



Maleny Neighbourhood Centre is a NFP community resource, responding to diverse local needs. We deliver emergency relief, facilitating community networks and connections. Maleny Neighbourhood Centre fosters resilient and fair communities and a just society where diversity is celebrated and participation encouraged.

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In the Heart of Maleny ...

MALENY NEIGHBOURHOOD CENTRE POLICY DOCUMENT

You are welcome and encouraged to read all of MNC's Policies. This policy is one of three:

1. Conflict Resolution
2. Volunteer Management
3. Health and Safety

Maleny Neighbourhood Centre's mission is to foster resilient and fair communities and a just society where diversity is celebrated and participation encouraged.

Maleny Neighbourhood Centre Association Inc (MNCA Inc) is committed to ensuring, as far as is reasonably practicable, the health, safety and welfare of employees, volunteers, contractors and visitors to the Maleny Neighbourhood Centre (MNC) building and grounds.

Specifically, Maleny Neighbourhood Centre aims to:

- Foster resilient and fair communities
- Operate effectively and collaboratively
- Be a vibrant, dynamic, ethical and effective organisation

Maleny Neighbourhood Centre strives to:

- ★ Respect and value our Members and all those people who work in and around the Centre
- ★ Work collaboratively with groups and individuals
- ★ Develop partnerships based on mutual respect
- ★ Create innovative responses to poverty and disadvantage
- ★ Organise and deliver projects with community members
- ★ Advocate to Local, State and Federal Government to improve services in our area
- ★ Share our resources (including our facilities) equitably, particularly with those who are marginalised and disadvantaged
- ★ Provide a safe place for new groups to emerge
- ★ Support and train volunteers to enhance their work experience and participation.

VOLUNTEER MANAGEMENT POLICY MALENY NEIGHBOURHOOD CENTRE

INTRODUCTION

Maleny Neighbourhood Centre Association Inc (MNCA Inc) relies on the unpaid work of volunteers and values their contributions highly.

OBJECTIVES OF THIS POLICY

This policy aims to ensure that volunteers working at the Maleny Neighbourhood Centre (MNC) have work that is safe, significant and fulfilling. The policy also aims to ensure that volunteers working at MNC are:

- Appreciated
- Trained to conduct their work effectively
- Supported to work in such a way that reflects the values and codes of conduct of MNC
- Able to understand their responsibility in risk minimisation at MNC.

POLICY

1. All volunteers shall be treated with respect and gratitude for their contribution.
2. Volunteers are employed at the discretion of the Centre Coordinator and Development Worker (CCDW) who acts for the Management Committee of MNCA Inc.
3. Volunteers shall carry out duties assigned by CCDW or authorised representative and shall be expected to honour the values of the MNC.
4. All volunteers will be:
 - Protected from harm, as far as is possible
 - Relieved of liability for actions performed in the discharge of their volunteer role
 - Registered as a volunteer and will have undertaken suitable induction and training
 - Holders of a valid Blue Card issued by the Queensland Government.

RESPONSIBILITIES

It is the responsibility of the CCDW to appoint a Volunteer Intake and Support Officer, who may themselves be a volunteer.

The Volunteer Intake and Support Officer (VISP) is responsible for assisting in the recruitment, training, and supervision of volunteers. The VISP shall work collaboratively with the CCDW in fulfilling the following requirements:

- Ensure that each volunteer is trained and is capable of fulfilling their functions adequately
- Provide support and act as a sounding board for volunteers
- Organise rosters
- Arrange and make all volunteers welcome at monthly volunteer meetings

PROCEDURES

A. Recruitment

- All volunteers are subject to screening and approval by the CCDW and will work up to two shifts as a probationary period.
- Recruitment of volunteers takes into account MNC's commitment to equal access and opportunity, regardless of disabilities, race, gender, religion or sexual orientation.
- Recruitment of volunteers take into account MNC's commitment community development practices, which assures the participation of community members in decision-making and the activities of the MNC.

B. Induction

All volunteers will be offered appropriate information and training to discharge their functions, and successful completion of this training and obtaining a Blue Card shall be a condition of carrying out these functions and becoming registered as a volunteer.

C. Supervision

All volunteers will receive appropriate supervision in the exercise of their functions from the CCDW and the VISP. Specifically, volunteers will be monitored to ensure that they can competently undertake duties within specific work areas.

D. Health and Safety

All volunteers will work within MNC's Health and Safety Policy.

E. Reimbursement

All volunteers shall be reimbursed for approved expenditure incurred in the exercise of their functions, as determined by the the CCDW. No volunteer may commit the MNC to expenditure not authorised in advance by the CCDW or authorised representative.

F. Conflict Resolution

All volunteers are protected and supported in the unlikely occurrence of conflict, under the procedures of MNC's Conflict Resolution Policy.

G. Working Within MNC Work Areas

There are many areas where MNC has no expertise or jurisdiction; for example in the areas of finance, relationships, employment, housing, tenancy, family law, etc. In some specific cases, MNC clients will be referred on where possible to an approved external agency. Volunteers will NOT provide advice to clients outside of approved MNC areas.

H. Certificates of Experience

Where possible, MNC will recognise the experience of MNC Volunteers working in a specific capacity, via a Certificate of Experience. These Certificates aim to recognise and value the contribution and skills of Volunteers and may be useful in employment outside of MNC.

End of Policy