




Volunteer Policy and Procedures

STATEMENT

The Paraplegic & Quadriplegic Association of South Australia Ltd (PQSA) recognises and values the substantial and ongoing contribution made by volunteers to the quality of the organisation and the services it provides. We will ensure all volunteers are supported to fulfill their duties in a safe and quality manner, consistent with relevant legislation and standards.

<p>Approved by:</p>  <p>Chief Executive Officer</p>	<p>Date: December 2022</p>
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In this policy, 'us' 'we' or 'our' refers to The Paraplegic & Quadriplegic Association of South Australia Ltd ACN 644 670 977, which is a Company Limited by Guarantee and conducts its business through Lifestyle Support and HomeCare+ services.

Please note that printed copies are not able to be controlled and the Shared Drive should always be referred to for the most current version.

SCOPE

Compliance with this policy is a condition of appointment for all workers engaged to provide services on behalf of PQSA.

DEFINITIONS

Refer to the PQSA Policy and Procedure Definition Glossary

RESPONSIBILITIES

It is our responsibility to communicate our policies and procedures to all workers, the definition of which includes volunteers, on a systematic basis. Individual Directors and Supervisors are responsible for monitoring workers' understanding of their obligations and need for compliance with policies and procedures. Workers are responsible for complying with our policies and procedures.

Lifestyle Support Team Leader, Programs is responsible for ensuring volunteers:

- receive adequate information and a clear job description of what is expected and understand why they are doing a task
- are provided with an induction and the ongoing training necessary to meet the information and skill requirements of the role they are undertaking
- are assigned suitable tasks as agreed by the volunteer
- are reimbursed for out-of-pocket expenses, providing prior approval is given
- are afforded all other rights under PQSA policies and relevant legislation.

Volunteers are responsible for:

- being reliable and commit to a schedule so tasks can be planned accordingly
- keep PQSA informed in writing of changes of address and phone number
- undertaking induction and job training necessary to carry out their duties and to meet legislative requirements
- complying with PQSA's Policies and Procedures relevant to their work
- seeking prior approval for any task not delegated to them within their volunteer duties
- notifying PQSA if they are no longer able to volunteer
- maintaining a current Department of Human Services (DHS) Working with Children Check and (DHS) NDIS Worker Screening

POLICY

PQSA is committed to standards of excellence and offers a volunteer program which aims to abide by Volunteering Australia's National Standards of Volunteer Involvement by:

Standard 1: Leadership and Management

Ensuring that the PQSA Board and senior employees (Leadership Team) lead and promote a positive culture towards volunteering and implement effective management systems to support volunteer involvement.

Standard 2: Commitment to Volunteer Involvement

Setting out our commitment to volunteer involvement through our vision, planning and resourcing, supporting our organisation's strategic direction.

Standard 3: Volunteer Roles

Engaging volunteer recruitment and selection strategies are planned, consistent and meet the needs of our organisation and volunteers.

Standard 4: Recruitment and Selection

Ensuring volunteer recruitment and selection strategies are planned, consistent and meet the needs of our organisation and volunteers.

Standard 5: Support and Development

Supporting volunteers to understand their roles and gain knowledge, skills and feedback needed to safely and effectively carry out their duties.

Standard 6: Workplace Safety and Wellbeing

Protecting the health, safety and wellbeing of volunteers in our workplace.

Standard 7: Volunteer recognition

Understanding, appreciating and acknowledging volunteer contribution, value and impact.

Standard 8: Quality Management and Continuous Improvement

Implementing and system of good practice, review and continuous improvement resulting in effective volunteer involvement.

PROCEDURES

Recruitment procedure

After initial contact by potential volunteer, an interview is arranged and conducted by Team Leader, Programs. At the interview, topics discussed will include:

- volunteer positions and vacancies
- PQSA structure
- volunteer interests and skills (using Interview checklist)
- the application process:
 - complete application form
 - Relevant screenings and checks
 - referee checks
 - e-Learning / compulsory training
 - covid-19 vaccination requirements.

Induction

When the application process is completed (including appropriate screening clearances and completion of e-Learning), the volunteer will complete an induction with the Lifestyle Support Team Leader, Programs. This includes going through the induction checklist, job description, volunteer handbook and relevant policies and procedures such as:

- PQSA Core Values and Purpose
- Volunteer Policy and Procedure
- Code of Conduct and Ethical Behaviour
- privacy and consent
- insurance
- reimbursement
- volunteer recognition
- gifts and donations
- duty of care
- WHS including hazard and incident/concern reporting
- Smoke-free workplace
- complaints management
- reportable incidents
- unsatisfactory performance
- media and communication protocols
- disability-specific information.

RELATED LEGISLATION

- Equal Opportunity Act 1984
- National Standards for Volunteer Involvement
- National Standards for Disability Services
- Privacy Act 1988
- Volunteer Protection Act 2001
- Volunteer Protection Regulations 2019
- Work, Health and Safety Act 2012

SUPPORTING PQSA DOCUMENTATION

- Client - Rights and Responsibilities Statement
- Code of Conduct and Ethical Behaviour
- External Communication Policy and Procedures
- Gifts and Donations Policy and Procedure
- Privacy – Private Information Management Statement
- Privacy – Private Information Management Procedures
- Smoke-Free Workplace Policy and Procedures
- Volunteer Handbook
- Vulnerable Adult – Client Safeguarding Policy and Procedures
- WHSE – Documenting and Recording Incident Concern Reports Policy
- Worker Screening – Client Safeguarding Policy
- Workplace Bullying, Harassment and Discrimination Policy
- Workplace Health and Safety Management Policy

BREACHES OF THIS POLICY

A **breach** of this policy is grounds for disciplinary action, up to and including termination of employment. Ignorance of these procedures will not generally be accepted as an excuse for non-compliance. Only in extreme circumstances and where such ignorance can be demonstrated to have occurred through no fault of the individual concerned will PQSA accept such an argument.

DISTRIBUTION AND REVIEW

PQSA will ensure all persons engaged to provide services either paid or unpaid will be aware of this policy and will have easy access to it in an appropriate format. All policies are to be reviewed on a periodic basis or when legislation or government policy determines.