VOLUNTEER POLICY

Policy Area	Employment
Reference	Volunteer Policy
Responsible Person	Committee President
Date of Effect	24 March 2025
Date for Review	12 months after the date of effect, or earlier, if required by either the organisation or to align with changes to laws or national standards
Sharing Level	Public

INTRODUCTION

Leukodystrophy Australia highly values the distinctive contribution that volunteers make to both the organisation and the broader Leukodystrophy Australia community.

The involvement of volunteers in our organisation broadens and deepens our collective experience, wisdom and insight. The work of volunteers complements that of our paid staff by bringing valuable lived experience perspectives, and by providing a conduit to the community we exist to serve.

Volunteering is a beneficial experience for both volunteers and those they support in their roles.

SCOPE

'Volunteering is time willingly given for the common good and without financial gain.'

- Definition of Volunteering, Volunteering Australia, 2015

This policy applies to individuals who volunteer their time to support the work of Leukodystrophy Australia, including:

- individuals who hold positions on the Leukodystrophy Australia Committee
- individuals undertaking work experience or work placement with Leukodystrophy Australia.

STATEMENT OF PURPOSE

This policy is intended to ensure that volunteers working at Leukodystrophy Australia have work that is safe, significant, fulfilling, and appreciated.

PRINCIPLES OF VOLUNTEERING

Leukodystrophy Australia has adopted the following Principles of Volunteering from Volunteering Victoria's *The Principles of Volunteering Guide* (2019).

- Volunteering benefits the community and the volunteer
- Volunteering is always a matter of choice
- Volunteering is an activity that is unpaid and not undertaken for the receipt of salary, pension, government allowance or honorarium
- Volunteering is a legitimate way in which citizens can participate in the activities of their community

- Volunteering is a vehicle for individuals or groups to address human, environmental and social needs
- Volunteers do not replace paid workers nor constitute a threat to the job security of paid workers
- Volunteering respects the rights, dignity and culture of others
- Volunteering promotes human rights and equality.

POLICY

Volunteers shall be treated with respect and gratitude for their contribution to our organisation and community.

Volunteers shall carry out duties as specified in their role description.

Volunteering will align with the organisation's Vision and Mission Statement, strategic aims and objectives, and Code of Ethics.

Volunteers will work in a safe and supportive environment.

RESPONSIBILITIES

The **Leukodystrophy Australia Committee** is responsible for:

- developing written role descriptions for each volunteer role
- recruiting volunteers, in line with the *Leukodystrophy Australia Recruitment Policy*
- providing a safe environment in which volunteers may perform their role, in line with the *Leukodystrophy Australia Work Health and Safety Policy*
- keeping volunteer details in accordance with its Privacy & Confidentiality statement, available at https://www.leuko.org.au/wp-content/uploads/2021/08/Leukodystrophy-Australia-Info-Sheet-2021.pdf
- maintaining appropriate insurance to cover volunteers in the duties they are authorised to perform in their role, in line with the *Leukodystrophy Australia Insurance Policy*.

The **Leukodystrophy Australia Treasurer** is responsible for providing reimbursement for eligible expenses, in line with the *Leukodystrophy Australia Reimbursement Policy*.

The **full-time Family Advocate**, a qualified social worker, is responsible for:

- the induction and training of volunteers
- the supervision of volunteers
- reporting regularly to the Committee on the Leukodystrophy Australia volunteer program.

As detailed in the following excerpt of the the *Leukodystrophy Australia Volunteer Agreement*, we ask that volunteers with Leukodystrophy Australia:

- support Leukodystrophy Australia's Vision & Mission, Objectives and Values, which can be found on our website at: https://leuko.org.au/about-us/what-we-do/
- participate in all relevant induction and training sessions
- only perform duties you are authorised to perform and always operate under the direction and supervision of Leukodystrophy Australia's Committee Members or staff and obey reasonable directions and instructions
- understand and comply with the organisation's policies and procedures, which will be made available to you, and which may be updated from time-to-time

- notify the Family Advocate or a Committee Member of any health and safety issues or potentially hazardous situations that may pose a risk to you or others and report any accidents or incidents relating to staff, volunteers, or the workplace (see: *Leukodystrophy Australia Incident Report*)
- behave appropriately, in the best interests of Leukodystrophy Australia, and courteously to all staff, clients and the public in the course of your role
- use any property or equipment given to you in your role safely and only for purpose of the role and return it to the organisation when you finish your volunteer role
- let us know if you wish to change the nature of your contribution (for example, hours, role) to Leukodystrophy Australia at any time
- let us know immediately if there is anything, or anything arises, that makes you unsuitable or unable to legally carry out your volunteer role (for example, your role requires you to drive and you lose your licence or you injure yourself), or; there is a change to your circumstances such that there is now a conflict of interest in relation to your role with Leukodystrophy Australia)
- comply with the law at all times, and
- be open and honest in your dealings with us and let us know if we can improve our volunteer program and the support that you receive.

VOLUNTEER PROCEDURES

Recruitment

Responsibility: The Leukodystrophy Australia Committee is responsible for recruiting volunteers, in line with the *Leukodystrophy Australia Recruitment Policy* and the Volunteer Recruitment Procedures: Peer Support Capacity Building Program therein.

Recruitment of volunteers will take place with regard to Leukodystrophy Australia's Values of Respect, Self-determination, Accountability, Professionalism and Evidence informed. Examples of how we demonstrate these Values are available on our website at https://leuko.org.au/about-us/what-we-do/.

Volunteer Role Descriptions and Volunteer Agreements

Responsibility: The Leukodystrophy Australia Committee is responsible for developing written role descriptions for each volunteer role.

Volunteers will be asked to sign a *Volunteer Agreement* that includes a role description and further information about various aspects of the role.

Depending on the nature of the volunteer role, volunteers may also be asked to sign a *Deed of agreement – intellectual property and confidential information*.

Induction and Training

Responsibility: The full-time Family Advocate, a qualified social worker, is responsible for the induction and training of volunteers.

All volunteers shall be offered appropriate induction and training to discharge their functions. Successful completion of this training shall be a condition of carrying out these functions.

Supervision

Responsibility: The full-time Family Advocate, a qualified social worker, is responsible for the supervision of volunteers.

All volunteers shall receive appropriate supervision in the exercise of their functions.

Supervision will include support sessions that will provide the opportunity for ongoing dialogue about the development of the volunteering role and any advice and guidance as needed. Where the volunteering role is emotionally demanding these sessions also give volunteers the opportunity to access emotional support from a qualified professional.

Records

Leukodystrophy Australia adheres to its Privacy & Confidentiality statement, available at https://www.leuko.org.au/wp-content/uploads/2021/08/Leukodystrophy-Australia-Info-Sheet-2021.pdf. Minimum details will be kept on volunteers. This will include their:

- Completed Expression of Interest form, which includes their first and last names, age, and contact email address and phone number
- National Police Certificate
- Email notification of clearance for work following a Working with Children Check (WWCC)
- Online Accidental Counsellor short course completion certificate
- Provide First Aid completion certificate
- Applying Mental Health First Aid in a Rare Disease Context completion certificate
- Signed Volunteer Agreement

- Signed Deed of agreement – intellectual property and confidential information (if relevant)
- Details of an Emergency Contact (i.e. next of kin).

Volunteers will be required to maintain records of their interactions with other Leukodystrophy Australia Members.

Other relevant records may also be kept.

Reimbursement

Volunteers will be reimbursed for eligible expenses, as per *Leukodystrophy Australia's Reimbursement of Expenses Policy*.

We may sometimes provide volunteers with other benefits as part of the volunteering role (examples include training, free food, accommodation, event entry, clothing or equipment). Where this occurs, it is on a gratuitous basis at the discretion of Leukodystrophy Australia and is not payment in lieu of salary.

Insurance

Leukodystrophy Australia maintains adequate insurance cover for volunteers while carrying out their volunteering roles that have been approved and authorised by us, in accordance with *Leukodystrophy Australia's Insurance Policy* (in development).

Work Health and Safety

Leukodystrophy Australia will take all reasonably practicable steps to ensure the volunteer's health, safety and welfare while at work in accordance with *Leukodystrophy Australia's Work Health and Safety Policy* (in development).

Volunteers also have a responsibility for their own health and safety, and those of individuals they work with in their volunteering role. The Leukodystrophy Australia Volunteer Agreement outlines these duties in further detail.

Endings

When volunteers move on from their role at Leukodystrophy Australia, they will be asked to provide feedback on the volunteering experience by way of an exit questionnaire or interview. They will also be given the opportunity to discuss their responses to the questionnaire more fully with the Family Advocate.

Leukodystrophy Australia will prepare a reference for the volunteer on the basis of their voluntary work, should the volunteer make such a request.

AUTHORISATION

Earl Schonberger (President)
22/03/2025
[Name/Signature of President and Date)

RELATED DOCUMENTS

Agreements between the Volunteer and Leukodystrophy Australia

- Leukodystrophy Australia Volunteer Agreement
- Leukodystrophy Australia Deed of Agreement - Confidential information and intellectual property

Policies

- *Leukodystrophy Australia Code of Ethics* (in development)
- *Leukodystrophy Australia* Vision, Mission, Objectives, Values and Strategic Plan, available at https://leuko.org.au/about-us/what-we-do/
- *Leukodystrophy Australia Insurance Policy* (in development)
- *Leukodystrophy Australia Recruitment Policy*
- *Leukodystrophy Australia Reimbursement Policy*
- *Leukodystrophy Australia Work Health and Safety Policy* (in development)
- *Leukodystrophy Australia* Privacy & Confidentiality statement, available at https://www.leuko.org.au/wp-content/uploads/2021/08/Leukodystrophy-Australia-Info-Sheet-2021.pdf

General

- National Standards for Volunteer Involvement, Volunteering Australia, 2023, available at: https://www.volunteeringaustralia.org/wp-content/uploads/National-Standards-for-Volunteer-Involvement-2024.pdf
- The Principles of Volunteering, Volunteering Victoria, 2019, available at: https://www.volunteeringvictoria.org.au/wp-content/uploads/2019/06/The-Principles-of-Volunteering-PDF.pdf