

# Red House Group Inc / Gallery M Volunteer Policy

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## **POLICY STATEMENT**

The Red House Group values the contributions of volunteers and recognises the benefits and positive impacts of volunteering within their organisation. Volunteering provides people with strong social and community networks, building the capacity and resilience of our community.

This policy outlines the responsibilities of staff members with respect to recruitment, supervision, and development of volunteer roles and the volunteer program, and the rights and responsibilities of volunteers.

## **CONSTRUCTIVE CULTURE**

The implementation of this policy, associated procedures and training will help to develop a constructive work environment. The policy aims to promote the following constructive behaviours:

- resolving conflicts constructively;
- encouraging and supporting others;
- valuing diversity and creativity;
- combine a balance of concern for people and tasks.

## **DEFINITIONS**

### **Volunteer:**

Volunteering Australia defines volunteering as an activity where individuals choose to willingly work without an expectation of remuneration to provide a service with a community focus. Volunteering is:

- of benefit to the community and the volunteer;
- of the volunteer's own free will and without coercion;
- for no financial payment;
- in designated volunteer positions only.

### **Manager:**

In the context of this document, Manager refers to all Gallery M staff members, irrespective of their actual title (e.g. Manager, Co-ordinator, Assistant Co-ordinator etc).

## **PRINCIPLES**

The Red House Group recognises that volunteer involvement is a vital component in achieving its goals of managing Gallery M at the highest possible standards

Volunteering encourages local people to be active, shape, contribute and make a difference to their local community. The Red House Group volunteer program is designed to complement, not replace, the roles of paid staff.

## **RIGHTS AND RESPONSIBILITIES**

### **The Red House Group is entitled to:**

- require a volunteer to understand and agree to fill in appropriate forms, such as Volunteer Application form, and all others designated by the Manager;
- negotiate and expect a commitment from a volunteer;
- require volunteers to undergo a Probationary Period in consultation with the Volunteer;
- require a volunteer to undergo appropriate training;
- require a volunteer to conduct themselves in a manner that is consistent with the image of Gallery M
- be informed in advance if a volunteer is unable to undertake duties;
- withdraw a volunteer from particular duties;
- instruct volunteers not to accept unauthorised monetary or gifts from clients (or their families) or organisations for services provided;
- request the return all property belonging to RHG/Gallery M when leaving their volunteer role. This may include name badges, resources, access keys or any other items provided by the Red House Group specific to the volunteer role.

### **The Red House Group Inc has a responsibility to:**

- ensure all volunteer forms are completed;
- provide volunteers with a task description, orientation, training opportunities where required, and information;
- ensure volunteers have adequate skills to carry out the tasks required of them;
- provide ongoing support and supervision for volunteers;
- ensure volunteers are adequately insured with a recognised insurance provider;

- adhere to the principles of the Work Health and Safety Act 2012 (SA);
- maintain confidentiality relating to volunteers and information given to the Red House Group by volunteers;
- ensure volunteers are not asked to take responsibility for duties normally carried out by paid staff.

**Volunteers are entitled to:**

- receive an appropriate orientation and training where required;
- have access to designated paid staff with queries or support relating to their volunteer role;
- be given work that is matched with the volunteer's skills, abilities, interests and availability;
- be able to choose times and days that suit them (when those times are available)
- have access to the right tools for the job;
- be valued and welcomed, and have their ideas and suggestions considered
- be covered by appropriate insurance whilst engaged in any voluntary work directly connected with or on behalf of the Red House Group Inc;
- a safe working environment;
- have complaints or grievances heard by an appropriate staff member;
- receive recognition for their extraordinary contribution to the community;
- receive ongoing support and direction from the appropriate staff;
- be treated with respect and as a valued member of the team.

**Volunteers have a responsibility to:**

- promote a positive image of Gallery M and the Red House Group to the public, staff, and users of the Marion Cultural Centre;
- be conscientious;
- undertake the roles and duties as directed by the Manager;
- be punctual and reliable;
- let the Manager know if unable to work;
- maintain confidentiality;
- support other volunteers;
- know their limitations (time, money, physical needs, family & friendship responsibilities);
- return all property of Red House Group / Gallery M when leaving their volunteer role. This may include name badges, resources, uniforms, access keys or any other items provided specific to the volunteer role.

**VOLUNTEER MANAGEMENT**

In the development and continuation of the volunteer program the Red House Group will ensure that the capacity to resource and manage volunteers in their roles have been addressed.

The Red House Group will:

- continuously look at improvement of the volunteer program to ensure best practice in order for volunteers to conduct their activities;
- commit adequate financial, human, physical and time resources required to successfully run its volunteer programs;
- review the volunteer management system and its documented processes on a regular basis to ensure its sustainability, relevance, and its alignment to Gallery M requirements and the National Standards for Volunteers;
- research current and future volunteering trends.

**REFERENCES:**

City of Marion Volunteer Policy  
(Author Vanita Holt)