



**ORDER OF MALTA**  
**AUSTRALIAN ASSOCIATION**  
**VOLUNTEER POLICY**

<b>POLICY REFERENCE</b>	
<b>Function</b>	<b>For information and guidance</b>
<b>Status</b>	
<b>Scope</b>	<b>Volunteers, Members, Volunteers , Directors</b>
<b>Owner</b>	
<b>Version</b>	
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<b>Date for review</b>	

**1. The Australian Association of the Order of Malta (‘AASMOM’)**

AASMOM is an organization of the worldwide Order of Malta, whose mission is to alleviate the suffering of the poor and sick, without judgment, distinction of religion, race or political persuasion. The Order relies on the involvement of its approximately 13,500 members, as well as approximately 80,000 volunteers and approximately 20,000 employees, the majority of whom are medical and paramedical personnel. The Order’s organisations worldwide (Grand Priories, National Associations, relief organisations and foundations) are responsible for carrying out its activities, both in its permanent institutions—such as hospitals, outpatient medical centres and old peoples’ homes—and with its socio-medical and humanitarian programmes.

**2. Policy statement**

Volunteers are vital to the work of AASMOM. AASMOM values the important contribution of volunteers to providing the services and activities that accord with its mission and vision. AASMOM encourages volunteers to work alongside AASMOM members and employees in providing those services and activities, in accordance with the twofold charism of the Order *Obsequium Pauperum et Tuitio Fidei*—Serving the Poor and Defence of Faith—and AASMOM’s policies and procedures.

This Volunteer Policy (the “Policy”) governs how volunteers participate in the work of AASMOM and how they are managed, in accordance with best practices as detailed in the National Standards for Involving Volunteers in Not-For-Profit Organisations (Volunteering Australia, 2001). All volunteers will be engaged and carry out duties assigned at the discretion of AASMOM.

### **3. Scope**

This Policy provides guidance on the involvement and management of all volunteers of AASMOM. The Policy applies to all volunteers, members and employees who manage volunteers.

The Policy excludes:

- AASMOM members, unless they are undertaking a designated volunteer role external to their member responsibilities or are managing volunteers.
- AASMOM employees, unless they are undertaking a volunteer role external to their employee responsibilities or managing volunteers.

### **4. Purpose**

This Policy sets out the parameters for volunteers' involvement in AASMOM. The objectives of this Policy are:

- To communicate AASMOM's commitment to volunteers and how volunteers will be involved in AASMOM's work.
- To define and promote the key elements of best practice volunteer management and to establish parameters for governance purposes.

### **5. Roles and Policy awareness**

#### ***5.1 Regional Hospitallers***

The Regional Hospitallers will ensure their respective Regions adhere to the Policy and that local procedures are consistent with this Policy.

Regional Hospitallers will ensure all volunteers are Working with Children, Young Persons and Vulnerable Adults compliant.

They will ensure volunteers are inducted and compliant in adherence to Federal, States and Territories safeguarding legislation (including workplace health and safety).

#### ***5.2 Policy awareness***

All members, employees and volunteers who manage volunteers will receive a copy of the Volunteer Policy as part of their induction, and its content will be explained to ensure compliance with it.

Members, employees and volunteers who manage volunteers will be provided with information and resources on best practice in volunteer management, as detailed in the National Standards for Involving Volunteers in Not-For-Profit Organisations (Volunteering Australia, 2001).

### **6. Definitions**

Children: It means any person under the age of 18 (as defined in Article 1 of the United Nations Convention on the Rights of the Child), without prejudice to other definitions by relevant Federal, States and Territories legislation.

Young Persons or Young People: It means those aged between 16 and 18 years, without prejudice to other definitions by relevant States and Territories legislation.

Vulnerable Adults: It means a person over the age of 18 years, who is susceptible to unfair treatment, exploitation or abuse. Examples of ‘Vulnerable Adults’ could include the frail and elderly, the physically or intellectually disabled, those with mental health issues, those who have experienced bereavement, those of lower socio-economic status, those with poor understanding of the English language and those under the influence of drugs or alcohol. Further details can be found in the relevant Federal, States and Territories legislation to protect Vulnerable Adults.

People Assisted: Any person who attends a designated AASMOM activity as a person who is assisted by AASMOM (for example, a person who is homeless, ill or disabled in some way).

Volunteers: They are those who perform unpaid work for AASMOM. This term applies to students, interns, corporate volunteers and others who perform unpaid work for AASMOM through various schemes. Although members do perform unpaid work for AASMOM, they are not classified as volunteers for the purpose of this document, unless they are performing a specific volunteer role such as in a shop or special work.

## **7. Rights and Responsibilities**

### ***7.1 Code of Conduct for Members, Volunteers and Employees***

All volunteers, as well as members and employees, must comply with AASMOM’s Code of Conduct. The Code of Conduct specifies the values and behaviours that are expected of volunteers, members and employees.

### ***7.2 Children, Young Persons and Vulnerable Adults protection and safeguarding***

AASMOM’s Code of Conduct includes the requirement that volunteers, members and employees do not exploit the people assisted, including Children, Young Persons and Vulnerable People. Further, all volunteers must ensure the safety, welfare and wellbeing of children, young people and vulnerable people they serve. Volunteers must promptly report any reasonable suspicion of abuse or concerns for safety, welfare and wellbeing to activity organisers. Where the suspicion or concern relates to conduct by the activity organisers the volunteer should report to the Regional Hospitaliers.

### ***7.3 Ensuring equal treatment***

Pursuant to AASMOM’s Code of Conduct, volunteers must ensure that all the people assisted are treated with the utmost care and dignity at all times and that they receive the same quality of service.

### ***7.4 Confidentiality***

In accordance with AASMOM’s Privacy Policy, volunteers must maintain the confidentiality of information about the people assisted, fellow volunteers, members, employees, other than

under extraordinary circumstances, such as where disclosure is required by law (e.g. under a subpoena), for law enforcement or safety reasons, or if a person assisted is at risk of harming others or themselves.

### ***7.5 Equality and diversity***

AASMOM values the participation of a broad range of volunteers, and promotes an inclusive and diverse working environment. Discrimination based on age, gender, ethnicity, religion, sexuality and disability is contrary to the Code of Conduct and will not be tolerated.

## **8 Volunteer recruitment**

### ***8.1 Identifying role***

AASMOM will provide to potential volunteers a position description or an overview of the relevant event or project, specifying clear expectations, responsibilities and tasks for the volunteer. All tasks and projects allocated to volunteers should be realistic in terms of skills, timeframes and resources.

### ***8.2 Recruitment and selection***

AASMOM will recruit and select volunteers who are suitable, motivated and appropriately skilled for the volunteer role or relevant event or project. Recruitment and selection processes must be consistent and non-discriminatory, in accordance with best practice and equal opportunity requirements.

### ***8.3 Advertising***

AASMOM will recruit volunteers using a variety of methods, including websites, parishes, schools, employment and professional associations and universities.

### ***8.4 Application***

All applicants must complete an application form to apply for a volunteer position.

### ***8.5 Right of refusal***

AASMOM reserves the right to refuse applicants who are deemed unsuitable based on the selection criteria or following the results of a Working with Children Check or National Police Check.

### ***8.6 Age requirements***

The minimum age for a volunteer depends on the practical requirements of the role or the aims of the program. There is no maximum age for volunteers, as long as the volunteer is able to fulfil the tasks required for the role.

### ***8.7 Consent***

Volunteers under the age of 18 years will require parental or carer consent before they can volunteer for AASMOM.

### ***8.8 Identification***

All volunteers will be required to provide documents that verify their identity, such as drivers licence, passport, and utility bills with the volunteers' full name, current address and date of birth.

### ***8.9 Reference checks***

All volunteers will be asked to provide two personal or professional referees as a part of the application process. For corporate and school volunteers participating in a one-off activity, the organisation acts as their referee.

### ***8.10 Background checks***

To ensure a safe environment for the people assisted, members, employees and volunteers, background checks are used as a part of the vetting process. Background checks, including National Criminal History Check and Working with Children Checks, are required for certain roles.

All volunteers who are over 18 years old and who work with children must have a current Working with Children Check in order to commence volunteering, as required by the Safeguarding Children, Young Adults and Vulnerable Adults Policy and Procedure.

### ***8.11 Good character declaration***

All volunteers who are not required to complete a National Police Check or a Working with Children Check as a part of their role must sign a Statement of Good Character as required by section 12.2 of AASMOM Safeguarding Children, Young People and Vulnerable Adults before commencing volunteering.

### ***8.12 Changing circumstances***

Volunteers have a responsibility prior to and after their appointment to inform AASMOM of any changes in their personal circumstances, such as change of address, contact details or a relevant criminal conviction which may impact on their work, performance or attendance in any way.

## **9. Management of volunteers**

### ***9.1 Reimbursement of expenses***

AASMOM will only reimburse out-of-pocket expenses incurred directly as a result of undertaking volunteer work where the activity organisers have provided approval in advance.

### ***9.2 Work planning and shift management***

Volunteers should be given clear instructions on how to fulfil specific tasks, dates when they are required to work, start and finish times, timelines for the completion of tasks, and realistic tasks to be completed within a specific timeframe.

### ***9.3 Performance management***

Where a volunteer's performance does not meet AASMOM's expectations, organisers will advise the volunteer of what is expected in the role, and what measures or steps are to be

taken to assist in meeting the expectations. A regular or sustained failure by the volunteer to comply with the performance expectations in the role may result in disciplinary action being taken, including release from the role.

#### ***9.4 Dismissal***

AASMOM reserves the right to end a volunteer's involvement at any time on the basis of valid reasons as detailed in the Code of Conduct. This can include bullying, discrimination, theft, or inappropriate relationships or behaviour. Volunteers may also be dismissed after the failure to abide by the requirements of a warning letter, or a regular or sustained failure to meet performance expectations in the role.

#### ***9.5 References***

Volunteers can request a reference letter from their activity organisers outlining their involvement and contribution after an agreed amount of continuous service in a role. A letter of participation can be arranged for volunteers involved in a community, fundraising or corporate volunteering event.

### **10. Work, health and safety**

AASMOM is committed to looking after the health, safety and wellbeing of all volunteers, as well as employees, members, service users and customers.

#### ***10.1 Health and safety***

AASMOM will provide volunteers with safe and appropriate facilities with which to conduct the duties of their role. Briefing by the activity organisers on procedures such as fire, incident and accident reporting should be included in the induction on the volunteer's first day. Volunteers are now protected under relevant Federal, States and Territories Work Health and Safety laws.

Workplace Health and Safety is also the responsibility of all volunteers.

#### ***10.2 Personal safety***

The safety of AASMOM's volunteers is paramount and volunteers must always avoid situations where they have concerns about personal safety. If any volunteers have concerns about personal safety while working for AASMOM, they should raise this immediately with their activity organisers

#### ***10.3 Insurance***

All volunteers are covered by AASMOM's public liability insurance and personal accident voluntary workers insurance when undertaking approved AASMOM responsibilities. Activity organizers may provide details of the insurance policies to volunteers on request.

#### ***10.4 Volunteers' personal property***

Volunteers' personal property is not covered by AASMOM's insurance policies whilst undertaking volunteer activities. Volunteers are encouraged not to bring or wear items of

significant value, including jewellery, whilst volunteering. All personal items of volunteers should be appropriately secured or stored while they are engaged in volunteer work.

### ***10.5 Alcohol, smoking and other drugs***

Volunteers are not permitted to drink alcohol, smoke or take illegal drugs while they are performing work on behalf of AASMOM, or to report for duty when they are affected by alcohol or illegal drugs.

Smoking is allowed during allocated break times and must be done in a designated (non-enclosed) smoking area. Cigarette butts must be disposed of appropriately.

### ***10.6 Dress and appearance***

To protect persons from UV exposure, volunteers working outdoors are encouraged to wear long sleeve or three-quarter length sleeve shirts with collars, long trousers, enclosed footwear, hats with a broad brim, sunglasses and sunscreen. Volunteers working indoors are advised to wear appropriate and sensible clothing and footwear for the activities they may be undertaking.

Volunteers' clothing must be clean, neat and should not depict images that may cause offence or undermine the purpose of AASMOM. Name badges are also used in some locations.

### ***10.7 Motor vehicles***

Volunteers who use their own motor vehicle for work-related purposes should contact their insurance provider regarding cover for their volunteering work. Volunteers' motor vehicles will not be covered by AASMOM's motor vehicle insurance policy. Any fines or traffic infringement penalties incurred whilst volunteering will be the sole responsibility of the volunteer. Volunteers generally are permitted to drive AASMOM vehicles whilst undertaking their work, if this has been specifically arranged by activity organizers.

## **11 Communication and record keeping**

### ***11.1 Communication***

AASMOM will communicate with volunteers using various means in order to keep them informed and up-to-date. Where possible, this will be by electronic means such as emails, online surveys, newsletters or social media, as this is time-efficient and cost-effective.

### ***11.2 Media and social media***

Volunteers should never disparage nor speak on behalf of AASMOM to the media or make comments on social media about AASMOM or its work, unless they have been specifically authorised to do so. All requests from media representatives should be referred to AASMOM's Director of Communications.

### ***11.3 Giving feedback***

Volunteers are encouraged to give constructive feedback to their activity organizers on their experiences, in order to help AASMOM to improve its services.

#### ***11.4 Volunteers' personal information***

AASMOM will not share a volunteer's personal information or use it in a way that is unauthorised. AASMOM will keep it in accordance with good practice and in line with relevant Commonwealth, States and Territories laws relating to the storage and collection of data.

In accordance with AASMOM's Confidentiality and Privacy Policy, volunteers may request to see any files relating to their involvement in AASMOM, with access to be given within a reasonable timeframe. Any information that is deemed sensitive or that concerns a third party will be removed from the documents beforehand.

### **12. Consultation and review**

AASMOM undertakes to review this policy at least every three years, and in order to comply with changes in relevant legislation. AASMOM will consult widely with the key stakeholders affected by the policy to ensure their feedback is taken into consideration.

Feedback can be gathered through an annual survey, relevant committees and general feedback from volunteers, service users, members and employees.

### **13. Supporting documents**

All of the following supporting documents are available on AASMOM's website or on request from the activity organizers.

- Safeguarding Children, Young Adults and Vulnerable Adults Policy.
- Code of Conduct.
- Safeguarding Policy Guidelines.

### **14. More information**

If you are unclear about any aspect of this document, you are encouraged to seek guidance from your activity organizers.