

1. Purpose

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

The purpose of this policy is threefold:

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

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

Tearfund's volunteer policy should be read in conjunction with Tearfund Volunteer Guidelines, and 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 categories of Tearfund volunteers (see definition below and Tearfund Volunteer Guidelines for detail and breakdown).

3. Policy

All volunteers shall be treated with respect and gratitude for their contribution and Tearfund recognises 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 Tearfund, acting responsibly, being accountable to Tearfund for their actions while volunteering, and respecting Tearfund's values and practices. Tearfund will take all reasonable steps to ensure volunteers are suitably recruited, screened and supported to mitigate identified risks (including safeguarding of children and vulnerable people) and align with the goal of mutual benefit for both volunteers and Tearfund.

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. Tearfund will:

- a) Provide an appropriate induction to Tearfund;
- b) Provide clear information on relevant policies;
- c) Provide clear information on their tasks and contribution within Tearfund;
- d) Provide resources, support and supervision as appropriate;
- e) Incorporate volunteer feedback around Tearfund processes which impact their role;
- f) Provide a safe and healthy workplace environment;
- g) Recruit in accordance with equal opportunity and anti-discrimination legislation;
- h) Provide for appropriate insurance cover for volunteers while volunteering;

- i) Reimburse preapproved out-of-pocket expenses incurred on behalf of Tearfund;
- j) Provide accurate and truthful information about Tearfund;
- k) Value and encourage volunteers in their contribution;
- l) Provide access to a grievance process; and
- m) 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. For more information around how Tearfund addresses these areas see Tearfund's Volunteer Guidelines.

4.2. Volunteer Responsibilities and Commitments

Tearfund expects volunteers to:

- n) Understand the purpose, values and philosophy of Tearfund;
- o) Ensure that their motives, skills and aptitudes align with their role;
- p) Understand and comply with Tearfund's Code of Conduct , or Terms and Conditions for their involvement, Tearfund 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;
- q) Contribute to a safe and healthy workplace as part of a mutual obligation;
- r) Be dependable and reliable;
- s) Be willing to train and take part in ongoing training when offered;
- t) Welcome, accept or ask for supervision and support when needed;
- u) Avoid unreasonably over-extending themselves and recognise personal limitations;
- v) Value and support others;
- w) Raise any concerns with their Volunteer Supervisor;
- x) Advise Tearfund when they no longer wish to continue in the volunteer position; and
- y) Maintain donor, staff and organisational confidentiality in accordance with the Privacy Act.

5. Volunteers and Safeguarding of Children and Vulnerable Adults

5.1. Tearfund 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. Tearfund is committed to promoting an environment where Safeguarding Concerns are responded to actively and effectively. Tearfund 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. Tearfund's value of justice means we hold ourselves accountable to the highest standards and speak up for those who are not heard.

5.2. Tearfund's commitment to Safeguarding includes recruitment, induction and ongoing risk management measures to safeguard both children and vulnerable adults. Some categories of Tearfund volunteers, prior to commencing work, will be subject to screening and integrity checks, taking into account levels of contact with children and vulnerable people that different roles include (i.e. nil contact and contact with/working with children including access to child-related information). These can include referee checks, criminal record checks or statutory declarations or local legal equivalents where criminal record checks are unavailable or unreliable, Working With Children Checks in the relevant jurisdiction/s and other checks if required. People who pose an unacceptable risk to children will not be offered volunteer roles at Tearfund. These categories and requirements are set out in the Volunteer Guidelines.

6. Insurance for Volunteers

Tearfund's duty of care to protect health and safety under State work health safety legislation extends to both staff and volunteers. Tearfund provides volunteers, conducting approved volunteer work for Tearfund 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. Related References

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

Tearfund policies and documents	
Bullying and Harassment Policy	Safeguarding Children Policy and Guidelines
Equal Employment Opportunity Policy	Safeguarding Vulnerable Adults Policy and Guidelines
Grievance Policy & Guidelines	Volunteer Guidelines
IT Policy	Volunteer Code of Conduct
Privacy Policy	Work Health and Safety Policy and Guidelines

8. Definitions/Terminology Clarification

A volunteer is an individual who has been recognised by Tearfund (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 Tearfund in accomplishing its mission under the express direction of Tearfund.

Integrity checks refer to checks carried out to verify the veracity of a prospective volunteer's identity, history and suitability i.e. identity check, referee check, Working With Children Check, Police Check.

Screening refers to processes used to filter volunteer applications for suitability for various roles. These may include, but are not limited to, safeguarding statements in advertisements, role description clauses, interview questions, referee checks.

Tearfund: In this document 'Tearfund', 'the organisation', 'we', 'us' or 'our' means Tearfund Australia.

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