



MS7	MASS Staff	Volunteer Policy and Procedures
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What this policy aims to do	Ensure that volunteers working at MASS have work that is safe, significant, fulfilling and appreciated
Who this policy applies to	All volunteers and paid employees of MASS
Who is responsible for carrying out this policy	The Director or managers with delegated responsibility for volunteer recruitment and management
What words used in this policy mean	' <i>Volunteering</i> ' is time willingly given for the common good and without financial gain
Legislation this policy is based on	National Disability Service Standards Child Safe Standards
Other relevant policies	MS2 Recruitment MS3 Code of Conduct

Version	Date	Author/Editor	Approved by	Notes
1.0	26/8/2016	Peter Lane		
1.1	30/5/2018	D Stephenson		Update format
1.2	15/6/2020	C Trenfield	S Reeves	Annual review, added policy not related to Board Members as MG1 covers their role and requirement to pass DWES check.

Volunteer Policy

Volunteers may be sought to play important roles at MASS, which could include:

- Fundraising
- Community inclusion support
- Companionship for service users
- Home and garden maintenance and support
- Skills and knowledge transfer (eg teaching people to cook or sew).
- Family camps

MASS does not recruit volunteers to undertake work ordinarily done by paid employees.

All volunteers shall be treated with respect and appreciation for their contribution.

To protect the safety of service users, all volunteers who work directly with service users and have the opportunity to form relationships of trust will be subjected to suitability checks including referee and police record checks, ongoing supervision and if required, training.

All volunteers must sign the Code of Conduct.

All volunteers shall be reimbursed for all pre-approved expenditure incurred in the exercise of their functions.

This Policy does not relate to Board Members.

Volunteer Procedures

Recruitment of volunteers

- ☑ Some volunteer opportunities will arise from individual service planning and may be treated in a similar way to job vacancies with information circulated to MASS networks, local advertising and expressions of interest invited from people who may be suitable
- ☑ All volunteers must have their referees checked; and obtain a police record check, Disability Workers Exclusion Scheme Check and Working with Children Check (where working with children). Volunteers without these checks will not be provided with any volunteering opportunities
- ☑ All volunteers must sign the Code of Conduct
- ☑ MASS will provide volunteers with an induction program that includes:
 - Information about the volunteer role and expectations
 - An overview of the organisation
 - Policies and procedures
 - Workplace health and safety guidance
 - Respect for all MASS service users, including those of Aboriginal background and culturally and linguistically diverse backgrounds
 - Zero tolerance of abuse and mandatory reporting of any incidents
 - Directions for identifying and responding to incidents, complaints and suspicions of mistreatment, abuse, neglect and exploitation.

Supervision and training

- ☑ All volunteers shall be offered appropriate information and training to discharge their functions, and successful completion of this training shall be a condition of carrying out these functions
- ☑ All volunteers shall receive appropriate supervision in the exercise of their functions
- ☑ The appointed supervisor shall ensure that each volunteer is trained and capable of fulfilling their functions adequately
- ☑ Volunteers will never be left alone or unsupervised with children using MASS services (to ensure the safety and protection of children at all times).

Reimbursement

- ☑ All volunteers shall be reimbursed for all pre-approved expenditure incurred in the exercise of their functions.