



DOOR OF HOPE AUSTRALIA INC

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DOHA VOLUNTEER POLICY

DEFINITION OF VOLUNTEERS

Volunteers are people who, of their own free will, and without financial payment, provide a service which benefits the community.

Volunteers may be reimbursed for expenses. Reimbursement is not considered to be payment for services.

Door of Hope Australia Inc. (DOHA) has a zero tolerance approach to illegal, exploitive or abusive behaviour which risks the safety and well being of children. Any such behaviour will be dealt with by DOHA and will possibly lead to conclusion of volunteer arrangement.

PRINCIPLES OF VOLUNTEERING

- Volunteering is always a matter of choice, and should not be connected to the receipt of pensions or benefits.
- Volunteering is performed for the benefit of the community and the volunteer.
- Volunteering is not a substitute for paid work and should not be used as a pre-condition of paid employment.
- Volunteering is an activity performed in the not-for-profit sector only.
- Volunteering is a legitimate way to participate in the activities of their community.
- Volunteering is a vehicle for individuals or groups to address human and social needs.
- Volunteering should not interfere with the reasonable expectations and rights of others.

- Volunteering should not deprive others of a livelihood or constitute a threat to the security and job satisfaction of paid staff.

CODE OF PRACTICE FOR VOLUNTEER INVOLVEMENT

To promote excellence in service and maximise the quality of the volunteer's experience DOHA will:

- Recognise volunteers as valuable team members, and include them in relevant agency decisions.
- Ensure that the work of volunteer staff supplements and enhances, but in no way competes with the work of full-time staff and/or Board of Director (BD) members.
- Offer volunteers work opportunities appropriate to their skills, experience and aspirations.
- Provide volunteers with clear position descriptions and orientations to their work and the agency.
- Inform volunteers, prior to starting their work, of policies regarding reimbursement or other compensation to cover approved out of pocket expenses.
- Provide mechanisms to acknowledge the value of contributions made by volunteers.
- Inform volunteers with a statement of their rights and responsibilities.
- Provide volunteers with a copy of this policy.

VOLUNTEER RIGHTS AND RESPONSIBILITIES

Volunteers have the right to:

- Job satisfaction, assigned a worthwhile and challenging job.
- Have the support and respect of co-workers and not feel exploited.
- Know to whom they are accountable via clearly defined channels of communication.
- Receive a clear role description and other relevant information to their role to help them perform their duties confidently and competently.
- Receive training, initial and ongoing, as well as on the job training and supervision.
- Be well briefed on the work of DOHA and informed of new developments.

- Be involved in decision making as it affects the job.
- Be offered reimbursements for approved and appropriate out of pocket expenses.
- Request a new assignment when they are ready to move on.
- Know the reason why, if their skills do not match the task.
- Know there their work is effective and how it can be improved.

VOLUNTEERS HAVE THE RESPONSIBILITY TO:

- Support DOHA's mission and goals.
- Be dependable and to notify the appropriate person if they are unable to report to work.
- Ensure that all personal information learned while on or off the job is kept strictly confidential.
- Provide feedback, suggestions and recommendations to the appropriate people.
- Ask for support related to their job when it is needed.
- Attend orientations and undertake training as required.
- Not pressure others into accepting personally held values and standards.
- Respect the rights of DOHA's stakeholders and competencies of staff working with them.

Reviewing the DOHA Volunteer Policy

DOHA Volunteer Policy will be reviewed every two years.