

NOT FOR PROFITS ARE YOU AT RISK FROM YOUR BIGGEST ASSET - **VOLUNTEERS?**

10 VOLUNTEER MANAGEMENT RULES THAT EVERY ORGANISATION SHOULD KNOW

According to Volunteering Australia¹, approximately 6.1 mil people regularly participate in formal volunteering, providing approximately \$14.6 billion of unpaid labour to not-for-profit organisations. Other analysis of the scale of volunteering's economic value to Australian society suggests it's more in the order of \$200 billion a year.

Whatever the true economic value, for many not-for-profit organisations, volunteers are your very lifeblood. Without volunteers, your organisation simply could not continue to operate.

Yet, too few organisations truly optimise volunteer engagement. Instead, they overlook the need to put a formal structure in place to recruit, train, manage, and make the most of this important segment of their workforce.

While this in itself opens the organisation up to risk, many NFPs also make the mistake of thinking that they have no legal responsibilities over their volunteers, when in truth, quite the opposite is true.



“Volunteering is time willingly given for the common good and without financial gain.” Volunteering Australia

VOLUNTEER CHECKLIST

Not-for-profit organisations have the same legal obligations as any employer to their workers and this includes volunteers. While you don't pay volunteers for their time, there still are fundamental people management practices that you need to put in place to ensure you're compliant with Fair Work legislation.



1. RECRUITMENT: It's important to clearly document volunteer recruitment and selection policies and procedures, and ensure they are consistent with anti discrimination and equal opportunity legislation, practices and guidelines.



2. ONBOARDING: Provide volunteer staff with orientation, clearly define volunteer roles and develop job descriptions.



3. WHS: WHS compliance is a priority for all your workers (and this includes volunteers). You need to ensure volunteer staff have a healthy and safe place to work, along with adequate supervision. This includes making volunteers aware of standard safety protocols and conducting regular WHS training with them.



4. TRAINING & DEVELOPMENT: Ensure your volunteers obtain the knowledge, skills, feedback to do the work, and effectively carry out their responsibilities. Offer volunteer staff the opportunity for professional development.



5. WORKPLACE POLICIES: Create policies and procedures for volunteer involvement and ensure that these are understood, and implemented through your organisation. Provide all staff with information on grievance and disciplinary policies and procedures acknowledge the rights of volunteer staff.



6. INSURANCES: Create policies and procedures for volunteer involvement and ensure that these are understood, and implemented through your organisation. Provide all staff with information on grievance and disciplinary policies and procedures acknowledge the rights of volunteer staff.





7. REWARDS & RECOGNITION: Attracting and engaging volunteers is a costly exercise, so it makes sense to retain them. Volunteers can quickly lose motivation if they feel that their work is not being valued. So, publicly acknowledge the contributions of volunteer staff and treat them as valuable team members. If you can, offer perks and other benefits in line with what you offer employees where appropriate.



8. RECORD KEEPING: As with all other workers, you need to establish a system to manage and control all records relating to your volunteers.



9. CONTINUOUS IMPROVEMENT: Continually review your volunteer management system to ensure that opportunities to improve the quality of the system are identified and actively pursued.



10. DUE DILIGENCE: Ensure appropriate processes and procedures are in place for the effective planning, control, and review of all activities relating to the delivery of services by volunteers.



1300 084 847



WWW.EMPLOYMENTHERO.COM

MANAGING VOLUNTEERS

To minimise compliance risk, you can use Employment Hero help you meet your obligations to your volunteers.

Employment Hero's all-in-one HR, Payroll and Benefits platform is a convenient and effective way to attract, manage, and retain your volunteers.

Plus, its inbuilt benefits platform even provides an easy way to offer great benefits to volunteers, all without a hefty benefits budget. In fact, totally free of charge. And when we say free, we mean it.

With Employment Hero, our HR functionality helps you save time and money handling everything from volunteer recruitment and onboarding through to day-to-day management and record keeping. All in a structured, systemised, and compliant way.

Meanwhile, our Employee Benefits program also allows you to enhance your employer brand and keep your volunteers happy by offering the kind of benefits that all workers love.

ABOUT EMPLOYMENT HERO

Employment Hero is Australia's premier all-in-one cloud-based HR, payroll and benefits platform, providing all the tools and resources businesses need to hire great talent, including volunteers, and keep them super happy.

Employment Hero's team includes some of the best employment lawyers, HR specialists, and payroll officers in the country, all of whom are ready to work with you as an extension of your company. We have offices in Sydney, Melbourne, Brisbane and Perth.

FOR MORE INFORMATION, OR A FREE TRIAL, CALL 1300 084 847. ALTERNATIVELY, EMAIL US AT: INFO@EMPLOYMENTHERO.COM

¹Key facts & statistics about volunteering in Australia:

<http://www.volunteeringaustralia.org/wp-content/uploads/VA-Key-statistics-about-Australian-volunteering-16-April-20151.pdf>



1300 084 847



WWW.EMPLOYMENTHERO.COM