
ARANDA AFTERS ASSOCIATION INCORPORATED



VOLUNTEERING POLICY

Implemented	Updated/Reviewed	Next Review Due By
November 2014	April 2016	November 2017

TABLE OF CONTENTS

PAGE

1	REFERENCES	2
	NATIONAL QUALITY STANDARDS	2
	NATIONAL REGULATIONS	2
2	AIM	2
3	WELCOME	2
4	WORKING WITH VULNERABLE PEOPLE LEGISLATION	3
5	VOLUNTEERS' RIGHTS	3
6	VOLUNTEERS' RESPONSIBILITIES	4
7	BENEFITS OF VOLUNTEERING	4
8	INSURANCE AND LIABILITY	5
9	SUGGESTIONS AND COMPLAINTS	5
10	CODE OF CONDUCT FOR VOLUNTEERS	5

1 REFERENCES

NATIONAL QUALITY STANDARDS

4.2	Educators, co-ordinators and educators are respectful and ethical
4.2.1	Professional standards guide practice, interactions and relationships
4.2.2	Educators, co-ordinators and educators work collaboratively and affirm, challenge, support and learn from each other to further develop their skills, to improve practice and relationships
4.2.3	Interactions convey mutual respect, equity and recognition of each other’s strengths and skills
7.2.2	The performance of educators, co-ordinators and educators is evaluated and individual development plans are in place to support performance improvement
7.3.2	Administrative systems are established and maintained to ensure the effective operation of the service
7.3.4	Processes are in place to ensure that all grievances and complaints are addressed, investigated fairly and documented in a timely manner

NATIONAL REGULATIONS

168	Education and care service must have policies and procedures
-----	--

2 AIM

Aranda Afters Association Incorporated [Aranda Afters] aims to ensure that positive working relationships are formed between all educators, management and the committee. Educators, management and committee members will at all times conduct themselves in an ethical manner and strive to make all interactions positive and compliant with Aranda Afters’ philosophy and Statement of Ethics.

3 WELCOME

It is with great pleasure that Aranda Afters Association Incorporated [Aranda Afters] welcomes you as a volunteer.

Aranda Afters appreciates the efforts and contributions made by our volunteers. Volunteers at Aranda Afters are not merely “an extra pair of hands” helping with minor or unimportant tasks. Our volunteers make significant contributions to the quality of the work we do and the outcomes we achieve. We are extremely grateful for this.

As well as the wonderful contribution that our volunteers make to Aranda Afters, we do hope that you will also feel rewarded and supported in your role. This may come through making new friends, gaining new confidence, developing new skills, or simply the satisfaction of knowing that you and your team members do make a difference.

Thank you for your contribution, I hope you will enjoy being a part of our community.

4 WORKING WITH VULNERABLE PEOPLE LEGISLATION

The [Working With Vulnerable People \(Background Checking\) Act - 2011](#) requires a person over the age of 16 years who has contact with children, both paid and unpaid, whilst engaging in a regulated activity, unless they are exempt under the provisions of the Act, and to carry a valid registration card.

To comply with the *Working with Vulnerable People (Background Checking) Act 2011*, the Approved Provider/Nominated Supervisor must ensure that **all staff** working at Aranda Afters have a current Working With Vulnerable People [WWVP] card.

More information about Working With Vulnerable People [WWVP] requirements, and how to apply for a WWVP Card, is available from the [Access Canberra](#).

5 VOLUNTEERS' RIGHTS

As a volunteer with Aranda Afters you have the right to:

- Be recognised as a valued team member and be supported in your role. This includes the right to have a job description and agreed working hours, and access to the organisation's Equal Employment Opportunities, Work Health and Safety, anti-discrimination legislation and grievance processes.
- Work in a healthy and safe environment.
- Have your privacy protected in accordance with laws and Aranda Afters policies.
- Be given a job or task that is meaningful and worthwhile.
- Be given accurate and truthful information about Aranda Afters (including to know the purpose and the "ground rules" of Aranda Afters) and also about the job you are being asked to do.
- Be given an appropriate orientation to your job.
- Have access to Aranda Afters' policies.
- Be consulted about workplace matters that affect you (including Work; Health and Safety and Welfare issues).
- Be heard and encouraged to make suggestions in a respectful and constructive way.
- Be kept informed of changes to policies, processes and operational procedures.
- Be reimbursed for out-of-pocket expenses that have been discussed with, and approved by, the Director (**NB:** this will not include travel to and from Aranda Afters from your place of residence).
- Be covered by insurance appropriate to your role with Aranda Afters.
- Say "No" if you feel you are being exploited.
- Accept only constructive criticism and feedback about your work performance.
- Be given a statement of service if you request one.

6 VOLUNTEERS' RESPONSIBILITIES

As a volunteer with Aranda Afters you have the responsibility to:

- Carry out, with integrity and effort, the volunteer role(s) to which you have committed yourself.
- Participate in training and orientation programs provided to you by Aranda Afters.
- Follow your job description, and the codes, policies, and procedures of Aranda Afters.
- Treat other volunteers with respect and fairness in a courteous, tolerant, non-discriminatory and non-harassing manner.
- Communicate with your fellow volunteers in a timely manner, and meet deadlines and commitments.
- Notify the appropriate person if your circumstances change and you are unable to fulfil your volunteer commitments.
- Act in accordance with Aranda Afters' policies and guidelines.
- Refrain from soliciting funds, donations or goods in the name of Aranda Afters unless you hold written authorisation, from the Director, to do so.
- Take on board constructive and respectful feedback about your work performance.
- Respect the decisions of supervisors regarding your placement at Aranda Afters, including the right of Aranda Afters to release volunteers (**NB:** A discussion re your work as a volunteer will precede this course of action).
- Respect the confidentiality of Aranda Afters and the information you have access to as a result of your volunteer position.

7 BENEFITS OF VOLUNTEERING

Our volunteers find that working with Aranda Afters has many rewards. As much as possible, we want to try and match you with experiences that reflect your interests, motivations, skills and goals. We find this is a great way to enhance your strengths, develop new skills, make new friends, building confidence, to contribute to a great organisation and to make a difference in the lives of students and children. Other benefits of volunteering include:

- Expanding social, cultural and educational outcomes for students and children.
- Providing Aranda Afters with a broader resource base from which to draw in providing opportunities for excellence and innovation.
- Enhancing community spirit and cohesion.

If you are not experiencing an enjoyable balance of challenge and contribution in your volunteer role, we strongly encourage you to speak with the Director.

You may find that there are many things we can do to improve your experience, but we can only do this if we know there is a problem!

8 INSURANCE AND LIABILITY

As a volunteer you are insured against accident and injury while doing voluntary work authorised by and under the control of Aranda Afters. This does not include travel to and from voluntary work from your place of residence.

Please be aware of the following exclusions to coverage:

- No coverage for pre-existing medical conditions;
- Cover shall cease upon the volunteer attaining the age of seventy; and
- No compensation is payable if the injury is attributed to pregnancy, childbirth or complications of these.

9 SUGGESTIONS AND COMPLAINTS

Where volunteers have a query, a suggestion for improvement or a matter of concern they need to:

- First raise the matter with the relevant staff member and then, if unresolved,
- Raise the matter with the Director (or delegate).

If the complaint is not resolved using these steps, then follow the process outlined in our Suggestions and Complaints Policy.

10 CODE OF CONDUCT FOR VOLUNTEERS

Volunteers and visitors provide a range of services and support to Aranda Afters. This may include interaction with individuals and small groups of students and children in a range of different activities.

To assist Aranda Afters, in providing a safe environment and a positive educational climate, volunteers and visitors are asked to comply with this *Code of Conduct*. This code of conduct has been formulated to clarify the type of conduct that is expected of volunteers and visitors participating in programs and activities supporting students at Aranda Afters.

The Code of Conduct should be read in conjunction with Aranda Afters' Code of Conduct for all staff.

As a volunteer you are required to:

- Observe the same standards of behaviour and ethical conduct to those required of staff. For example, you are expected to act within the law, be honest and fair, respect other people (including students and children), and work to the best standard of your ability.
- Appreciate that educators have a special duty of care for students and children which cannot be delegated or transferred to others. Appreciate also that the Director (or delegate) is the spokesperson for Aranda Afters.
- Appreciate that students and children have rights and aspirations. Treat students and children with dignity and respect.

- Observe confidentiality in respect of all information gained through your participation as a volunteer or visitor. All information held by Aranda Afters should be handled with care. Some information is especially sensitive. Sensitive and/or personal information requires additional caution in the way it is treated. For example, volunteers and visitors should not discuss nor disclose personal information about students and children; students' and children's parents or carers; staff; or committee members.
- Accept and follow directions from the Director (or delegate) and seek guidance through clarification where you may be uncertain of tasks or requirements. You may need to familiarise yourself with Aranda Afters' policies and guidelines on particular issues.
- Observe safe work practices which avoid unnecessary risks, apply reasonable instructions given by supervisors, and report to the supervising staff and school administration any hazard or hazardous practice in the workplace.
- Report any problems as they arise to the Director or your supervisor, including incidents, injury or property damage.
- Avoid waste or extravagance and make proper use of the resources of Aranda Afters.