



# Volunteer Program Management Procedure Appendices

This document is intended to be read in conjunction with the *Beyond Blue Volunteer Management Procedure*, which describes management procedures relevant to all volunteer programs.

The below program management appendices have been developed to detail program-specific management procedures.

Management processes outlined in the *Beyond Blue Volunteer Management Procedure* apply as relevant, unless overwritten by information in the below appendices.

[Appendix A: Blue Voices Program](#)

[Appendix B: Education Voices Program](#)

[Appendix C: Event Volunteers Program](#)

[Appendix D: Online Forums Community Champions Program](#)

[Appendix E: Speakers Program](#)

# Appendix A: Blue Voices Program

## Definitions

Type	Description
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 organisations at times.
Community Engagement team (Blue Voices)	The Community Engagement team (Blue Voices) supports and manages the recruitment of the Blue Voices cohort and provides advice and guidance to relevant project teams across Beyond Blue in relation to Blue Voices engagement.

## 3. Volunteer Management

The Blue Voices program currently has 6,000 members. The Blue Voices Program is the responsibility of the Blue Voices Adviser. The management of volunteers for specific activities is the responsibility of the relevant project team, with support from the Community Engagement team (Blue Voices). Each activity has a different range of management and support requirements.

### 3.1 Recruitment

#### 3.1.1 Recruitment and Selection procedures

##### Recruitment into the Blue Voices Program

Community members join the Blue Voices Program through the Beyond Blue [website](#).

##### Recruitment for an activity

The Community Engagement team (Blue Voices) supports project teams to recruit Blue Voices members. Blue Voices members are recruited for activities through monthly emails notifying them of available opportunities.

If the project team is looking for input from people outside of Blue Voices (i.e. people who may or may not have a lived/living experience), they are referred to Beyond Blue's Community Experience team to explore alternative recruitment options.

##### Selection

Selection procedures vary and are dependent on the project and activity type. If specific eligibility criteria are required for an activity, they will be outlined when the activity is advertised. Examples of selection criteria may include:

- Demographic characteristics (e.g. location, gender, sexual orientation)
- Experience using a particular service, resource or program
- A unique mental health lived experience
- Specific skills (e.g. understanding of an area of work such as research and evaluation)

## Age

People aged 16 years and older are eligible to register as Blue Voices member. People under 18 years are required to provide details of a parent/guardian when completing the registration form.

## Diversity and Inclusion

Beyond Blue is committed to including a diverse range of perspectives to ensure our work reflects the needs of community members with different backgrounds and experiences. In line with Beyond Blue's strategic direction and focus on people and communities at higher risk, the Community Engagement team (Blue Voices) can help project teams reach Blue Voices members that identify as:

- First Nations Peoples People from rural or remote areas
- People who speak a language other than English at home
- People who identify as LGBTIQ+
- People who live in low Socio-Economic Status regions
- Older people

### 3.1.2 Background/screening checks

In line with Beyond Blues Child Safety and Wellbeing Policy, Blue Voices members are required to have a valid Working with Children's Check (or state/territory equivalent) if they are participating in an activity or engagement involving interaction with other community members, whether face to face or online.

Additional screening check requirements will be advised at the time an activity is promoted.

### 3.1.3 Induction and training

Upon registering, Blue Voices members receive welcome emails introducing them to the program and advising them how to participate in activities. Members will have access to the Blue Voices Connect portal (a login section of Beyond Blue's website) where they can read about past activity outcomes and member of the month profiles.

## 3.2 Management

### 3.2.2 Personnel Records & Privacy

Blue Voices members provide information about themselves to Beyond Blue when registering for the Program and participating in activities. Contact and demography information is stored in Beyond Blue's CRM and is visible to all CRM users. Sensitive information about mental health experiences stored in Beyond Blue's CRM to be deleted in line with Beyond Blue's processes.

### 3.2.3 Volunteer roles

Blue Voices members sign up to be notified of opportunities to inform and influence Beyond Blue's work. Blue Voices members are also invited to participate in external activities run by other mental health organisations, services or researchers.

Activities may include:

- Sharing thoughts and experiences through surveys or questionnaires.
- Participating in committees or advisory groups.
- Providing feedback on an existing product, policy, program or service.

- Participating in focus groups, workshops or research interviews.
- Helping to test a new product such as a support app.

Volunteer roles are promoted to Blue Voices members via email.

### **3.2.5 Volunteer attendance**

Participation in internal and external activities is optional and members have the right to withdraw from an activity at any point in time.

- Activity registration and participation is recorded in Beyond Blue's CRM.
- Responses provided through expressing an interest in an activity or participating in an activity are recorded on a SharePoint site, accessible only to relevant staff on a need-to-know basis.

#### **3.2.11 Payments**

The cost involved to engage Blue Voices members will vary depending on the type of activity they are participating in. Payments are made in line with Beyond Blue's 'Guide: Community Payments', which standardises the use of payment for particular activities (e.g. committee membership, content production, focus group participation, survey incentives etc). This has been guided by the Remuneration Tribunal Determination.

#### **3.2.12 Reimbursements**

Blue Voices members will be reimbursed for any costs incurred by them to participate. This may be parking, driving costs, accommodation or other travel costs. These should be agreed upon before a Blue Voices member participates in an activity.

#### **3.2.15 Quality Improvement – Feedback from Volunteers**

Blue Voices members receive opportunities to regularly provide feedback on their experiences with the program, the types and frequency of engagement they receive, as well any opportunities for program improvement.

Blue Voices members are also encouraged to provide feedback on their experience engaging in an activity via post-engagement evaluations. This gives timely feedback to the project teams involved.

### **3.3 Retirement**

Blue Voices can leave the program at any time. They can unsubscribe from communications directly or by contacting the Community Engagement team (Blue Voices) by email or phone. Retirement means they will no longer receive communication from the Program and their contact record will be updated to remove that they are a Blue Voices member.

As the Blue Voices program is a notification list, there are no instances that a Blue Voices membership will be revoked. However, if there are concerns about a Blue Voices member due to known past or current behaviour, it may impact their involvement in certain activities promoted through Blue Voices such as committee roles, speaking in the media or other public-facing activities.

## Appendix B: Education Voices Program

### Definitions

Type	Description
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.

### 3. Volunteer Management

The Education Voices program currently has over 1900 members. The Education Voices Program is the responsibility of the Strategy, Engagement and Impact team within the Be You Team. The management of volunteers for specific activities is the responsibility of the relevant project team, with support from the Be You Strategy & Policy Coordinator. Each activity has a different range of management and support requirements.

#### 3.1 Recruitment

##### 3.1.1 Recruitment and Selection procedures

###### Recruitment

Community members join the Education Voices Program via the Education Voices landing page on the Be You website. Ongoing targeted recruitment will ensure the community continues to grow and meet its diversity metrics.

###### Selection

Education Voices members are required to be:

- Living in Australia
- Working within an early learning service or school; or
- Currently studying a qualification in early childhood education, education support or primary or secondary teaching; or
- Currently teaching future educators

###### Age

People aged 18 years and older are eligible to register an Education Voices member.

##### 3.1.3 Induction and training

Upon registering, Education Voices members will receive a welcome email introducing them to the Program and advising them how to participate in activities.

## 3.2 Management

### 3.2.2 Personnel Records & Privacy

Education Voices members provide information about themselves to Beyond Blue when registering for the Program and participating in activities. Contact and demography information is stored in Beyond Blue's CRM and is visible to all CRM users. To manage registration and participation, some personally identifiable information (PII) is currently managed through a password-protected offline spreadsheet with restricted access to the Education Engagement Team.

### 3.2.3 Volunteer roles

Education Voices members sign up to be notified of opportunities to inform and influence Be You's work via regular communication channels such as eDMs or emails regarding specific opportunities. Activities may include:

- online surveys
- Stakeholder Reference Groups
- focus groups and workshops
- one-on-one interviews
- quick polls.

Role descriptions are provided to members for each activity.

### 3.2.5 Volunteer attendance

Expressions of interest for participation in an activity and attendance are currently managed via the password-protected spreadsheet. Plans are underway to enable CRM capability to manage registration participation.

#### 3.2.11 Payments

The cost involved to engage Education Voices members will vary depending on the type of activity they are participating in. Payments are made in line with Beyond Blue's 'Guide: Community Payments', which standardises the use of payment for particular activities (e.g. committee membership, content production, focus group participation, survey incentives etc). This has been guided by the Remuneration Tribunal Determination.

#### 3.2.12 Reimbursements

Education Voices members will be reimbursed for any costs incurred by them to participate. This may be parking, driving costs, accommodation or other travel costs. These should be agreed upon before an Education Voices member participates in an activity.

#### 3.2.15 Quality Improvement – Feedback from Volunteers

Education Voices members periodically receive surveys where they are invited to provide feedback on their experience with the program, the types and frequency of engagement they receive, as well any opportunities for program improvement.

Education Voices members are sent a survey after participating in an activity to gain insight to their experience. The feedback survey includes the following questions:

- I feel the engagement genuinely sought my input to help

- I am confident my views were heard during the engagement
- I was given sufficient information so that I could take an informed view
- I felt informed about why I was being asked for my view, and the way it would be considered.

Net promoter score (NPS) activity will be conducted periodically using the following questions with the applicable skip logics:

- On a scale of 0-10, How likely is it that you would recommend Education Voices to a friend or colleague?
  - *(If score is 0-6)* What changes would Education Voices have to make for you to give it an even higher rating?
  - *(If score is 7-8)* What changes would Education Voices have to make for you to give it a higher rating?
  - *(If score is 9-10)* What does Education Voices do really well?

NPS is calculated as the number of Promoters (score 9/10) minus the number of Detractors (score 0-6). Education Voices will be targeting a positive NPS by end June 2023.

### **3.3 Retirement**

Education Voices members can leave the program at any time by contacting the Education Voices team by email or phone. They will no longer receive communication from the Education Voices team and their contact record will be updated to remove that they are an Education Voices member.

As the Education Voices program is a notification list, there are no instances where an Education Voices membership will be revoked. However, if there are concerns about an Education Voices member due to known past or current behaviour, it may impact their involvement in certain activities promoted through Education Voices such as committee roles, speaking in the media or other public-facing activities.

## Appendix C: Event Volunteers Program

### Definitions

Type	Description
<b>Beyond Blue Supervisor</b>	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.
<b>Event Volunteers</b>	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.
<b>Third parties</b>	External event organisers for whom Beyond Blue has recruited and provided its volunteers (e.g. fundraising, challenge events).
<b>Volunteers Hub</b>	An area of the Beyond Blue website accessible only to registered Beyond Blue Event Volunteers.
<b>Volunteer Team Leaders</b>	A group of specialised volunteers that have received extra training to act as the Beyond Blue Supervisor at events and coordinate event logistics, with support from Beyond Blue staff.

### 3. Volunteer Management

Beyond Blue currently has over 8000 volunteers who donate their time and expertise to help Beyond Blue have a useful and positive presence at our and other organisations' events and activities. The Event Volunteers Program is the responsibility of the Volunteers Manager.

#### 3.1 Recruitment

##### 3.1.1 Recruitment and Selection Procedures

Volunteers are recruited through the Beyond Blue website by completing a registration [form](#) and online induction. Once induction has been completed, volunteers can view and apply to participate in specific events and/or activities. Volunteer selection for an event or activity is at the discretion of Beyond Blue.

##### Age

People aged 16 years and older are eligible to register as a Beyond Blue volunteer. Volunteers aged between 16 and 18 years of age:

- must return a Beyond Blue Volunteer Waiver signed by a parent or guardian prior to participating in a volunteer activity.
- will be supervised by a Beyond Blue staff member during their volunteer activity.
- may have a parent or guardian accompany them to a Beyond Blue volunteer activity. These parents or guardians must be a registered Beyond Blue volunteer.

##### 3.1.2 Background/screening checks

Beyond Blue requires all Event Volunteers and staff volunteers to have a valid Working with Children Check (WWCC) from the state or territory in which they reside prior to commencing a volunteer activity. A National Police Check may also be required for certain volunteering roles.



Additional screening check requirements will be advised at the time an event or activity is advertised on the Volunteers Hub.

### 3.1.3 Induction/training

Volunteers must complete an online induction before commencing volunteer activities with Beyond Blue. The induction covers areas including Beyond Blue's mission, key messaging, statistics, engaging with the public and volunteer roles and responsibilities.

An Event Brief will be provided to all volunteers prior to a volunteer activity, and volunteers will receive an onsite induction training prior to the commencement of an activity.

Volunteer Team Leaders will be provided with an induction session prior to attending an event.

### 3.1.4 Interviews

Prior to selected events or activities, volunteers may be interviewed to determine their suitability to fulfil the requirement of the role and to answer any questions the volunteer has about the role. Interviews may be conducted either in person or by other means. Reference checks for volunteers may be carried out if required.

## 3.2 Management

### 3.2.2 Personnel Records & Privacy

The records relating to each volunteer is maintained by Beyond Blue's Community Engagement Team, including volunteer activities undertaken, emergency contact details and any health condition that may impact a volunteer's capacity. Volunteer records are accorded the same confidentiality as employee records and are saved in a secure drive and on Beyond Blue's CRM.

### 3.2.3 Volunteer roles

Roles undertaken by Event Volunteers often include attending Beyond Blue and third-party events, sporting and challenge events, community events and festivals, expos, culturally diverse, rural and remote, LGBTIQ+ events and other activities, to:

- Distribute virtual or physical collateral
- Promote Beyond Blue's resources, services and programs,
- Speak with members of the public about improving mental health in their local communities,
- Participate in fundraising activities and general community engagement.

On occasion, volunteers may be engaged virtually, or at the Beyond Blue Head Office to support teams, in alignment with [Australian Government Fair Work Unpaid Work Guidelines](#). These guidelines stipulate that a volunteering relationship exists if the work is not considered integral to the function of the organisation.

Examples of activities which meet these criteria include:

- 'surprise and delight' thank you calls to smaller donors/fundraisers
- mail out assistance to Fundraising and other teams
- support to prepare collateral for events and other activities.

### Position Descriptions

Volunteer position descriptions will be prepared for all volunteer roles before each activity and will be made available on the Volunteers Hub when a volunteer opportunity is advertised. Position descriptions are to include:

- The work group the volunteer will be involved in.
- Background information on the relevance and need of the volunteer position.
- A list of basic tasks involved.
- Desirable skills required to carry out the position.
- Duration of position and time commitment.
- Relevant mandatory screening checks to participate in the role.

Volunteers have the opportunity to input into developing new volunteer roles via ad hoc working groups, surveys and the annual volunteer survey.

### 3.2.4 Volunteer briefings

Volunteers will be provided with detailed Event Briefs when they register to be involved in various events and activities. Virtual briefings will be provided for some events and activities prior to the event/activity. Volunteer Team Leaders will receive an additional briefing prior to their volunteer activity.

Onsite briefings for volunteers will be held by a Beyond Blue supervisor and will take place at the commencement of a shift.

### 3.2.5 Volunteer attendance

Volunteers will be required to sign in when they arrive onsite for an event or activity as a record of attendance and in case of emergency. Volunteer emergency contacts provided at the time of registration will also be re-confirmed at the time of sign in.

### 3.2.6 Occupational Health and Safety (OH&S)

A copy of the Beyond Blue Health Safety and Wellbeing Policy (Volunteers) is available on the Beyond Blue website.

#### **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.

### 3.2.8 COVID-19 Risk Management

In the event of a COVID-19-related incident during a volunteer event/activity, the below procedure from the Beyond Blue COVID-19 Workplace Incident Notification Process must be followed:

1. If a volunteer develops symptoms of COVID-19 following an event at an external location, they are to isolate themselves immediately and undertake a test for COVID-19.
2. As soon as possible, the volunteer is to inform the Volunteers Manager if they receive a positive diagnosis test result or become symptomatic within 48 hours of the event for COVID-19, via . The email should:
  - have subject line as: COVID-19 NOTIFICATION
  - mark importance as High in the email
  - include their name and contact details
  - the name of the event and dates the volunteer attended
  - date of onset of symptoms

- date of diagnosis.

### 3.2.12 Reimbursements

Volunteers are entitled to claim up to \$30 for reasonable expenses associated with travel to and from the event or activity the volunteer is participating in and for food and non-alcoholic drinks during the volunteer shift. The reimbursement process will be advised to volunteers in advance of the volunteer event or activity.

Volunteer Team Leaders will be eligible to be reimbursed for pre-approved expenses in relation to undertaking their role.

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.

### 3.2.12 Absence

Volunteers must advise any anticipated absence as soon as possible by contacting the Beyond Blue Supervisor via phone or email to ensure alternative arrangements can be made.

Contact details for the relevant Supervisor will be provided in advance of the volunteer event or activity.

### 3.2.14 Recognition

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

- Monthly Volunteer Spotlight profiling volunteers and their contribution to Beyond Blue
- Recognition of total activities attended each year
- Annual National Volunteers Week celebration and thanks

### 3.2.15 Quality Improvement – Feedback from Volunteers

This facilitates Beyond Blue to have the opportunity to acknowledge and provide input to volunteer performance. Beyond Blue feedback policy and procedures will be based on:

- Keeping in touch with volunteers through conversations.
- Requesting feedback following all events via a post-event survey.
- Annual feedback surveys.
- Volunteer Working Groups.

## 3.3 Retirement

Volunteers may choose to retire from their volunteering involvement at any time by advising the Beyond Blue Volunteers team via email at [volunteers@beyondblue.org.au](mailto:volunteers@beyondblue.org.au). All volunteers who indicate they are ready to retire will be designated as 'retired' on Beyond Blue's CRM and will therefore no longer be contacted for volunteering activities.

A retirement campaign will periodically be utilised to ensure those on the Volunteers database are actively engaged. Volunteers identified to be less engaged by defined criteria will be contacted to opt-in and remain an 'active' Volunteer.

# Appendix D: Online Forums Community Champions Program

## Definitions

Type	Description
Online Forums 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 own mental health lived experience.
Peer Support	Peer support is when people use their own experiences to help each other. Members of the Beyond Blue Online Forums share their own experiences in support of others, while also receiving support in kind.

## 2.2 Volunteer responsibilities

Online Forums Community Champions are requested to act in accordance with Beyond Blue’s values, as well as in accordance with Beyond Blue’s Forums community [rules and values](#). Our Online Forums Community Champions also have the responsibility to:

- Carry out the duties listed in the Online Forums Community Champions Guide
- Maintain their online anonymity
  - Online Forums Community Champions and forum members are anonymous. We ask Online Forums Community Champions to carefully consider disclosing their role/online identity to others, for their own safety and wellbeing.
  - We ask Online Forums Community Champions to speak with Beyond Blue’s Online Communities Manager before discussing their volunteer role outside the forums. This includes activity such as social media posts, public speaking, or media opportunities.
  - Disclosing one’s identity offline may have unforeseen implications relating to posts they have made, including the possibility that forum members may try to contact volunteers privately through other means to seek support.

## 3. Volunteer Management

Beyond Blue currently has approximately 17 Online Forums Community Champions. The Online Forums Community Champions Program is the responsibility of the Online Communities Manager and Lived Experience Mentor

Along with Beyond Blue’s values, online forums volunteers are recruited, trained and managed with the Online Forums five community values in mind:

Supportive

We encourage our members to give and receive support, sharing their stories and experiences in times of distress and wellness.

Respectful

We respect where members are on their recovery journey and listen without judgment.

Empowering

We empower our members to make decisions that support good mental health and wellbeing.

Safe

We support our members to talk openly about difficult subjects in a safe manner.

We approach all our discussions with kindness, warmth and always assume the best intentions.

## 3.1 Recruitment

### 3.1.1 Selection Procedures

Online Forums Community Champions are generally recruited through the Beyond Blue [website](#) by sending an expression of interest to the Online Communities Manager and OC Lived Experience Mentor. See the Online Forums **Community Champion Recruitment Process Flowchart** for additional streams of recruiting Online Forums Community Champions.

Candidates are required to:

- register as a Beyond Blue Event Volunteer, complete the general volunteer induction, and register with Beyond Blue's online forums.
- demonstrate engagement by an initial two weeks of posting on the Forums.
- complete a Champion Wellness Plan and Debriefing Support Agreement with Mental Health Advisor. Wellness plan and agreement can be found within the Online Forums Community Champions Guide, both developed by Beyond Blue's Clinical Governance team.

The Online Communities Volunteer Coordinator will assess whether a candidate meets all the requirements. If approved, suitable candidates must then meet with Beyond Blue's Mental Health Advisor who will assess the candidates Online Forums Community Champion Wellness Plan. An interview is also conducted to provide an overview of the program including the roles and responsibilities of an Online Forums Community Champion.

#### Age

People aged 18 years and older are eligible to register as a Beyond Blue Online Forums Community Champion.

#### Lived Experience

Individuals must be comfortable sharing their personal lived experience with mental health issues, including experiences of their recovery and wellbeing. Individuals who identify as a carer or supporter of someone with mental health issues are also welcomed to participate as an Online Forums Community Champion.

### 3.1.2 Background/screening checks

All Online Forums Community Champions must hold a valid Working with Children Check (or state/territory equivalent) and a National Police Check prior to commencement in their role. Checks must remain valid at all times while engaged with the program.

### 3.1.3 Induction/training

Online Forums Community Champions complete the General Volunteer online induction upon registering. They also complete an induction session with the Beyond Blue Online Communities Lived Experience Mentor before commencing in their Community Champion role. The induction covers Beyond Blue's online forums community rules and values, key messaging, and volunteer roles and responsibilities.

Online Forums Community Champions must also complete two modules via [MHPOD Learning Portal](#)

- o Mental health peer workforce in the broader mental health system

o Mental health services in primary care environments. Once this induction is completed, the Community Champion will be provided access to a private online forum to communicate with other Community Champions, a monthly 1.5hour meeting called Champs nest where Online Forums Community Champions discuss topics relating to their role, relevant trainings are provided and a debriefing on their role. Online Forums Community Champions also have one 1:1 mentoring session monthly, with the Online Communities Lived Experience Mentor and have access to a fortnightly “Coffee Catch up” a social session to cultivate a team culture and alleviate isolation.

## 3.2 Management

### 3.2.3 Volunteer roles

The role of an Online Forums Community Champion is to:

- Actively look for and responding to unanswered posts
- Welcome new members and help them find their way around – particularly in connecting them with other members or threads that are similar to theirs
- Direct members to information and resources on the Beyond Blue website where appropriate
- Start new threads on topics of interest relating to hope, recovery and staying well
- Refer any concerns they have about a member’s wellbeing to our moderators

Online Forums Community Champions are not expected to be responsible for the wellbeing of individual members.

### 3.2.5 Volunteer attendance

Volunteer activity is recorded and assessed on a monthly basis.

### 3.2.9 Approaches from Media

Online Forums Community Champions are asked to speak with Beyond Blue’s Online Communities Manager before discussing their volunteer role outside the forums. This includes activity such as social media posts, public speaking, or media opportunities.

### 3.2.12 Reimbursements

Online Forums Community Champions will be reimbursed if their state or territory charges a fee to obtain a necessary screening check.

### 3.2.15 Quality Improvement – Feedback from Volunteers

Online Forums Community Champions are encouraged to provide feedback on a regular basis. Online Forums Community Champions have the ability to provide feedback via:

- Private Online Forums Community Champion forums.
- Via Email to Online Communities Lived Experience Mentor
- Three monthly professional development sessions with Beyond Blue Online Communities Manger
- Regular debriefing sessions with Beyond Blue’s Online Communities Lived Experience Mentor

Where appropriate, Online Forums Community Champions are able to escalate feedback to Beyond Blue’s Online Communities Manager or via Beyond Blue’s general [contact form](#) on the website.

### 3.3 Retirement

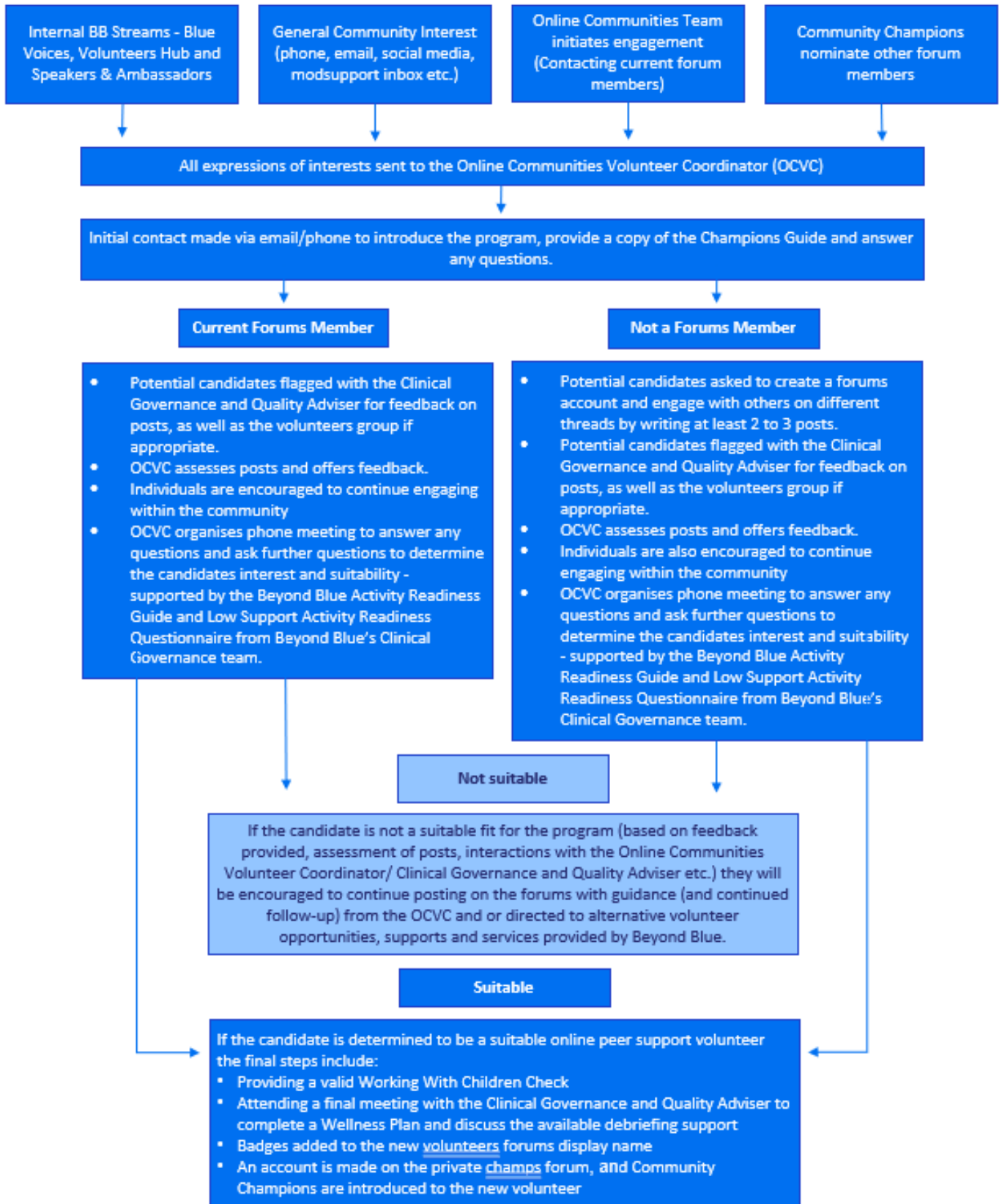
Online Forums Community Champions may choose to retire from their volunteering involvement at any time by advising the Beyond Blue Online Communities Lived Experience Mentor via email or phone.

Online Forums Community Champions who no longer meet the requirements of the role will be contacted privately to discuss their role and advised if retirement has been decided as the best outcome. The following process will then occur:

- The individual will be encouraged to continue on the forums as a regular member, provided their conduct on the forums has not been in breach of the community rules.
- It will be requested to discontinue use of the title 'Online Forums Community Champion', and the individual will be advised on how to communicate their role on the forums in the future
- The Online Forums Community Champions group will be advised of the change of status via the private forum. Access to the private forums will be ceased and Online Forums Community Champion badge removed.

The Mental Health Advisor and Online Communities Lived Experience Mentor will offer follow up phone calls if appropriate.

**Online Forums Community Champion Recruitment Process Flowchart**





## Appendix E: Speakers Program

### 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.
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.

### 3. Volunteer Management

The Speakers Program currently has 200 volunteers who share their personal stories and experiences of anxiety, depression and suicide; to raise awareness, reduce stigma and encourage people to seek support. The Speakers & Ambassadors Program is the responsibility of the Speakers & Ambassadors Manager.

#### 3.1 Recruitment

##### 3.1.1 Recruitment and Selection Procedures

###### Speakers

Recruitment of Speakers is facilitated via the Beyond Blue website. The Speaker Expression of Interest (EOI) form is periodically open for applications, often with specific parameters (i.e. location, gender, experience) in line with recruitment targets.

If the EOI portrays suitable motivation and level of recovery according to the key selection criteria (see *Speaker Selection Criteria*), a screening interview with the potential Speaker is arranged. It is best practice to have a second team member on the call for a second opinion on any concerns. If a question arises regarding level of recovery or clinical concern, it will be escalated to Beyond Blue's Clinical Governance team to review.

If satisfied with the potential Speaker's motivations and level of recovery following the screening interview, the Speaker will be invited to an upcoming Induction Training Day as the final step in the screening process. If it is decided after reviewing the EOI or conducting a screening interview that the potential Speaker is not suitable, they will be notified via email.

###### Ambassadors

Identifying and recruiting high-profile individuals to become Program Ambassadors involves:

- Researching the individual's personal experience of anxiety, depression and/or suicide prevention
- Obtaining approval from the Head of Strategic Engagement or relevant Head or Executive team member to approach the individual
- Approaching individual or their agent
- Negotiating their role and profiling their association with Beyond Blue

## **Age**

People aged 18 years and older are eligible to apply to become a Beyond Blue Speaker.

### **3.1.2 Background/screening checks**

All Speakers must hold a valid Working with Children Check (or state/territory equivalent) and a National Police Check prior to commencement in the program. Checks must remain valid at all times while engaged with the program. Speakers without valid Checks will not be permitted to attend events. Screening costs will be reimbursed by Beyond Blue.

### **3.1.3 Induction/training**

#### **Speakers**

Speakers are required to attend an Induction Training Day prior to commencing their role. Induction Training Days may either be held in person or virtually. The induction covers areas including Beyond Blue's mission, key messaging, statistics, how to share a personal story and roles and responsibilities.

#### **Ambassadors**

Ambassadors will receive a customised induction to their role as Ambassador.

## **3.2 Management**

### **3.2.4 Volunteer briefings**

Speaking events are matched to the most appropriate Speaker. A briefing for proposed speaking engagements is supplied to Speakers for them to review and accept, based on availability and interest. This briefing is based on information supplied by the event organiser.

#### **Ambassadors**

Ambassadors may be onboarded for specific campaigns. Onboarding will be coordinated by the relevant program team with support from the Speakers Program Lead.

### **3.2.5 Volunteer attendance**

All speaker opportunities are recorded in Beyond Blue's CRM, including whether a Speaker has accepted, declined or withdrawn from an event. This is to balance requests across Speakers, support recognition and identify gaps in the Program.

### **3.2.8 Risk Management**

Event organisers are required to confirm the organisation they represent is compliant with the relevant state/territory regulatory workplace health and safety requirements, including COVID-19. This is confirmed through a mandatory check box on the speaker request form. In addition to this, event organiser must read and accept the Terms of Use, Privacy Policy and Child Safety and Wellbeing Policy.

In the event of a COVID-19-related incident during a speaking engagement, the below procedure from the Beyond Blue COVID-19 Workplace Incident Notification Process must be followed:

If a Speaker develops symptoms of COVID-19 following an event at an external location, they are to isolate themselves immediately and undertake a test for COVID-19.

As soon as possible, Speakers are to inform the Speakers Program Lead if they receive a positive diagnosis test result or become symptomatic within 48 hours of the event for COVID-19 via email.

The email should:

- have subject line as: COVID-19 NOTIFICATION
- mark importance as High in the email
- include their name and contact details
- the name of the event and dates the volunteer attended
- date of onset of symptoms
- date of diagnosis.

### **3.2.9 Approaches from Media**

All media requests must be coordinated through the Beyond Blue Media team.

### **3.2.12 Reimbursements**

Speakers are entitled to reimbursement for their travel costs. Any costs incurred to obtain a Working with Children Check and/or Police Check are also eligible to be reimbursed.

### **3.2.12 Absence**

Speakers must advise any anticipated absence as soon as possible by contacting the Speakers team via phone or email to ensure alternative arrangements can be made.

### **3.2.15 Quality Improvement – Feedback from Volunteers**

Speakers are invited to provide feedback via an annual survey. Speakers will also receive a check in from the Community Engagement team via phone or email following each event.

Virtual and in-person Workshops are also held each year and provide Speakers with the opportunity to provide feedback and suggestions. Informal conversations are also welcomed.

## **3.3 Retirement**

The list of current Speakers is reviewed periodically and anyone unwell or non-responsive for a period of time (generally over 6 months) is put on a 'To Retire' list. The Community Engagement Team will make every effort to engage with Speakers by offering events, and general checks in via phone and email, when considering placing them on this list.

If a Speaker has not been in touch by the next review, or they are no longer in a level of recovery that allows them to participate in the program, they will be considered Retired. Speakers who were actively involved in the speaker program and have completed more than 10 speaking engagements will receive a signed thank you letter from Beyond Blue's CEO, acknowledgement and outlining their impact and

involvement. Speakers who have completed less than 10 speaking engagements will receive a signed thank you letter from the Program Lead outlining their impact and involvement.

If the Speaker recommences communication after they have been retired, their situation is assessed on a case-by-case basis – they may be asked to be screened again, attend another Induction Training Day, or they may be able to recommence speaking straight away, dependent on the individual situation.

### ***Speaker Selection Criteria***

- Past experience of diagnosed anxiety and/or depression and/or suicidal behaviours OR experience of caring for someone with a diagnosis of anxiety and/or depression.
- In a recovery space (i.e. not continuing to experience frequent periods of distress, undergoing treatment in hospital, changing or receiving new medications or treatment) for the past 8-12 months.
- Must hold a current or be willing to obtain (at own expense) a Working with Children Check and a National Police Check (relevant to home state).
- Personal experience and subsequent recovery consistent with Beyond Blue's key messaging of seeking professional help.
- No intention to promote or sell any personal agenda, business, venture or product if representing Beyond Blue.
- Strong motivation to promote community awareness of anxiety and depression and the work of Beyond Blue.
- Sustained and respected profile in the public domain including social media platforms (i.e. no or little public controversy)
- Alignment with Beyond Blue's core [values, vision and mission](#)