles will not be covered by the Society's motor vehicle insurance policy. Any fines or traffic infringement penalties incurred whilst volunteering will be the sole responsibility of the volunteer. Volunteers generally are not permitted to drive Society vehicles whilst undertaking their work, unless this has been specifically arranged by their supervisor or manager.

7 Communication and record-keeping

7.1 Communication

Communication to volunteers should be relevant, specific and concise, respecting the fact that volunteers are freely contributing their time. Volunteers are encouraged to respond to communication from the Society in a timely way, as this helps the Society to work effectively.

The Society will communicate with volunteers using various means in order to keep them informed and up-to-date. Where possible, this will be by electronic means such as emails, online surveys, newsletters or social media — as this is time-efficient and cost-effective.

7.2 Media and social media

Volunteers should not speak on behalf of the Society to the media or make comments on social media about the Society or its work, unless they have been specifically authorised to do so. All requests from media representatives should be referred to the Communications Manager at the State Support Office.

See the Media Policy and Procedures, and the St Vincent de Paul Society National Council of Australia's Social Media Policy and Social Media Handbook.

7.3 Giving feedback

Volunteers are encouraged to give constructive feedback to their supervisor or manager on their experiences, in order to help us to improve our services.

7.4 Volunteers' personal information

The Society will not share a volunteer's personal information or use it in a way that is unauthorised. We will keep it in accordance with good practice and in line with NSW and federal laws relating to the storage and collection of data.

Volunteers may request to see any files relating to their involvement in the Society, with access to be given within a reasonable timeframe. Any information that is deemed sensitive or that concerns a third party will be removed from the documents beforehand. See the Confidentiality and Privacy Policy.

Consultation and review

The Society undertakes to review this policy at least every three years, and in order to comply with changes in relevant legislation. The Society will consult widely with the key stakeholders affected by the policy to ensure their feedback is taken into consideration. Feedback is gathered through an annual survey, relevant committees, and general feedback from volunteers, service users, members and employees.

Supporting documents

All of the supporting documents are available on the Society's internal website *Vintranet* or on request from your supervisor or manager.

- Volunteer Handbook (under revision)
- Volunteer Management Handbook (in development)
- The Rule
- 'Our Society, Our Plan Action Plan 2013–18: A Platform for Change'
- 'Many Opportunities, One Society: A Recruitment and Retention Strategy for Conference Members, Associate Members and Volunteer Members'
- [Member and Volunteer Charter](#), 2013
- Members and Volunteers [Grievance Policy](#)
- [Procedures for the Members and Volunteers Grievance Policy](#)
- [Volunteer Reimbursement Policy](#)
- [Police Check Policy](#)
- [Code of Conduct for Employees, Members and Volunteers](#)
- [Child Protection Policy](#)
- [Youth and Young Adult Policy](#)
- [Records Retention Policy](#)
- Confidentiality and Privacy Policy
- Conflict of Interest Policy
- Critical Incident Policy and Procedures
- Media Policy and Procedures
- 'Speaking Up' and Whistleblower Policy and Procedures
- Volunteer Engagement Process (State Support Office)
- [Work Health and Safety Policy](#)
- [The Rule](#)
- [Volunteering Australia, National Standards for Involving Volunteers in Not-For Profit Organisations, 2001](#)
- [Statement of Principles for the Recognition of Volunteers](#)

More information

If you are unclear about any aspect of this document, you are encouraged to seek guidance from your supervisor or manager, or your Central Council Executive Officer.

Appendix A: St Vincent de Paul Society NSW Volunteer Policy Framework

<p>Volunteers in the Society Enables the Society to detail its commitment to the value of volunteers in the delivery of its services</p>	<ul style="list-style-type: none"> - Benefits, expectations and roles - Recognition - Continuous improvement - Types of volunteers
<p>Rights and responsibilities Enables the Society to provide volunteers with user-friendly transparent processes</p>	<ul style="list-style-type: none"> - Member and Volunteer Charter - Code of Conduct - Grievance Policy - Equality and diversity
<p>Volunteer recruitment Enables the Society to recruit, select and orientate its volunteers</p>	<ul style="list-style-type: none"> - Volunteer roles - Recruitment and selection - Background checks - Orientation and induction
<p>Training and development Enables the Society to effectively train and develop its volunteers</p>	<ul style="list-style-type: none"> - Preparing for the role - Opportunity to learn new skills - Fostering of leadership qualities - Pathways from basic to accredited and recognised training
<p>Management of volunteers Enables the Society to manage its volunteers in an appropriate, transparent and professional fashion</p>	<ul style="list-style-type: none"> - Work planning and shift management - Performance management - Feedback process - Changing or additional roles
<p>Work health and safety Enables the Society to effectively manage occupational health and safety risks to ensure the health and safety of its volunteers</p>	<ul style="list-style-type: none"> - Insurance cover - Access to support - Incident reporting - Safety and awareness
<p>Communication and record-keeping Enables the Society to collect, store and manage information in an effective manner</p>	<ul style="list-style-type: none"> - Access to information - Volunteer information and records - Communication and consultation - Media and social media