VOLUNTEER MANAGEMENT POLICY

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Table of Contents

1 Document Information 2
2 Purpose and Objective 2
3 Scope 2
4 References 2
5 Responsibilities 3
5.1 Business Unit Directors 3
5.2 Managers 3
5.3 Employees 3
5.4 Volunteer Coordinator 3
5.5 Volunteer Supervisor 4
5.6 Volunteer 4
6 Policy 4
6.1 Insurance 4
6.2 Engagement of Volunteers 5
6.2.1 Opportunities for Volunteering 5
6.2.2 Identification of Volunteer Opportunities 5
6.3 Recruitment of Volunteers 6
6.3.1 Volunteer Selection 6
6.3.2 Volunteer Screening 6
6.3.3 Right to Offer a Volunteer Role 6
6.4 Induction, Training and Supervision 6
6.4.1 Feedback 7
6.4.2 Attendance & Availability 7
6.5 Volunteer Reimbursement for Out-Of-Pocket Expenses 7
6.6 Termination of Service 7
6.7 Workplace Health and Safety 7
6.7.1 Hazard, Incident and Accident Reporting 8
6.8 Management Reporting Requirements 8

7 Training 8
7.1 New Staff Training 8
8 Version History 9
9 Definitions 9

1 Document Information

Business Unit	Corporate Services
Document Type	Internal Governing Policy
Document Owner	Transformation and Corporate Services Manager
Approval Authority	CEO
Effective Date	04/08/2026
Review Schedule	2 years

2 Purpose and Objective

The purpose of the Housing Plus Volunteer Management Policy is to support the achievement of our vision to improve people's lives through independence and choice. We aim to do this by identifying and creating meaningful volunteering opportunities for our community, tenants, and clients so they can thrive in our community and assist others to thrive in our community.

This policy aims to ensure that people volunteering at Housing Plus undertake volunteering in a manner that is safe, significant, appreciated, and fulfilling.

3 Scope

a. This policy applies to all Housing Plus and its' subsidiaries Employees, Management and Other Stakeholders including Volunteers.
b. This policy describes the organisation's objectives and policies regarding Volunteer Management.

4 References

1) Housing Plus Volunteering Strategy
2) Housing Plus Volunteer Management Procedure
3) Housing Plus Volunteer Handbook and Volunteer Portal
4) Alcohol Drugs and Smoking Policy
5) Bullying, Harassment and Discrimination Policy
6) Code of Conduct

7) Conflicts of Interests Policy
8) Diversity and Inclusion Policy
9) External Communications and social media
10) Gifts and Benefits Policy
11) Privacy Policy
12) Use of Motor Vehicle
13) Vulnerable Clients Policy
14) WH&S and Risk Management Policy
15) Whistle-blower Policy
16) Workplace Surveillance Policy

5 Responsibilities

5.1 Business Unit Directors

1) Understand and comply with relevant Housing Plus Group policies and procedures
2) Complete any mandatory training
3) Seek guidance from Policy Owner on policy adherence
4) Ensure adequate resources are provided to implement and support this policy
5) Manage the implementation of and adherence to this policy

5.2 Managers

1) Understand and comply with relevant Housing Plus Group policies and procedures
2) Complete any mandatory training
3) Seek guidance from Policy Owner on policy adherence
4) Ensure that all Employees are aware this policy and understand their obligations.
5) Ensure effective implementation of and adherence to this policy.

5.3 Employees

1) Understand and comply with relevant Housing Plus Group policies and procedures
2) Complete any mandatory training
3) Seek guidance from Policy Owner on policy adherence

5.4 Volunteer Coordinator

1) Develop relevant policies and procedures.
2) Ensure that all Volunteers are made aware of the relevant policies and procedures and understand their obligations.
3) Coordinate the recruitment, training, and supervision of Volunteers.
4) Assign a Volunteer Supervisor to each Volunteer or group of Volunteers and monitor the work of the supervisor.
5) Ensure the Volunteer Induction process is completed for each individual Volunteer.

5.5 Volunteer Supervisor

1) Ensure that Volunteer induction process is completed for each Volunteer
2) Ensure that all Volunteers are made aware of this policy and understand their obligations.
3) Ensure that each volunteer is trained and capable of fulfilling their functions.
4) Role model the expected behaviours of Housing Plus.
5) Ensure Volunteers are made to feel welcome and are treated as part of the team.
6) Regularly report Volunteer activities back to Volunteer Coordinator
7) Ensure volunteer activities are carried out in a safe manner.

5.6 Volunteer

1) Understand and comply with Housing Plus policies, procedures, and the Volunteer Handbook and Volunteer Portal.
2) Only engage in activities as directed by the Volunteer Supervisor or Coordinator or other authorised representative of Housing Plus.
3) Volunteers are not to provide advice to clients unless on direction from an authorised representative of Housing Plus.
4) Volunteers are to use resources in an efficient manner and as directed by the Volunteer Supervisor or Coordinator.
5) Understand and comply with all reasonable directions from the Volunteer Supervisor or Coordinator or other authorised representative of Housing Plus.
6) Role model the expected behaviour of Housing Plus volunteers.

6 Policy

The principles guiding this policy are that all volunteers:

- will be treated with respect and gratitude for their contribution.
- will have activities that are safe, significant, and fulfilling.
- will be trained to conduct their activities effectively.
- add value to the existing services offered by Housing Plus for the benefit of our clients.

6.1 Insurance

All volunteers will be covered by the Housing Plus Public Liability and Personal Accident insurance policies.

Volunteers can request to see a copy of the Housing Plus Insurance Policies that relate to Volunteers.

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 activities.

6.2 Engagement of Volunteers

All volunteers will be expected to read, understand, and agree to the policies and procedures as outlined on the Volunteer Portal.

A Volunteer Agreement will be part of the induction, and Volunteers will be asked to sign the Agreement prior to commencing their role.

The Volunteer Portal will include information, policies, and procedures on the following:

1) Housing Plus Volunteering Strategy
2) Housing Plus Volunteer Management Procedure
3) Housing Plus History and Services
4) Alcohol Drugs and Smoking Policy
5) Bullying, Harassment and Discrimination Policy
6) Code of Conduct
7) Conflicts of Interests Policy
8) Diversity and Inclusion Policy
9) External Communications and social media
10) Gifts and Benefits Policy
11) Privacy Policy
12) Use of Motor Vehicle
13) Vulnerable Clients Policy
14) WH&S and Risk Management Policy
15) Whistle-blower Policy
16) Workplace Surveillance Policy

6.2.1 Opportunities for Volunteering

Volunteer activities will complement but not replace the services provided by paid employees.

Volunteer involvement at Housing Plus can occur in a variety of programs and services. There are two main categories of volunteers at Housing Plus:

One off – Support of a particular event or activity

Ongoing – Volunteers who carry out activities with a particular program in a regular capacity. For example, Fundraising, Donations Coordination and Courtesy Bus Driving.

6.2.2 Identification of Volunteer Opportunities

There will be a staged approach to engaging Volunteers to deliver support services to Housing Plus. Opportunities will be identified by Management, and role descriptions will be developed by the Volunteer Coordinator with input from team leaders and other managers.

If approached by an individual with skills that could support an existing service that is outside the Volunteer Roles that are being advertised, the Volunteer Coordinator will seek approval from

Management before proceeding with the volunteer role description development and appointment of Volunteers for this role.

Where appropriate, Volunteer opportunities may be advertised externally through appropriate channels.

6.3 Recruitment of Volunteers

Recruitment of volunteers shall consider Housing Plus' commitment to cultural Diversity and Inclusion under its Diversity and Inclusion Policy.

All volunteer applications will be subject to selection and screening requirements.

For an applicant to be accepted as a Volunteer:

- Housing Plus must confirm that the volunteer applicant is suitable.
- There must be an appropriate role for the volunteer applicant.

6.3.1 Volunteer Selection

Selection of Volunteers involves the process of matching a volunteer applicant to a role. While Housing Plus seeks volunteers to meet its needs, volunteers similarly seek an organisation which meets their needs.

6.3.2 Volunteer Screening

All volunteer applications are considered on a merit basis. Housing Plus is an equal opportunity employer and is committed to equality and diversity in all practices including recruitment and selection of volunteers.

Assessment of suitability will include review of relevant experience and competencies that demonstrate the ability to achieve agreed outcomes, and capacity to attend at agreed times. Reference checks, WWCC (Working with Children Check) and Police Checks will be conducted as part of the assessment process. For some volunteer roles, a valid Driver's License may also be required.

6.3.3 Right to Offer a Volunteer Role

Housing Plus has the right to offer, withhold an offer or withdraw an offer of a volunteer role to any applicant at any time. The offer of a volunteer role at Housing Plus is not a commitment of a paid or future paid role at Housing Plus.

6.4 Induction, Training and Supervision

All volunteers will be expected to read, understand, and agree to the policies and procedures as outlined in the Volunteer Handbook and on the Volunteers Portal.

In addition, volunteers will be provided with appropriate information and training to perform their roles.

Successful completion of this training is a condition of ongoing volunteer engagement with Housing Plus.

Volunteer supervisors are responsible for identifying and communicating to the Volunteer Coordinator any ongoing training needs of the volunteers.

All volunteers shall receive appropriate supervision in the exercise of their volunteer functions.

When working with clients and customers volunteers will be accompanied by an employee of fellow volunteer.

Volunteers will have access to the Employee Assistance Program that is available to Housing Plus employees.

6.4.1 Feedback

Regular feedback will be communicated from the Volunteer Supervisor to the Volunteer Coordinator regarding volunteer roles and individual volunteers' suitability for the roles they are undertaking.

In addition, volunteers will have regular discussions with their Volunteer Supervisor to ensure that the role meets both the expectations of the Volunteer Supervisor and individual Volunteer.

Where applicable, a formal review will take place every six months between the Volunteer Coordinator and the Volunteer.

6.4.2 Attendance & Availability

Volunteers that are continually unable to meet their agreed obligations in terms of attendance will have their Volunteer Agreement reviewed and potentially terminated.

6.5 Volunteer Reimbursement for Out-Of-Pocket Expenses

All Volunteers shall be reimbursed for pre-approved expenditure approved by the Volunteer Coordinator, incurred in the exercise of their functions, as set out in Housing Plus' Volunteer Management Procedure Document.

6.6 Termination of Service

Housing Plus reserves the right to terminate a Volunteer Agreement without cause or notice.

6.7 Workplace Health and Safety

Housing Plus understands its obligations to Volunteers under both the Work Health and Safety Act 2011 and Regulation 2017. Housing Plus provides a safe working environment for Volunteers.

Housing Plus' work health and safety practices and procedures apply to Volunteers. Accordingly Housing Plus will communicate the relevant safety requirements and responsibilities to Volunteers.

All employees and other stakeholders, including volunteers, have a shared responsibility for ensuring the health and safety of all people in the workplace, including visitors.

Housing Plus is committed to:

- The achievement of a physically and psychologically safe and incident free Work Environment.
- The promotion of good health within the workplace.
- Ensuring risks are identified, eliminated, or controlled.
- Continuously improving our Workplace Health and Safety Management System thereby ensuring safety practices are maintained and enhanced.
- Ensuring that Employees and Other Stakeholders including Volunteers are appropriately trained in WHS in line with position accountability and responsibilities including individual obligations to personal safety.
- Ensuring WHS is an integral part of all project planning and work activities.
- Providing appropriate facilities, equipment, resources, and services to enable Volunteers to perform their role safely.
- Regular consultation and communication with Employees and Other Stakeholders including Volunteers in relation to WHS initiatives and programs; and
- Compliance with all relevant Acts, Regulations, Standards and Codes of Practice.

6.7.1 Hazard, Incident and Accident Reporting

Volunteers must report any incident or injuries to their Volunteer Supervisor immediately. The Volunteer Supervisor must then log the incident using the Incident Reporting form on PlusUs.

6.8 Management Reporting Requirements

The Volunteer Coordinator will report regularly to Executive and Board on volunteer activity, Including feedback from Volunteer Supervisors regarding effectiveness of the program.

7 Training

7.1 New Staff Training

New staff training will be expected to be familiar with the following documents to support to delivery of the organisations Volunteer Strategy:

1) Volunteer Strategy
2) Volunteer Management Policy
3) Volunteer Management Procedure

8 Version History

Version #	Policy Owner (NAME)	Approval Date	Approved By (NAME)	Amendments (if relevant)
1.0	Rochelle Monaghan	05/06/2021	David Fisher	Development of policy
1.2	Rochelle Monaghan	03/03/2024	Justin Cantelo	Copied to new branded template
1.3	Rochelle Monaghan	04/08/2026	Maria Woods	Review and update as per revision schedule

9 Definitions

*To be read in conjunction with the **Master Definitions** document.*

Term	Definition
Volunteer	Collectively refers to any individual(s) who is not an Employee but who carries out work (whether paid or unpaid) for the Company, including (but not limited to) work as a volunteer, contractor, secondee, consultant or subcontractor, labour hire company, an apprentice or trainee, and a student gaining work experience.
Registered Volunteer	Volunteer that has entered into a Volunteer Agreement with Housing Plus.
Volunteer Supervisor	A Housing Plus Employee, or experienced volunteer, who is appointed to supervise a Volunteer whilst engaged in voluntary work for Housing Plus.
Out of pocket expense	Approved cost incurred by a volunteer while undertaking agreed volunteer roles and activities.
Volunteer Portal	The Volunteer Portal is a page on the Housing Plus Intranet that will hold all the relevant information for Volunteers, including induction and training material, links to relevant policies and procedures.