



Volunteer Management Policy

The Aurum Project Inc.

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The Aurum Project Incorporated (AP) is proud to be a charity established in 2004 and registered with the [Australian Charities and Not-for-profit Commission](#). The AP mission is to advance the understanding of homeopathy in Australia by promoting and conducting research for the use of natural medicine and homeopathic medicines to treat childhood health and behavioural problems.

AP is an independent health research organisation and is part of a unique subgroup of the not-for-profit sector. Our primary function is to undertake health research for the ultimate benefit of children in the community. We are a group of researchers, supported by management and administrative staff. Our management committee is entirely volunteer based. A volunteering culture is championed and modelled at all levels of AP.

AP Management Committee believes it is critically important for members involved in Research Pods to be enabled to flourish, professionally and personally as they undertake the challenges of research. To achieve this environment for Pods and to build capacity, AP functions increasingly as a Teal Organisation.

Definitions

AP refers to The Aurum Project Incorporated.

Volunteer refers to someone who is working with the Aurum Project of their own free will as an unpaid member of staff, without compensation or expectation of compensation beyond reimbursement.

Employee refers to someone who is a paid member of staff whether full time, part time or casual.

Introduction

1. Volunteers bring significant social, cultural, and economic value to AP and are an indispensable resource. AP appreciates and relies on volunteers for their unpaid work, values their contribution highly and strives to treat all volunteers with respect and gratitude.
 - 1.1. Volunteers do not replace paid employees nor constitute a threat to the job security of employees.
 - 1.2. A volunteering culture is championed and modelled at all levels of the organisation of AP.
 - 1.3. AP aims to engage volunteers in meaningful roles which contribute both to the mission of AP and also meets volunteer interests and preferred style of participation.
 - 1.4. AP strives to protect the health, safety and wellbeing of volunteers and to make sure volunteers understand their rights and responsibilities.

Purpose

2. This policy describes the way in which AP supports and manages volunteers who do work that does not form part of the work undertaken by AP paid workforce. The purpose of this policy is to provide overall guidance and direction to volunteers and paid staff who are involved with volunteers. This policy is intended for internal AP guidance only and does not constitute either implicitly or explicitly, a binding

contractual or personnel agreement. AP reserves the right to change this policy at any time and to expect adherence to the changed policy.

- 2.1. This policy seeks to enhance the relationship between AP and the homeopathic community and colleges. It does so by providing opportunities for members of the public, homeopathic practitioners and students to gain experience by voluntarily contributing to AP administration, Book Barn management and the achievement of research goals that are not undertaken by AP paid employees.
- 2.2. This policy is intended to ensure that volunteers working at AP have work that is safe, fulfilling and appreciated.

Recruiting and volunteer applications

3. Homeopathy lecturers, AP members, AP staff, AP Research Coordinator and AP Marketing Manager may at times actively recruit volunteers by approaching the general public, practitioners and students using social media and other methods. Individuals may approach The Harbord Homeopathic Clinic or AP directly by phone, email or by filling out AP online application form.
 - 3.1. All prospective volunteers no matter how they approach AP or how they are recruited will be asked to complete the online application form found here: <https://aurumproject.org.au/volunteer-application/>
 - 3.2. Volunteers must become AP members.
 - 3.3. All prospective volunteers are to be informed that AP operates as a Teal Organisation.
 - 3.4. The application form requires the individual to express their interest in different areas of volunteering: Book Barn cataloguing; holding a fundraising get-together; joining a research Pod; helping to conduct a survey; helping to organise events or their own inspired idea.
 - 3.5. The area of interest expressed will determine who will have the responsibility of organising, training and supervising them.
 - 3.6. If the application form is accepted by AP then the volunteer will sign a volunteer agreement.
 - 3.7. AP may at times make use of GoVolunteer provided by Volunteering Australia, to advertise for volunteers. This national database can be searched by location, key word, and other filters, making it a simple way for prospective volunteers to find their desired role.

Conflict of Interest

4. No person who has a conflict of interest with any activity or program of AP, whether personal, philosophical, or financial, shall be accepted or serve as an AP volunteer.

Staff Requests for Volunteers

5. Requests for volunteers shall be submitted in writing by interested staff, complete with a draft position description and a requested time frame. All parties should understand that the recruitment of volunteers is enhanced by creative and interesting jobs and by advance notice. AP reserves the right to refuse to recruit or place any volunteers until staff are prepared to make effective use of volunteer resources.
 - 5.1. Since individual staff are in a better position to determine the requirements of their work and their own abilities, no volunteer will be assigned to work with a staff person without the consent of that staff person. Since volunteers are considered a valuable resource in performing AP's work, staff are encouraged to seriously consider creative ways in which volunteers might be of service and to consult with the Director if they feel in need of assistance or additional training.

Employees as Volunteers

6. AP accepts the services of employees as volunteers provided that their service is provided totally without any coercive nature, involves work which is outside the scope of normal staff duties, and is provided outside of usual working hours.
 - 6.1. Family members of employees may at times be accepted to volunteer with AP when a programme is deemed appropriate for this to happen.

Children as Volunteers

7. AP accepts volunteers who are children, and they must have the written consent of a parent or guardian prior to volunteering. The volunteer services assigned to a child/minor should be performed in a non-hazardous environment and should comply with all appropriate requirements of child labour laws.

Interviewing

8. After the volunteer application has been received, prior to the volunteer agreement being signed and prior to being assigned to a position, all volunteers will be interviewed to ascertain their suitability for and interest in that position. The interview should review the qualifications of the volunteer, their commitment to fulfill the requirements of the position, and should answer any questions that the volunteer might have about the position. Interviews may be conducted either in person or by other means.

Acceptance of Application

9. Acceptance as a volunteer with AP shall begin with signing of the volunteer agreement and appointment to a volunteer position. Acceptance of application may only be given by an authorised representative of AP, who will normally be the Volunteer Supervisor. No volunteer shall begin performance of any position until they have been officially accepted for that position and have completed all necessary screening and paperwork. At the time of acceptance, each volunteer shall complete all necessary enrollment paperwork and shall receive a copy of their position description and their signed agreement of service with AP.

Professional services

10. Volunteers shall not perform professional services for which certification or licensing is required unless currently certified or licensed to do so. A copy of such certificate or licence should be maintained by AP.

Volunteer Trial

11. Volunteers may attend a trial shift. This is an informal way for both AP and the volunteer to decide if the role is a good fit. It also provides an opportunity for prospective volunteers to meet each other as well as meet existing AP volunteers, which can help them feel more comfortable if they choose to proceed with their application.
 - 11.1. Volunteers will have a one month trial period to ensure they are happy with their activities and have the capability of meeting the requirements of the position.

- 11.2. A review of the trial period will be conducted 1 month and then 3 months after commencement date and thereafter annually by their supervisor.

Termination of Agreement

12. Many volunteering roles have a natural lifecycle and volunteers leave for a variety of reasons. A decision to terminate the Volunteer Agreement may be made by the volunteer or their supervisor.
 - 12.1. Where possible fourteen days notice of terminating the Volunteer Agreement must be made by either AP or the volunteer.
 - 12.2. If the volunteer agreement is not terminated on the date stated in the agreement, it shall be assumed to extend for another twelve month period.
 - 12.3. Failure by a volunteer to comply with this Volunteer Management Policy, or any other relevant AP Policies and procedures may result in AP terminating the Volunteer Agreement.
 - 12.4. If the volunteer is bullying or harassing other volunteers or paid staff this will result in termination of the agreement.
 - 12.5. If the volunteer is not working within the scope of their role and therefore creating a risk for AP this will result in termination of the agreement.
 - 12.6. Volunteers have the moral right to fair grievance procedures; however, they do not legally have standing under unfair dismissal laws. AP has no legal obligation to engage in due process with volunteers and is within its rights to terminate a volunteer relationship at any time. However, it is considered good practice to work with the volunteer to get to the bottom of any issues.

Exit Interview

13. Exit interviews, where possible, should be conducted with volunteers who are leaving their positions. The interview should ascertain why the volunteer is leaving the position, suggestions the volunteer may have to improve the position, and the possibility of involving the volunteer in some other capacity in AP.

AP Supervisor Responsibilities

14. It is the responsibility of the relevant supervisor to organise, train, supervise AP volunteers and to give the volunteer a Position Description. The choice of supervisor is dependent on which area the volunteer expresses interest in.

- 14.1. It is the responsibility of the AP supervisor to seek orientation on working with volunteers and to provide this to all staff who are highly involved in volunteer management.
- 14.2. It is the responsibility of the AP supervisor to maintain the volunteer agreement as a record of the details of each volunteer, their qualifications, areas of interest and who is their supervisor.
- 14.3. It is the responsibility of AP to conduct a Criminal Records Check as appropriate for the protection of patients in certain clinical assignments. Volunteers who do not agree to the background check may be refused assignment.
- 14.4. It is the responsibility of the Research Coordinator to organise, train and supervise research volunteers/research Pod members who are required to agree to AP Research Policies as necessary. The Research Coordinator reports to the AP Director.
- 14.5. It is the responsibility of the Book Barn Manager to organise, train and supervise Book Barn volunteers. The Book Barn manager may assign volunteer supervisors dependent on which days the volunteer is working. The Book Barn manager reports to the AP Director.
- 14.6. It is the responsibility of the Marketing Manager to organise, train and supervise volunteers: to help hold a fundraising get-together; help to organise events; carry out membership administrative tasks; contribute to social media and blogs; and work with AP's Google Adwords. The Marketing Manager reports to the AP Director.
- 14.7. A volunteer may act as a supervisor of other volunteers, provided that the supervising volunteer is under the direct supervision of a paid staff member.
- 14.8. It is the responsibility of AP supervisors and staff acting as a supervisor to schedule and perform periodic evaluation and to maintain records of the evaluation. (see 11.2)
- 14.9. AP volunteer supervisor will give a statement outlining the volunteer's contribution in hours worked and job descriptions fulfilled, at completion of volunteer hours. Use the template: Statement of AP volunteer contribution.
- 14.10. It is the responsibility of AP supervisors to conduct exit interviews when possible.
- 14.11. In projects with community engagement, it is the responsibility of AP supervisors to seek advice about local conditions from the local population prior to travel and/or from volunteer feedback from prior programmes.
- 14.12. In projects with community engagement, it is the responsibility of AP supervisors to facilitate an orientation session for the involved volunteers

giving appropriate guidance and information about Cultural Sensitivity and Respectful Behaviour. (See 23)

Position Description

15. Position descriptions outline the tasks associated with the chosen role and are useful for managing expectations on both sides: they help the volunteer and AP understand what the scope of the role is.
 - 15.1. The position description includes as applicable: the title of the role, the time commitment, the tasks involved, what training is needed, qualifications needed, the benefits or learning resulting from the role.
 - 15.2. The position description may be a useful recruitment tool. It enables prospective volunteers to understand the requirements of the role before applying and to self-screen, if the role does not fit their skills or motivations.
 - 15.3. After receiving volunteer applications, the position description may be used as a screening tool to help find the most suitable volunteers.
 - 15.4. Certain aspects of the position description will be non-negotiable and certain aspects may be open to compromise. For example, if a role takes place at a particular location or at a specific time, those two aspects of the role are unlikely to be negotiable.

Volunteer Responsibilities

16. The volunteer has the responsibility of making sure they understand their role and seek more information if there is any uncertainty about their training, position description, duties or supervision.
 - 16.1. The volunteer shall carry out the duties as outlined verbally and/or in the position description.
 - 16.2. Volunteers need to acquaint themselves with relevant AP policies and procedures and work within these requirements and structure.
 - 16.3. Volunteers will give as much notice as possible if unable to attend as per the agreed hours.
 - 16.4. In projects with community engagement, when any volunteer is in doubt of any circumstance relating to local communities they serve, it is good to immediately report back and consult with their AP supervisor for support and guidance. (See 14.11 and 23).

Volunteer reimbursement and cost sharing

17. Volunteers are not AP employees and must not, under any circumstances, receive any remuneration whether financial or other types of compensation for their services.
 - 17.1. All volunteers shall be reimbursed for all reasonable and pre-approved expenditure incurred in the exercise of their volunteer role.
 - 17.2. Volunteers incurring authorised expenditure must wherever possible, receive, retain and produce receipts, invoices, vouchers, tickets or other evidence of such expenditure.
 - 17.3. Volunteer services may be counted as cost sharing or matching if permitted by the donor/award agency and if it is an integral and necessary part of the approved program. The rates for the volunteer services will be consistent with those paid for similar work in the organisation. In those instances where the required skills are not found in the organisation, the rate should be consistent with those paid for similar work in the labor market.

Recognition

18. An occasional volunteer recognition event will be conducted to highlight and reward the contribution of volunteers to AP. (See 24. Ways in which AP expresses gratitude to AP volunteers)
 - 18.1. Volunteers will be consulted and involved in order to develop an appropriate format for the event.
 - 18.2. The type of event chosen needs to factor in the location of volunteers who may be local, national, international or online.

Inclusion and Diversity

19. AP volunteering provides opportunities for all members of the homeopathic community to be involved in AP and the volunteers bring with them a multitude of experiences and insights.
 - 19.1. Volunteers shall be recruited without regard to gender, handicap, age, race or other condition. The sole qualification for volunteer recruitment shall be suitability to perform a task on behalf of the agency.
 - 19.2. It is important to remember that there is no 'one-size-fits-all' approach to inclusion, and inclusive practices at AP will tend to take a person-centered approach.

- 19.3. AP will endeavour to provide individualised supervision, support and development opportunities for volunteers.
- 19.4. AP will endeavour to remember that inclusion is an outcome, not an activity. It requires a dedicated and ongoing commitment to improving access to opportunities and providing supported volunteering experiences.

Insurance

- 20. AP maintains an Association Liability Insurance Policy which covers only certain risks arising from the actions and decisions of directors, officers and managers, which arise from the running of an association, charity and not-for-profit organisation.
 - 20.1. Liability and accident insurance is not provided for volunteers engaged in AP projects. Volunteers are encouraged to consult with their own insurance agents and providers, regarding the extension of their personal insurance to include community volunteer work.

Media and Communication

- 21. Volunteers have the right as ordinary citizens to engage in their own social media and other online activities. Because of this, AP needs to be clear with volunteers about AP expectations regarding the use of AP social media and mentions of AP.
 - 21.1. AP Volunteers are bound by the same privacy legislation and principles as paid staff. They should not share any personal or confidential information, either personally or publicly, which they have obtained through their volunteering role with AP.
 - 21.2. AP volunteers are not to be involved in any online AP representation or writing social media posts without first gaining permission from the marketing manager.
 - 21.3. AP volunteers are not to use AP logo or branding in any volunteer role without first gaining permission from the marketing manager.
 - 21.4. If a volunteer is asked to write a blog on behalf of AP, they will be bound by the same clear set of blog writing guidelines as other AP members, staff and committee members. These guidelines outline what is deemed acceptable or deemed unacceptable and are available from the marketing manager.

AP Representation

22. Prior to any action or statement which might significantly affect or obligate AP, volunteers should seek prior consultation and approval from the appropriate staff as well as the marketing manager. These actions may include, but are not limited to, public statements to the press, lobbying efforts with other organisations, or any agreements involving contractual or other financial obligations. Volunteers are only authorised to act as AP representatives when specifically indicated within their position description and only to the extent of such written specifications.

Cultural Sensitivity and Respectful Behaviour

23. Volunteers working nationally or internationally are expected to approach their volunteer work with cultural sensitivity and a deep respect for the local traditions, dress code, customs, and knowledge of the communities they engage with.
 - 23.1. Volunteers must observe local religious practices and customs, including attending religious ceremonies if invited.
 - 23.2. Volunteers should be mindful that in certain cultures, drinking alcohol—even outside of volunteer working hours—may be inappropriate or offensive.

Privacy

24. The volunteer plays a role in confidentiality and data protection of patient data, Book Barn data and research data. The volunteer supervisor plays a role in confidentiality and data protection of the volunteers data.
 - 24.1. AP must comply with the Privacy Principles set out in the Privacy and Personal Information Protection Act 1998 (NSW) in respect of applications to work with AP as a volunteer and all other information collected about volunteers.
 - 24.2. Both volunteers and supervisors must at all times abide by relevant AP Privacy Policies.

Impact Measurement

25. Measuring the impact of volunteering is a powerful way to highlight how the involvement of volunteers makes a difference to AP.

- 25.1. Impact measurement is an important part of telling the AP story and will also enable AP to communicate to volunteers the importance of their work.
- 25.2. Impact measurement should be: included in the annual report and may be useful for securing ongoing funding and marketing AP to stakeholders.

AP appreciation of volunteers

- 26. The following table includes ways in which AP expresses gratitude to AP volunteers. (See 18.)

Let volunteers put their names to something they have helped to produce or to make happen.
Send handwritten thank you cards to volunteers.
Give a certificate to commemorate anniversaries of involvement.
Create volunteer buttons and pins.
Ask volunteers for ideas of how AP can show it cares.
Provide constructive appraisal.
Ask volunteers to give presentations or lead meetings.
Ask volunteers to train other volunteers.
Use quotes from volunteers in leaflets, annual reports and social media.
Thank volunteers via AP newsletter and social media.

Development of AP Volunteer Management Policy

(Review frequency - 3 yearly)

Policy Identifier / Version	APVolunteerV1 first draft by Nicolas Abdo, Celeste Salter & Linlee Jordan	Date review due	APVolunteerV1 reviewed/ accepted President Nyema Hermiston and management committee	Date APVolunteerV1 included on website
APVolunteerV1	29/04/2024	04/2027	14/12/2024	15/12/2024