

## 1. Purpose

TEAR has a rich history of mobilising volunteers to contribute to positive social change. TEAR acknowledges the importance of voluntary work and desires to appreciate and affirm volunteers through meaningful roles and relationships. TEAR has a significant supporter-active movement and values their contribution highly.

The purpose of this policy is threefold;

- i. To ensure that volunteers have work that is safe, enjoyable and productive
- ii. To recognize and clarify the difference between our volunteers and members of the wider movement, and to outline the different levels of support and oversight which TEAR is able to provide to different types of volunteers and members of the movement. TEAR values all volunteers while relating to them in different ways.
- iii. To outline TEAR and volunteer rights and responsibilities to each other.

Our approach to the engagement of volunteers is consistent with TEAR's core [Christian] values of care for the whole person, participation, collaboration, accountability and excellence.

TEAR's volunteer policy is informed by Volunteering Australia's National Standards for Volunteer Involvement which cover leadership and management, commitment to volunteer involvement, volunteer roles, recruitment and selection, support and development, workplace safety and wellbeing, volunteer recognition and quality management and continuous improvement.

## 2. Scope

This policy covers all TEAR volunteers (see definition below).

## 3. Policy

All volunteers shall be treated with respect and gratitude for their contribution and TEAR recognizes that volunteers have rights, which include the right to work in a safe and supportive environment with appropriate infrastructure and effective management practices. Volunteers have responsibilities, which include carrying out duties assigned by the management of TEAR, acting responsibly, being accountable to TEAR for their actions while volunteering, and respecting TEAR's values and practices.

## 4. Volunteer Rights and Responsibilities

### 4.1. Volunteer Rights

Volunteers have rights, some of which are enshrined in legislation and some of which could be considered the moral obligations of an organisation. TEAR will:

- a. Provide an appropriate induction to TEAR;
- b. Provide clear information on their tasks and contribution within TEAR;
- c. Provide resources, support and supervision as appropriate;
- d. Incorporate volunteer feedback around TEAR processes which impact their role;
- e. Provide a safe and healthy workplace environment;
- f. Recruit in accordance with equal opportunity and anti-discrimination legislation;
- g. Provide for appropriate insurance cover for volunteers while volunteering;
- h. Reimburse preapproved out-of-pocket expenses incurred on behalf of TEAR;
- i. Provide accurate and truthful information about TEAR;
- j. Value and encourage volunteers in their contribution

- k. Provide access to a grievance process; and
- l. Ensure volunteer personal information is maintained in accordance with the Privacy Act.

The supervisor of the volunteer is responsible for ensuring these rights are upheld and particularly for ensuring their volunteers are recognised and valued.

## 4.2. Volunteer Responsibilities and Commitments

TEAR expects volunteers to:

- a. Understand the purpose, values and philosophy of TEAR
- b. Ensure that their motives, skills and aptitudes align with their role
- c. Understand and comply with TEAR's Code of Conduct, TEAR Safeguarding policies and guidelines and other relevant policies, understanding that failure to do so may result in disciplinary action or dismissal from their volunteer role
- d. Contribute to a safe and healthy workplace as part of a mutual obligation
- e. Be dependable and reliable;
- f. Be willing to train and take part in ongoing training when offered;
- g. Welcome, accept or ask for supervision and support when needed;
- h. Avoid unreasonably over-extending themselves and recognise personal limitations;
- i. Value and support others;
- j. Raise any concerns with their Volunteer Supervisor;
- k. Advise TEAR when they no longer wish to continue in the volunteer position; and
- l. Maintain donor, staff and organisational confidentiality in accordance with the Privacy Act.

## 5. Volunteers and Safeguarding of Children and Vulnerable Adults

**5.1.** TEAR is committed to ensuring that its activities are implemented in a safe and productive environment which prevents harm and avoids negative impacts on the health and safety of all people, particularly children, vulnerable adults and disadvantaged groups. TEAR is committed to promoting an environment where Safeguarding Concerns are responded to actively and effectively. TEAR has a zero-tolerance approach to Sexual Exploitation, Abuse and Harassment of any kind. This zero tolerance approach extends to inaction in response to Safeguarding Concerns and other allegations of misconduct. TEAR's value of justice means we hold ourselves accountable to the highest standards and speak up for those who are not heard.

**5.2.** TEAR's commitment to Safeguarding includes recruitment, induction and ongoing risk management measures to safeguard both children and vulnerable adults. Some categories of volunteers will be required to undertake relevant criminal history record checks (such as National Police Checks, Working with Children Checks or other equivalent checks) as part of their recruitment. These categories and requirements are set out in the Volunteer Guidelines.

## 6. Insurance for Volunteers

TEAR's duty of care to protect health and safety under State work health safety legislation extends to both staff and volunteers. TEAR provides volunteers, conducting approved volunteer work for TEAR within Australia, with two types of insurance:

- Public liability insurance, covering volunteers from liability due to physical damage inadvertently caused by volunteers.
- Basic personal accident insurance, covering volunteers against medical costs in relation to injuries sustained by volunteers.

## 7. Definitions

**A volunteer** is an individual who has been recognised by TEAR (i.e. through a volunteer recruitment or application process, volunteer agreement or other overt recognition) as being a volunteer, and who freely and without expectation of financial gain contributes time, service or skills to assist TEAR in accomplishing its mission under the express direction of TEAR.

**Volunteer contribution** refers to any designated task or activity which:

- Benefits the community or common good;
- Is done of own free will;
- Is done without financial reward;
- Is done within a community or not-for-profit organisation

## 8. Is done without financial gain; Related References

This policy focuses on the arrangements peculiar to the engagement of volunteers as defined above. In addition, there are important general TEAR policies which apply to the engagement of all personnel, including volunteers. These include:

Code of Conduct  
Equal Employment Opportunity Policy  
Grievance Policy  
Harassment, Bullying and Occupational Violence Policy  
IT Policy  
Privacy Policy  
Safeguarding Children Policy and Guidelines  
Safeguarding Vulnerable Adults Policy and Guidelines  
Work Health and Safety Policy and Guidelines