



ADRA Australia Operational Policies and Procedures		NP 600 100
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Volunteer Policy		
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NP 600 100 Volunteer Policy

1. Introduction

Thank you for your interest in volunteering with ADRA Australia. We recognise that volunteers provide an invaluable contribution to our organisation's purpose of serving humanity so all may live as God intended. We also recognise that we have a duty of care to safeguard children and vulnerable people. All volunteers are required to undergo a screening process and a volunteer role will not automatically be offered. This policy outlines our commitment to engaging, supporting, and empowering volunteers in their efforts to make a positive impact through service to others.

2. Purpose

The purpose of this Volunteer Policy is to establish clear guidelines and expectations for volunteers in Australia, ensuring a harmonious and productive partnership between volunteers and ADRA Australia.

3. Definitions

- **A volunteer** is an individual who, without expectation of compensation or legal obligation, offers their time, skills, and services to support ADRA Australia's mission and values. Volunteer roles are available at ADRA head office, regional offices, and at ADRA Activities across Australia (e.g., Op-shops, Community Centres, and projects, etc.).
- **Safeguarding** is protecting the welfare and human rights of people that are, in some way, connected with ADRA Australia or its work – particularly people that may be at risk of abuse, neglect or exploitation.
- **Vulnerable people include children** and seniors, people with impaired intellectual or physical functioning, people from a low socio-economic background, people who are Aboriginal or Torres Strait Islanders, people who are not native speakers of the local language, people with low levels of literacy or education, people subject to modern slavery, such as forced labour, debt bondage, human trafficking, and child labour.
- The **ADRA Australia Safeguarding Focal Point** is responsible for acting in response to complaints, allegations, or suspicions where a child or vulnerable person may have been subjected/ at risk of abuse, neglect, or exploitation. The Safeguarding Focal Point is also responsible for developing, promoting, and disseminating safeguarding educational materials.
- A **National Police Check** contains details of an individual's disclosable court outcomes and any pending charges.
- The **Working With Children Check (WWCC)** is an Australian background check requirement, that assesses the criminal record of those working or volunteering in work that involves children. The State's and Territories' check schemes operate independently of each other.
- **Adsafe** is an entity established to protect children and vulnerable adults concerning Seventh-day Adventist Church entities. The Adsafe check indicates a person of concern due to substantiated allegations and investigation within the Seventh-day Adventist Church system.

4. Scope

This policy applies to all individuals who volunteer their time and services to ADRA Australia, regardless of their roles or responsibilities within the organisation.

5. Application

ADRA Australia is committed to fair and transparent recruitment of volunteers:

- Prospective new volunteers will be introduced to available roles and complete a volunteer application form including the provision of the names of two referees.
- Prospective volunteers will undergo a short interview with the ADRA Activity Manager.
- After conducting the interview and checking with the referees, the Manager will determine whether the prospective volunteer meets the expectations for the role. If yes, the screening checks will follow.

6. Screening Checks

Volunteer screening includes:

- Understanding and signing a screening consent form
- National Police Check
- Working With Children Check (WWCC)
- Initial and periodic Adsafe Check

In New South Wales, Tasmania, Victoria, South Australia, Northern Territory and the Australian Capital Territory, a significant part of the police checks is already covered in the WWCC. Therefore, only a WWCC and an Adsafe Check will be required for general ADRA Volunteers engaged in these States and Territories. Activity managers, volunteer treasurers, volunteers dealing with/handling money, and other roles deemed necessary by the activity managers will be required to complete a **full screening** (Police Check, WWCC, and Adsafe Check).

In Queensland and Western Australia, instead of a WWCC, a police check and an Adsafe check will be required for general volunteers. If the ADRA Activity directly involves children, any volunteer engaged will be needed to do the full screening. Activity managers will also be required to complete a full screening.

Volunteer drivers driving ADRA vehicles will have to provide a driving record from the relevant road transport department.

These checks ensure suitability for volunteer roles and **must be completed before the volunteer can commence with ADRA**.

If a volunteer becomes aware of any changes to the outcome of their screening checks that could affect their work, they must notify their manager and immediately cease volunteering with ADRA.

Volunteers who are 17 years old and younger are exempt from undergoing a Police Check and WWCC to become a volunteer at an ADRA Activity as they are accompanied by a parent or authorised guardian by the parent (e.g., teacher, Pathfinder leader) who has undergone the required Checks and have been approved for commencement.

7. Recruitment Confirmation

Once the screening process is completed, the volunteer and Activity Manager will receive a letter via e-mail from ADRA Australia confirming the eligibility of the Volunteer and welcoming them as a volunteer. The Manager will then go through the Volunteer Agreement and role description with the volunteer to complete the recruitment process.

8. Orientation and Training

Volunteers will undergo orientation and induction to prepare them for their roles within ADRA Australia and will receive the necessary training to carry out their work safely and effectively. This will include job-specific training, safety protocols, an overview of ADRA, and other topics as applicable. Volunteers are expected to read the Volunteer handbook, commit, and adhere to the content. If a uniform (t-shirt or vest is available), the volunteer will wear the required uniform while on shift, which includes the provided ID tag.

9. Supervision and Support

Each volunteer will have a designated supervisor for guidance and support. Their supervisor is the first point of contact for duties, absences, and changes in days/hours. Regular feedback sessions will be conducted to discuss performance and address any concerns. Volunteers will be recognised for their contributions through various means (events, certificates, etc.).

10. Code of Conduct and Relevant Policies

Volunteers are required to uphold ADRA Australia's Code of Conduct, and the Safeguarding Code of Conduct, which include expected behaviours such as respecting confidentiality, maintaining professionalism, and treating others with dignity and respect at all times. If you have any concerns about this, please contact your designated supervisor or the ADRA Australia Safeguarding Focal Point.

11. Health and Safety

ADRA Australia prioritises the safety and well-being of our volunteers and will provide an induction on Work Health and Safety. Comprehensive safety protocols, insurance coverage, and risk management procedures are in place to ensure a safe volunteering environment. Volunteers are required to provide evidence of specified mandatory vaccinations if mandated by the State government. Volunteers who drive a vehicle as part of their role must fill in the Volunteer Vehicle User Agreement and provide a photocopy of a current relevant driver's license.

12. Complaints

Volunteers are encouraged to voice any concerns or complaints through ADRA Australia's established Complaints procedure. All complaints will be taken seriously and addressed promptly and fairly.

13. Conclusion

By adhering to this Volunteer Policy, volunteers play a crucial role in helping ADRA Australia fulfill its purpose of serving humanity and empowering communities. This policy is subject to review to ensure its continued relevance and effectiveness in supporting our volunteers and advancing our purpose.

REFERENCE TO POLICIES:

- ADRA Australia Code of Conduct
- ADRA Australia Safeguarding Code of Conduct
- Conflict of Interest Policy
- Privacy Policy
- Work Health and Safety Policy
- Workplace Relations Policy
- Complaints Policy
- Volunteer Age Statement

APPENDIX:

1. New Volunteer Application and Screening Consent Form
2. Volunteer Screening Consent Form
3. Volunteer Agreement Form
4. Volunteer Role Description
5. Volunteer Induction Form
6. Volunteer Handbook
7. Guardian Consent Form for Young Volunteers
8. Volunteer Vehicle User Agreement