

Volunteer Involvement Policy Statement



The
Support
People

1300 94 67 37 | 03 5331 6634

www.thesupportpeople.com

24 Skipton St, Ballarat, VIC 3350

hello@thesupportpeople.com

Working together

As part of our community of volunteers, you are vital to the success of our disability support work. Our volunteers contribute valuable time and skills to deliver supports to enhance the lives of people with disabilities.

We recognise that:

- volunteering is not a substitute for paid work
- volunteers have similar rights, privileges and responsibilities to our employees

We are committed to:

- fostering a culture that is fun and rewarding
- recognising volunteers as individuals with distinctive skills, knowledge, goals and needs
- providing volunteers with accurate information about us and our work
- providing volunteers with clear and consistent work as Disability Support Worker (Volunteer)
- providing volunteers with orientation and training required to perform their roles
- providing volunteers with the support, resources and equipment necessary to perform their duties
- providing volunteers with feedback about their work
- providing safe working environments and practices for volunteers
- protecting volunteers with insurance; and
- keeping volunteers' personal information private and confidential

Our volunteers are expected to:

- uphold and represent our vision, mission and values
- be committed to performing their role and be reliable
- ask for support when needed
- be accountable and accept feedback
- respect our confidentiality and that of our clients
- be sufficiently aware of client needs to be able to manage interaction with clients appropriately
- respect the rights of other volunteers and staff they work with
- follow all reasonable instructions from their manager
- acknowledge decisions made by their manager and The Support People
- follow all workplace health & safety procedures and report all hazards and incidents to their manager
- address areas of conflict of interest with their manager

● Who can be a volunteer?

Volunteer placements offered for Disability Support Worker (Volunteer). We will involve volunteers in meaningful and useful activities that contribute to the outcome of our work, balanced with due consideration to the needs of our clients. People wishing to become a volunteer need to meet the requirements as stipulated in the Position Description.

Volunteers are required to complete all pre-employment screening checks including the NDIS Worker Screening Check.

Volunteers are required to complete the NDIS Quality & Safeguards Commission's Worker Orientation Module 'Quality, Safety & You' and provide a copy of the Certificate of Completion, prior to commencement of work.

We have the right to offer or withhold an offer of a volunteer placement to any applicant based upon the availability of a suitable volunteer role for that applicant at that time. The offer of a volunteer role is in no way a commitment to an offer of a future paid role at The Support People.



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