



## Volunteer Policy

### Message from Shlomo Nathanson (CEO)

I would like to extend a heartfelt thank-you to all C Care volunteers for the amazing contribution that each volunteer makes to our organisation, and to the community at large.

C Care's mission is to help the most underprivileged members of our community who are experiencing disadvantage, food insecurity and social isolation. As a not-for-profit community organisation, we encourage and rely on the full involvement of volunteers in all aspects of our work. This is based on our belief that volunteering is a practical and productive way to engage the community with our organisation and in so doing we simultaneously improve our services and impact to all, as volunteers bring additional knowledge, skills, commitment, and community involvement, coming from all sections, backgrounds and ages of the community.

Because volunteers are such an integral part of the C Care team, it is our policy to attain, and wherever possible exceed best practice principles of volunteering. To this end, the policies and procedures set out below in this Policy seek to provide overall guidance and direction both for the benefit of our volunteers and the organisation.

**Thank you again for volunteering with C Care, your contribution is invaluable.**

**Shlomo Nathanson**

### 1. PREAMBLE

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#### 1.1 Background

C Care Inc (ABN 74 889 877 822) (A0055553Y) (**C Care**) relies heavily on the unpaid work of Volunteers and values the contribution of Volunteers highly.

#### 1.2 Purpose

This policy provides a framework to ensure the best practice management of Volunteers and sets out the rights and responsibilities of both the Volunteer and C Care in respect of a Volunteers role at C Care.

#### 1.3 Scope

- (a) This policy applies to all C Care Volunteers and employees of C Care who are responsible for Volunteer supervision, coordination and/or management.
- (b) All Volunteers should receive a copy of this policy upon the engagement and induction.



## Volunteer Policy

### 2. DEFINITIONS

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In this policy the following terms have defined meanings:

**‘Volunteer’** means:

- (a) an individual who Volunteers with C Care to undertake approved activities:
  - (i) to be of benefit to the C Care, local community and the Volunteer;
  - (ii) of the Volunteers own free will and without coercion; and
  - (iii) for no financial reward;
- (b) individuals undertaking volunteering to meet Centrelink requirements; and
- (c) students undertaking volunteering as a part of the education curriculum,

but does not mean:

- (d) an employee, contractor or consultant of C Care;
- (e) people on work placement and work experience programs;
- (f) Work for the Dole placements;
- (g) committee members of C Care; or
- (h) persons receiving payment other than reimbursement of pre-approved expenses as set out in of this Policy;

**‘Care Recipient’** means a client or beneficiary of C Care services; and

**‘Confidential information’** includes any information about C Care, its business, services, clients and Care Recipients which has been designated by C Care as confidential or which is, by its nature, confidential or proprietary to C Care.

**‘OH&S Laws’** means the *Occupational Health and Safety Act 2004* (Vic) and *Occupational Health and Safety Regulations 2017* (Cth).

### 3. VOLUNTEERING CAPACITY

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Volunteering does not create any employment or contractual relationship to be created (Volunteers are not an employee, independent contractor or consultant at C Care). If this changes at any time, and there is a possibility that a Volunteer might perform paid work for the organisation, C Care will discuss this and document the arrangement in a separate formal contract/agreement.

### 4. POLICY STATEMENT

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C Care values and encourages the involvement of Volunteers within all appropriate activities, programs, services and events and makes the following commitments:

#### 4.1 Insurance

- (a) C Care is committed to providing adequate insurance cover for Volunteers while carrying out their volunteering roles that have been approved and authorised by C Care.



## Volunteer Policy

- (b) C Care has purchased Public Liability Insurance and Voluntary Workers' insurance to cover Volunteers who are identified as Volunteers of C Care and whilst engaged in clearly defined activities that are approved and controlled by C Care.
- (c) The following events are unlikely to be covered by C Care insurance:
  - (i) actions that are beyond the scope of a Volunteer roles, or that occur without appropriate authority or permission from C Care;
  - (ii) criminal activity (including fines arising out of driving incidents), and
  - (iii) dishonest or reckless activities (for example as a result of intoxication);
  - (iv) vehicle damage – including where driving to deliver a meal to a Care Recipient.
  - (v) Volunteers deliberately breaching policy and procedures
- (d) Volunteers utilising their own vehicle for C Care purposes must hold comprehensive car insurance and provide insurance provider details, policy number and expiry date upon request.
- (e) Any Volunteer driving a vehicle, whether their own or a C Care nominated or owned vehicle, must hold the current and relevant drivers licence to that category of vehicle and provide a copy of this licence upon request.

### 4.2 Health and Safety

- (a) Volunteer safety, and the safety of everyone who is involved in C Care, is paramount.
- (b) C Care has safety obligations towards Volunteers and the people that Volunteers interact with, including other Volunteers, staff and Care Recipients.
- (c) C Care complies with legislation protecting Volunteers including OH&S laws.
- (d) Volunteers may be personally liable (that is legally or financially responsible) for any harm or damage caused to the Volunteer or others if the Volunteer act outside of the role description, outside of the instructions given to the Volunteer, or if the Volunteer is affected by drugs or alcohol when volunteering.

### 4.3 Placement and Screening

- (a) Volunteers will be interviewed and placed in programs, services, activities and events that match their skills, interests, knowledge and/or experience.
- (b) A reference check may be undertaken to verify information, previous performance, behaviour and character.
- (c) All Volunteers must provide a suitable background screen prior to commencement in their voluntary role if requested by C Care.
- (d) Volunteers may be required to provide a current National Police Check to determine their suitability to Volunteer with C Care.
- (e) Where relevant to the role, Volunteers will be appropriately assessed prior to engagement including criminal history screening, driver competency assessment and medical fitness certificates.



## Volunteer Policy

- (f) Volunteers should be aware that the following behaviours could result in instant termination of the Volunteer role (see also clause 6):
  - (i) breach of the C Care Code of Conduct;
  - (ii) any criminal action;
  - (iii) failure to immediately notify C Care of pending criminal charges and/or police investigation; and/or
  - (iv) failure to follow C Care policy and procedures and instructions from C Care nominated leaders.
- (g) C Care has the right to offer or withhold an offer of a volunteer position to any applicant at its discretion and without explanation.

### 4.4 Induction and Training

- (a) Volunteers can expect clear delineation of their duties, responsibilities, time commitment and working environment and where applicable will be provided with a current role statement detailing the role requirements.
- (b) All volunteers will be offered appropriate information and training to discharge their functions, and successful completion of this training shall be a condition of carrying out these functions.
- (c) Volunteers will be required to participate in training appropriate to their role.

### 4.5 Finance

- (a) Where appropriate, Volunteers will be reimbursed for pre-approved out of pocket expenses incurred during the course of carrying out responsibilities as a Volunteer upon receiving of a valid tax receipt. C Care provides this reimbursement to ensure that Volunteers are not financially disadvantaged as a result of their volunteer role. These payments are not remuneration or wages.
- (b) Where appropriate and within budget provision, a Volunteer may receive a monetary gift made to a Volunteer in recognition of the persons voluntary contribution, but this is not an amount that is relied on or expected by the person as a source of income. Where this occurs, it is on a gratuitous basis at the discretion of C Care and is not payment in lieu of salary.

### 4.6 Concerns and Grievances

Volunteers have the right to express grievances, concerns or dissatisfaction, without fear of reprisal or adverse consequences. In the first instance, volunteers are encouraged to raise their concerns or grievances with their supervisor or coordinator. If the volunteer feels uncomfortable doing so please share this via the [www.ccare.org.au](http://www.ccare.org.au) website.

## 5. RIGHTS AND RESPONSIBILITIES

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### 5.1 Volunteer Rights

Volunteers have the right to:

- (a) be treated fairly and respectfully;
- (b) be given accurate and truthful information about the volunteer program;



## Volunteer Policy

- (c) be provided with appropriate information, training, supervision and support to carry out their role;
- (d) work in a healthy and safe environment in accordance with OH&S Laws;
- (e) have their personal information managed to a standard that ensures their privacy and confidentiality in accordance with C Care Privacy Policy; and
- (f) to leave or resign from their Volunteer role at any time.

### 5.2 Volunteer Responsibilities

Volunteers have a responsibility to:

- (a) abide by C Care's Code of Conduct and other applicable policies in place from time to time;
- (b) become familiar with and work within C Care's policies, procedures and values;
- (c) provide current personal details in order for C Care to undertake the selection and registration of Volunteers and administer their duty of care responsibilities;
- (d) work productively and collaboratively within a team structure;
- (e) accept direction and supervision from relevant C Care paid staff and nominated volunteer leaders;
- (f) be reliable and accountable for their actions;
- (g) respect and maintain confidentiality;
- (h) carry out the role according to any role statement;
- (i) work in a safe manner and not put others at risk and follow OH&S Laws and procedures;
- (j) undertake training as required by C Care;
- (k) give reasonable notice before leaving or resigning from C Care's volunteer program where possible;
- (l) value and support other team members, paid or unpaid;
- (m) have respect for their work environment, C Care premises and equipment; and
- (n) adhere to relevant legislation and funding requirements.

### 5.3 C Care Rights

C Care has a right to:

- (a) make decisions about the engagement, placement and duties of Volunteers;
- (b) review Volunteer performance according to C Care policies, procedures and values;
- (c) expect Volunteers to perform given tasks to the best of their ability;
- (d) expect from all Volunteers respect and courtesy towards fellow Volunteers, staff, Care Recipients and other stakeholders;
- (e) refuse or end a Volunteers engagement with C Care in accordance with clause 6 of this Policy.



## Volunteer Policy

### 5.4 C Care Responsibilities

C Care has a responsibility to:

- (a) allocate budget for the management of Volunteers;
- (b) implement Volunteer management practices, training and systems to meet best practice management and compliance with legislative and funding requirements;
- (c) provide relevant staff with Volunteer management training;
- (d) provide appropriately skilled staff to inform, supervise and support Volunteers;
- (e) retain Volunteer personal information in a secure and safe system to ensure Volunteer privacy and confidentiality in accordance with C Care privacy policy;
- (f) have policies and procedures for Volunteers and their management; and
- (g) recognise the vital role Volunteers have within the organisation.

### 6. ENDING A VOLUNTEER'S ENGAGEMENT WITH C CARE

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C Care has the right, at its absolute discretion to refuse or end a Volunteer's engagement with C Care at any time, including if:

- (a) there is a perceived risk to a person's (whether staff member, Care Recipient or Volunteers or member of the public) health or welfare;
- (b) suitable Volunteer duties are not available or no longer available;
- (c) the Volunteer has breached C Care's Code of Conduct (including the Child Safety Code of Conduct);
- (d) the Volunteer does not comply with any relevant role statement;
- (e) the Volunteer does not provide a suitable background screen upon request;
- (f) the Volunteer has not attended two consecutive shifts without informing their supervisor in a timely manner prior and/or without providing a suitable reason;
- (g) the Volunteer does not complete mandatory training; or
- (h) the Volunteer does not comply with C Care policies, procedures and/or values.

### 7. CONFIDENTIAL INFORMATION AND PRIVACY

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- (a) C Care Privacy Policy is applicable to Volunteers.
- (b) Volunteers are likely to be given access to C Care's Confidential Information as part of, or to assist them with, their role, and are not permitted to use or disclose any Confidential Information for any purpose other than the proper discharge of duties as a Volunteer.
- (c) Volunteers agree that C Care may take photographs and video footage of Volunteers carrying out Volunteer work and use it for the purposes of marketing and promotion of C Care and its goods or services. This may include printed and digital marketing, including the use of images on social media platforms.

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