

# General Volunteer Policy

---

## Purpose

This policy will guide the organisation towards best practice in volunteer management. Its purpose is to ensure:

- A quality system is implemented for the involvement and the management of volunteers
- Compliance with insurance guidelines
- Compliance with relevant Occupational Safety and Health practices

## Background

Volunteers are involved in all areas of the organisation's activities. Volunteering is an activity that has the following characteristics:

- Direct benefit to the community and the volunteer (whether the benefit is tangible or intangible)
- It is undertaken by choice
- It is unpaid, however the volunteer may receive reasonable or appropriate reimbursement for expenses incurred that are associated with the role and / or may receive an incentive or reward that may have a monetary value<sup>1</sup>

## Policy Statement

The organisation is committed to the management and support of volunteers by ensuring:

- Volunteers have appropriate supervision and guidance
- A safe and healthy workplace
- Volunteers are recognised for their contribution
- Legislative requirements are adhered to,

## Roles and responsibilities

This policy applies to all volunteers and any employees. The organisation will ensure that appropriate training is provided.

## Dispute Resolution

Any disputes in regard to this policy will be determined by the Board / Management group of the organisation

## Related Acts

Rail safety  
OSH

## Related Policies and procedures

Volunteer management procedure

---

<sup>1</sup> Such a reward might be a free train trip