



## **Volunteer Policy**

### **Introduction**

Volunteers are an integral and critical component of the many programs conducted by Sasrapid Incorporated.

Volunteers will be provided with an information package which covers important aspects of being a volunteer with Sasrapid, such as your rights and responsibilities. In addition, Sasrapid also offers practical information, procedures, insurance details, the complaints and grievance procedure and much more.

Volunteers whilst not paid by Sasrapid, are awarded the same rights and responsibilities as paid staff. Therefore volunteers have a responsibility to protect the rights of all individuals involved in Sasrapid programs, which includes respecting people's dignity, culture, values and beliefs.

Sasrapid is committed to promoting an atmosphere of cooperation and open communication among all staff.

### **Induction**

People who are interested in volunteering for Sasrapid will be required to attend an information session located at the office of Sasrapid, this will include viewing a video/s relating to Sasrapid activities, understanding the philosophy of Sasrapid and being provided with appropriate information regarding Sasrapid.

Forms will also be given to the Volunteer for completion and signing eg Criminal History Screening forms, availability to assist forms etc.

Once the relevant forms have been received and submitted with appropriate agencies, the opportunity for the volunteer to assist at a program will be assessed.

Appropriate information (pertaining to the activity) will be given to the volunteer who will be trained (see training), supported, assisted and encouraged to participate at the program.

### **Criminal History Screening**

All prospective volunteers will be required to undergo a Department of Communities and Social Inclusion Screening to ensure the wellbeing and protection of participants and the organisation. Information on how to obtain the DCSI Screening as well as the full Sasrapid Criminal History Screening policy can be found in the Sasrapid Member Protection Policy.

Prospective volunteers will be required to sign a consent form.

Sasrapid will take into account any conviction that can be related to the potential wellbeing of participants.

Any prospective volunteer refusing Sasrapid permission to seek a screening will not be offered an appointment.

Prospective volunteers may be offered an appointment subject to a satisfactory screening before the reports have been obtained.

## **Background**

Sasrapid Incorporated established in 1982, enables participation of people living with disability into valued community sport, recreation and leisure activities at a level indicated by the ability and choice of each individual.

The aim of Sasrapid is to expand existing programs and develop new programs, which increase the opportunities for participation of people living with disability into regular community activities.

All activities are organised and supported by competent and experienced co-ordinators who work in conjunction with the respective sport and recreation providers and personnel.

A large number of the personnel involved in the conduct of these activities are volunteers.

## **Role of Volunteers**

Sasrapid requires volunteers to deliver a range of services to both individuals and groups. Sasrapid encourages volunteers to become involved in all aspects of the program/s including transport, coordination of activities, providing feedback on programs, etc. The involvement of volunteers in Sasrapid programs, allows greater flexibility in service delivery and extends and enhances the provision of services.

One of the major driving forces behind many people's volunteer involvement with Sasrapid is personal satisfaction. Others may volunteer to learn new skills and develop their existing skills through their involvement in a variety of experiences.

Some examples of the benefits volunteers may receive through their involvement are:

- Personal development and satisfaction
- Enhancement of current skills and development of new skills
- Fun and enjoyment
- Using their spare time constructively and positively
- Enhancing the quality of life for people living with disability
- Satisfaction of giving something back to the community

## **Volunteer Rights**

Sasrapid volunteers are awarded the same rights as Sasrapid paid staff. The rights of paid staff and volunteers include:

- Receiving adequate training initially and then ongoing
- Working as part of a team
- Being safe on the job
- Being covered by insurance
- Having your work valued
- Receiving support from qualified paid staff
- Being treated with respect
- Refusing tasks that are beyond their capabilities and skills
- Accessing the Chief Executive Officer with any problems, difficulties, complaints and/or grievances

## **Volunteer Responsibilities**

- Understanding, adopting and promoting Sasrapid's philosophy
- Being reliable
- Being punctual
- Providing duty of care
- Respecting confidentiality
- Promoting and representing the program, not yourself
- Carrying out and completing their specified task to the best of their ability

- Providing feedback by communicating relevant and important information to your supervisor and co-workers
- Attending relevant training courses provided by Sasrapid
- Requesting additional support and/or training, if and when required
- Acknowledging and respect all decisions made by Sasrapid
- Working within agreed guidelines and time frames
- Notify their supervisor if sick or unable to work

### **Confidentiality**

Sasrapid volunteers are required to maintain a high standard of confidentiality in relation to other people's personal information. For their own information and for all interaction with program participants, volunteer are asked to adhere to the privacy and confidentiality policy, which aims to protect the privacy of all parties on whom Sasrapid is required to keep records (please see Sasrapid's Confidentiality Policy).

### **Out of Pocket Expenses**

Volunteers provide a valuable service without expectation of payment or reward.

Sasrapid will only provide volunteers with reimbursement for expenses incurred for the benefit of the program where prior approval for the expenditure has been received from Sasrapid.

Requests for reimbursement must be addressed to Sasrapid and accompanied by proof of purchase ie receipts, tickets, and expenses reimbursement form.

Volunteers must **never** authorise expenditure on behalf of Sasrapid.

### **Trial Period**

All new volunteers must then complete a trial period of volunteering consisting of at least three (3) sessions. This will provide an opportunity for people who are seeking to become a volunteer to obtain some practical and 'hands on' experience in the respective program. After this period the volunteer will meet with their assigned supervisor for a review.

The review will cover all aspects of the volunteer's experiences gained whilst working in the program plus any concerns or issues they may have about being a volunteer. Should the volunteer wish to continue involvement as volunteers, then agreed times of commitment will be negotiated.

### **Training**

Sasrapid provides training courses for all full time and casual staff plus volunteers.

Training courses are conducted on a regular basis, with appropriate paid staff and volunteers requested to attend the sessions applicable to their program.

### **Funding Conditions**

Funding for the programs and activities conducted by Sasrapid is received from a number of sources.

Each funding body has separate terms and conditions that Sasrapid must comply with, in order to receive and continue to receive funding.

Volunteers will at times be required to meet certain criteria in order for Sasrapid to comply with the funding conditions. These may include but are not limited to:

- Complying with SMOKE FREE policy of Sasrapid
- Wearing appropriate uniform when requested
- Complying with HEALTHY EATING policy
- Being Sunsmart, ie wearing broad brimmed hat, sunscreen, collared shirt, sunglasses, etc when outdoors

Sasrapid is dependent on volunteers adhering to the terms and conditions under which the funding is received. Failure to meet these requirements could jeopardise Sasrapid's funding.

### **Work Health and Safety**

The main objective of Sasrapid's Work Health & Safety policy is to provide and maintain a safe, healthy work place and to continue to progressively improve health and safety standards. Even though volunteers are not paid employees of Sasrapid, they are considered to have the same responsibilities as paid employees in regard to the policy. Therefore, volunteers must adhere to all legislative requirements pertaining to the Act.

### **Responsibilities**

In South Australia the Work Health & Safety Act 2012 is the legislation which prescribes the provisions required to prevent accidents and maintain a healthy work environment. It places responsibility on Sasrapid as the employer and the volunteer.

Sasrapid whilst recognising its obligations to take all practical action to safeguard the health and safety of volunteers, expects that all persons exercise due care and attention when working and report any hazards, accidents or near accidents to the Chief Executive Officer of Sasrapid.

- Sasrapid responsibilities are to:
  - Provide and maintain all equipment in safe working order
  - Provide such information, instruction, training and supervision as are reasonably necessary to ensure that staff and volunteers are safe from injury and risks to health
  - Investigate any possible safety or health risks including accidents and near misses
  - Investigate any accidents and why they occurred
  - Provide appropriate medical, health and first aid services
  - Promote and publicise all facets of WH&S requirements
  
- Volunteer's responsibilities are to:
  - Protect their health and safety at work
  - Protect the health and safety of those around them
  - Avoid adversely affecting the health or safety of any other person through an act or omission at work
  - Always obey safety instructions and signs
  - Always use any protective or safety equipment provided
  - Not take any chances – avoid risks
  - Immediately advise their supervisor, if they notice any possible risks to safety or health
  - Advise their supervisor if they think of a way to improve workplace safety
  - Always keep their workplace tidy

### **Accident Reporting Procedure**

Should the volunteers injure themselves while working, it is essential that the volunteer report the Incident immediately to their supervisor and the Chief Executive Officer of Sasrapid, irrespective of whether or not the volunteer requires medical attention. An accident or near accident must be reported.

The program the volunteer will be involved in will most likely be outside business hours. Therefore it may not be possible to immediately report the Incident to your supervisor and/or the Chief Executive Officer of Sasrapid. Under these circumstances please record the details of the Incident and then report to either the supervisor or the Chief Executive Officer of Sasrapid as soon as possible.

## **Supervision & Support**

Each volunteer will be assigned a supervisor for the program in which they are involved. The supervisor will act as a mentor and will be available to offer support, guidance and encouragement throughout the volunteer's involvement in the program.

Sasrapid aims to adequately support individuals in their work as volunteers. However, if a volunteer feels that they require additional support and/or supervision, they should discuss this matter with their supervisor.

Supervisors have clearly defined responsibilities under Sasrapid's volunteer policy which include:

- Acknowledge the value of the work each volunteer performs
- Supervise and support the volunteer as is necessary
- Allow the volunteer to carry such responsibility as is appropriate to the position they hold
- Offer the volunteer the opportunity to attend appropriate development and training courses
- Evaluate the volunteers performance and offer support through positive and constructive feedback
- Ensure that the volunteers are engaged in work which draws on their strengths and challenges them to develop new skills
- Conduct a formal review every 12 months (Volunteer self-evaluation form to be completed prior to each interview)

## **Complaints and Grievance Procedure**

A complaint is simply a request for assistance regarding a problem. Volunteers have the right to make a complaint about any aspect of their involvement with the Sasrapid program.

If a volunteer has a complaint, they should initially raise it with their supervisor. However, should the volunteer feel that this would not be appropriate, or where the volunteer feels their complaint has not been recognised or dealt with to their satisfaction, the volunteer should then direct their communication to

### **Sasrapid Chief Executive Officer**

**PO Box 63, Torrensville, 5031**

**Phone: 8152 2470**

The Chief Executive Officer of Sasrapid will carry out initial investigations within three working days and inform the individual who has lodged the complaint of the outcome of the investigation, the action to be taken, and the time frame for a response.

All information will be recorded in writing and remain confidential.

Should after two working weeks, a complaint or grievance not be resolved to the volunteer's satisfaction, or if the volunteer believes that the Chief Executive Officer of Sasrapid is not the appropriate person to deal with the issue, then communication should be forwarded to the Sasrapid Board of Directors.

### **Chairman**

**SASRAPID Board of Directors**

**PO Box 63, Torrensville 5031**

Volunteers may have a third party advocate on their behalf if they believe this would assist in the resolution of the issue/s raised.

It is intended that no grievance or complaint shall remain active for more than 1 calendar month.

## **Insurance**

All volunteers working for Sasrapid are insured under our Liability Insurance and Voluntary Insurance Workers Policy. However, they are only covered by insurance when engaged in official Sasrapid business.

Cover will only be extended to volunteers of Sasrapid

- who are identified by Sasrapid as volunteers of the program,
- who are assisting in clearly defined activities approved and controlled by Sasrapid staff.

To be adequately insured, volunteers must be

- registered with Sasrapid
- have been issued with an Identification Card and
- completed a VOLUNTEER REGISTRATION form every 12 months.

Should Sasrapid require volunteer to use their own car for transporting program participants, the Volunteer must have comprehensive car insurance. Without this insurance, volunteers cannot transport people whilst involved in official Sasrapid business.

## **Equal Employment Opportunity**

Sasrapid is committed to promoting Equal Employment Opportunities for all employees and volunteers, not only because of legislative requirements but also because Sasrapid recognises that it has a social responsibility towards its members and participants.

Sasrapid's policy on Equal Employment Opportunities is to ensure that the talents and resources of all staff and volunteers are utilised to their full potential. It is also to ensure that staff member or volunteer will not receive less favourable treatment in any respect of his/her work on the grounds of sex, marital status, pregnancy, sexual preference, political conviction, race, religion, disability or age.

## **Harassment**

Harassment is unlawful and can be defined as any unwanted, unwelcome, unsolicited or offensive comment or action concerning another person, which occurs due to a person's sex, race, age, disability or sexual preference. Harassment upsets, humiliates and offends another person.

Harassment can take many forms including verbal and non-verbal behavior.

Sasrapid is committed to a work environment which is free from harassment and will not tolerate any form of conduct, which is seen as harassment.

It should be recognised that any employee or volunteer has the right to complain if they have felt harassed by the comments or actions of any other person. Any form of victimisation against a complaint is also unlawful and will be viewed in a very serious light by Management.

## **Sexual Harassment**

Sexual Harassment is unlawful and will not be tolerated by Sasrapid.

Sexual Harassment is any behaviour that has a sexual element to it, which is unwelcome or uninvited. It includes such behaviour as

- Intentional brushing against a person, leering at a person
- Touching or holding a person
- Swearing or telling of smutty jokes in a person's presence
- Continually asking questions about or commenting on a person's personal or sex life
- Comments about a person's personal appearance
- Repeatedly asking a person out after they have said no
- Use of power or position of authority to obtain sexual favours from a person

### **What action do you take if you feel you are being harassed?**

Should there be a perception that an Incident or series of Incidents that may be interpreted as harassment have occurred, any or all of the following steps may be taken:

1. Make it clear to the offender that their behavior is unwelcome
2. Express your expectation of any future interaction with that person
3. If the unwelcome behaviour does not cease, take further action by consulting your supervisor or another team member you trust
4. Report the matter to the Chief Executive Officer of Sasrapid (or a member of the Board of Directors)
5. Report the matter to the Equal Opportunity Commission

Sasrapid is guided by:

- The responsibility to protect the rights of those persons involved
- The need to return the working environment and relationships to a balanced work environment
- The need to maintain confidentiality in the process, throughout investigation, resolution and thereafter

### **Conclusion**

Volunteers are an integral part of Sasrapid programs. Volunteers are a very important resource within Sasrapid and are awarded the same rights and bound by the same legal obligations as all paid employees.

Sasrapid has taken due care to ensure volunteer safety and adequate supervision at all times. Sasrapid encourages its volunteers to raise any issues of concern or convey any ideas on how to improve the program with either their supervisor or the Chief Executive Officer.

Volunteering can result in many benefits being obtained. Being a volunteer is not just about giving, it is also about receiving. To freely give of your time you must enjoy the work that you are performing, otherwise you would not participate.

Sasrapid will continue to strive for excellence in volunteer supervision, support and training. Sasrapid will also continue to strive for the continued advancement and expansion in the services we provide for people with an integration difficulty.

## **Volunteer Policy**

### **POLICY REVIEW**

This Policy is to be reviewed on or before February 2015

SIGNED \_\_\_\_\_ Chairman

SIGNED \_\_\_\_\_ Chief Executive Officer      DATE: February 13 2014