

## **VOLUNTEER POLICY AND PROCEDURE**

### **Purpose**

The purpose of this policy is to establish guidelines for the engagement of volunteers at DS NSW. DS NSW recognizes that volunteers play a crucial role in supporting our mission to improve the lives of people with Down syndrome and their families. This policy outlines the procedures for the recruitment, selection, and management of volunteers at DS NSW.

### **Policy Statement**

DS NSW is committed to providing a safe, supportive, and inclusive environment for all volunteers. We recognize the valuable contributions that volunteers make to our organization, and we aim to ensure that volunteers have a positive and rewarding experience while working with us. DS NSW is committed to complying with all relevant legislation and best practice guidelines for volunteering.

### **Applicability**

This policy applies to all volunteers engaged by DS NSW, including but not limited to those who work on events, fundraising, or programs. This policy applies to all volunteers, regardless of their age, gender, ethnicity, religion, sexual orientation, or ability.

This Policy is not limited to the workplace or work hours. It extends to all functions and places that are work related and are facilitated or attended by volunteers.

DS NSW also engages 'specialist volunteers' such as Board members. 'Specialist volunteers' are not covered by this Policy.

### **Roles and Responsibilities:**

Board	DS NSW board is responsible for ensuring that this policy is implemented and adhered to. This includes ensuring that volunteers are treated fairly, with respect and dignity, and that their contributions are recognized and valued. DS NSW board is also responsible for providing adequate resources and support to volunteers, including training, supervision, and guidance.
CEO	Oversee the implementation of this policy and procedure. Ensure compliance of this policy and procedure. Manage non-compliance of this policy and procedure.
Management	Ensure compliance of this policy and procedure. Report non-compliance to the CEO.
Workers	Comply with this policy and procedure.
Participants	Comply with this policy and procedure.
Volunteers	Comply with this policy and procedure.

## **Procedure**

1. Recruitment and Selection:
  - a. DS NSW is committed to the fair and equitable recruitment, selection and treatment of volunteers. DS NSW will advertise volunteer opportunities publicly through various channels, including our website, social media, and community networks.
  - b. Interested individuals will be asked to complete an application form and attend an interview.
  - c. Prospective volunteers are matched for their suitability to volunteer position descriptions. The selection criteria for each position depends upon the particular skills needed to fulfill the duties of that position. It is expected that volunteers will have a commitment to the goals, values, policies and procedures of DS NSW, the ability to work as part of a team and the willingness to fulfill the volunteer role described.
2. Screening and Checks
  - a. All volunteers must have the following checks completed before they can volunteer for DS NSW:
    - i. NSW Police Check
    - ii. Working with Children Check
    - iii. References
3. Orientation and Training:
  - a. All volunteers will be provided with an orientation session, which includes an introduction to DS NSW, its mission, and policies and procedures.
  - b. Volunteers will also receive training specific to their role, including safety procedures, communication guidelines, and relevant legislation.
4. Placement and Supervision:
  - a. Volunteers will be placed in appropriate roles based on their skills, interests, and availability.
  - b. Volunteers will be supervised by DS NSW staff or designated volunteers, and will receive ongoing support, feedback, and recognition for their contributions.
5. Reporting and Feedback:
  - a. Volunteers are encouraged to provide feedback on their experience with DS NSW, including suggestions for improvement.
  - b. Volunteers are also expected to report any incidents or concerns to the Volunteer Coordinator or relevant DS NSW staff.
6. Termination:
  - a. Volunteers are an invaluable resource. DS NSW nonetheless recognises that volunteers may need to resign from their position(s) due to a change in circumstances. DS NSW asks all volunteers to provide a minimum two week notice period, or as much notice as possible, to their Manager of the intention to end their volunteer placement.
  - b. DS NSW reserves the right to terminate the engagement of any volunteer at any time, for any reason.
  - c. Volunteers who engage in misconduct, breach policies and procedures, or fail to meet the expectations of their role may be terminated immediately.

## Associated Documents

- Code of Conduct Policy and Procedure
- Client Protection Policy and Procedure
- Person Centred Practices Policy and Procedure
- UP!Club Policy and Procedure
- Participant Incident Policy and Procedure
- HR Policies and Procedures

## Definitions

Term	Definition
Volunteers:	Individuals who freely and willingly offer their time and skills to support the mission and goals of DS NSW, without any expectation of financial gain or remuneration.
Orientation:	A process of introducing new volunteers to DS NSW and its policies and procedures. Orientation may include an overview of the organization's mission, values, goals, and culture, as well as a review of safety procedures, communication guidelines, and relevant legislation.
Training:	The process of providing volunteers with the knowledge and skills they need to perform their roles effectively. Training may include on-the-job coaching, workshops, online courses, or other forms of learning.
Supervision:	The process of monitoring and guiding volunteers to ensure they are performing their roles effectively and in compliance with DS NSW policies and procedures. Supervision may include regular check-ins, feedback, and performance reviews.
Termination:	The process of ending a volunteer's engagement with DS NSW. Termination may be voluntary (i.e. initiated by the volunteer) or involuntary (i.e. initiated by DS NSW) and may occur for a variety of reasons, including misconduct, policy breaches, or failure to meet role expectations.

## Document Control

Policy review every: 3 years

Version	Date Commenced	Policy Owner	Change Description	Review Date	Policy Approver
V1	May 2023	Specialist PCC	New Policy	May 2026	COO