



Volunteering and Human Resources Policy

1. Purpose

We recognise that volunteering is an essential element of how we fulfil our mission. Volunteering is as necessary and valuable to CFC ANCOP Australia Ltd. ("ANCOP") as monetary donations. Volunteers bring personal commitment, skills and experiences to our endeavours. The support that volunteers offer - and the views, ideas and suggestions they contribute - help us achieve our goals and improve what we do. This policy reflects our commitment to how we engage and welcome volunteers.

2. Scope

This policy applies to all CFC ANCOP Australia Ltd. volunteers.

3. Guiding Principles

3.1 Dignity

We treat our volunteers with respect and as a valued part of our organisation.

3.2 Voice

We welcome the ideas and suggestions of volunteers.

3.3 Reciprocity

Both ANCOP and our volunteers enrich each other from the volunteering relationship. We value the time and skills our volunteers invest. Our volunteers may gain real-life work experience, the satisfaction of making a difference and the opportunity to put their faith in action by bringing Christ's transforming love to the poor.

3.4 Recognition

Although our volunteers do not get paid, we recognise their efforts in alternative ways such as the volunteer recognition and fellowship gatherings.

3.5 Compliance

While volunteering engagements are less formal than employee engagements, we still have the highest standards of compliance, in particular safeguarding and protecting vulnerable people and work health and safety.

4. Volunteer Rights and Responsibilities

4.1 Volunteer Rights

Unlike employees, volunteers are not covered by awards or work-place agreements. Volunteers however do have rights, some which are enshrined in legislation and some which could be considered moral obligations of an organisation. Volunteers have the right to:

- Work in a healthy and safe environment (refer to various Work Health and Safety Act in applicable States & Territories)

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- Be interviewed and engaged in accordance with equal opportunity and anti-discrimination legislation (Equal Opportunity Act 2010)
- Be adequately covered by insurance
- Be given accurate and truthful information about CFC ANCOP Australia Ltd.
- Be reimbursed for out-of-pocket expenses
- Be given a copy of the organisation's volunteer policy and any other documents that affect their work
- Be provided with induction to the organisation
- Have their confidential and personal information dealt with in accordance with the principles of the Privacy Act 1988
- Be provided with sufficient training to carry out their role if required

4.2 Volunteer Responsibilities

The volunteer also has responsibilities to the organisation including:

- Work within the mission of CFC ANCOP Australia Ltd.
- Sign our Code of Conduct
- Submitting a national criminal history check (mandatory for management committee core members) and a volunteer working with children check.
- Completing training on ANCOP Safeguarding Policy
- Carry out duties in line with their role statement
- Participate in any training or information sessions required
- Take responsibility for their own safety at work
- Report incidents and hazards to ANCOP Management Committee

5. Fair and Non-Discriminatory Management

We are committed to maintaining a fair, transparent, and non-discriminatory environment in all aspects of our organization, including the management of volunteers and volunteers. Discrimination based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, marital status, veteran status, or any other characteristic protected by applicable law is strictly prohibited.

Policy Details:

5.1 Recruitment and Selection: All recruitment and selection processes will be conducted in a fair and transparent manner, with equal opportunities provided to all qualified candidates.

5.2 Training and Development: Training and development opportunities will be made available to all volunteers and volunteers based on their job requirements and individual development needs, without discrimination.

5.3 Promotion and Advancement: Promotion and advancement decisions will be based on merit, qualifications, and performance, without regard to protected characteristics.

5.4 Work Environment: We will foster an inclusive work environment where all individuals are treated with dignity and respect, and where discriminatory behaviour or harassment of any kind is not tolerated.

5.5 Accommodation: Reasonable accommodations will be provided to employees and volunteers with disabilities to ensure equal access to employment opportunities, in compliance with applicable laws.

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6. Compliance with Human Resource Regulatory Requirements

We are committed to complying with all applicable human resource regulatory requirements and legislation to ensure the fair and lawful treatment of our employees and volunteers.

Policy Details:

6.1. Awareness and Training: We will provide training and resources to all relevant personnel to ensure awareness of and compliance with human resource regulatory requirements and legislation.

6.2 Documentation and Record Keeping: Accurate and up-to-date records will be maintained to demonstrate compliance with applicable laws and regulations.

6.3 Monitoring and Review: Our human resource practices and policies will be regularly monitored and reviewed to ensure ongoing compliance with regulatory requirements.

7. Performance and Grievance Management

We are committed to managing the performance and grievances of our volunteers in a fair, transparent, and timely manner, with the aim of fostering a positive work environment and resolving issues effectively.

Policy Details:

7.1 Performance Management: Performance expectations will be clearly communicated to all employees and volunteers, and regular feedback and performance evaluations will be conducted to support their development and improvement.

7.2 Grievance Procedure: CFC ANCOP has a complaints policy documenting a formal grievance procedure to provide a fair and confidential process for addressing employee and volunteer concerns or complaints regarding their work environment, conditions of employment, or treatment by others.

7.3 Resolution and Follow-Up: Grievances will be promptly investigated and resolved to the extent possible, and appropriate follow-up actions will be taken to prevent recurrence of similar issues in the future.

These policies are designed to promote fairness, transparency, and compliance with regulatory requirements in the management of volunteers and volunteers within the organization.

8. Remuneration and Benefits

CFC ANCOP volunteers do not receive any monetary remuneration for their services to the organization.

This policy supports ANCOP's policy and procedures on:

- Code of Conduct
- Complaints Policy
- CFC ANCOP Australia Ltd. Safeguarding Policy

6. Revision History

Version	Approval Date	Summary of Changes
V1.0	August 2023	Original policy
V2.0	October 2024	

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