



ORDER OF MALTA AUSTRALIA

Australian Association of the Order of Malta Limited Volunteers Policy as approved at September 2020 (Policy Number: AAOML_P_007)

Effective Date: 25 September 2020
Review Date: 30 September 2023

1 The Australian Association of the Order of Malta (“AAOM”)

The Australian Association of the Order of Malta (“AAOM”) is an organization of the worldwide Sovereign Military Hospitaller Order of St John of Jerusalem, of Rhodes and of Malta (“the Order of Malta” or “the Order”), 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 Priorities, 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 AAOM. The AAOM values the important contribution of volunteers to providing the services and activities that accord with its mission and vision. The AAOM encourages volunteers to work alongside AAOM 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 the AAOM’s policies and procedures.

This Volunteer Policy framework governs how volunteers participate in the work of AAOM 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 the AAOM.

3 Scope

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

The policy excludes:

- AAOM members, unless they are undertaking a designated volunteer role external to their member responsibilities or are managing volunteers;
- AAOM 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 AAOM. The objectives of this Policy are:

- To communicate AASMOM's commitment to volunteers and how volunteers will be involved in AAOM'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 Hospitaliers

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

Regional Hospitaliers will ensure all volunteers are Working With children complaint.

They will ensure volunteers are inducted and compliant in adherence to local and national policy and procedure (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

Child:

'Child' 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 State and Territory legislation.

Young Person or Young People:

'Young Person' or 'Young People' means those aged between 16 and 18 years, without prejudice to other definitions by relevant State and Territory legislation.

Vulnerable Adults:

A vulnerable adult is 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 State and Territory legislation to protect Vulnerable Adults.

People Assisted:

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

Volunteers:

They are those who perform unpaid work for AAOM. This term applies to students, interns, corporate volunteers and others who perform unpaid work for AAOM through various schemes.

Although members do perform unpaid work for AAOM, 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 AAOM's Safeguarding Children, Young People and Vulnerable Adults Code of Conduct (the "Safeguarding Code of Conduct"). The Safeguarding Code of Conduct specifies the values and behaviours that are expected of our volunteers, members and employees.

7.2 Child, Young Person and Vulnerable Adults Protection and Safeguarding the People AAOM Assist

AAOM's Safeguarding Code of Conduct includes the requirement that volunteers and 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 AAOM's Safeguarding Code of Conduct, volunteers must ensure that all the people assisted are treated with the utmost care and dignity at all times, that is, that all the people they assist receive the same quality of service.

7.4 Confidentiality

In accordance with AAOM'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 we assist is at risk of harming others or themselves.

7.5 Equality and Diversity

AAOM 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 Safeguarding Code of Conduct and will not be tolerated.

8 Volunteer Recruitment

8.1 Identifying Role

AAOM 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

AAOM 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.

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8.3 Advertising

AAOM 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

AAOM 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 AAOM.

8.8 Identification

All volunteers will be required to provide documents that verify their identity, with documents 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 ("WWCC") are required for certain roles.

The *Working with Children Amendment (Statutory Review) Act 2018* requires that all employees and volunteers over the age of 18 working in child-related roles hold a WWCC clearance.

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. See the Safeguarding Children, Young Adults and Vulnerable Adults Policy.

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 are required to sign a Statement of Good Character as required by section 12.2 of AAOM Safeguarding Children, Young People and Vulnerable Adults Policy before commencing volunteering.

8.12 Changing Circumstances

Volunteers have a responsibility prior to and after their appointment to inform AAOM 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

AAOM 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 AAOM'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

AAOM reserves the right to end a volunteer's involvement at any time on the basis of valid reasons as detailed in the Safeguarding 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

AAOM 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

AAOM 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 State and Territory Work Health and Safety laws. Workplace Health and Safety is also the responsibility of all volunteers.

10.2 Personal Safety

The safety of AAOM'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 AAOM, they should raise this immediately with their activity organisers.

10.3 Insurance

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

10.4 Volunteers' Personal Property

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

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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 AAOM, 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 AAOM. 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 AAOM'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 AAOM vehicles whilst undertaking their work, if this has been specifically arranged by activity organisers.

11 Communication and record keeping

11.1 Communication

AAOM 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 AAOM to the media or make comments on social media about AAOM or its work, unless they have been specifically authorised to do so. All requests from media representatives should be referred to AAOM's Delegate of Communications.

11.3 Giving Feedback

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

11.4 Volunteers' Personal Information

AAOM will not share a volunteer's personal information or use it in a way that is unauthorised.

AAOM will keep it in accordance with good practice and in line with relevant Commonwealth, State and Territory laws relating to the storage and collection of data.

In accordance with AAOM's Confidentiality and Privacy Policy, volunteers may request to see any files relating to their involvement in AAOM, 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

AAOM undertakes to review this policy at least every three years, and in order to comply with changes in relevant legislation. AAOM 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.

The National Hospitaller is responsible for overseeing the review, and recommending changes to the National Executive Council.

This Policy is approved by the National Executive Council.

13 Related Policies and Documents

All of the following supporting documents are available on AAOM's website www.orderofmalta.org.au or on request from the activity organizers.

1. Safeguarding Children, Young Adults and Vulnerable Adults Policy.
2. Safeguarding Children, Young Adults and Vulnerable Adults Code of Conduct.
3. 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 organisers.