

This code has been endorsed by Volunteering Australia

In order to enhance the volunteers' experience, and comply with legislation and duty of care, an organisation which involves volunteers agrees to:

- interview and engage volunteer staff in accordance with anti-discrimination and equal opportunity legislation;
- provide volunteer staff with orientation and training;
- provide volunteer staff with a healthy and safe workplace;
- not place volunteer staff in roles that were previously held by paid staff or have been identified as paid jobs;
- differentiate between paid and unpaid roles;
- define volunteer roles, and develop clear job descriptions;
- provide appropriate levels of support and management for volunteer staff;
- provide volunteers with a copy of policies pertaining to volunteer staff;
- ensure volunteers are not required to take up additional work during industrial dispute or paid staff shortage;
- provide all staff with information on grievance and disciplinary policies and procedures;
- acknowledge the rights of volunteer staff;
- As a general guideline, volunteers should not be asked to work in a voluntary capacity for more than 16 hours per week. Please note, however, that this guideline may vary in accordance with either a) the requirements of the opportunity and with the explicit agreement of the volunteer, and/or b) the volunteer's preference to commit to a period in excess of the recommended guidelines;
- ensure that the work of volunteer staff complements but does not undermine the work of paid staff;
- offer volunteer staff the opportunity for professional development;
- reimburse volunteer staff for approved out of pocket expenses incurred on behalf of the organisation;
- treat volunteer staff as valuable team members, and advise them of the opportunities to participate in agency decisions;
- acknowledge the contributions of volunteer staff;
- ensure that all voluntary work is undertaken on a voluntary basis and without coercion;
- offer volunteers work opportunities appropriate to their skills, experience, and aspirations;
- maintain written policies and implement procedures to ensure the safety and well-being of volunteers, including maintaining appropriate current volunteer *Personal Accident Insurance* and *Public Liability Insurance* which includes volunteer workers (refer to *Fact Sheet: Insurance for Organisations Involving Volunteers* for further information);
- maintain policies and implement procedures in compliance with all legislation pertaining to volunteer workers. In particular, the Workplace Health and Safety Act 1995, Anti-Discrimination Act 1991, Privacy Amendment (Private Sector) Act 2000, and any other legislation that is relevant to volunteer workers;
- ensure the tasks and activities undertaken by volunteers benefit the community and that volunteers do not derive financial gain for themselves.

For more information visit www.volunteeringqld.org.au or contact Volunteering Qld on (07) 3002 7600 or info@tourismvolunteering.com.au