



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.

17 Bicentenary Lane
 Maleny, QLD, 4552
 Phone: (07) 5499 9345
 Email: info@malenync.org.au
 Open Mon - Fri: 9am - 3pm
 and booked activities anytime



In the Heart of Maleny ...

MALENY NEIGHBOURHOOD CENTRE		
2018 VOLUNTEER MANAGEMENT POLICY v2		
Authorised By: Management Committee		
Responsibility for the review:	Management Committee and Centre Coordinator / Development Worker (CCDW)	
Date last review:	Reviewed By:	Date of next review:
New policy created April 2018	MNC Management Committee April 2018 Edits completed May 2018 (Signature)	May 2021
Review Process	This Policy will be reviewed by the CCDW and endorsed by Management Committee on or before the next date of review.	
Documentation and Communication:	Any decisions requiring policy changes will be recorded in the Minutes of Maleny Neighbourhood Centre Management Committee and forwarded to CCDW for action and updating of policy documents. Policy changes relevant to staff and volunteers will be either emailed or discussed at staff and volunteer meetings.	
POLICY CONTEXT:		
Queensland Standards for Community Services:	Standard 6 (Human Resources)	
Other Standards:	Standard 5 (Feedback, complaints and appeals)	
Relevant Policies:	Code of Conduct Conflict Resolution Privacy & Confidentiality Recruitment Policy	
Forms or other organisational documents:	Volunteer Application Form Blue Card Application Form MNC Membership Form Volunteer Conditions Information Sheet	

	Privacy Agreement Form
Legislation or other requirements:	Workplace Health and Safety Act 1995 Anti Discrimination Act 1990 Equal Opportunity in Public Employment Act 1992 Human Rights and Equal Opportunity Commission Act 1986
Purpose and Commitment	<p>Volunteers are an invaluable resource to MNC. Volunteers are unpaid staff of the organization and will be treated fairly and respectfully at all times. They will be provided with effective training (formal and informal on the job), ongoing supervision and support to enable them to meet the requirements of the role they are undertaking.</p> <p>MNC is committed to ensuring that people who are accepted as volunteers are suited to the organisation and have the competence, values and qualities to undertake the work.</p>
Scope	<p>MNC has a responsibility to our volunteers and clients to manage this relationship well. Understanding what is required from the volunteer role and what volunteers want to gain from the experience of volunteering with MNC is crucial to successful management of this relationship.</p> <p>If performance or behaviour issues arise with a volunteer, MNC's primary aim will be the successful resolution of the matter, if possible, so that the volunteer can remain with the organisation. However, if the matter can't be resolved, termination of the volunteer may be required. This document deals with the process that must be followed to either resolve performance or behaviour issues or, if required, terminate unsuitable volunteers.</p>
Recruitment	MNC recruits volunteers through a number of measures including advertising on the website, in the monthly newsletter and posts on Facebook. People also approach MNC requesting to volunteer.
Procedures	<p>A Volunteer Support Worker (VSW) will initially interview prospective volunteers to ascertain suitability for volunteering with the organisation. If suitable, the volunteer will be issued with a volunteer pack which includes:</p> <ul style="list-style-type: none"> ● MNC and Blue Card application forms ● MNC membership application form ● MNC Volunteer Conditions form ● Privacy agreement and ● A LETS application form. <p>The potential volunteer must agree to and sign the Volunteer Conditions form before proceeding with induction. Any client issues or concerns that volunteers feel unable to deal with will be taken into account when deciding whether the volunteer is suitable for the organisation and, if so, what role they will be assigned to undertake.</p>

	<p>All volunteers will be formally inducted into the organisation by one of the VSWs by way of an induction session and a tour of the Centre. Volunteers will be advised that copies of MNC's policies and procedures are accessible to them in either the Front Counter Manual (held at the front counter) or in the Policy Folder held by the VSW. Volunteers will be encouraged to read all policies and procedures to ensure they are abreast of the rules, regulations and philosophy which guide MNC's operations.</p>
	<p>All volunteers must become members of MNC.</p>
	<p>Volunteer groups (Front Desk, Emergency Relief, Admin and Gardening) meet on a monthly basis to discuss how things are going, identify and address training needs, develop any new initiatives and receive supervision/guidance.</p> <p>As with all work undertaken at MNC these groups operate under the Community Development framework which includes consultative and participatory interactions with each other. Minutes of these meetings are kept on computer file under Volunteer Group Meetings and in a folder at the front desk.</p>
	<p>Bi-monthly catch up meetings between the VSW and Front Desk staff are being scheduled to commence in April 2018 due to the additional support needed for Front Desk work.</p> <p>A monthly volunteers meeting is held on the first Friday afternoon of the month to share information, discuss issues and have a chance for an informal get together afterwards. Meetings will sometimes include a guest speaker to talk on a topic of interest to the group and the work that we do at MNC.</p> <p>Informal catch ups, where possible, will be made available for all volunteers if desired, to provide feedback, encouragement, ideas and debriefing sessions pertaining to the work they undertake at the centre.</p>
	<p>Ongoing opportunities will be available for volunteers to participate in further training and education which may involve training outside the Centre.</p> <p>Volunteers, depending on their identified interests, will be encouraged to take on further responsibilities to develop their areas of interest and to meet organisational demands.</p>
	<p>While MNC's primary aim is to encourage and support volunteer's contributions, it is also recognised that there could be times when it is necessary for a volunteer to be counselled, disciplined or even dismissed.</p> <p>Conduct which may lead to disciplinary action includes, but is not limited to:</p> <ul style="list-style-type: none"> ● Not following MNC's rules and policies ● Rudeness or hostility towards clients, other volunteers or staff members ● Intoxication through alcohol or other substances during working hours

	<ul style="list-style-type: none"> ● Publicly bringing MNC into disrepute. <p>Some conduct may be tantamount to ‘gross misconduct’, in this instance a volunteer may be dismissed without prior warning. Conduct which could be classed as gross misconduct may include, but is not restricted to:</p> <ul style="list-style-type: none"> ● Verbal or physical harassment of any other volunteer, employee or client of MNC, particularly in respect of race, sex or religion ● Wilful damage to or theft of property belonging to MNC or other volunteer or employee of MNC ● Falsifications of any of the organisation’s records for personal gain ● Commercial misrepresentation of MNC.
	<p>PROCEDURE FOR RESOLVING PERFORMANCE OR CONDUCT ISSUES WITHIN THE WORKPLACE:</p> <p>MNC highly values the contribution volunteers make to the running of the organisation and strives to make all volunteers feel valued and appreciated. Where issues relating to a volunteer’s work performance or behaviour arise, steps will be taken to address the issue with the volunteer with the aim of a successful resolution to the matter. (see Conflict Resolution Policy).</p> <p>The VSW’s initial approach with the volunteer will be informal with the intention of a quick resolution to the issue. However where it is deemed by MNC that a volunteer’s behaviour jeopardises the running of the organisation or its reputation, and informal approaches to resolve the matter have been unsuccessful, the VSW will commence a formal process with the volunteer.</p> <p>This procedure outlines the formal processes to be taken for disciplinary measures and, if required, dismissal of a volunteer. This procedure would only be used when all other attempts at resolution have been unsuccessful. It aims to provide a clear and fair structure that is understandable to both management and volunteers.</p>
	<p>In the event that disciplinary action is required, the following steps must be followed by the VSW:</p> <ol style="list-style-type: none"> 1. Any issues of concern that come to the VSW’s attention should be noted in the volunteer’s file and discussed with them at the earliest possible opportunity. 2. The VSW and the volunteer will meet to discuss the issue and seek resolution if possible. Follow up meetings will be scheduled, if required, to work towards an agreeable resolution and monitor implementation of agreed actions. Written advice re these meetings will be provided to the volunteer. 3. If the VSW and the volunteer are unable to resolve the matter, it will be escalated to the CCDW who will arrange a meeting involving the CCDW, VSW and the volunteer. The volunteer can bring an advocate / support person (preferably another current centre volunteer) with them to that meeting if they want to. <ol style="list-style-type: none"> a. The CCDW will alert the MNC Management Committee to the issue and steps being taken to try to resolve it. All efforts to obtain an acceptable resolution will be undertaken in this meeting.

4. If, after following all of the above steps, no resolution can be negotiated, the volunteer will be dismissed and the CCDW will advise the MNC Management Committee of this action.

Written notice will include details of the issue and, where feasible, evidence. In a case where the disciplinary measure has been instigated by a complaint, it may be appropriate to include a copy (with identification removed) or extract of this complaint.

Further disciplinary actions, such as a suspension of volunteer duties for a period of time, may also be appropriate. In such cases these actions will be included with the formal notice in writing.

Every effort will be taken to ensure that notice of a disciplinary measure, whether formal or informal, will be given at an appropriate time. Notice of a disciplinary measure will be given by the VSW.