



VOLUNTEER POLICY AND PROCEDURE

(Good Neighbours Australia)

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1. GLOSSARY OF TERMS

For the purposes of this policy, the following terms are used:

“*Volunteer*” refers to a person who freely offers to take part in the activities of the association.

“*Governance*” refers to the legal authority of a corporate governing body to make decisions and establish policies and plans.

“*Training*” refers to the action of teaching a person a particular skill or type of behaviour.

“*Supervision*” refers to the act of watching a person or activity, and making certain that everything is done correctly and safely.

“*Evaluation*” refers to the formal process of assessing how successful an activity, program or plan has been.

“*Conduct*” refers to the manner in which a person behaves.

“*Policy*” refers to a statement of agreed intent that clearly and unequivocally sets out an organisation’s views with respect to a particular matter.

“*Procedure*” refers to a clear, step-by-step method for implementing an organisation’s policy or responsibility.

2. VOLUNTEERS

2.1 Criteria for being a Volunteer

Good Neighbours Australia accepts volunteers with a diverse range of backgrounds, experiences and skills. Good Neighbours Australia is committed to the inclusion of Persons With Disabilities (“PWD”) and the elimination of discrimination based on disability to the opportunity for being a volunteer. Good Neighbours Australia seeks volunteers who support the association’s aims and objectives, and who are enthusiastic and motivated to achieve our mission.

2.2 Volunteer Roles & Responsibilities

Volunteers have different Roles and Responsibilities depending on the position they are assigned. Each Role and Responsibility should be described in the advertisement. Volunteers may be required to obtain or be willing to obtain specific qualifications, training or experience relevant to their volunteer position.

2.3 Volunteer Rights

All volunteers have the right to:

- Work in a healthy and safe environment provided by Good Neighbours Australia;
- To be interviewed and engaged in accordance with equal opportunity and anti-discrimination legislation
- To be adequately covered by insurance
- To receive information about the organisation, policies and procedures
- To be reimbursed for work-related expenses
- To have a clearly written role description
- To have your confidential and personal information dealt with protected; and
- To be provided with sufficient training.

2.4 Administrative Support for Volunteer Program

All volunteers have administrative support to:

- Reimburse for your reasonable expenses so you are not out-of-pocket as a result of volunteering
- Provide onboarding support, necessary training and evaluation upon completion of volunteering
- To be supported Administrative documents for internship program conducted by the university upon request
- To be supported Administrative documents as a referee for proof of career upon request

3. PROCEDURES

3.1 Recruitment

Good Neighbours Australia advertises volunteer opportunities through a range of avenues, including targeted advertising, universities, and social media channels, to ensure maximum reach. Inclusion of

vulnerable and marginalised people, including Persons With Disabilities (“PWD”), should also be considered in the process of volunteer recruitment in conjunction with the Disability Inclusion Policy.

3.2 Induction and Training

All volunteers will be inducted into the organisation by the HR manager and/or their relevant Manager/Supervisor to ensure that the volunteer is aware of the specific requirements of their job description. All volunteers will be given a briefing of information of matters of importance to the employee and the operation of the association. This may include a briefing of Good Neighbours Australia’s aim and mission, policies and procedures and guidelines.

3.3 Support and Supervision

All volunteers will be required to report to the Reporting Person assigned from onboarding session. Weekly tasks are expected to be reported by 5 pm on the day of volunteering via electrical methods such as email, Slack, or face-to-face. All volunteers are offered support to meet the needs necessary to the volunteer’s efficiency, effectiveness, and productivity.

3.4 Evaluation

All employees are subject to evaluation of their work from their direct manager. The volunteer’s work will be reviewed and evaluated by the Executive Director and their relevant Manager/Advisor, and will be given feedback to ensure that the volunteer has the opportunity to improve the quality of their work.

3.5 Others

Good Neighbours Australia advertises recruitment opportunities publicly. All volunteers are eligible to equal employment opportunities when there is a vacancy.

4. PERSONAL CONDUCT AND PROFESSIONAL RESPONSIBILITIES

4.1 Personal Conduct

The Personal Conduct clarifies the standards of behaviour that are expected of all Good Neighbours Australia volunteers in the performance of their duties. It gives guidance in areas where all volunteers need to make personal and ethical decisions. The main objective is to help volunteers understand Good Neighbours Global ethical standards and act in accordance with the guidance. Refer to attachment 1.

4.2 Confidentiality and Professional Responsibilities

All volunteers' confidential information is protected. Additionally, All volunteers have the responsibility to protect and confidential and/or sensitive information regarding the association, its operation, and its employees. Misappropriation of confidential information or using it for personal benefit is prohibited. All volunteers must not make use of any inside information without permission, or misuse his/her duties, status, power or authority in order to seek a personal benefit or advantage.

All volunteers are expected to remain professional, fair, and impartial to their colleagues and others.

4.3 Conflict of Interest

If all volunteers are or may possibly be involved in any conflict of interest that could adversely influence her/his judgment and the organisation's business, she/he must report to the superior authorities immediately and take necessary actions to extricate her/himself from the problem.

4.4 Leave of Absence

All volunteers may request a leave of absence with the approval of their supervisor. This leave of absence can be replaced by another day by negotiation in advance. This leave of absence will not alter or extend beyond the previously agreed ending date of service.

5. SAFETY AND LIABILITY

5.1 Safety and Security

Good Neighbours Australia is committed to complying with the requirements of New South Wales' *Work Health and Safety Act* (2011) and providing a safe and healthy workplace for its employees, volunteers and visitors. To fulfill this commitment, Good Neighbours Australia has developed policies and

procedures to identify foreseeable hazards, assess risks and implement corrective action to prevent injury and disease.

Good Neighbours Australia provides a safe environment by not harming all volunteers in any way, whether through discrimination, favouritism, sexual harassment, physical force, verbal or mental abuse, neglect, or other harmful actions. All volunteers are covered by the Good Neighbours Global' Whistleblower policy to report any kind of harmful action or suspected misconduct by the organisation or any employee or agent.

5.2 Insurance for Volunteers

Insurance covers for injuries including direct travel to and from the voluntary activity which is/are authorised by us to fulfill the assigned role as per by the insurance schedule. Refer to the insurance information and schedule.

The volunteer must report any injuries or any possible event that is likely to affect the Good Neighbours insurance to his or her supervisor within a reasonable time.

5.3 Reimbursement of Expenses

Volunteers for Good Neighbours Australia may be reimbursed for work-related expenses such as travel, parking, and so on. To be reimbursed for an authorised expense, a volunteer must submit an expense reimbursement request with receipts within 14 days of incurring the expenses, for approval by the Executive Director and their direct Manager/Advisor. Reimbursement for these expenses will be decided upon the discretion of Good Neighbours Australia.

Personal Conduct

1. Respecting Universal Values

1.1 A volunteer should not intervene in any political interests in terms of race, ethnicity, religion or ideology.

1.2 A volunteer should behave in a way that upholds the integrity, honesty, transparency and accountability at all times.

1.3 A volunteer must dutifully observe the code of conduct while performing one's work duties.

1.4 A volunteer should act in accordance with the local laws and applicable international standards.

2. Concerning Environmental Issues and Physical Safety

2.1 A volunteer should save natural resources and energy, and minimize any negative impact on the environment.

2.2 A volunteer must not take any action that would threaten the health and security of other colleagues as well as other volunteers.

3. Protection of Children's Rights

3.1 A volunteer must make every effort to protect children against hostile social environment such like violence, abuse, abandonment, and labor exploitation through active cooperation in various ways.

3.2 A volunteer must protect children regardless of their gender, ethnic, religion, disability, social background or any other reasons.

3.3 A volunteer have responsibility to report any kind of violation of the child rights to the authorities.

4. Respecting Others

4.1 A volunteer, in the course of his/her duty, must treat colleagues or other stakeholders such as our beneficiaries, donors, partners with respect and courtesy, and without coercion or harassment of any kind.

4.2 A volunteer must treat colleagues or other stakeholders such as our beneficiaries, donors, partners equally, regardless of their gender, marital status, ethnic, age, disability, religion or any other reasons.

5. Ban on Illegal Action

5.1 Any sexual harassment and misconducts are treated as serious breaches of Good Neighbours Global's code of conduct.

5.2 A volunteer must comply State/ National/ International law and regulation related to their duty.

6. Integrity, Accountability and Transparency

6.1 A volunteer should behave with integrity and honesty in the course of his/her duty.

6.2 In the course of their duties all volunteers should be able to explain the reasons of their action or decisions.

6.3 A volunteer should comply with any lawful and reasonable direction given by Good Neighbours Australia's authorities.

7. Misappropriation of Confidential Information

7.1 A volunteer have the duty to protect the organisation's information. Misappropriation of confidential information or using it for personal benefit is prohibited.

7.2 A volunteer must not make use of any inside information without permission, or misuse his/her duties, status, power or authority in order to seek a personal benefit or advantage.

8. Impartiality & Professional Integrity

All volunteers Staff are expected to remain fair and impartial to their colleagues and others

9. Conflict of Interest

If a volunteer is or may possibly be involved in any conflict of interest that could adversely influence her/his judgment and the organisation's business, she/he must report to the superior authorities immediately and take necessary actions to extricate her/himself from the problem.

10. Avoidance of Bribery and Corruption

10.1 Fraud, theft, or corruption will not be tolerated. Bribery is strictly prohibited and unacceptable under any circumstances.

10.2 Accepting or giving money, entertainment, gift, or privilege is strictly prohibited for all staff members having relationships with the following:

stakeholders in business relations, community organisations, co-workers, and all others in relationships which a conflict of interest may occur. The acceptance of bribery shall be the evidence of firing.

10.3 A volunteer should not engage in deceitful actions aimed at gaining personal benefit or avoiding his/her liability.

11. Workplace Conduct

11.1 All human and material resources of the organisation must be used for official purposes only. All volunteers are expected to act according to their conscience, use discretion in utilizing the organization's property, and refrain from squandering.

11.2 All volunteers are expected to continuously make efforts to improve their professional knowledge and skills.

11.3 All volunteers should be prudent in his/her speech and action, and avoid rebellious and threatening action, bullying or verbal abuse toward others.

12. Promoting Participation and Accountability

12.1 All volunteers are encouraged to actively participate in Good Neighbours Australia's advocacy work and to promote maximum participation of community.

12.2 All volunteers have the responsibility to report results to the management in a faithful and timely manner.