



DOHA VOLUNTEER POLICY

1. Introduction and Definition

Volunteers are individuals who, of their own free will and without financial payment, provide a service that benefits the community and supports the mission of Door of Hope Australia Inc. (DOHA).

- **Choice:** Volunteering is always a matter of choice and is not a substitute for paid work.
- **Reimbursement:** Volunteers may be reimbursed for pre-approved, out-of-pocket expenses. This is not considered payment for services.
- **Zero Tolerance:** DOHA has a zero-tolerance approach to illegal, exploitative, or abusive behaviour. All volunteers must uphold the safety and wellbeing of children and vulnerable adults.

2. Principles of Volunteering

DOHA adheres to the following core principles:

- Volunteering is performed for the benefit of the community and the volunteer.
- Volunteering is a legitimate way to participate in community activities and address social needs.
- Volunteering should not deprive others of a livelihood or constitute a threat to the job security of paid staff.
- Volunteering must not interfere with the reasonable expectations and rights of others.

3. Recruitment and Safeguarding

To ensure the safety of our stakeholders and the integrity of our programs, all volunteers must undergo a formal on-boarding process:

- **Vetting:** Depending on the role, volunteers must provide a valid **National Police Check** and/or a **Working with Children Check (WWCC)**.

- **Agreement:** All volunteers must read and sign the DOHA Code of Conduct and the PSEAH Policy.
- **Orientation:** Volunteers will receive an induction covering DOHA's mission, values, safety procedures, and their specific role description.

4. Code of Practice for Volunteer Involvement

To promote excellence and a positive experience, DOHA commits to:

- **Integration:** Recognising volunteers as valuable team members and including them in relevant decisions.
- **Appropriate Placement:** Offering work opportunities that match the volunteer's skills, experience, and aspirations.
- **Clarity:** Providing clear position descriptions and defined lines of accountability.
- **Acknowledgment:** Providing mechanisms to recognise and celebrate the contributions made by volunteers.

5. Volunteer Rights and Responsibilities

Volunteers have the right to:

- A safe and healthy work environment in accordance with WHS legislation.
- A worthwhile and challenging role with clear instructions and support.
- Initial and ongoing training to perform their duties confidently.
- Be informed of DOHA's developments and involved in decisions affecting their role.
- Be treated with respect and not feel exploited or pressured.

Volunteers have the responsibility to:

- Support DOHA's Christian mission, goals, and values.
- Be dependable and notify the appropriate supervisor if they are unable to attend.
- **Confidentiality:** Keep all personal information learned during their service strictly confidential.
- **Professionalism:** Respect the rights of stakeholders and avoid pressuring others to accept personally held values.
- Attend required orientations and training sessions.

6. Workplace Health and Safety (WHS)

Under Australian law, volunteers are considered "workers." DOHA is committed to ensuring that volunteers are not exposed to risks to their health and safety. Volunteers must:

- Follow all safety instructions provided by DOHA.
- Report any accidents, near-misses, or hazards to their supervisor immediately.
- Not act in a way that puts themselves or others at risk.

7. Grievances and Feedback

Volunteers are encouraged to provide feedback or suggestions to improve DOHA's operations. If a volunteer has a grievance, they should follow the process outlined in the **DOHA Human Resource Management Policy**, starting with their immediate supervisor or the Project Manager.

8. Policy Review

The DOHA Volunteer Policy will be reviewed every two years to ensure it remains consistent with the National Standards for Volunteer Involvement and ACFID requirements.

Last Reviewed: 15th September 2026

Next Review: [Date + 2 Years]