

MAA INTERNATIONAL

VOLUNTEER MANAGEMENT POLICY



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Version 4.1, Effective Immediately

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1 INTRODUCTION

Volunteers play an integral role within the charitable and not-for-profit sector in Australia and this is no different at MAA International (MAA). The services provided by volunteers help supplement the efforts of paid employees and management, whilst allowing MAA to use funds it would otherwise spend on wages, to pursue its objects and activities.

1.1 PURPOSE

This policy is intended to ensure that volunteers working at MAA have work that is safe, significant, fulfilling, and appreciated.

1.2 ROLES AND RESPONSIBILITIES

1.2.1 The Volunteer:

- Agrees to be punctual and will notify the “office” if they are unable to attend
- Will undertake training and evaluation as required.
- Follow the organisation’s guidelines for risk management.
- Give the organisation two weeks’ notice should they consider resigning.

1.2.2 MAA recognises its responsibilities to volunteers and undertakes to:

- Provide volunteer tasks that are appropriate to the volunteers’ skills, abilities and interests.
- Provide volunteers with information, supervision and training in order to perform their task.
- Provide volunteers with a safe workplace.
- Provide volunteers with appropriate insurance cover.
- Reimburse volunteer expenses, other than travel expenses, by prior arrangement with the Management Committee.

1.3 DEFINITIONS

- A **volunteer** is an individual who assists an organisation to carry out its objects and activities, whilst not receiving any “wage” or “salary” in return

2 POLICY & PROCEDURES

2.1 POLICY STATEMENT

MAA involves volunteer participation at all levels of its operation. It encourages an environment of mutual respect, where the Management Committee and volunteers work towards the aims and objectives as outlined in the MAA's mission statement and strategic plan.

2.2 RECRUITMENT

All volunteers are subject to the screening procedures set out in the appropriate section of MAA's Staff Recruitment Policy.

2.3 INDUCTION AND TRAINING

Every volunteer is entitled to an induction session. The session will outline the work of the organisation, a tour of the organisation and introductions to other volunteers. The volunteer will be made familiar with their specific task and the necessary training required. Volunteers will be shown the Volunteer Resource Kit, which outlines the organisation's policies and procedures.

2.4 SUPERVISION

All volunteers shall receive appropriate supervision in the exercise of their functions.

2.5 COMPLAINTS PROCEDURE

Volunteers who have a complaint or grievance should raise the issue with the volunteer coordinator. If the issue is not resolved they should contact a member of the board of management who will follow the MAA Grievance Procedure.

2.6 CONFIDENTIALITY

MAA will respect the privacy and confidentiality of information regarding personal information supplied by volunteers.

2.7 OCCUPATIONAL HEALTH AND SAFETY

All reasonable steps will be undertaken to provide volunteers with a workplace that complies with OH&S standards. All volunteers are covered by MAA's Public Liability Insurance.

3 REVISION HISTORY

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