



KEY POINTS FOR MANAGING VOLUNTEERS

- Volunteers are entitled to appropriate placement in meaningful work that has an intrinsic reward, considering their needs, preferences and state of health.
- Volunteers are entitled to the same working environment as paid workers, including the statutory requirements of Equal Employment Opportunity, Anti-Discrimination, and Occupational Health & Safety.
- Volunteers should not work more than a maximum of 16 hours per week in any one organisation. Working more hours than this could be considered to constitute the work of a paid, part-time person.
- Whilst volunteers can enhance and extend the roles of paid staff, voluntary work should not displace or undermine paid work. Volunteer programs should not be seen merely as a more cost-effective alternative to adequately funded services.
- Volunteers should not be utilised where there is an industrial dispute in progress, or asked to cross picket lines, without prior consultation with the parties involved.
- Volunteer Accident Insurance must be in place to cover volunteers for accident and/or injury. CHECK your policy regarding insurance cover for volunteers without Medicare card eg overseas students, people on visitor visas; it is highly likely that they are NOT covered.
- Every volunteer has the right to receive feedback on their performance on a regular basis.
- Volunteers working for your organisation should be required to record their working hours by signing on and off, which provides the organisation with data on the number of volunteer hours contributed by volunteers and evidence of their undertaking volunteer work in case of accident or injury.
- Volunteers need to receive regular recognition for their contribution to the organisation. Recognition events can be planned to coincide with National Volunteer Week (usually the second week of May each year) and International Volunteers' Day on 5 December each year.

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