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| Policy name | <i>Volunteer Policy and Procedure - HR 2.0</i> |
| Version | V3 |
| Inclusion Foundation | <i>All references to Inclusion Foundation are inclusive of emotion21 and Impact21 unless otherwise specifically stated.</i> |
| Responsibility | <i>Chief Executive Officer</i> |
| Date Created | <i>February 2017</i> |
| Date of Currency | <i>March 2022</i> |
| Date of next review | <i>April 2024 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 – Nov 2021 Interim Safety Screening Policy for Registered NDIS providers operating in Victoria (Safety Screening Policy) 1 July 2019</i> |

Our Vision

The Inclusion Foundation is a for-purpose-charity that champions the inclusion of people with Down syndrome. We see an inclusive world where people with Down syndrome are equal, active and respected members of society. Together, we stand proud, we raise our hands in the air, and we say to society, to business, to governments, to everyone, and to anyone... Count me in!

Purpose

Volunteerism is an integral part of Inclusion Foundation'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

Inclusion Foundation 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 Inclusion Foundation 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 **Volunteer & Program Administration Officer** of Inclusion Foundation 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 Inclusion Foundation 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 Inclusion Foundation.

Recruitment

Inclusion Foundation 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 Inclusion Foundation'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 Inclusion Foundation 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

Inclusion Foundation 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. Inclusion Foundation 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

| Document history | | | | |
|--|----------------|--------------------|--------------------|---|
| Location of Master - 2022 Volunteer Policy.docx | | | | |
| Review date | Version | Reviewed by | Endorsed by | Notes |
| Feb 2017 | V1 | CEO | CEO | |
| Feb 2018 | V1 | NDIS /DHHS PO | CEO | Reviewed, minor changes to include reference to the Disability Worker Exclusion Scheme (DHHS, Vic 2018) |
| June 2020 | V2 | Program Director | CEO & FARM Chair | Made inclusive of Impact21 Updated vision statement Made current to the interim Safety Screening Policy for Registered NDIS providers operating in Victoria (Safety Screening Policy) 1 July 2019 |
| March 2022 | V3 | SS Manager | CEO | Updated branding and organisation name to Inclusion Foundation Updated the vision statement Updated dates to most current legislature |
| Approved for Publishing by CEO | | | Date: | Signature: |