
Volunteer Policy

Document control

Managed by	Responsible position	Contact person
Community Engagement	Events & Volunteers Program Lead	Stephanie Collins
Version	Version date	Status
2.0	1 June 2020	Approved
2.1	1 September 2021	Approved
2.2	21 November 2023	Approved
2.3	7 January 2025	Approved
Approved by	Date approved	Next review date
Executive	13 September 2021	1 July 2023
Executive	5 December 2023	December 2025
Head of Strategic Engagement	7 January 2025	December 2025

Revision record

Date	Version	Revision description
30 August 2021	2.1	<p>1.2 Scope</p> <p>Scope expanded to include:</p> <ul style="list-style-type: none"> • Blue Voices • Education Voices • Online Forums Community Champions • Speakers & Ambassadors <p>In addition to General Volunteers</p>
November 2023	2.2	<p>Document control</p> <ul style="list-style-type: none"> • Volunteers Manager contact person updated to Events & Volunteers Program Lead, Stephanie Collins • Program name changes: <ul style="list-style-type: none"> • General Volunteers to Event Volunteers • Online Community Champions to Online Forums Community Champions <p>1.1 Purpose</p> <ul style="list-style-type: none"> • Strategy references updated
January 2025	2.3	<p>Document control</p> <p>1.2 Scope</p> <p>Removed reference to <i>Community Members on Committees Guide</i> (document non-existent). Scope of document updated to clarify that all volunteers, both paid and unpaid roles, are covered by this policy.</p>

1. Purpose and Scope

1.1 Purpose

This Volunteer Policy (2023) outlines how we manage volunteering at Beyond Blue to maximise our reach, enable community advocacy and ensure a shared benefit for our volunteers, other engaged communities, our organisation and the broader community.

As Australia's most well-known and visited mental health organisation, Beyond Blue has a responsibility to understand and meet the community's needs to achieve our vision for all people in Australia to achieve their best possible mental health. We work with the community to improve mental health and prevent suicide.

Beyond Blue volunteers help us achieve the strategic goals in our *Beyond Blue Strategy 2023+*:

1. Understanding: more people understand how to look after their mental health.
2. Supporting: More people access support earlier.
3. Connecting: More people feel connected.
4. Leading: People see us leading and influencing positive system and social change.
5. Integrity: People trust that we operate with integrity.

Community is at the heart of everything we do at Beyond Blue: our volunteers are key engaged community members who help us share our messages of Hope, Recovery and Resilience while contributing to our Engagement Strategy (in development)

1. Lived Experience and Community Experience – collaborate with communities to design what we do
2. Community Advocacy – support people to advocate for better mental health outcomes in their local communities
3. Reach – connect with a wider and more diverse range of people (in particular those at higher risk)
4. Shared Benefit – work to ensure people's engagement with us has a positive impact on their mental health and furthers our work for the community.

This Policy provides guidance to inform how we recruit, train, manage and retire volunteers at Beyond Blue. It includes:

- Scope
- Definitions
- Rights and responsibilities
- Volunteer management
- Related policies
- Acknowledgements

The accompanying Volunteer Management Procedure provides a detailed overview of volunteer and Beyond Blue rights and responsibilities as well as a description of the recruitment, training, management and retirement processes Beyond Blue employs with its volunteers within a legal, regulatory and policy context.

1.2 Scope

This Policy applies to registered volunteers (both paid and unpaid roles) with Beyond Blue as well as staff supervising and/or working with volunteers on Beyond Blue activities.

Volunteer roles at Beyond Blue contemplated by this Policy include:

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

See full definitions in item 1.3 for an overview of each program area.

1.3 Definitions

Type	Description
Ambassadors	High profile people in Australia who use their influence and networks to bring attention to issues relevant to Beyond Blue’s work. Through sharing their own stories they reduce stigma, encourage conversations and offer hope to others.
Beyond Blue Supervisor	The nominated person responsible for leading staff and volunteers at a volunteering event. This may be a Beyond Blue staff member or Volunteer Team Leader.
Blue Voices	A community of people with a lived/living experience of anxiety, depression and/or suicide, either through their direct experience or through the experience of someone close to them. Blue Voices members share their personal mental health experience by participating in activities to inform and influence Beyond Blue’s work, as well as the work of other mental health organisations
Education Voices	Education Voices is an online community specifically for educational leaders, educators, allied health professionals and associated staff within the early childhood and school sectors. Education Voices members contribute to the continuous improvement of Be You through participation in targeted activities.
Engaged Communities	The people who donate their time, expertise and money to support Beyond Blue’s work, including Blue Voices members, Volunteers, Speakers, Ambassadors, Community Fundraisers, Education Voices and Community Partners.
Event Volunteers	People who donate their time, enthusiasm and expertise to help Beyond Blue have a useful and positive presence at our and other organisations’ events and activities.
Events & Volunteers Program Lead	The Beyond Blue employee responsible for the organisation’s Volunteer Strategy and for this policy, as well as the recruitment, training, management, and retirement of Event Volunteers.
Online Forum Community Champions	Online Forums Community Champions volunteer their time on the Beyond Blue online forums to help maintain a lively and friendly community. They

	spark new conversations, guide and welcome new members and offer peer support by drawing on their mental health lived/living experience.
Speakers	Community members who share their personal or carer experiences of anxiety, depression, and suicide with community organisations, schools and workplaces, to reduce stigma, encouraging mental health conversations and offering hope to others.
Third parties	External event organisers for whom Beyond Blue has recruited and provided its volunteers (e.g. fundraising, challenge events)
Volunteer	People who give their time willingly for the common good and without financial gain. At Beyond Blue, people can volunteer as a Blue Voices member, an Education Voices member, an Event Volunteer, an Online Forums Community Champions or through the Speakers Program.
Volunteering	An activity undertaken to be of benefit to the community and the volunteer; is of the volunteer's own free will and without coercion; is for no financial payment and is in designated volunteer roles only. ¹

2. Rights and Responsibilities

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

Beyond Blue is committed to creating a healthy and safe work environment for our volunteers, this includes both physically and mentally healthy environments. Clinical governance processes are embedded in volunteer management to ensure we can deliver on this commitment to a mentally healthy environment.

A full list of volunteer and Beyond Blue rights and responsibilities is contained in the Volunteer Management Procedure.

3. Volunteer Management

Beyond Blue recruits, trains and manages its volunteers in alignment with its community heart and in keeping with its values:

- Collaboration
- Enthusiasm
- Innovation
- Respect
- Excellent
- Integrity

¹ Volunteering Australia website

Attachment A contains a full description of Beyond Blue's values, which are shared with volunteers as part of their induction as a registered volunteer.

The *Volunteer Management Procedure (2023)* outlines over-arching management processes for Beyond Blue volunteers relating to:

- Age
- Diversity & Inclusion
- Background / screening checks
- Recruitment and selection processes
- Induction / training
- Interviews
- Equal Employment Opportunity
- Confidential Information
- Personnel Records & Privacy
- Volunteer roles
- Volunteer briefings
- Volunteer attendance
- Payments and reimbursements
- Absence
- Recognition
- Occupational Health & Safety (OH&S)
- Insurance
- Approaches from media and social media
- Complaints
- COVID-19 risk management
- Quality Improvement – Feedback from Volunteers
- Retirement

Procedures specific to each program are detailed in the *Volunteer Program Management Procedure Appendix*.

Beyond Blue is bound by several legislative and regulatory requirements, as well as policies, which apply to our volunteers. These are contained within the Volunteer Management Procedure and are available for volunteers to review on [Beyond Blue website](#), including:

- Beyond Blue Volunteer Policy
- Beyond Blue Volunteer Management Procedure
- Beyond Blue Background Check Policy
- Beyond Blue Child Safety and Wellbeing Policy
- Beyond Blue Equal Opportunity Policy
- Beyond Blue Extreme Weather Guidelines
- Beyond Blue Privacy Policy
- Beyond Blue Social Media Policy
- Beyond Blue Volunteer Program Management Procedure Appendix
- Beyond Blue Health, Safety and Wellbeing Policy (Volunteers)
- Beyond Blue Grievance Policy

4. Acknowledgements

Beyond Blue acknowledges the advice of:

- Volunteering Australia – the national peak body for volunteering, working to advance volunteering in the Australian community
- Not-for-Profit Law – a specialist legal service for community organisations
- Safe Work Australia – Australian government statutory body responsible for developing national policy relating to workplace health and safety and workers' compensation

Beyond Blue internal contributors to the policy include:

- Volunteers Manager (author)
- Risk Manager
- P&C Business Partner
- Commercial Manager
- Clinical Governance
- Program Managers – Blue Voices, Education Voices, Events, Online Forums, Speakers & Ambassadors

Attachment A: Beyond Blue Values

Our values reflect who we are, guiding us to always put community first

Our community
heart

Collaboration

We're at our strongest when we work together with the community, listening and learning in a spirit of cooperation. We treat all people, and other organisations, with humility and compassion and value the knowledge they share with us.

Enthusiasm

We serve the community with an enthusiasm that is contagious and inspiring. Our passion for strong mental health outcomes in our life and work is channeled into meaningful action.

Innovation

We're always learning and never complacent. To meet the community's ever-changing needs, we must continuously evolve. So we ask questions, adopt a flexible mindset, encourage fresh ideas and are always open to new ways of doing things.

Respect

Every mental health journey is different and we respect the unique experiences of all people in Australia. We believe diversity makes our communities stronger and we tailor our services to reflect this.

Excellence

Everything we do is informed by the question: *'How will this help people?'* And if it won't, we don't pursue it. We're constantly improving and refining our work and always ask ourselves, *'What can we learn?'* and *'How can we share that learning?'*

Integrity

Honesty and transparency are the guiding principles for all our work. We're authentic and open about why, when and how we engage with the community. And we're transparent about how we use those learnings and what we need to do to improve.