



Volunteer Policy & Procedure Manual 1.0

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Table of Contents

1. PURPOSE OF THIS DOCUMENT.....	3
2. OVERVIEW OF ORGANISATION.....	3
What we do	3
Key Facts and People	4
Our Board	4
Our Vision	4
Our Mission	5
Our Impact.....	5
Our Objectives	5
Our Values	5
Our Activities	6
Our Guiding Principles	6
Relationship Principles	7
Volunteer Roles	7
3. VOLUNTEER RIGHTS, RESPONSIBILITIES AND PRINCIPLES.....	7
As a volunteer, you have the right:	7
Principles of Volunteering:	8
Model Code of Practice for Organisations Involving Volunteers	8
Volunteer Responsibilities	9
4. RECRUITMENT OF VOLUNTEERS.....	9
Recruitment.....	9
Positions	9

Police Check and Working with Children Check	9
Equal Opportunity	10
5. INDUCTION AND TRAINING	10
Induction.....	10
Ongoing Support & Supervision	11
6. HOURS AND BREAKS.....	11
Hours of Duty.....	11
Breaks	11
7. SECURITY.....	11
Keys.....	11
Working Alone	11
8. INSURANCE	11
Public liability.....	12
Volunteer Personal Accident	12
9. VOLUNTEERS AND TAX	12
10. TERMINATION.....	12
Termination by Volunteer	12
Termination by our organisation.....	12
11. GRIEVANCE POLICY	13
Grievance Procedure	13
Harassment and Bullying.....	13
12. OFFICE ADMINISTRATION AND FINANCES	14
Internet Access and Email	14
Fuel Expenses	14
Payment of Accounts.....	14
Purchasing	14
13. COMMUNICATION.....	14
Meetings.....	14
Feedback.....	14
Community Facebook Page	14
14. WORK HEALTH AND SAFETY	15
Safety in the Workplace	15

Emergency Procedures.....	15
Dress Code.....	15
Drugs and Alcohol in the Workplace.....	16
Children in the Workplace.....	16
Food.....	16
15. MARKETING.....	16
16. MEDIA.....	16
17. SOLICITATION OF DONATIONS.....	17
18. PRIVACY AND CONFIDENTIALITY.....	17
Privacy in the workplace.....	17
Confidentiality in the workplace.....	17
19. CONTINUOUS IMPROVEMENT.....	18
20. SUSTAINABILITY.....	18
21. POLICIES.....	18
22.ACKNOWLEDGEMENTS.....	18

1. PURPOSE OF THIS DOCUMENT

The purpose of this document is to provide a comprehensive overview of our organisation and a summary of relevant policies as they pertain to volunteers.

All policies are available to volunteers on our website www.wecareuniting.org.au/policies

2. OVERVIEW OF ORGANISATION

We welcome you as a volunteer to our organisation. Volunteers are the foundation of our programs and your time and skill is sincerely appreciated. We hope you will enjoy working with us. We want your experience to be fulfilling and we want you to feel a part of our community.

We encourage all volunteers to discuss any ideas or concerns you have with us and welcome your input and expertise.

This policy serves as a guide; it contains useful information that will assist you in your role. Should you require further explanation of any information, please feel free to ask the program coordinator at any time.

What we do

We are a registered charity covering the NSW Central Coast, Lake Macquarie and increasingly the Hunter region. Our vision is to continue to grow and reach as many children in need as possible. We collect

donations of children's clothing, nappies, linen, and other baby essentials, and make sure they meet current safety requirements. We then rehome these items to families in need.

We support these families through community centres, family support case workers, maternal and child health nurses, school teachers and similar so that what we give is part of a total package of support. It is important to note that we do not work directly with the families we support but always through a professional interface.

The program started in 2013 as a small charity Share the Love in Gorokan and was transferred to the Toukley Uniting Church in April 2016 changing its name to We Care Uniting. As the program expanded enormously over the next 3 years responding to the significant local need we out-grew the space available in the church building. In December 2018 we established ourselves as an independent charity We Care Connect and started our move to a new home in Wyong.

We also partner with the Toukley Neighbourhood Centre to prepare frozen meals for people in need.

Key Facts and People

(Updated March 2019)

Registered Organisation Name:	We Care Connect Limited.
Also known as:	We Care Uniting
ABN	32628557960
Tax Status:	ITEC, PBI, DGR
Registered for GST:	Yes
Year Established:	2016 (We Care Uniting); 2018 (We Care Connect)
Volunteers:	Over 20
Phone Number:	0432 079 213

Website: www.wecareuniting.org.au

Social handles: [@wecareuniting.org.au](https://www.facebook.com/wecareuniting.org.au)

Primary contact: Derryck Klarkowski, EO 0432 079 213

Email address: info@wecareuniting.org.au

Our Board

Our Board members are all volunteers and a list of board members is available on our website.

Our Vision

A connected community, where everyone belongs and everyone is special

Our Mission

To provide high impact support to families in need by giving high quality community donated children and maternal health and safety items.

Our Impact

Together with others enabling all families to fully participate in our community with a full sense of belonging

Our Objectives

We aim to:

- Become a major support provider for vulnerable children
- Operate as an integral part of the overall support provided by government, welfare agency and community groups addressing poverty and social deprivation
- Respect our recipients by providing only good quality items
- Ensure that we have no barriers – recipients are identified by professional service workers, not by us.
- Contribute to the protection of our environment by rehoming children's clothing and supplies and reducing waste
- Provide a conduit for people in the community to help others (the humanitarian imperative) by donating and volunteering.
- Engage the community by developing a significant network of donors, volunteers, supporters and followers.
- Progressively expand the number of children reached and the scope of support provided

Our Values

Compassion

The Humanitarian Imperative that when another person suffers, we experience the compassion to reach out and help.

Community

A community program contributing with others to build a community that cares and shares. Being a channel to enable the community to help those less fortunate in a meaningful and fulfilling way.

Action

Hands-on direct action; reaching out at a person-to-person level, taking personal responsibility, not passing the onus to others, doing not talking.

Partnership

An effective program of collective action developing and building on partnerships, with our volunteers, donors and sponsors, case workers, community groups and individuals providing their support, expertise and assistance.

Impact

Ensuring that donated items, time and expertise trusted to our care leverage maximum impact, acknowledging that we learn by experience.

Our Activities

Our key activities are:

Collect donations of items from:

- The community
- Charities such as The Nappy Collective, Share the Dignity. Mummies Paying It Forward and similar
- Business and corporate donations of items

Fundraise

- Fundraising events such as Bunnings BBQs, stalls at festivals, WCU organized specific events
- Donation button on our web site
- Grant funding
- Corporate monetary donations

Volunteers

- Recruit and support volunteers

Stock management

- Sort, categorize and store donated items
- Maintain stock distribution records

Distribution

- Receive requests from case/community workers to provide items to support individual disadvantaged families
- Assemble the requested items for collection by the case/community workers, or deliver the items to the case/community workers
- Distribute emergency nappies through Family Support Agencies
- Conduct 'free markets' for disadvantaged families within a case worker supervised environment
- Distribute clothing at Foodbank shops and similar
- Distribute adult clothing that we receive to Agencies supporting adult clients

Food Program "Cooking for the Hungry"

- We partner with the Toukley Neighbourhood Centre to prepare frozen meals which are distributed to people in need in the community
- Food hamper distribution to case worker supported families with young children.

Future activities

- We continually seek to develop new ways to reach disadvantaged families within a case/community worker managed environment

Our Guiding Principles

- We will work with and support existing social services, community workers, maternal health workers and family support case workers and;
- We will not duplicate the work of these existing social services but endeavour to add value to these services;

- We will ensure that the criteria for recipient eligibility is determined by social service agencies and not by We Care Connect;
- We will ensure that all goods rehomed are of a good quality, in working condition, and adhere to the appropriate Australian safety standards
- We give everything as a gift with no expectation of return;
- We will minimise waste and save resources by rehoming, recycling, reusing and repurposing as much as possible;
- We will work with partners and supporters who share our values and goals.

Relationship Principles

We place importance on creating strong, respectful internal and external relationships focussed on enhancing our growth and service delivery. We support each other, work together and recognise that we all play a vital role.

We depend on one another to carry out the work we do and to fulfil our purpose, and we also fill in for each other when someone is away or unavailable.

We actively build relationships based on trust, honesty, respect, integrity, compassion, understanding, recognition, participation, fairness and equity and acknowledge that building relationships takes time and requires hard work, resources, effective communication, reflection and active engagement.

Volunteer Roles

There are so many ways you can volunteer with us! At our operational centre, in your own home, during special “one off” sessions – we welcome any contribution you can make! We are always looking at new and better ways to do things and welcome your ideas in relation to new opportunities and ways to utilize your skills too!

3. VOLUNTEER RIGHTS, RESPONSIBILITIES AND PRINCIPLES

As a volunteer, you have the right:

- To volunteer in a healthy and safe environment;
- To volunteer in accordance with equal opportunity and anti-discrimination legislation;
- To be adequately covered by insurance;
- To be given accurate and truthful information about the organisation for which you are volunteering;
- To be reimbursed for out of pocket expenses where previously agreed by the program coordinator
- To be given access to our Volunteer Policy & Procedure Manual and any other policy that affects your volunteering;
- To not fill a position previously held by a paid worker;
- To have flexible volunteering hours;
- To have access to a grievance procedure;

- To be provided with an induction;
- To have your confidential and personal information dealt with in accordance with the principles of the Privacy and Personal Information Protection Act 1998 No 133 (NSW); and
- To be provided with sufficient training to do your volunteering.

Principles of Volunteering:

- Volunteering benefits the community and the volunteer;
- Volunteer work is unpaid;
- Volunteering is always a matter of choice;
- Volunteering is a legitimate way in which we can participate in the activities of our communities;
- Volunteering is a vehicle for individuals or groups to address human, environmental and social needs;
- Volunteering is an activity performed in the not for profit sector ;
- Volunteering is not a substitute for paid work;
- Volunteers do not replace paid workers nor constitute a threat to the job security of paid workers;
- Volunteering respects the rights, dignity and culture of others; and
- Volunteering promotes human rights and equality.

Model Code of Practice for Organisations Involving Volunteers

In order to enhance the volunteers' experience and comply with legislation and duty of care we will:

- Engage volunteer staff in accordance with anti-discrimination and equal opportunity legislation;
- Provide volunteer staff with appropriate orientation and training;
- Provide volunteer staff with a healthy and safe workplace;
- Provide appropriate and adequate insurance coverage for volunteer staff;
- Not place volunteer staff 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 have clear job descriptions;
- Provide appropriate levels of support and management for volunteers;
- Provide volunteers with access to policies pertaining to volunteers;
- Ensure volunteers are not required to take up additional volunteering during industrial dispute or paid staff shortage;
- Provide all volunteers with information on Grievance and Disciplinary policies and procedures;
- Acknowledge the rights of volunteer staff;
- Ensure that the work of volunteer staff complements but does not undermine the work of paid staff;
- Offer volunteer staff the opportunity for professional development if possible;
- Reimburse volunteer staff for out of pocket expenses incurred on behalf of the organisation where previously agreed by the program coordinator ;
- Treat volunteer staff as valuable team members, and advise them of the opportunities to participate in decisions; and
- Acknowledge the contributions of volunteer staff whenever possible.

Volunteer Responsibilities

We ask our volunteers to:

- Be reliable and commit, where possible, to regular day/s and time/s of volunteering so tasks can be planned accordingly;
- Keep us informed of changes of contact phone number;
- Be responsible to and consult with whomever is managing the activity at hand;
- To ask for support when needed;
- Comply with applicable legislation and policies;
- Appreciate and respect the confidential nature of information that may be acquired during course of duties;
- Be respectful of all donations received, acknowledging that donations are the property of We Care Connect;
- Discuss any grievances or problems with a coordinator, supervisor, the Executive Officer or where necessary a member of the Board.
- Not to spend money or order goods on behalf of the organisation without prior approval;
- Notify the Executive Officer if they are no longer able to volunteer;
- Show enthusiasm, loyalty and belief in the work of the organisation;
- Agree to volunteer in a safe and healthy way and not jeopardise the health and safety of others;
- Inform us of any pre-existing medical conditions or special needs that we should be aware of that might affect the volunteer's ability to undertake certain tasks and;
- Report any injury immediately.

Source acknowledgment: VOLUNTEERING AUSTRALIA, St Kilda Mums

4. RECRUITMENT OF VOLUNTEERS

Recruitment

We believe volunteers should be appointed on suitability, considering factors such as the applicant's qualifications and experience appropriate to the volunteer position; their skills, knowledge and abilities; and their overall suitability for the position and the organisation.

We will not permit discrimination against volunteers on grounds which include but are not limited to race, religion, age, gender, sexual orientation, disability, socio-economic background or ethnicity. This applies to all areas of volunteering including recruiting, hiring, promotion, assigning of work, provided the individual is qualified and meets the requirements established for the position.

Positions

We may approach potential volunteers with a designated volunteer position in mind.

We reserve the right to not appoint a volunteer applicant if we do not deem them suitable to the task.

Police Check and Working with Children Check

In some circumstances, a Police Check or Working with Children Check may be required to enable volunteers to carry out their duties with us. We will advise volunteers when this is required and of the procedures required to apply for these checks.

Volunteers should advise the Executive Officer immediately if any Authority commences proceedings that may result in either the Police Check or Working with Children Check being negated.

We retain the right to require volunteers to renew the required checks at least every two years.

Equal Opportunity

We recognise that people are our most important resource and we are committed to equal opportunity for all volunteers.

Equal opportunity means the absence of discrimination or less favourable treatment based on an attribute, such as a person's sex, age, race, disability, etc – in other words, a 'fair go' for all.

The grounds relevant to equal opportunity include, but are not limited to:

- gender
- marital status
- pregnancy or potential pregnancy
- race, colour, nationality, ethnic or national origin
- impairment/disability (past, present or future)
- parental status
- lawful religious belief or activity
- age
- industrial activity
- lawful sexual activity
- physical features
- carer status
- breastfeeding
- gender identity
- sexual orientation
- personal association with person identified by reference to one of the listed attributes

Sexual or racial harassment are also unlawful. This legislation applies equally to all volunteers and they, as well as our organisation, are responsible for ensuring that their actions are not discriminatory to others.

The Equal Employment Opportunity Act (1987) prohibits anyone who may complain about their treatment from being singled out or criticised because they have made a complaint.

Any breach of this Act may result in counselling or other actions that may include ending the volunteering engagement.

5. INDUCTION AND TRAINING

Induction

An induction is provided to all first-time volunteers and is aimed at introducing them to the organisation and to the policies and procedures governing work practices.

During this session the volunteer is taken on a guided tour of the premises with emphasis placed on emergency procedures, WH&S, building amenities and "sign in" and "sign out" requirements.

We expect that all new volunteers will have read this Volunteer Policy & Procedure Manual before their induction, but if this is not possible you will be given a copy of this policy to read as part of the induction.

Volunteers will be introduced to other volunteers, team leaders and staff members. A brief overview of the volunteer activities available will be given so volunteers can decide which area/s interest them.

Attention will be placed on the following:

- Volunteer related responsibilities
- Office administration – confirming contact details
- Work Health and Safety
- Emergency Procedures

Ongoing Support & Supervision

We will provide ongoing support and supervision for all volunteers.

6. HOURS AND BREAKS

Hours of Duty

We offer a flexible working environment for volunteers and endeavour to accommodate volunteer requirements.

Volunteers are also welcome to undertake certain volunteering activities from home.

Breaks

We recognise the importance of volunteers taking a break and encourage volunteers to take regular breaks.

7. SECURITY

Keys

Designated volunteers will have access to individual sets of keys in order to fulfil their volunteering responsibilities. A record of all keys will be kept, and any keys given to volunteers must be returned once they are no longer required.

Working Alone

For security reasons, we request that volunteers do not work on their own unless they have the agreement of the Executive Officer. At all times it is preferable to have two or more volunteers present.

After hours, to ensure your safety, lock the doors and park your vehicle in a well-lit, easily accessible place. Under no circumstance should a person unknown to the volunteer be admitted into the operational centre.

8. INSURANCE

We recognise that all volunteers have the right to be protected from financial costs in the event of personal injury and liability.

All volunteers will be appropriately covered by the insurance policies of the organisation for the following types of liability:

Public liability

The organisation has Public Liability insurance to \$20,000,000 per incident.

Volunteer Personal Accident

We Care Connect has personal accident insurance providing accidental injury or death benefits for volunteers carrying out activities on behalf of and at the direction of WCC.

The insurance policy is a confidential business document. Please ask the Executive Officer if you would like to check the adequacy of the cover available for you.

Volunteers are advised to check with their own insurance company that their comprehensive cover for loss/damage to their own vehicle includes cover while driving to and from the place of volunteer work.

Injury to the volunteer or other persons caused through a road accident to and from the place of volunteering will be covered by the vehicle's registration and compulsory third-party insurance.

There are conditions that apply to Third Party Insurance. You will find the conditions and warranties written on the back of your vehicle registration papers.

9. VOLUNTEERS AND TAX

For information about volunteering and tax please contact the Australian Taxation Office:

For volunteers: 13 28 61

For organisations: 1300 130 248

10. TERMINATION

Termination by Volunteer

Should a volunteer wish to cease volunteering from their role they are requested to give us as much notice as possible. Any property belonging to the organisation must be returned.

When a volunteer ceases volunteering, we welcome any feedback he/she has about their experience volunteering or areas for improvement.

Termination by our organisation

The volunteering agreement may be terminated by We Care Connect by providing volunteers notice in writing. Reasons to end the agreement may include, but are not limited to:

- Theft of property or funds;
- Wilful damage to property;
- Intoxication through alcohol or other prohibited substance while undertaking volunteer duties;
- Verbal or physical harassment of any volunteer or any other person particularly in respect of race, sex or religion;
- Disclosure of confidential information the organization, case workers or recipients of goods to any other party without prior permission
- Falsification of any of the organisation's records for personal gain or on behalf of any other employee/volunteer; and

- Being convicted of a criminal offence;

Immediate dismissal will only take place in the most serious of circumstances.

Where we have concerns in relation to the behaviour being displayed by any volunteers which is inconsistent with the “Relationship Principles” identified in this manual, the Executive Officer and/or a Board member will meet with the volunteer to discuss their concerns. The volunteer will be provided with an opportunity to demonstrate an improvement in their behaviours. Where no such improvement is observed, we may terminate the volunteer arrangement in writing.

Please see our Code of Conduct for more information.

11. GRIEVANCE POLICY

A grievance is a real or perceived cause for complaint. You may have a grievance about how you have been treated by another volunteer or staff member.

We recognise that open communication and feedback are essential elements of a satisfying and productive work environment.

Every effort will be made to solve problems cooperatively and informally before presenting them in writing as a formal grievance. Volunteers are assured they will not be disadvantaged by the use of such procedures whether decisions are found for or against their grievance.

All formal avenues for handling of grievances will be fully documented and the volunteer’s wishes will be taken into account in the determination of appropriate steps and actions.

All complaints and questions will receive thoughtful consideration in a timely manner and will be discussed with the individual who raises them. Discussions held are confidential.

Volunteers at any time have the right to withdraw their grievance. It is requested this is dated and put in writing and given to a staff or Board member.

Grievance Procedure

Step 1

The aggrieved volunteer is encouraged to explore the problem/situation directly with the person(s) involved; clearly outlining what he/she feels should be done to alleviate the situation.

Step 2

If this is not an option for you discuss the matter directly with a team leader or the Executive Officer.

Step 3

The parties involved will be asked to comply with the best solution that has been identified by all involved. All information will be treated in the strictest confidence.

Harassment and Bullying

We will not tolerate any form of harassment or bullying. Any volunteer who is found to have acted in such a manner may be required to undertake counselling or may have their voluntary role terminated.

12. OFFICE ADMINISTRATION AND FINANCES

Internet Access and Email

The primary purpose for access to the email platforms is to assist our volunteers carry out their duties. Volunteers may use email access provided by us for this reason. Please refer to our Acceptable use of Computers, Internet and Email Policy.

Fuel Expenses

Where previously agreed by the Executive Officer the organization will reimburse volunteers for work-related fuel expenses. This will generally only be applicable if we have grant funding or similar to cover transport costs. On presentation of the receipt, we will reimburse the amount from petty cash or Electronic Funds Transfer (EFT).

Payment of Accounts

Payment of accounts will be made by the Executive Officer or Board only.

Purchasing

Prior to the purchase of goods and services volunteers should seek the approval of an authorised staff member.

Receipts are to be presented to the Executive Officer to enable expended funds to be recouped.

13. COMMUNICATION

Meetings

Volunteer meetings will be held as often as possible. We are committed to welcoming questions, ideas and feedback from all volunteers and encourage everyone to raise issues as needed at volunteer meetings.

Feedback

We value your contribution to the organisation, and we would like to ensure you are satisfied with your role. We are committed to continuous improvement and seek and welcome your feedback.

Community Facebook Page

Volunteers are encouraged to like our Facebook page and share posts with friends.

We regularly update our Facebook page with photos of people in action. If you are taking photographs of anyone for promotion on social media, be they another volunteer, a donor or a social worker, please ensure you have their knowledge and permission to share it.

Our Communications and Social Media Policy provides basic guidelines relating to appropriate posts on social media sites, an overview of privacy and legal issues, and some general rules about using social media.

14. WORK HEALTH AND SAFETY

Safety in the Workplace

Workplace health and safety is essential in ensuring the work place environment is both safe and encourages sound health and safety practices.

We are committed to ensuring a healthy and safe work place for staff, volunteers, visitors and contractors. All staff members and volunteers are encouraged to regard accident prevention as a collective and individual responsibility. All volunteers will be asked to "Sign In" every time they enter the warehouse, including all children under their supervision. This is essentially to provide a list of people present in case of an evacuation.

Should a safety hazard or incident be identified it is imperative that the problem be reported immediately to the Executive Officer and immediate action taken to mitigate the hazard from presenting again, but only if it is safe to do so. There is an Incident Report Form and we encourage the identification of potential hazards using this form.

If a volunteer is injured in the workplace, we will follow up within 48 hours to ensure the volunteer's wellbeing.

Care should be taken to ensure that where a professional service is required no action is taken that may endanger the health or safety of a person. All persons present at the time are required to obey all reasonable instructions aimed at protecting their health and safety. Considerations may be to barricade an area off to pedestrians to ensure the work space for a contractor (i.e. an electrician, delivery driver) is free of any foot traffic.

If an illness requires medical attention suitable arrangements will be made to provide transport to either a doctor or hospital.

Any volunteer who has a medical issue which may require urgent medical treatment should make this known to a staff member at the time of induction. The Executive Officer and team leaders should be aware of the condition and any possible action required. This would include but not be limited to the following medical conditions; Epilepsy, Anaphylaxis, Pacemaker etc.

For more information, please refer to our Work Health & Safety Policy.

Emergency Procedures

In the event of a fire please be sure to leave via the nearest exit, leave what you are doing and do not go back for personal belongings. Please assist children and others as needed. Wait in the designated waiting area until further notice.

It is imperative that all volunteers are familiar with this process and any concerns should be raised immediately with the WHS Officer and/or the Executive Officer.

No one is exempt from taking part in organised emergency activities.

Dress Code

Volunteers are required to demonstrate a standard of dress that corresponds with the volunteer activity undertaken.

Management reserves the right to raise the issue of dress with individual volunteers when considered necessary, ie. for safety reasons.

Drugs and Alcohol in the Workplace

We are committed to providing volunteers with a smoke, drug and alcohol-free work place during designated work hours and similar commitment and cooperation is required from staff members. Alcohol is permitted to be served at specified social occasions.

The unlawful distribution, dispensation, possession or use of a controlled substance in our premises is prohibited.

A volunteer who is convicted of a drug or alcohol violation arising out of conduct occurring on our premises must notify the Executive Officer of such conviction.

Any volunteer who violates the above policy will be subject to discipline, including termination. All volunteers must agree to abide by this policy.

Children in the Workplace

We provide a caring work environment for all volunteers and we are supportive of family values. We want to ensure children on site remain safe at all times. Please ensure all children in your care are signed in at the beginning of your shift and signed out at the end.

You are responsible for the supervision of your children at the operational centre and other We Care Connect volunteer sites at all times. Your child must always be within your line of sight.

At no time should children wander about the operational centre unsupervised.

Please accompany your own children to the toilet and take a break to supervise them if they are eating and drinking.

Please clean up appropriately after your child and before you leave the operational centre.

Food

Please do not offer food to a child in the care of another volunteer without their permission.

15. MARKETING

All promotional material should be approved by the Executive Officer to ensure that the design and content are consistent with our brand guide.

16. MEDIA

All media releases will be issued by the EO or a person directly appointed by the EO:

Should a volunteer be approached with a media opportunity, please direct the enquiry to the EO.

Please also see our Media Policy.

17. SOLICITATION OF DONATIONS

We have been approached at times by volunteers about the option of posting a note to sellers on second-hand sites such as Gumtree, Coastie Bag a Bargain or eBay to suggest that if an item is not sold on the site, they (our volunteers) would be willing to collect the items on our behalf. Whilst the sentiment behind this gesture is very much appreciated, it does then create the possibility of others posting the same message but not collecting for our organisation and may in fact compromise our reputation and the good will we have in the community. As such, we would ask our volunteers refrain from suggesting collection of unsold goods on our behalf.

There have been instances where the site moderator has approached us for this purpose and we have agreed to a line on the site along the lines of “If sellers wish to donate any unsold nursery items to We Care to rehome them to families in need, please do so by emailing info@wecareuniting.org.au”. This is the most legitimate way of promoting ourselves on third party sites.

If you wish to organize a donation drive at your school or kinder, or fundraise on behalf of We Care Connect, please check with the EO first.

18. PRIVACY AND CONFIDENTIALITY

Privacy in the workplace

We strive to act with the highest integrity and offer the best possible service to volunteers and other organisations that access our services. To provide the highest standard of service to all its stakeholders, any personal information entrusted to us is treated with appropriate degree of privacy.

For full details, please see our Privacy Policy.

Confidentiality in the workplace

Except when expressly authorised by the EO, a volunteer will not directly or indirectly reveal or cause to be revealed to any third party any confidential dealings, finances, transactions or affairs of our organisation or any of our partners which may come to their knowledge during their period of volunteering.

Volunteers will not, unless expressly authorised by the EO, use for their own benefit or gain or that of any other person, firm or company, any confidential information belonging to the organization.

All records, documents and other papers or electronic images, together with any copies or extracts thereof, made or acquired by volunteers in the course of their volunteering must be returned to WCC no later than upon the termination of their role.

Volunteers will not disclose confidential information to anyone not authorised to receive such information.

A volunteer’s obligation in these matters continues to apply after the termination of their role without limits in time.

In certain roles volunteers will be required to sign a confidentiality agreement.

Please refer to our Privacy Policy for further information.

19. CONTINUOUS IMPROVEMENT

In accordance with the Volunteering Australia National Standards for involving Volunteers in Not for Profit Organisations, we are committed to continually improving our procedures, processes and materials.

This Volunteer Policy & Procedure Manual will be reviewed and updated regularly, with feedback from our volunteers, to better reflect your needs and offer an improved service.

20. SUSTAINABILITY

We aim to integrate sustainability into all our operations, and to establish and promote sound environmental practices. We will work together to understand and improve sustainability in our day-to-day operations and our community. We will work to reduce our environmental impact in order to produce a clean, safe and healthy environment and preserve resources for future generations.

Please see our Sustainability Policy for more information.

21. POLICIES

All policies mentioned in this document are available to volunteers on this website <http://www.wecareuniting.org.au/policies> Policies referred to in this document:

- Communications and Social Media Policy
- Code of Conduct
- WH&S Policy
- Media Policy
- Sustainability Policy
- Financial Policy
- Privacy Policy

22. ACKNOWLEDGEMENTS

This document is directly based with permission on the St Kilda Mums 'Volunteer Policy & Procedure Manual 5.0', drafted by Amanda Evans Greenwood, approval date 8 January 2018. We acknowledge and thank St Kilda Mums for their invaluable assistance.