

## Policy Statement & Objectives

BASScare is a leading community based provider of services for older people and people with disabilities in the Boroondara area. The focus of our programs is to optimise care recipient's independence by providing services that are accessible to all irrespective of gender, financial, religious or cultural status. Volunteers participate in different service areas of BASScare. The organisation encourages an environment of mutual respect, where management, staff and volunteers work towards the aims and objectives as outlined in BASScare vision and mission statement. BASScare accept its obligations as outlined in this policy.

The Volunteer Engagement Coordinator is responsible for the management and continuous improvement of the volunteer program. This includes recruitment, retention, recognition of volunteers and maintaining the Volunteer database, (enabling service areas to schedule their volunteers). The Service Area Managers and staff are responsible for the supervision and direction of volunteers. In the course of Volunteering, if Volunteers or Service Area Managers have concerns, they should advise the Volunteer Engagement Coordinator, who can assist with any mediation (if required).

This policy is to ensure BASScare accept its obligations towards the volunteers and ensure volunteers are provided with necessary; induction, training, ongoing support, appreciated and are treated with respect. It is also to ensure that the management of volunteers is in line with the legal requirements applicable Volunteering Australia's principals.

### Recruitment:

1. A volunteer at BASScare is an individual who performs an agreed task for no fee.
2. The recruitment of a volunteer is at the discretion of the Volunteer Engagement Coordinator.
3. Before the commencement of voluntary work, the volunteer must complete an application form which includes contact information, age and any relevant personal information, clear a police check and provide 2 referees for contact. Subject to the Volunteer role additional training maybe required prior to induction/commencement.

## Scope

This Policy applies to all BASScare sites, services and programs.

## Definition

**Volunteering** Is time willingly given for the common good and without financial gain.

## Policy

### Responsibilities of the Volunteer

#### The volunteer:

1. Agrees to be punctual and will notify the Service Area Manager or office staff if unable to attend.
2. Will undertake the tasks as agreed with the:
  - a. Volunteer Engagement Coordinator/Service Area Manager
  - b. Documented and contained in the PR Volunteer Role
3. Will conduct him/herself in accordance with the organisation's policies and procedures, as well as the visions and values.
4. Will undertake training and evaluation as required.
5. Follow the organisation's guidelines for OH&S and risk management.

- Participate actively and contributes to quality activities aimed to promote quality improvement to care recipients.
- Volunteers will maintain the confidentiality of all information about BASScare clients.
- Requested they provide advice to the Volunteer Engagement Coordinator and Service Area Manager upon resigning from Volunteering
- Agree to BASScare renewing his/her Police Check every 3 years, (at no cost to the Volunteer).

## The Organisation's Responsibilities

BASScare recognises its responsibilities to volunteers and undertakes to

- Maintain confidentiality on the volunteer records and information held.
- Provide volunteers task that are appropriate to the volunteer's skills, abilities and interests.
- Provide volunteers with information, supervision and training in order to perform their task.
- Provide volunteers with a safe workplace, including appropriate PPE (when required).
- Provide volunteers with appropriate insurance cover.
- Provide volunteers access to relevant organisation's policies and procedures
- Keep volunteers updated via bi-monthly newsletters and option of join Volunteer Facebook page.
- Notify volunteers in the event of scheduled activities being cancelled eg: due to extreme heat, flu outbreaks or holiday period closures.
- Reimburse volunteer approved expenses, other than travel expenses by prior arrangement with Service Area Managers or the Volunteer Engagement Coordinator.

## Orientation and Training

Every volunteer is required to attend an initial onsite induction/orientation, (for each of the sites at which they volunteer). Orientations are generally conducted by the Service Area Manager or delegate.

Orientation will cover: an outline of BASScare's services, a tour of the service area they are Volunteering with, introduction to staff and other volunteers. The volunteer will be made familiar with their specific task/s and be provided with any necessary onsite training required. They will also be provided with a position description. Volunteers will have an initial review period between 1 and 3 months.

## Privacy and Confidentiality

BASScare complies with the Australian Privacy Principles 2014 and the Privacy Act 1988 which impose privacy standards for the handling of personal and sensitive information (including health information) of an individual. BASScare will treat personal and health information confidentially, but it recognises that there are certain situations in which the Australian Privacy Principles 2014 authorise collection, use or disclosure of personal and/or health information. Volunteer printed file records will be securely maintained for all BASScare volunteers by the Volunteer Engagement Coordinator. Limited access to electronic volunteer records are made available to Service Area Managers or a staff delegates, these records are managed by the Volunteer Engagement Coordinator.

## Conflict of Interest

BASScare expects disclosure of any conflict of interest that might adversely impact upon the organisation or the individual. Failure to do so may result in cancelling a Volunteers services with BASScare.

## **Grievances, Complaints and Disputes**

BASScare is committed to reaching a timely and fair resolution of grievances, complaints or disputes which may arise and potentially jeopardise the well-being of individuals and the harmonious functioning of BASScare.

## **Motor Vehicle Use**

BASScare is committed to safe, accident free driving and expects volunteers to comply with all road laws. Volunteers are considered to be on duty when driving their car to undertake designated duties.

BASScare has a no-transportation policy of clients - volunteers are not permitted to transport clients on outings or between sites in personal vehicles. Volunteers are welcome to accompany clients on outings using BASScare vehicle/s with a staff driver or in the use of a commercial vehicle such as a taxi, (taxi costs are at the client's expense).

Meals on Wheels Volunteers are required to maintain fully comprehensive motor vehicle insurance, on vehicles used for meals on wheels deliveries. Vehicles transporting meals are expected to be maintained and kept clean.

## **Social Media**

Volunteers should be aware of their ethical and regulatory responsibilities when they are interacting online, just as when they interact in person. Whether an online activity is able to be viewed by the public or is limited to a specific group of people, volunteers need to maintain professional standards and be aware of the implications of their actions, as in all professional circumstances.

Volunteers are not to post photos or comments of: BASScare clients, residents, staff, other Volunteers (including school community service volunteers) children or grandchildren of clients and residents without having sought necessary permissions including making them aware the photos will be posted on social media.

BASScare respects everyone's privacy including that of our volunteers. Consent is sought from all volunteers for the display of their name/photos in any internal or external publications, online and social media outlets. Details on consent are contained in the Privacy Statement and can be changed at any stage upon formal request.

## **Information and Cyber Security**

In certain circumstances, volunteers will be able to use communication and research tools via the BASScare's computer network. Access to IT resources must be consistent with BASScare mission, values and policies. IT resources are the property of BASScare and should be used in line with BASScare code of conduct. Volunteers have the responsibility of using BASScare IT resources in a professional and lawful manner.

## **Continuous Quality Improvement**

BASScare 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.

Volunteers are encouraged to submit feedback forms where service improvements can be made.

## Recognition

BASScare regularly recognises and celebrates the commitments and achievements of its volunteers both formally and informally.

Regular events include:

- National Volunteer Week Celebrations,
- National Meals on Wheels Day, and
- End of Year Volunteer celebrations.

## Key Aligned Documents

Volunteer Handbook

Volunteer Handbook Update (volunteering during COVID-19)

Volunteer Position Descriptions

Meals on wheels delivery checklist

Privacy statement

BASScare Volunteer Group on Facebook

## Key Legislation, Acts & Standards

Standard 7 Human Resources - ACQSC Quality Standards

Aged Care Act 1997

Privacy Act 1988

Australian Privacy Principles 2014

## References

[Volunteer.vic.gov.au](http://Volunteer.vic.gov.au)

[Volunteeringvictoria.gov.au](http://Volunteeringvictoria.gov.au)

[www.volunteeringaustralia.org](http://www.volunteeringaustralia.org)

Department of Health Commonwealth Home Support Programme Manual 2018