

Code of Practice

For organisations involving HelpOUT volunteers



To enhance your volunteers' experience, and comply with legislation and duty of care, your organisation agrees to:

- Interview and engage volunteers in accordance with anti-discrimination and equal opportunity principles.
- Provide volunteers with induction, orientation and training.
- Provide volunteers with a healthy and safe workplace.
- Not place volunteers in roles that were previously held by paid staff or have been identified as paid jobs.
- Differentiate between paid and unpaid roles.
- Define volunteer roles, and develop clear job descriptions.
- Provide appropriate levels of support and management for volunteers.
- Provide volunteers with a copy of organisational policies pertaining to volunteers.
- Ensure records of volunteer involvement are maintained.
- Ensure volunteers are not required to take up additional work during industrial disputes or paid staff shortage.
- Provide volunteers with information on and access to complaints, grievance and disciplinary policies and procedures.
- Acknowledge the rights of volunteers.
- Not ask a volunteer to work in a voluntary capacity for more than 16 hours per week.
- Ensure that the work of volunteers complements but does not undermine the work of paid staff.
- Offer volunteers the opportunity for professional development.
- If reimbursement is available for 'pre approved' out of pocket expenses incurred by a volunteer, this is explained to volunteers.
- Treat volunteers as valuable team members, and advise them of the opportunities to participate in organisational decisions, including providing feedback on their volunteering experience.
- Acknowledge the contributions of volunteers and provide constructive feedback.
- Ensure that all voluntary work is undertaken on a voluntary basis and without coercion.
- Offer volunteers work opportunities appropriate to their skills, experience, knowledge, abilities and attributes, as far as practicable.
- Maintain written policies and implement procedures to ensure the health, safety and well-being of volunteers, including maintaining appropriate volunteer insurance coverage.
- Maintain policies and implement procedures in compliance with all legislation pertaining to volunteer workers in Victoria. In particular, the Occupational Health and Safety Act 2004, Equal Opportunity Act 2010, Privacy Act 1988 [Clth], the Privacy and Data Protection Act 2014, the Fair Work Act 2009 [Clth], the Working With Children Act 2005, and the Wrongs Act 1958, and any other legislation that is relevant to volunteer workers.
- Ensure the tasks and activities undertaken by volunteers are for the common good and without financial gain by the volunteers.

If you have any questions about this Code of Practice, please call us on (03) 8327 8560 to discuss before submitting your Client Registration Form.