
Volunteer Management Procedure

Document control

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Community Engagement	Events & Volunteers Program Lead	Stephanie Collins
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Revision record

1 September 2021	1.1	<ul style="list-style-type: none"> • Procedures relating to specific volunteer cohorts separated into appendices • Mandatory Working with Children Checks and references to Child Safety and Wellbeing Policy and COVID-19 processes
November 2023	1.2	<p>Document control</p> <ul style="list-style-type: none"> • Volunteers Manager contact person updated to Events & Volunteers Program Lead, Stephanie Collins <p>1.0 Purpose</p> <ul style="list-style-type: none"> ○ Program name changes: <ul style="list-style-type: none"> • General Volunteers to Event Volunteers • Online Community Champions to Online Forums Community Champions <p>3.1.2 Recruitment</p> <ul style="list-style-type: none"> • Introduction of mandatory Working with Children Checks (or state/territory equivalent) for all volunteers participating in face to face or online activities • Updated link to Child Safety and Wellbeing Policy • Volunteers no longer required to provide COVID vaccination certificates or COVID-19 waivers <p>3.2.12</p> <ul style="list-style-type: none"> • Payments to volunteers for selected activities updated to reflect Beyond Blue's Community Payments Guide
January 2025	1.3	<p>2.4 Beyond Blue responsibilities</p> <p>Slight amendments to wording to ensure relevancy across all program areas.</p> <p>3.1.1</p> <p>Blue Voices members now required to provide details of a parent / guardian when selected to take part in an activity, instead of when they complete the registration form.</p> <p>3.1.2 Background / screening checks</p>

	<p>Working with Children’s Checks are no longer mandatory for Blue Voices members but may be required for some activities.</p> <p>3.2.8 Insurance Amended to specify that both paid and un-paid volunteer roles are covered under Beyond Blue’s Voluntary Workers Personal Accident Insurance.</p> <p>3.2.11 Social media Added clarification that if a volunteer does not comply with the social media expectations, the volunteer membership may be revoked.</p> <p>3.2.12 Payments Removed reference to <i>Community Members on Committees Guide</i> (document non-existent). All community members, paid and unpaid, are considered volunteers.</p>
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Purpose

This Volunteer Management Procedure provides an overview of how we manage volunteers at Beyond Blue. It aligns with our Volunteer Policy (2023) and covers:

- Volunteer rights and responsibilities
- Beyond Blue rights and responsibilities
- Recruitment and Training
- Management; and
- Retirement.

The procedure also outlines relevant legal, regulatory and policy requirements associated with managing volunteers at Beyond Blue.

This procedure should be read in association with the Beyond Blue Volunteer Policy (2023). This document describes management procedures relevant to all volunteer cohorts. Appendices specific to each volunteer cohort have been developed for:

- Blue Voices
- Education Voices
- Event Volunteers
- Online Forums Community Champions
- Speakers & Ambassadors

Rights and Responsibilities

In recruiting and managing our volunteers, Beyond Blue follows Volunteering Australia’s National Standards for Volunteer Involvement and promotes and protects the rights of volunteers who work in our organisation as set out in Volunteering Australia’s Statement of Volunteer Rights.

Links to all regulatory and legislative requirements and policies relating to the below rights and responsibilities are embedded in the volunteer recruitment, management and retirement processes in item 3. Beyond Blue will, therefore:

- Engage volunteers in accordance with equal opportunity and anti-discrimination legislation

- Provide volunteers with relevant orientation and training
- Provide volunteers with a healthy and safe workplace
- Provide appropriate and adequate insurance coverage for volunteers
- Not place volunteers in roles that were previously held by paid staff or have been identified as paid jobs
- Differentiate between paid and unpaid roles
- Define volunteer roles and develop clear job descriptions
- Provide appropriate levels of support and management for volunteers
- Ensure volunteers are not required to take up additional work during industrial dispute or paid staff shortage
- Acknowledge the rights of volunteers
- Ensure the work of volunteers complements but does not undermine the work of paid staff
- Reimburse volunteers for out-of-pocket expenses incurred on behalf of the organisation
- Treat volunteers as valuable team members
- Have confidential and personal information dealt with in accordance with the principles of the Privacy Act 1988
- Acknowledge the contributions of volunteers

2.1 Volunteer rights

Beyond Blue volunteers have the right to:

- work in a healthy and safe environment
- be interviewed and engaged in accordance with equal opportunity and anti-discrimination legislation
- be adequately covered by insurance
- be given accurate and truthful information about Beyond Blue for which they are volunteering
- be reimbursed for agreed out of pocket expenses
- be given a copy of Beyond Blue's volunteer policy and any other policy that affects their role
- not fill a position previously held by a paid worker
- not do the work of paid staff during industrial disputes
- have a job description and agreed working hours
- have access to a grievance procedure
- be provided with orientation to Beyond Blue via an induction
- have their confidential and personal information dealt with in accordance with the principles of the Privacy Act 1988 and Beyond Blue's Privacy Policy (see item 4)
- be provided with sufficient training to fulfil their role

2.2 Volunteer responsibilities

It is essential that our volunteers engage with the public in a respectful manner that reflects positively on Beyond Blue.

To achieve this, we request that volunteers:

- act in accordance with Beyond Blue's values
- act ethically and in accordance with the law at all times, particularly in relation to Work Health Safety & Wellbeing (WHSW), Equal Employment Opportunity (EEO) and anti-discrimination laws
- treat everyone with dignity, respect and courtesy when participating in a volunteer activity

Beyond Blue volunteers have a responsibility¹ to:

- make a commitment to their volunteer position.
- be punctual and reliable.
- notify Beyond Blue in advance of any changes to their availability
- accept responsibility for their own actions and behaviour
- notify Beyond Blue if they become aware of potential health and safety hazards
- abide by Beyond Blue's Volunteer Policy
- deal with complaints in the appropriate manner
- respect the rights and privacy of others
- carry out the duties listed in their Volunteer Position Description
- undertake training as requested
- ask for support when needed
- value and support other team members
- give advance notice before leaving voluntary work at Beyond Blue
- advise Beyond Blue of anything that might cause brand damage during their tenure as a volunteer activity i.e. criminal conviction, negative or controversial publicity etc

2.3 Beyond Blue rights

Beyond Blue has the right to:

- expect volunteers to fulfil their agreed role.
- expect a commitment of promptness, reliability, performance from volunteers.
- make a decision as to where the volunteer's skill can be best utilised.
- discuss volunteer performance and any need for change.
- expect clear and open communication.
- undertake a recruitment selection process.
- release an unsuitable volunteer should their conduct conflict with their volunteer rights and responsibilities.

2.4 Beyond Blue responsibilities

Beyond Blue has the responsibility to:

- provide a healthy and safe work environment.
- recruit volunteers in keeping with equal opportunity and anti-discrimination legislation.
- provide a position description.
- provide training and orientation that will prepare the volunteer for the role.
- provide adequate insurance for the volunteer.
- give volunteers an appropriate place to carry out tasks.
- ensure all volunteers have access to documents outlining policy and procedures pertaining to the volunteer role.
- supervise the volunteer and provide an opportunity for review of the performance of the volunteer and the organisation.
- provide a grievance procedure for volunteers.
- communicate to volunteers all information relevant to their roles.

¹ Volunteering Australia's Statement of Volunteer Rights

- maintain confidentiality.
- screen volunteers as required.²

Volunteer Recruitment, Management and Retirement

Beyond Blue applies its values to the recruitment, management and retirement of our volunteers, including Collaboration, Enthusiasm, Innovation, Respect, Excellence and Integrity.

3.1 Recruitment

3.1.1 Recruitment and Selection Procedures

Beyond Blue’s volunteer programs are open to all people that reside in Australia.

Recruitment and selection procedures are supported by the Beyond Blue Activity Readiness Guide and Low Support Activity Readiness Questionnaire from Beyond Blue’s Clinical Governance team.

Age

The minimum age for volunteer participation varies across Beyond Blue’s programs.

Blue Voices members and Event Volunteers must be aged 16 years and over. Event Volunteers between 16 and 18 years of age must provide written consent from a parent or guardian. Blue Voices members are required to provide details of a parent / guardian when selected to take part in a Blue Voices activity.

Education Voices, Online Forums Community Champions and Speakers & Ambassadors must be aged 18 years and over.

3.1.2 Background/screening checks

Beyond Blue is committed to providing and maintaining the quality, reputation and integrity of our services and organisation and to ensure we meet community expectations around safety and wellbeing, especially of children and vulnerable people. Background checks for volunteers helps us protect the community from potential physical and emotional harm and maintain our reputation as a trusted organisation with the community, partners and governments.

Each state has its own requirements and processes to complete the checks:

State	Checks required	Details
VIC	Working with Children Check	VIC - Volunteer Check Application
NSW	Working with Children Check	NSW - Volunteer Check Application
QLD	Blue Card	QLD - Volunteer Check Application
SA	Working with Children Check	SA - Volunteer Check Application
WA	Working with Children Check	WA - Volunteer Check Application
TAS	Working with Vulnerable People Registration	TAS - Volunteer Check Registration
ACT	Working with Vulnerable People Registration	ACT - Volunteer Check Registration
NT	Working with Children Clearance	NT - Volunteer Check Application

In line with Beyond Blue’s Child Safety and Wellbeing Policy, Volunteers, Speakers, Education Voices members and Online Forums Community Champions are required to have a valid Working with Children’s

² All rights and responsibilities adapted from Volunteering Australia’s Statement of Volunteer Rights

Check (or state/territory equivalent) if they are participating in any activities or engagements involving interaction with other community members, whether face to face or online. On occasion, Blue Voices members will be required to have a valid Working With Children's Check (or state / territory equivalent). If required, this will be clearly outlined in the activity application form.

Volunteers who receive notice of a cancelled background check must inform Beyond Blue immediately. Beyond Blue may also be informed of cancelled Check by the relevant state authority if the volunteer has nominated Beyond Blue as their volunteering organisation. Beyond Blue will not be told the reason for the cancelled Check.

Volunteers issued with a cancelled Check are not permitted to participate in any activities or engagements involving interaction with other community members, whether face to face or online, effective from the date listed on the notice.

Cancelled Checks must be recorded in the "Alert information" field of the Supporter Information section in Beyond Blue's CRM to alert all Community Engagement teams and ensure no further participation in volunteering activities.

[Child Safety and Wellbeing Policy](#)

3.1.3 Induction/training

See appendices for program-specific procedures

3.1.4 Interviews

Interviews are supported by the Beyond Blue Activity Readiness Guide and Low Support Activity Readiness Questionnaire from the Clinical Governance team.

3.1.5 Equal Employment Opportunity

Volunteers are engaged and managed in accordance with Beyond Blue's Equal Employment Opportunity (EEO) Policy and Procedure (including discrimination, harassment, bullying and victimisation in the workplace).

At Beyond Blue, we are committed to ensuring a workplace free from all forms of unlawful discrimination, harassment, bullying and victimisation. Volunteers must ensure that they:

- Are familiar with Beyond Blue's EEO Policy; and
- Comply with the EEO Policy and the laws that regulate discrimination, harassment and sexual harassment in the workplace.

[Beyond Blue Equal Employment Opportunity Policy](#)

[Beyond Blue Child Safety and Wellbeing Statement of Commitment](#)

3.2 Management

3.2.1 Confidential Information

Where it is expected that a volunteer will have access to confidential information, a Confidentiality Undertaking will need to be executed before volunteering commences.

Failure to maintain confidentiality will result in the termination of the volunteer's relationship with Beyond Blue.

3.2.2 Personnel Records & Privacy

Beyond Blue is committed to protecting privacy and complying with the Privacy Act 1988 (Cth) (Privacy Act) and other relevant state laws in relation to the management of personal information. Beyond Blue's Privacy Policy describes our policies and procedures on the collection, holding, use and disclosure of personal information and should be read together with our Terms of Use.

The personal details of volunteers (including background checks) are stored in accordance with the principles of the Privacy Act 1988 (Cth) and Beyond Blue's Privacy Policy. Information relating to checks is stored in secure locations where access is limited to the responsible employees authorised to manage the checks on behalf of Beyond Blue. Actual copies of police records are not kept on file and confidentiality around outcomes of background checks is maintained in the strictest confidence.

[Beyond Blue Privacy Policy](#)

3.2.3 Volunteer roles

As outlined in item 2, Beyond Blue has the responsibility to provide a position description for all volunteer roles. See appendices for program-specific procedures.

Volunteer briefings

As outlined in item 2, Beyond Blue has the responsibility to provide training and orientation that will prepare the volunteer for the role. See appendices for program-specific procedures.

3.2.5 Air Pollution and Extreme Weather Conditions

The safety and wellbeing of Beyond Blue's volunteers is a priority at all times. In the event of air pollution or extreme weather, volunteers will be advised in advance as to whether the volunteer activity will be rescheduled or cancelled. A decision will be made by the relevant supervisor based on a risk assessment and will be informed by the Beyond Blue Air Pollution and Extreme Weather Guidelines.

[Extreme Weather Guidelines](#)

3.2.6 Volunteer attendance

Volunteer participation is optional, and volunteers have the right to withdraw from an event or activity at any point in time. As outlined in item 2, volunteers have the responsibility to notify Beyond Blue in advance of any changes to their availability.

3.2.7 Occupational Health and Safety (OH&S)

Volunteers are entitled to a safe and healthy work environment in the same way as Beyond Blue employees are. Volunteers are at all times required to:

- take reasonable care for their own safety
- take reasonable care for the health and safety of persons who may be affected by their acts
- cooperate with Beyond Blue with respect to any action taken by Beyond Blue to comply with requirements imposed by or under the Act or OHS regulations
- report any incidents to the relevant Beyond Blue supervisor as soon as possible

Volunteers are required to report any incidents to their supervisor as soon as possible. Failure to do so may result in the cessation of the volunteering arrangement.

[Beyond Blue Health Safety and Wellbeing Policy](#)

3.2.8 Insurance

All volunteers (both paid and un-paid) are covered by Beyond Blue's Voluntary Workers Personal Accident Insurance for injuries sustained on duty or on their way to a Beyond Blue event or activity.

In the event of an incident during a volunteer activity, volunteers must advise their supervisor in the first instance.

Insurance provisions are not available for volunteers relating to COVID-19. Unfortunately, there is a lack of insurance cover available for COVID-19 and volunteers in Australia. Beyond Blue, and all Australia charities, cannot obtain cover for their volunteers as there are no products available. This means that the existing cover is for accidental injury and accidental death only, and does not extend to sickness or illness claims, including COVID-19.

3.2.9 COVID-19 Risk Management

Volunteers are expected to practise 'COVID-safe' behaviour and update Beyond Blue with relevant information. For example, they must notify the relevant team if they have contracted COVID-19 after attending a Beyond Blue activity or engagement.

See appendices for program-specific procedures.

3.2.10 Approaches from Media

Volunteers are not authorised to comment on behalf of Beyond Blue, or to respond to any questions from members of the media. If approached, volunteers should direct the media to the relevant Beyond Blue staff member or the Beyond Blue website which contains the contact details for the Beyond Blue media team.

3.2.11 Social Media

Volunteers are not precluded from having and expressing personal views on political and social issues. However, volunteers must not make public comment on these issues where it might be misinterpreted as reflecting the views of Beyond Blue.

In relation to social media platforms, Beyond Blue volunteers must not:

- post or respond to material that is offensive, obscene, defamatory, threatening, harassing, bullying, discriminatory, hateful, racist, sexist, homophobic/transphobic, infringes copyright, constitutes a contempt of court, breaches a Court suppression order or is otherwise unlawful
- use or disclose any confidential or secure information
- make any comment or post any material that might otherwise cause damage to Beyond Blue's reputation or bring it into disrepute.

[Beyond Blue Social Media Policy](#)

If a volunteer does not comply with the outlined social media expectations, the volunteer membership may be revoked.

3.2.12 Payments

Gift cards and incentives may be used to attract and reward participation in some community engagement activities. Payments are made in line with Beyond Blue's Community Payments Guide, which is guided by the Remuneration Tribunal Determination (<https://www.remtribunal.gov.au/part-time-offices>). This document standardises the use of payment for particular activities (e.g. committee membership, content production, focus group participation, survey incentives etc).

3.2.13 Reimbursements

Volunteers are entitled to claim reasonable expenses incurred while volunteering with Beyond Blue. The reimbursement process will be advised to volunteers in advance of the volunteer event or activity.

Appropriate records and/or receipts are to be provided by the volunteer to the Beyond Blue supervisor as supporting evidence for any reimbursements to be claimed.

3.2.14 Absence

See appendices for program-specific procedures.

3.2.15 Complaints

Volunteers have the right to raise a grievance about any matter arising from their volunteering experience. The requirements of this policy do not apply where another specific policy or procedure is in place for dealing with the matter e.g. Equal opportunity (discrimination, harassment, bullying or victimization), Occupational, Health and Safety.

Volunteers are encouraged to raise concerns in the first instance with the Manager of the respective volunteer program, or if that is not appropriate, the Events and Volunteers Program Lead. The volunteer and the Beyond Blue staff member are to work together in good faith to consider options available to resolve the matter informally at a local level.

If the issue is not resolved at this point, the volunteer may raise the matter formally with the Beyond Blue People and Culture team via peopleculture@beyondblue.org.au. All complaints will be managed in accordance with the Complaint Policy and Procedure.

A grievance record and any associated records will be treated as strictly confidential and will be kept separately to normal volunteer records.

[Complaints](#)

[Grievance Policy](#)

3.2.16 Recognition

Beyond Blue recognises the efforts of Volunteers through several methods including:

- Annual National Volunteers Week celebration and thanks
- Features in the Beyond Blue Annual Highlights document

See appendices for program-specific recognition procedures

3.2.17 Quality Improvement – Feedback from Volunteers

Beyond Blue believes that a two-way feedback process is a central part of how it manages its volunteers, allowing volunteers in each program the opportunity to comment about their experience and suggest ideas for improvement.

3.3 Retirement

Volunteers may choose to retire from their volunteering involvement at any time. An acknowledgement of retirement may be sent to the volunteer and will be recorded in the relevant database. References and statements of service are provided to volunteers as appropriate. Beyond Blue may choose to retire a volunteer if their conduct is deemed to be in conflict with the volunteer rights and responsibilities, relevant position description or program guidelines.