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1. INTRODUCTION

Act for Peace is a not for profit organisation that is committed to acting for peace by assisting the most conflict and disaster-affected communities to be safe. This means empowering communities to prevent conflict, protect refugees and reduce poverty. Act for Peace also create opportunities for Australians to participate voluntarily in advocacy, fundraising, program administration, and organisational development. Volunteers bring a range of skills, experience and enthusiasm for the mission and activities that Act for Peace promotes.

Their contribution is greatly appreciated and this policy aims to facilitate a strong continued relationship between volunteers and Act for Peace for the continued success of Act for Peace.

2. STATEMENT OF PRINCIPLE

To be used in conjunction with the Act for Peace Policy Manual, this document lists the various Act for Peace policies that relate to volunteers in a way that is simple and easy to understand, flexible, fair and equitable and to enhance the efficiency and effectiveness of the volunteer/Act for Peace relationship.

3. DEFINITIONS

Formal volunteering is an activity which takes place through not for profit organisations or projects and is undertaken:¹

- to be of benefit to the community and the volunteer;
- of the volunteer's own free will and without coercion;
- for no financial payment; and
- in designated volunteer positions only.

Types of Act for Peace Volunteers:

Intern – A suitably qualified person undergoing supervised practical training at the National Office.

Technical Volunteer – A highly skilled person who contributes to organisational effectiveness.

Office Volunteer – A volunteer who assists with administrative duties in an Act for Peace office.

Act for Peace Representative – A volunteer who represents their church or community group to assist with distributing resources locally or further promoting the work of Act for Peace.

4. SCOPE

When an individual becomes an Intern, Technical Volunteer or Office Volunteer with Act for Peace they are taken through an induction process by their Finance Director and the Supervisor including signing the Privacy Policy and Code of Conduct. The Supervisor will provide ongoing support as well as provide or organise further training. Please refer to the Act for Peace Staffing Policies for further information.

5. POLICIES

¹ Volunteering Australia
<http://www.volunteeringaustralia.org/files/AOAL2F8K3S/VA%20Definitions%20and%20Principles%20June%202005.pdf>

Volunteer Protocol and Procedure

When an individual becomes an Intern, Technical Volunteer or Office Volunteer with Act for Peace they are taken through an induction process by their supervisor including signing the Privacy Policy and Code of Conduct, reviewing the Volunteer Policy as well as being given workplace Health and Safety information. The Supervisor will provide ongoing support as well as provide or organise further training. Please refer to the Act for Peace Staffing Policies for further information.

When an individual becomes an Act for Peace Representative, they are given a Representative Tool Kit and are requested to sign the Act for Peace Code of Conduct and return it to the National Office. The regional Development Officer is available for ongoing support and training as well as to provide further resources.

When promoting the work of Act for Peace, all fundraising solicitations must be truthful and in line with Act for Peace's current work. Fundraising materials and solicitations will, in particular, avoid material omissions, exaggerations of fact, misleading visual portrayals and overstating either the need or what a donor's response may achieve. Solicitations should accurately portray intended recipients, their situations and the potential solutions.

As per section 14.3 of the Act for Peace Policy Manual and the ACFID Code of Conduct², in all fundraising activities initiated or authorised by Act for Peace, we will have procedures consistent with the Privacy Act 1988 set up to protect donors' rights to:

- have their names deleted from mailing lists;
- be informed whether those seeking donations are volunteers, paid staff or agents;
- be informed about the causes for which funds are being raised;
- get information on the application of their donation; and
- be able to identify collectors and have documentation confirming the bona fides of Act for Peace.

Reimbursement of Expenses

Interns, Technical Volunteers and Office Volunteers are [may be] eligible for reimbursement of reasonable expenses incurred while undertaking business for Act for Peace. The supervisor shall advise volunteers regarding specific reimbursable items. Prior approval must be sought for all expenditure.

Record Keeping

A system of records will be maintained on each Volunteer including the dates of service and the signed Code of Conduct. Volunteers shall be responsible for submitting all appropriate records and information to the supervisor in a timely and accurate fashion. Volunteer personnel records shall be accorded the same confidentiality as paid staff personnel records.

Attendance

The relevant supervisor will negotiate with the Interns, Technical Volunteers and Office Volunteers an attendance roster. All Interns, Technical Volunteers and Office Volunteers are required to 'sign in' at reception at the commencement of volunteering on each day, and 'sign out' at the conclusion of the volunteer service.

Absences

² http://www.acfid.asn.au/code-of-conduct/docs/2010_1026%20%20ACFID%20Code%20-%20approved%20version.pdf

Interns, Technical Volunteers and Office Volunteers are expected to perform their duties on a regular scheduled and timely basis. If expecting to be absent from a scheduled duty, volunteers should inform their supervisor as far in advance as possible so that alternative arrangements may be made. Continual absenteeism will result in a review of the volunteer's term of service.

Volunteers may be encouraged to find a substitute for any upcoming absences that might be filled by another volunteer. Such substitution should only be taken following consultation with a supervisor and care should be taken to find a substitute who is qualified for the position. Substitutes may only be recruited from those who are currently involved as volunteers with Act for Peace.

Dismissing Volunteers

Volunteers who do not adhere to the rules and procedures of Act for Peace or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. No volunteer will be dismissed until the volunteer has had an opportunity to discuss the reasons for possible dismissal with the supervisor. Possible grounds for dismissal may include, but are not limited to, the following: gross misconduct or insubordination, being under the influence of alcohol or drugs, theft of property, misuse of equipment or materials, abuse or mistreatment of members or co-workers, failure to abide by policies and procedures including the Code of Conduct and failure to satisfactorily perform assigned duties.

Bullying, Harassment, Sexual Harassment and Intimate Personal Relationships

Please refer to the Act for Peace Personnel and Organisational Policies.

Complaints and Disputes

If a volunteer has a complaint, or if a dispute arises that involves a volunteer, the volunteer, at first instance, must see their supervisor or regional Development Officer. Further action will be pursuant to the Act for Peace Complaints Policy.

Cross Cutting Policies

Act for Peace cross cutting policies include the child protection, gender, disability, environmental sustainability and protection policies. They are all available on our website at www.actforpeace.org.au.

Equal Opportunity

The selection of volunteers will comply with the principles of equal opportunity and will not discriminate against a candidate on the basis of race, gender, disability, sexual orientation, HIV status, age, marital status or pregnancy nor any other area which falls within state discrimination legislation. Please refer to the Act for Peace Personnel and Organisational Policies for more information.

Health and Safety

Act for Peace is committed to providing a safe working environment for Interns, Technical Volunteers and Office Volunteers. Interns, Technical Volunteers and Office Volunteers are encouraged to report potential hazards to the supervisor on an ongoing basis in accordance with the Risk Management Policy.

Act for Peace Representatives should consider their own health and safety as a priority in accordance with their own church or community group's policies.

Insurance Coverage

Volunteers, in a general sense, will be covered by the Act for Peace public liability and personal accident insurance cover. Volunteers acting outside the scope of instruction will not be covered by the public liability or personal accident policy.

Keys, Security and Out of Hours Access to Premises

No Intern, Technical Volunteer or Office Volunteer shall have a permanent key or security access code to the office premises. Interns, Technical Volunteers and Office Volunteers should arrange working hours with their supervisor. Volunteers that are delegates on committees involved in after hours work must be let in by the relevant staff member.

Use of Private Vehicle

The use of private vehicles during the execution of a volunteer's duties is at the volunteer's risk. Act for Peace will not reimburse for any medical expenses or damage caused to a private motor vehicle.

Drugs and Alcohol

Please refer to the Act for Peace Occupational, Health and Safety Policy.

6. POLICY PROMOTION

This policy will be made available via the Act for Peace website at www.actforpeace.org.au. This policy will be communicated to all staff members, board members and volunteers.

7. REVIEW

This policy will be initially reviewed by the Act for Peace Commission and will continue to be reviewed on an annual basis by the Act for Peace Marketing & Communication team.

8. ADDITIONS OR AMENDMENTS

In addition to the annual review of this policy recommended changes to the policy may be submitted to the Act for Peace Executive Director for consideration at any time. In the event that the changes are accepted, the policy will be updated, dated and circulated to all relevant stakeholders.