



Policy name	<i>Volunteer Policy and Procedure - HR 2.0</i>
Version	<i>V2</i>
e.motion21 and Impact21	<i>All references to e.motion21 is inclusive of all e.motion21 programs including but not limited to Impact21 unless otherwise specifically stated</i>
Responsibility	<i>Chief Executive Officer</i>
Date Created	<i>February 2017</i>
Date of currency	<i>August 2020</i>
Date of next review	<i>April 2022 or following a change in related regulation or guidelines or a reportable incident</i>
Relevant standards	<i>National Standards for Volunteer Involvement, Volunteering Australia, 2015 (C'th) NDIS Quality and Safeguards Commission – July 2019 NDIS Practice Standards and Quality Indicators – Jan 2020 Version 3 Interim Safety Screening Policy for Registered NDIS providers operating in Victoria (Safety Screening Policy) 1 July 2019</i>

Our Vision

We believe in an inclusive future where people with Down syndrome and intellectual disability are flourishing and active contributors to society economically, socially and creatively. We do this through Moving Bodies, Moving Boundaries and Moving Minds. This is what we stand for, and how we are making Australia a better place.

Through dance, fitness, education and employment programs we are enhancing lives and changing perceptions of Down syndrome and intellectual disability within society.

Purpose

Volunteerism is an integral part of e.motion21’s operations in achieving organisational goals by engaging participants and community members in volunteer activities. Formal volunteering is an activity which takes place through community-based organisations or projects and is undertaken:

- to be of benefit to the community and the volunteer
- of the volunteer’s own free will and without coercion
- for no financial payment
- in designated volunteer positions only

Related Policy	Forms
Code of Conduct	Incident Report
Pre-employment & Volunteer Screening Policy	Volunteer Application Form (website)
Privacy Policy	Volunteer Agreement
Workplace Health & Safety Policy	Pre-employment & Volunteer Screening Check List
Diversity and Equal Opportunity Policy	Online induction training
Workplace Bullying and Harassment Policy	Complaints & Feedback policy and Procedure
Human Resources Procedures	

Policy

e.motion21 is committed to:

- providing high quality programs and services aligned with the NDIS Practise Standards and Quality Indicators
- promoting a positive culture towards volunteerism
- attracting the best available candidates with relevant skills and knowledge to all volunteer positions through internal and external advertising
- upholding equal employment opportunities with recruitment, selection and appointment processes
- ensuring that volunteer roles and their objectives are aligned with the achievement of the

- organisation's vision and goals
- providing a safe work environment that is free from harassment and discrimination for all
- ensuring that the organisation's risk management processes are applied to the organisation's volunteer involvement
- ensuring persons selected to positions are willing to and complete all of the mandatory screening checks prior to commencing their engagement
- ensure that the induction and training is completed prior to active engagement
- complying with all privacy requirements of information collected on prospective volunteers
- providing a safe and respectful environment for participant of our programs and their key support people

Responsibilities

The **Chief Executive Officer** of e.motion21 is responsible for administering the policy to ensure that the principles are followed by volunteer staff through:

- Implementing and maintaining effective organisation-wide internal control systems aligned with our HR policies and risk management
- Delegating appropriately the management and support of volunteers to the People Coordinator
- Ensuring that volunteers are valued and have a voice within the organisation through regular (team) meetings where they can have direct conversation with the People Coordinator and Management and the feedback and complaints system

The **People Coordinator** of e.motion21 is responsible for:

- Recruitment of volunteers
- Effective screening of potential volunteers (*See Pre-Employment and Volunteer Screening Policy & Procedure HR 3.0, inclusive of the NDIS Worker Orientation Module*)
- Conducting up to two reference checks, one of which may be written based on the accountability and exposure of the role and for those candidates not known to the organisation and over the age of 18
- Appropriate matching of volunteers to volunteer positions
- Developing and maintaining volunteer position descriptions and ensuring that associated paperwork is completed
- Providing e.motion21 induction to all volunteers and ongoing training/support
- Identify methods of providing recognition of volunteers and their achievements and implement
- Maintenance of volunteer records including ensuring that all screening checks are kept current
- Ensuring that volunteers have access to this policy and all other related policies for them to meet the standards and expectations of e.motion21

Recruitment

e.motion21 undertakes a comprehensive recruitment and screening process for all volunteers which aims to:

- Identify those people with the relevant skillset and knowledge for volunteer positions within the organisation
- promote and protect the safety and well-being of all participants engaged in our programs
- identify the most suitable and capable people who share e.motion21's vision and values and commitment to facilitate our participants to achieve their goals and aspirations
- identify the most suitable people who respect and value the contribution our participants make to their communities and who can engage with them in age appropriate language and behaviour
- take all reasonable steps to prevent a person from working at e.motion21 if suspected they may pose a risk to our participants and/or our people

Once engaged, volunteers are provided with this Policy and other relevant policies and procedures, and it is incumbent upon them to ensure their awareness of the content and apply to their practice. This will be monitored through document signoff, observation and team feedback.

Support

e.motion21 is committed to supporting the development of its volunteer community. It does this by:

- providing adequate supervision, direction and feedback relevant to their role
- providing opportunities for further internal training
- ensuring that volunteers are provided information on relevant external training opportunities
- timely review of volunteer roles and the skills and knowledge required to fulfil these roles
- providing opportunities for volunteers to provide feedback on their involvement and experiences

Privacy

All personal information considered or recorded will respect the privacy of the individuals involved unless there is a risk to someone's safety. e.motion21 has safeguards and practices in place to ensure any personal information is protected. Everyone is entitled to know how the personal information is recorded, what will be done with it and who will be able to access this information.

Relevant Legislation

Volunteers Australia National Standards for Volunteer Involvement, 2015

Fair Work Act, 2009 (C'th)

Interim Safety Screening Policy for Registered NDIS providers operating in Victoria (Safety Screening Policy) 1 July 2019