VOLUNTEERS

POLICY NUMBER: NDIS STAFF 2

INTENT

The intent of this policy is to ensure that all volunteers of Real Living Options Association Inc. enter the Service through a transparent process and are provided with appropriate induction and training

DEFINITION

Volunteer: A person working in an unpaid capacity who gives their time willingly.

POLICY STATEMENTS

- Real Living Options Association Inc. acknowledges that Volunteers are a valuable asset and will make every effort to nurture and support them in the performance of their work.
- "All volunteers are required to hold a current NDIS Worker Screening clearance before commencing any duties."
- The Service will require all potential Volunteers to undertake an interview with the General Manager or an appointed member of the Management Committee whichever is most appropriate for the volunteer role.
- A Volunteer may work in any aspect of the Service deemed appropriate by the Management Committee including positions on the Management Committee and will be covered by the Insurance Policy for Volunteers.
- All Volunteers shall be treated with respect for their contribution.
- All Volunteers will be:
    - Accountable to the General Manager or the Management Committee depending on the role they undertake.
    - Provided with a Role and Responsibilities document for the position and induction into the duties they will be undertaking.
    - Required to maintain the confidentiality of all information regarding the Participants, Staff and the Service as described in the Policy on Privacy.
    - Required to carry out work in accordance with Workplace Health and Safety requirements.
    - Entitled to receive payment for out-of-pocket expenses only if authorised by the Management Committee.
    - Offered external training as appropriate to the position if the training is deemed necessary and is authorised by the Management Committee or General Manager.
- Volunteers who express an interest in becoming a member of the Management Committee will be recruited in accordance with the policy NDIS GOV 1 Election of a Governing Body.

PROCEDURES

- The General Manager may, at the direction of the Management Committee, seek persons to work in a volunteer capacity in the Service.
- Recruitment of Volunteers shall also take into account the Services commitment to cultural diversity and equity in the workplace.
- All applications will be assessed for suitability of the applicant for the position.

DELEGATIONS

Management Committee

- Receive applications for the Management Committee.
- Consider all applications for Management Committee and appoint as appropriate.
- Ensure that induction, training and mentoring is provided to Management Committee Volunteers.
- Approve relevant out of pocket expenses for any Volunteer.
- Ensure appropriate Volunteer Insurance is held.
- Liaise with the General Manager.

General Manager

- Ensure that an Application Form is completed.
- Provide a Role and Responsibilities for each position and interview each applicant.
- Ensure that NDIS Worker Screening requirements are met.
- Ensure that relevant induction and training as appropriate are provided.
- Ensure as far as practicable that Privacy, Dignity and Confidentiality and Workplace Health and Safety policies are included in training.
- Ensure as far as practicable that relevant Service documents are completed and maintained e.g. Code of Conduct.
- Ensure as far as practicable that appropriate supervision is provided to Volunteers.
- Refer any requests for external training to the Management Committee.
- Ensure out of pocket expenses are paid as approved by the Management Committee.

RELATED DOCUMENTATION

NDIS GOV 1 Election of Governing Body
Expression of Interest in Becoming a Member of the Management Form
Role and Responsibilities of a Volunteer
Role and Responsibilities of a Management Committee member

REFERENCES

National Disability Insurance Scheme Act 2013
NDIS Practice Standards and Quality Indicators

AMENDMENTS/REVIEWS

25/08/2011, 07/06/2012, 26/04/2018, 28/07/2022, 06/11/2025