

The Vietnamese Families with Special Needs Inc.

Volunteer Policy

Purpose of this policy

To define the roles and expectations of volunteers and the obligations of the Vietnamese Families with Special Needs (VFSN Inc.) This is in accordance with the definition and principles of volunteering developed by Volunteering Australia 2015. This policy is intended to ensure that volunteers working at the VFSN Inc. have work that is safe, significant, fulfilling, and appreciated.

Volunteer Policy

The VFSN acknowledges the important contribution that volunteers make through their generous gift of time, knowledge and skills towards the running of the VFSN Inc. It is vital that volunteers are treated with respect, are given a position description and provided with orientation, support and recognition of their contribution. The VFSN Inc. values diversity and welcomes volunteers from all culturally and linguistically diverse backgrounds and people of all abilities to apply to volunteer at the VFSN Inc.

The VFSN Inc. Responsibilities to Volunteers

The VFSN Inc. is responsible to ensure volunteers:

- are treated with respect and dignity
- have a safe working environment
- understand their role, rights and responsibilities
- have appropriate support to carry out their task

Volunteers Role

All volunteers have the role of:

- supporting The VFSN Inc. with activities or events as chosen by the volunteer or as allocated by The Committee members
- treating all others with respect and dignity
- reporting any problems (something broken) or incidents (someone is hurt)

The VFSN Inc. has, or is establishing the following sub committees that will require volunteer support:

- Marketing
- Digital
- Social Team to assist with social events and children activities
- Administration and Grant funding application

Volunteer Orientation & Training

The VFSN Inc. expects volunteers to attend orientation sessions, if they are held, before the event and/or program they are volunteering in.

Sometimes orientation can be provided where needed on an individual basis.

Orientation provides information on the following topics if applicable:

- Roles and responsibilities
- What their role doesn't include
- Where things are
- Support available for volunteers
- Who to talk to about concerns or problems
- Acceptable behaviour
- Reimbursement of expenses
- Refreshments
- Insurance
- Training Resources
- Role of a volunteer co-ordinator

Volunteers Responsibilities and Expectations

A volunteer at The VFSN Inc. is expected to:

- Give a clear indication as to the extent of their commitment and to inform the Committee if that commitment changes
- Complete the tasks defined in the position description unless changes are negotiated
- Ask for support when needed
- Undertake appropriate training as requested
- Contact the Volunteer Coordinator if unable to come on the day when expected to be volunteering
- Give as much notice as possible (verbal is acceptable) if wishing to resign, so that a suitable replacement can be found
- Maintain the confidentiality of members and families of Special Needs
- Promote the aims, values and goals of the VFSN Inc.
- Value the diversity of others, including people from culturally and linguistically diverse backgrounds and people with disabilities
- Adopt a team approach to problem solving and information sharing
- Follow work practices that comply at all time with all relevant legislation and The VFSN Inc. policies
- Declare any health issues which may prevent them from carrying out their duties

Recruitment and Selection Process

There is no formal recruitment process. Anyone interested in volunteering is welcome to email the Committee members via vn.specialneeds@gmail.com or call Committee member on 0448417513

An interview will be organized with the Committee members. This will provide an opportunity for the volunteer to find out more details about the volunteer position and the VFSN Inc. and

to meet the Committee members that they would be working with. Volunteers will be engaged at the discretion of the Committee of Management.

If successful, a Code of Conduct will be sent to the volunteer to sign and return to the Committee Members.

Volunteer Checks

Prior to appointment all volunteers who may have contact with children must have a Working with Children Check and all volunteers must have a National Police Record Check. VFSN Inc. will assist with information on how to obtain these.

Insurance

Volunteers are covered under the Volunteer Insurance program.

Recognition

All volunteers shall be treated with respect and with gratitude for their contribution. Recognition is provided through:

- Informally as appropriate
- Thank You functions
- Service certificates

Complaint Handling Policy

Volunteers are asked in the first instance to try and resolve the matter with the concerned party on their own. If this fails, they should verbally contact the volunteer coordinator and/or a Committee member who will organise a confidential initial meeting with both parties. Outcome of the mediation will be final.

Disciplinary Procedures

All volunteers shall be treated at all times in accordance with the principle of natural justice. These principles include:

- The right to a fair hearing including adequate notice of what is alleged and a reasonable opportunity to respond to allegations, and the right to an unbiased process of judgement.
- The volunteer shall be advised of any alleged poor work performance, misconduct or breach of occupational health and safety, and that a possible outcome could be a disciplinary sanction such as ending of the volunteer relationship. The volunteer shall be provided with the opportunity to respond to any such allegations at a disciplinary meeting with the Committee members and volunteer Coordinator. The volunteer may bring to the meeting a support person of their choice.
- In the case of misconduct, unlawful behaviour or serious breach of occupational health and safety the volunteer relationship may be ended with or without notice, depending on the level of seriousness of the misconduct and any mitigating factors.

The Committee members will notify the volunteer of the reason for the ending. In the case of unsatisfactory performance, the Committee members could end the volunteer relationship. Ending of the volunteer relationship for unsatisfactory performance at this stage may only

occur in cases where the unsatisfactory performance has particularly serious consequences, such as placing the viability of the organisation at risk or posing a serious safety risk.

The outcome of a disciplinary procedure may include one of the following actions:

1. That the complaint may be dismissed and a letter to that effect be placed on the volunteer's file:
2. That no action be taken.
3. That the volunteer relationship be ended

Ending of the volunteer relationship

Ending the volunteer relationship may be due to:

- Result of disciplinary action- see above- Disciplinary Procedures
- No longer a need for the volunteer's services
- A volunteer may end the volunteer relationship at any time by informing the Committee members by email or letter.

Privacy

Volunteers are asked not to disclose any personal information about other volunteers, members and children without the permission of that person.

Personal information regarding a volunteer is only accessible to committee members. This information may only be shared with those working with the volunteer.

Policy Approval by the VFSN Inc

Policy endorsed by the Committee on the 14th April 2020 at a standard meeting.