

VOLUNTEERS

POLICY:

Riverlink Interchange Incorporated (Riverlink) recognises the valuable contribution to service made by volunteers and actively encourages their participation.

Riverlink believes that use of volunteers:

- 1) enables volunteers to contribute to their community
- 2) provides the opportunity for work experience and the development of new skills in volunteers
- 3) enhances the range of services available through Riverlink
- 4) allows for a wider community participation in the service.

Riverlink volunteers must have Australian citizenship or permanent resident status.

PROCEDURES:

Volunteer Recruitment

The role open to volunteers is as activities assistants in respite programs.

The steps in the volunteer recruitment process are as follows:

- 1) Volunteer positions advertised, e.g. on the Riverlink web-site (www.riverlink.org.au), www.govolunteer.com.au and www.seekvolunteer.com
- 2) Application packages are sent to people who express an interest in volunteering. The package includes an application form and a Criminal Records Check form as well as information about the Working with Children Check.
- 3) A face-to-face interview is organised with the Service Coordinator
- 4) The Service Coordinator discusses the volunteer's application at the next team meeting

- 5) An orientation program is developed for the new volunteer

Reimbursement of expenses

Appropriate expenses authorised by the Service Coordinator will be reimbursed. Valid receipts are required for all reimbursement claims, other than authorised kilometres for travel.

Recognition of Volunteer Contributions

From time to time Riverlink will organise appropriate recognition of the contribution of volunteers.

Insurance Cover

Riverlink maintains appropriate Personal Accident and Public Liability insurance to insure all volunteers for any injury they may sustain in the performance of their duties.

Related Forms:

Volunteer Application Form
Working with Children Check
Supporters Handbook
Confidentiality Agreement

Related Policies:

1.11 Quality and Workplace Health and Safety
2.14 Privacy Dignity & Confidentiality
2.20 Consumer Complaints
3.05 Staff Code of Ethics and Conduct
3.16 Staff Grievance Procedure

Relevant Standards:

NSW Disability Service Standards:

Standard 6; Service Management

National Standards for Disability Services 2013:

Standard 6; Service Management

Children's Standards in Action:

Standard 4; Privacy, Dignity and Confidentiality

Standard 7; Complaints and Disputes

Standard 8; Service Management

Legislation:

Disability Services Act (NSW) 1993



Ray Palmer

Executive Officer

Date :

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