

Student Placements & Volunteers

Policies and Procedures Manual

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# STUDENT PLACEMENTS

## Student Placement Policy

### Purpose and Scope

EveryMan is committed to supporting student placements for the development of an appropriately trained and educated social and community sector workforce. EveryMan recognises the value adding benefit student placements bring to the organisation.

The purpose of this policy is to ensure student placements at the organisation are guided by fair and consistent principles and sound administration so that there is a positive experience and outcome for both the student and EveryMan.

All employees and students on placement are responsible for understanding and adhering to this policy. Implementation issues may be raised when required at PSG and team meetings.

The policy encompasses but is not limited to:

* Legal and regulatory responsibilities
* Recruitment and selection of student placements
* Supervision and management of students on placement.

### Definitions

Student: an unpaid person who is required to partake in workplace experience as part of an approved course of academic or practical study or is a participant in a recognised student internship program. A student is not considered to be volunteering.

Volunteering: an activity which takes place through not for profit organisations or projects and is undertaken:

* to be of benefit to the community and the volunteer
* of the volunteer's own free will and without coercion
* for no financial payment
* in designated volunteer positions.

### Principles

EveryMan is committed to providing an environment for students that is conducive to learning, values the contribution of the student and is in line with current strategic objectives and organisational priorities.

The organisation ensures that students on placement undertake work which provides them with relevant workplace training and experience and is aligned with their current educational requirements.

Students on placement are not substitutes for paid staff members and will be adequately supported and supervised.

### Outcomes

* Student placements are consistent with the objectives of the student’s course as well as adding value to the work of the organisation.
* Students on placement are supported to achieve their educational outcomes and provide them with relevant workplace training and experience for their professional development.
* EveryMan maintains links with appropriate academic institutions and courses which reflect the organisation’s guiding principles.

## Functions and Delegations

|  |  |
| --- | --- |
| **Position** | **Task/Delegation** |
| **Management** | * Compliance with Student Placement Policy, Learning Agreement and relevant legislation. * CEO: endorses student placements, authorises ITC requirements * Program Manager:   Liaise with university, determine work allocation responsibility.  Student Placements webform  Student Placement agreement  Student WWVP status  Student orientation checklist  onboarding   * Orientation page: <http://admin.everyman.org.au/orientation-student/> * Induction powerpoint * Code of Conduct * Introduction to team and other staff   Complete Smartsheet records  Conduct placement review  Student’s evaluation of placement <https://bit.ly/3928Jv5> |
| **Coordinator** | * Identify possible placement opportunities and liaise with CEO/Manager. * Support placement supervision when required. i.e. in absence of the student supervisor. |
| **Student** | * Compliance with Student Placement Policy and relevant legislation. * Agree to and sign a Student Placement Learning Agreement. Where the academic institution does not provide a document outlining the learning goals and outcomes, the organisation will provide an EveryMan agreement. * Sign and adhere to Code of Conduct. * Understand and comply with relevant educational institution policy and procedures * Participate in continuous quality improvement to review this policy and supporting documents. |

## Risk Management

* Relevant screening checks, such as, criminal record and Working With Vulnerable People checks will be carried out prior to commencement of the student placement.
* Student undertaking placements will be involved with activities which align with their learning goals.
* Students will be adequately supervised by a staff member with relevant managerial skills.
* To avoid wasting resources, expectations of the placement from both the student and the organisation will be made clear at the outset, as should the process by which a student may withdraw from the placement.
  1. **Legal Responsibilities**

EveryMan requires all staff and students on placement to contribute to a safe work environment, free from discrimination. All staff and students must comply with relevant legislation including:

Working With Vulnerable People (Background Checking) Act 2011 (ACT)

Work Health and Safety Act 2011 (ACT)

Racial Discrimination Act 1975 (Commonwealth)

Sex Discrimination Act 1984 (Commonwealth)

Human Rights and Equal Opportunity Commission Act 1996 (Commonwealth)

Disability Discrimination Act 1992 (Commonwealth)

All students on placement must sign and adhere to the Code of Conduct.

Where incidents of discrimination are suspected or identified, the student’s supervisor must notify the student’s academic liaison. Procedures outlined in the Operational Policy and Procedures Manual (5.15 Dispute and Complaint Resolution, and 5.16 Internal Complaints and related procedures) must also be followed.

## Selection of Students

* All applications for student placements are considered on an individual basis, based on personal competencies and relevant experience which demonstrate a capacity to achieve agreed outcomes.
* All potential placement candidates are required to participate in an interview with the relevant supervisor.
* The relevant staff member should liaise with the student’s academic liaison to assess the students’ capacity.

To encourage and promote optimal outcomes for the organisation and the student seeking placement, EveryMan will:

Ensure mutually agreed objectives are achievable

Only agree to placements that undertake tasks which provide relevant training for the student’s course of study and are consistent with the organisation’s strategic objectives

Make realistic commitments about the number and length of student placements that can be offered at any one time and over the course of a calendar year.

## Remuneration

There is no remuneration or reimbursements of personal expenses for student placements unless through duties undertaken at the request of the organisation. Travel expenses to and from the office and home are not reimbursable.

Role of Academic Liaison

Most academic institutions have a liaison person to provide a bridge between students and the organisation. EveryMan will utilise this position to assist when necessary with a range of issues including:

* Ensuring student has WWVP registration
* Development of a clear learning agreement
* Clarification of issues in relation to the evaluation, assessment and supervision of the student
* Resolving difficulties that may occur during placement
* General problem solving on matters related to the student’s placement.

## Insurance

EveryMan should choose academic institutions which provide cover for students on placement. In the case of negligence, this would be decided by a court of law. Students would be covered by the Public Liability Insurance held by the organisation and are not covered by Work Cover.

## Student Placement Procedures

Each work area is responsible for the development, documenting and regular review of student placement procedures relevant to their area, distinguishing between shorter- and longer-term placements. This will include:

identifying learning outcomes for the type of placement

identifying all tasks and activities the student is to undertake during their placement

documenting procedures and processes required

developing a schedule for these (e.g. first day, first two weeks etc)

identifying resources the student will need to have access to during the placement

identifying roles, responsibilities, KPIs and duties for EveryMan staff responsible

## Placement responsibilities

### Staff responsible

Staff responsible for the student’s placement should ensure that:

activities during the placement are fully consistent with the Student Placement Learning Agreement

they conduct an initial interview to clarify:

expectations of the placement from both the student and the organisation and

the process by which a student may withdraw from the placement

The student is aware of all policies and procedures relevant to their placement

* Student Placement agreement is completed prior to commencement

Mechanisms are in place to enable tailored learning goals for the student

Suitable resources and equipment/office space are available for the student on commencement

Environmental adjustments are implemented as required

* Student Placements webform uploads placement information to Smartsheet

An orientation is completed

Student progress is monitored during placement and regular supervision is provided

Students on placement are encouraged and supported to be part of the team (this may include encouragement to participate in staff meetings and training).

Communication with the university conforms to placement requirements.

### Orientation

The Manager/Coordinator responsible for the placement will ensure all the relevant tasks are undertaken.

Student orientation checklist

onboarding

* Orientation page: <http://admin.everyman.org.au/orientation-student/>
* Induction powerpoint
* Code of Conduct
* Introduction to team and other staff

Complete Smartsheet records

#### Before first day

* Student allocated an EveryMan network profile (and password) using @everyman.org.au address:
* counsellinga or counsellingb
* intern1, intern2, intern3
* massa, massb, massc
* Passwords can be found on the ‘INTERNAL profiles’ Smartsheet. If any don’t work, check to see if a # is missing from the end of the password listed. If so, please update the Smartsheet. Otherwise, see Greg.
* Each profile has its own:

Office 365 account

Google calendar associated with a gmail address;

Staff Page user account and Slack profile, both using the @everyman.org.au address

* Profiles used by previous student placements will need the following updated:

Outlook signatures

Staff page user details:

1. DO NOT change the user name, which MUST stay the same
2. Change ‘Full name’ – first name (and second initial if name shared with someone else)

Slack profile:

1. Staff with Slack admin permission click dropdown arrow next to ‘EveryMan’ at top left of page
2. Click on ‘Administration’, then ‘Manage members’ to open web page
3. Type previous student’s name to find record, and click on 3 dots on RHS of line to find ‘Edit info’
4. Change Full name and display name. Leave Username alone.

Name on student’s Calendar:

1. click on the 3 dots next to the previous student’s name under ‘My calendars’ (should be first one)
2. in Options list, click on ‘Settings and sharing to open settings page.
3. Change the name under ‘Calendar settings’
4. Check the ‘Share with specific people’ list – all these people need to change their calendars where the previous student’s name appears in the list under ‘My calendars’ on the Calendar page. Follow steps 1. 2. and 3.

* ORIENTATION: Email the volunteer a link, login name and password to the ‘orientation (students and volunteers)’ page at <http://admin.everyman.org.au/orientation-student/>

First day

The student will be met by the Manager/Coordinator responsible for the placement. If you can’t do it, select a delegate and brief well beforehand so they’re not making it up on the day (e.g. show them this guide).

* Introduce them to people in the work area and in the office. Show them their workstation and provide information about toilets, kitchen facilities, printer/copier etc.
* Provide them with login information for computer, Staff page, Smartsheet (username and password).
* Show how to use their calendar to make appointments and room bookings and to turn on and off shared calendars. Make sure their calendar shows the regular meetings they will be attending.
* Show them Slack and Smartsheet and guide them around priority channels, Smartsheet messaging. Reassure them that they’ll learn in time 😊
* Introduce them to the Staff Page resources lists and help them find the Induction PowerPoint, and other links they will need to be familiar with.
* Show them how to use the phone.
* Show them the Front Office Manual and this manual on the Staff Page.

The Manager/Coordinator will ensure:

all relevant tasks are undertaken in accordance with this Manual

EveryMan’s Code of Conduct and any institution agreements (e.g. Confidentiality, Student Placement Learning) are signed during orientation (and a copy of each provided to the student)

students are aware of all policies and procedures relevant to their placement

suitable resources and equipment/office space is available for the student on commencement

student feedback is sought on the orientation process within a week of commencement of the placement.

on completion of the placement, the student is given a link to our Student Placement Evaluation webform

### Student Documentation

Placement documentation must be attached to the Smartsheet ‘Student Placements’ record

### Resolving Difficulties on Placement

If there are problems arising from a student’s performance or behaviour on placement, these should be managed as outlined in the Grievance and Dispute Settling Policy and Procedure.

If the issue is not resolved, then the academic liaison should be consulted. The same processes apply if the student experiences difficulties affecting their learning and/or performance.

### Variation or Cancellation of Placement

The placement may be altered or cancelled at any time by the student, training provider or EveryMan must have a valid reason for altering or cancelling the placement.

Variation of Placement

Any variation may be discussed between relevant parties, noted on the Student Agreement, with the variation signed by both parties. The student and placement educator will ascertain the need to inform the academic liaison.

Termination of Placement

* The placement will be terminated in the event that the student breaches the Code of Conduct, Student Agreement, or EveryMan policies.
* Any variation may be discussed between relevant parties and noted on the Student Placement Learning Agreement.
* The student supervisor will inform the student and academic liaison as soon as possible if cancellation of the placement is to occur. A letter will be provided to inform of the reasons for cancellation of placement.
* The student should inform the academic liaison and/or the EveryMan supervisor as soon as possible if they wish to cancel their placement.

### Completion of Placement

Students will be offered an end of placement interview with their supervisor. Students will be requested to complete a Student Placement Evaluation Form. Upon request, a student may be given an appropriate reference detailing their contribution to EveryMan such as length of hours, range of activities and achievements.

## References

### Internal

Refer to the Operational Policies and Procedures Manual for:

* Workplace Safety
* Feedback and Complaints Management
* Grievance and Dispute Management
* Privacy and Confidentiality policy
* Volunteering – Refer to 2. Volunteers below

### External

* Anti-Discrimination Act 1977 (NSW)
* Disability Discrimination Act 1992 (Commonwealth)
* Human Rights and Equal Opportunity Commission Act 1996 (Commonwealth)
* Occupational Health and Safety Act 2000 (NSW)
* Racial Discrimination Act 1975 (Commonwealth)
* Sex Discrimination Act 1984 (Commonwealth)

# VOLUNTEERS

## Introduction

EveryMan is committed to the delivery of professional services of a high standard to people in need living in the ACT and region and employs suitably qualified and experienced staff for this purpose. Volunteers will only be asked by EveryMan to undertake duties in designated volunteer positions and will never be asked to replace employees. However, we will from time to time consider the involvement of volunteers to perform tasks requiring lower level professional skill and experience where this allows EveryMan to increase the number of paid staff hours available for the performance of higher-level duties, particularly where this expands service delivery capacity. Volunteers will generally be recruited with an interest in specific functions which match a recognised need within an EveryMan work area.

EveryMan actively endeavours, as far as is practicable and relevant, to implement the Volunteering Australia National Standards for Involving Volunteers in Not for Profit Organisations (including the Definition and Principles of Formal Volunteering, Volunteer Rights, and the Model Code of Practice for Organisations Involving Volunteers), and other recognised standards relevant to the specific functions of EveryMan.

Reporting directly to the CEO, the Manager responsible for the work area is responsible for maintaining, implementing and regularly evaluating Volunteer Policies and Procedures in relation to:

* volunteer vacancies, the nature of the role, and the knowledge, skills and attributes required
* recruitment and selection
* role performance development, supervision and training
* volunteer recognition, in consultation with Supervisors and staff.

## Recruitment

The process used for the recruitment of volunteers is as follows:

1. Volunteers may be recruited by personal approach or by widely advertising, as the Manager responsible for the work area decides is appropriate to the specific circumstances.
2. Interested volunteers are to complete an Application for a Volunteer Position
3. Screening processes will be applied to the recruitment process (and in subsequent role performance) which help maintain the safety and security of service users, employees, volunteers and the organisation.
4. Volunteers are to be recruited in a manner consistent with anti-discrimination legislation, with emphasis on the skills match between the potential volunteer and the competencies required for the position.
5. Volunteers being considered for offer of a volunteer role will receive an Orientation Kit which includes:

* Information about EveryMan and the work area where the volunteer will be placed
* Position Description developed by the Manager responsible for the volunteer’s work area
* Code of Conduct
* Information about location of EveryMan’s Policies and Procedures Manuals relevant to the volunteer’s role.

1. All potential new volunteers will be expected to:

* meet with the Manager responsible for the work area for an interview to assess suitability for the role
* provide names of two referees with recent knowledge of the applicant (i.e. within the last two years)
* have current WWVP registration
* sign the Code of Conduct
* successfully complete a three-month period of probation.

## Assessment

The Manager responsible undertakes to diligently and respectfully prepare for and conduct potential volunteer interviews and to consider the interests of a prospective volunteer. However, the role function is a priority and the major consideration when making placement decisions. EveryMan has the discretion to not offer ongoing volunteer work if referral to another agency is more appropriate in the circumstances.

Procedures for assessing the suitability of volunteers should follow guidelines for recruiting paid staff

Volunteers need to demonstrate the possession of sufficient relevant skills, experience and training. Determination of suitability is at EveryMan’s discretion, and EveryMan may refuse any potential volunteer for any position for which they are deemed unsuitable.

The interview should cover the following areas:

* Applicant’s reason for interest in volunteering with us
* The role – summary of duties, known challenges in the work area, and applicant’s demonstration of suitable level of skills and experience to meet these
* critical conduct requirements (confidentiality, boundaries, compliance with directions)
* health record (in case of emergency)
* WWVP status, and if role requires driving, driver’s licence, type of vehicle, registration & insurance
* times available and commitment required
* explain reimbursement for expenses

The Manager responsible should inform the volunteer as soon as possible of his/her decision, and reasons given if the volunteer's application was unsuccessful.

## Ability to perform the volunteer role

Volunteers are obliged to disclose any medical condition, illness or injury that may adversely affect their ability to perform their volunteer role satisfactorily and safely. Volunteers who do not disclose relevant medical conditions, illnesses or injuries may be required to terminate their volunteer role.

If a volunteer experiences a serious illness including hospitalisation, s/he must present a medical certificate advising EveryMan that they are fit to return to work and in what capacity.

The return to work process may include a staged return to work, reduced or modified duties or hours, or transition into another area if more appropriate.

Any volunteer who indicates that they are under the care of a doctor for either physical or mental health treatment may be asked to present a certificate from their doctor as to their ability to satisfactorily and safely perform their volunteer duties. Volunteers under a course of treatment, which might affect their volunteer work, will not be accepted without a written verification of suitability from their doctor.

Volunteers returning to work after illness or injury are expected to communicate regularly and confidentially with the Manager or Coordinator responsible for the work area regarding their ability to undertake and complete their assigned duties and to complete a Return to Work Interview if appropriate.

EveryMan reserves the right to terminate volunteer involvement due to injury, illness or inability to undertake and complete assigned duties, if appropriate in the circumstances, giving due consideration to the volunteer and to the need to fulfil the duties of the volunteer role.

## Appointment

### Volunteer Agreement

A Volunteer Agreement with attached Position Description and Code of Conduct must be given to applicants prior to appointment to ensure that volunteers fully understand their role, rights and responsibilities and that clients are provided with the best possible services. The Agreement and attachments must be signed by the volunteer prior to commencement.

Volunteers have the right to refuse to do a task if they believe it is unsafe or inappropriate but are expected to discuss this matter with the Manager or Co-ordinator responsible for the work area.

When volunteers sign the Volunteer’s Agreement, they are attesting that they agree to carry out the duties as outlined in their Position Description and to be bound by and conform to the Code of Conduct and to all regulations and guidelines of EveryMan’s Policy and Procedures Manuals. Failure to abide by these agreements may lead to the termination of the volunteer’s involvement with EveryMan programs.

Sufficient time should be allowed for the volunteer to read the information and ask questions before signing the Volunteer’s Agreement. Where the volunteer will be providing a service to individual clients of EveryMan, the ‘person responsible’ will match the volunteer with appropriate client(s) where possible taking into account the client's wishes and their language spoken, culture and interests.

### Volunteers Policy and Procedures Manual

Recruited volunteers will be referred to the EveryMan Staff Page to access the Volunteers Policy and Procedures Manual which they are expected to read and become familiar with. A hard copy is available on request and volunteers are encouraged to seek clarification from the Manager responsible for the work area if needed.

### Orientation

The Manager/Coordinator responsible for the placement will ensure all the relevant tasks are undertaken.

Before first day

* Follow procedures for setting up workstation for new employees as laid out in ‘Manual – workstation setup’ available from the resources list on the Staff Page, including iPhone/iPad and SHIP/IVO as applicable.
* ORIENTATION: Email the volunteer a link, login name and password to the ‘orientation (students and volunteers)’ page at <http://admin.everyman.org.au/orientationstuvol/>

First day

The student will be met by the Manager/Coordinator responsible for the placement. If you can’t do it, select a delegate and brief well beforehand so they’re not making it up on the day (e.g. show them this guide).

* Introduce them to people in the work area and in the office. Show them their workstation and provide information about toilets, kitchen facilities, printer/copier etc.
* Provide them with login information for computer, Staff page, Smartsheet (username and password).
* Show how to use their calendar to make appointments and room bookings and to turn on and off shared calendars. Make sure their calendar shows the regular meetings they will be attending.
* Show them Slack and Smartsheet and guide them around priority channels, Smartsheet messaging. Reassure them that they’ll learn in time 😊
* Introduce them to the Staff Page resources lists and help them find the Induction PowerPoint, and other links they will need to be familiar with.
* Show them how to use the phone.

The Manager/Coordinator will ensure:

all relevant tasks are undertaken in accordance with this Manual

EveryMan’s Code of Conduct and any institution agreements (e.g. Confidentiality, Student Placement Learning) are signed during orientation (and a copy of each provided to the student)

students are aware of all policies and procedures relevant to their placement

suitable resources and equipment/office space is available for the student on commencement of placement

student feedback is sought on the orientation process within a week of commencement of the placement.

on completion of the placement, the student is given a link to the EveryMan Student Placement Evaluation webform

## Supervision and Training

### Orientation and Induction

As soon as is practicable after placement, volunteers will be provided with an orientation appropriate to their nominated duties. Orientation will include:

Information about accessing their computer and using EveryMan’s communication systems – how to use the phone, Slack, Staff Page, Calendar and email.

Introductions to staff

A guided tour of the work site - including the location of the sign in and sign out computer, kitchen, toilets, staff offices, telephones, fire extinguishers, first aid kit and the emergency evacuation exits - with their Manager or Co-ordinator

Review of EveryMan’s orientation powerpoint.

Reviewing the terms of their Volunteer Agreement and a Position Description

Using the Staff Page to access Policies and Procedures manuals, web forms and documents

The procedure for appropriate lines and methods of communication with management, supervisors, staff and volunteers, including relevant contact numbers if unable to attend their designated shift/s.

Information relevant to confidentiality and client rights.

### Training and Development

Under the guidance of EveryMan staff, training will provide volunteers with the information and skills necessary to safely and confidently perform their volunteer duties. Training needs should be discussed with the volunteer on recruitment, and at supervision sessions.

Basic training will ensure that volunteers receive induction and ongoing training about our services, the volunteer's role, and this Policy and Procedures Manual; on occupational health and safety issues and in the use of equipment; regarding the legal responsibilities associated with their work, and which is related to the needs of the client group.

The volunteer's supervisor is responsible for ensuring that the basic training needs are met. This may be through the provision of a staff orientation kit and/or procedures manual; referral to an external training course; or the provision of 'in-house' training sessions or on the job training.

The timing and methods of delivery of training should be appropriate to the complexity and demands of the position and the capabilities of the volunteer.

Procedure

Volunteers will be advised of dates and provided with initial orientation, and ongoing training, relevant to their current skill level to ensure they are able to carry out their role safely and successfully.

Training may include but not be limited to:

* Client-focussed service.
* Work area policies, procedures, tools and resources
* Using web-forms and Smartsheets
* General WHS Principles.
* Privacy, Confidentiality, Professional Conduct and Conflicts of Interest.
* Relevant professional or personal development courses if available.

Volunteers are expected to make every effort to participate in any relevant training offered to them in order to be able to undertake their volunteer roles as successfully as possible.

Volunteers will undergo orientation, training and support via one or more of the following methods:

* Being assigned a Supervisor.
* Initial one on one training with their Supervisor.
* Being assigned a mentor/buddy if appropriate.
* Facilitated workshops for groups of volunteers.
* Written notes and/or Power Point Presentations/s.
* Using the resources on the Staff Page website for Policies and Procedures, Code of Conduct etc.
* Volunteers will be informed of and receive needed training in WHS issues impacting their role.
* Regular review of the skills necessary for each specific volunteer role will be undertaken as required and in consultation with the volunteer and the Manager and Co-ordinator responsible.
* Training/information will be made available for those volunteers who request, or are identified as needing, to update their skills to carry out their role more effectively.
* Volunteers will be provided with training/information when the legislation impacting on their role is altered or when new work area processes are introduced.
* Volunteers will be invited to complete evaluation forms at the conclusion of training sessions which will also be used to assist in ongoing quality control and improvement.
* Staff will be provided with relevant training in relation to working with volunteers if necessary.

### Supervision

Supervision and support are important to ensure that volunteers are supported in their work, that their work is carried out effectively, and that opportunities are provided for development of volunteers’ skills and knowledge. Supervision sessions will review work undertaken and any major activities, planned organisation issues, feedback on performance and a plan for building volunteer skills. Managers are responsible for ensuring supervision is provided and arranging any training and ongoing support needed to successfully undertake their work.

### Frequency of supervision

Volunteers will be provided with regular supervision at least fortnightly during their probation period, i.e. the first three months. After the probation period is over, supervision will be scheduled as follows for volunteers working:

* less than eight hours per week - at least once per month
* more than eight - at least fortnightly

Volunteers may approach their supervisor (usually the Manager responsible or program Coordinator) at any time to discuss an issue.

Volunteers should request supervision at any time from their supervisor if issues arise which need to be dealt with urgently (e.g. a client crisis, possible safety concerns).

### Performance counselling

If a volunteer is not meeting role expectations, the Manager or Coordinator will generally use the Performance Management provisions of the OP&P as a guide to assisting the volunteer to meeting EveryMan’s role requirements.

### Performance review

In line with a commitment to continuous quality improvement, EveryMan promotes regular and ongoing informal and formal performance appraisal of volunteers, and expects staff and volunteers to be proactive to help ensure positive work relationships are fostered, and any obstacles to achieving goals are identified and addressed.

The Manager responsible for the work area will conduct a review of the volunteer’s performance towards the end of the probation period, and then annually.

### Termination of the Volunteer Agreement

1. This agreement may be terminated by either party. The Manager responsible for the work area will give a minimum of fourteen (14) days’ notice of termination. The volunteer is requested to give a minimum of fourteen (14) days’ notice of termination.
2. If the agreement is not terminated on the date of expiry, it will continue until notice of termination is given by either party. In this situation, either party may request negotiation of a new Agreement at any time during the period of continuance.
3. Once a request for a new Agreement has been made, a decision by the other party to whom the request has been made should be forthcoming within fourteen days from the date of the request. In the absence of a new Agreement, either party may terminate the continuance with less than fourteen (14) days’ notice.

## Dismissal

The CEO of EveryMan has the discretion to terminate the involvement of any volunteer who, having undergone Performance Counselling, is considered to be not meeting the expectations of their role. In the case of serious breaches of conduct guidelines, the Performance Counselling Policy can be waived and instant dismissal action undertaken.

A formal Letter of Dismissal will be sent or handed personally to the volunteer and a copy kept on file.

Files of any volunteers dismissed will be maintained for a minimum of ten years.

Behaviours that may result in instant dismissal include but are not limited to:

* Being under the influence of alcohol or drugs while on duty.
* Theft of or misuse or malicious damage to EveryMan’s property.
* Illegal, violent or unsafe acts.
* Sexual harassment or bullying.
* Discriminatory or racist statements or behaviours.
* Inappropriate disclosure of confidential information.
* Failure to disclose past convictions for crimes.
* Failure to disclose a conflict of interest.
* Undertaking tasks not authorised by EveryMan.
* Blatant disregard for directions given by staff and authorised by the CEO.

## Equity and Non-discrimination Policy

Volunteers and staff have a right to a working environment free from discrimination, harassment, bullying, victimisation and violence. All volunteers and staff are expected to treat others in a way which will not cause distress or discomfort. Discrimination, harassment, bullying, victimisation and violence are against the law and will not be tolerated. Any staff member or volunteer participating in any of these behaviours will be subject to the relevant policies and procedures of the Operations Policies and Procedures Manual.

Volunteers reporting concerns about the conduct of staff members or volunteers will be afforded all workplace protections available to paid employees (see ‘Adverse Action’ and Whistleblower policies and procedures in the Operations Policies and Procedures Manual for more information).

## Privacy Policy

EveryMan complies with the National Privacy Principles in the Privacy Act 1988 (Commonwealth), which impose minimum privacy standards for the handling of personal and sensitive information (including health information) of an individual.

Procedure

EveryMan will treat personal and health information confidentially, but it recognises that there are certain situations in which the National Privacy Principles authorise the collection, use or disclosure of personal or health information. This includes, but is not limited to situations where:

* EveryMan believes that the use or disclosure of information is necessary to lessen or prevent a serious and imminent threat to an individual’s life, health or safety or a serious threat to public safety.
* The use or disclosure is authorised by law.
* EveryMan recognises that individuals have the right to request access to any personal information held about them and to request amendments if there are any inaccuracies in this information. Any volunteer wishing to inquire about any personal information held about them should apply in writing to the Co-ordinator of Volunteers.
* EveryMan collects certain information on clients for statistical and professional purposes. This information is not considered personal or sensitive information.

Any individual wishing to make a complaint about a privacy issue should follow EveryMan’s Internal Complaints procedure (5.16 of the OP&P).

## Confidentiality Policy

All volunteers will maintain the confidentiality of all information about EveryMan business or client details and must sign a Confidentiality Agreement.

Procedure

Volunteers will not:

* disclose to anyone any confidential information acquired while undertaking their duties.
* use any confidential information acquired by their position for their personal financial or other benefit or for that of any other person.
* make statements to the media or public in general in the name of EveryMan unless acting as an authorised spokesperson with approval from the CEO.
* permit any unauthorised person to inspect or have access to any confidential documents or other information.

The obligation to maintain confidentiality continues even after the person is no longer a volunteer at EveryMan.

## Grievance Procedure/Dispute Procedure

Management of disputes, conflict and performance concerns involving volunteers and staff should be managed according to the provisions of the Operations Policy and Procedures (OP&P) Manual.

While EveryMan recognises that these reflect good practice for employees, EveryMan is not bound to apply to volunteers any workplace policy, practice or employee entitlement which is guaranteed by legislation only to paid employees, and EveryMan reserves our right to exercise our discretion in the exercise of such provisions.

## Personnel Records Policy

Personnel files will be maintained for all EveryMan volunteers.

Procedure

A personnel file will be established for each volunteer recruited by EveryMan and will be stored according to the Privacy Act.

Hard copy files will be stored in a locked filing cabinet in the office of the Co-ordinator of Volunteers. Access to electronic and hard copy volunteer files will be restricted to authorised staff and volunteers.

Volunteer files will be updated with current information as required and each volunteer has the right to access their file at a time convenient to the Co-ordinator of Volunteers.

Files on dismissed or retired volunteers will be destroyed after ten years. Files on potential volunteers will be destroyed after one year.

Volunteer records will be stored in Smartsheet. These will include:

* Volunteer application, including emergency contact details.
* Signed Volunteer Agreement
* Signed Code of Conduct.
* A record of training required and completed.
* File notes including those relating to performance or disciplinary procedures.

## Insurance

EveryMan will provide appropriate insurance cover for volunteers, including accident insurance.

If use of the volunteer’s private vehicle is required for the performance of their duties, the Manager responsible for the work area will require that the volunteer provides proof from the volunteer’s insurance company that their vehicles are insured during voluntary work. The volunteer’s assistance in providing details of their insurance policy (company name, policy number) is requested.

## Lines of Communication Policy

EveryMan strives to implement effective communication between staff and volunteers. Volunteers should have clear lines of communication and are entitled to all necessary information pertinent to the performance of volunteer work.

Procedure

Clear lines of communication between staff and volunteers should operate both formally and informally. Reporting lines:

Volunteers report directly to the Manager or Coordinator responsible, or another person if so delegated

MASS case managers and Support Workers report directly to the MASS Coordinator.

Indigenous Services case managers and Support Workers report directly to the Indigenous Services Coordinator.

Violence Prevention Services case managers report directly to the Violence Prevention Services Coordinator

Counsellors report directly to the Client Services Manager.

Violence Prevention Services Coordinator reports directly to the Client Services Manager.

Indigenous Services Coordinator reports directly to the Operations Manager

Managers and MASS Coordinator report directly to the CEO.

Staff and volunteers working across programs report to line supervisor responsible for the specific work area

The Operations Manager holds authority and responsibility for management of all operational services, including properties and tenancies and HR.

Managers and Co-ordinators should consult with the CEO in relation to volunteer recruitment and support issues.

Volunteers should be included in and have access to all appropriate memos, materials and meetings relevant to their volunteer work.

Volunteers should be consulted regarding all decisions which would substantially affect the performance of their duties or working conditions.

Communication between staff and volunteers will include:

* Morning meetings.
* General staff meetings.
* Work area team meetings.
* Individual consultations (e.g. supervision, performance review).
* Volunteer training events.
* Slack and email communications.
* Notices on notice boards and in tea rooms.
* Surveys.

## Mobile phone

If a volunteer is required to undertake duties out of the office, an EveryMan mobile phone is to be provided. The mobile phone is to have EveryMan’s required apps installed (including security, Slack and calendar apps)and the volunteer is to be trained in their use sufficiently to enable ongoing and lasting skill at the required level.

## Expenses

Expenditures should be made by providing in advance an expenditure request form (petty cash or cheque request) to the Manager or Coordinator, who are responsible for signing off an expenditure as appropriate to the operations of the work area.

Volunteers can be reimbursed for out-of-pocket expenses incurred during the course of their duties as long as every effort is made to seek prior approval by the Manager responsible (or in their absence, another Manager or the CEO). This would mean being able to demonstrate that calls were made to the office or messages sent by text or Slack.

Managers and Coordinators may decline a request to reimburse volunteers who make out-of-pocket expenditures without prior approval, as long as approval of reimbursement is not unreasonably withheld.

Receipts should be kept and provided to attach to the expenditure request form.

For volunteers using their own vehicles for voluntary transport, vehicle expenses will be reimbursed at the rate indicated for staff.

## Critical Incident Response Policy

EveryMan acknowledges that a critical incident may occur during a volunteer shift and outlines the appropriate responses to deal with these situations.

Procedure

Volunteers have responsibility for their personal well-being first, and then for the safety and well-being of others.

Protection of property is the lowest priority.

Volunteers will have access to support in managing the critical incidents that occur in the course of their work, for example, debrief with their Supervisor, or referral to the Linkage Outreach Worker for further debrief and counselling if necessary.

Critical incidents will be adequately documented.

In Case of Emergencies:

Accident or Medical Emergency:

* Make sure the person is kept safe and comfortable
* Do not leave the person unattended
* Telephone 000 if ambulance required
* Ask for the person’s health information if ambulance is called (available from Smartsheet)
* No medication to be given, unless person self-administers
* Complete Incident web form as soon as possible

Fire Emergency:

* Notify everyone to evacuate
* Check all rooms if safe to do so
* Telephone 000
* Receptionist or member of Management team to take Sign In and Sign Out Book
* Assemble at rallying point • Check off all persons signed in to Sign In and Sign Out Book
* Building safety assessed
* When the ALL CLEAR is given return to building
* Complete Incident Report as soon as possible

Violence Emergency:

* Activate emergency duress alarm if work station has one, or use mobile app provided
* Withdraw from violent situation if possible
* Inform closest senior staff member on site
* Evacuate everyone to safety if necessary and possible
* Call 000
* Evacuate everyone to rallying point, or stay in safe locked area
* Await assistance
* Complete Incident Report as soon as possible
* Evacuation Plan Locations:
* Red Evacuation Plans are located on notice boards within the buildings. It is the responsibility of all staff and volunteers to be pro-active in ensuring they know the location of these Evacuation Plans, and to be familiar with their particular Area Evacuation Plan.

## Security Policy

EveryMan is committed to implementing procedure to help ensure a secure work environment.

Procedure

Staff and volunteers must:

* Not leave any doors or windows open or unlocked when last to leave the building. The last employee or volunteer to leave the building is responsible for this and must activate the fitted alarm if applicable.
* Ensure that all computers, heaters, cooling appliances and lights are shut down and switched off properly.
* Limit client access to authorised areas only.
* Inform the nearest Coordinator or Manager if they see anything of a suspicious nature.
* Observe the privacy of others and keep noise to a respectful minimum in service areas.

Do Not Disturb signs indicate that privacy should be observed, only interrupt if absolutely necessary.

## Continuous Quality Improvement Policy

EveryMan is committed to short- and long-term quality improvement of the Volunteer Program to ensure a positive experience for volunteers and to provide a quality service to clients.

Procedure

The work area Co-ordinator and Manager are responsible for:

regular review of the Volunteer Program, with reference to the Strategic Plan, to ensure that all opportunities to improve the quality of the program are identified and implemented.

collecting data and regularly monitoring the services delivered by volunteers, and volunteer work satisfaction and feedback.

Annual audit of the Volunteer Program against The National Standards.

Reporting on audit and review results to the ED and jointly identifying, prioritising and implementing any follow up action necessary.

Evaluating the effectiveness of any action taken.