

# Volunteer Policy

## Definition

Volunteering is unpaid work specific to the not-for-profit industry and may be viewed as a donation of time and skill to the organisation. Cystic Fibrosis WA (CFWA) is heavily reliant upon volunteers for the success of its events and business operation.

## Roles

Volunteers are engaged by the organisation for a range of roles where a need is identified: participation on sub-committees, participation of activities and events run by the organisation (both fundraising and service-related), administrative support, fundraising, and lobbying amongst others. Minimum age limits apply to certain volunteering positions, i.e. serving alcoholic beverages at events. Refer Department of Commerce for further information on allowable volunteering duties for minors.

## Acknowledgement

In recognising the immeasurable contribution of its volunteers, a representative of CFWA thanks each volunteer via email and/or a letter and CFWA organises an annual thank you party by way of the Sponsors & Volunteers Evening.

## Registration

CFWA provides a specific volunteer insurance policy to protect volunteers during their volunteer work under the auspice of CFWA. All volunteers **MUST** be registered as a volunteer of CFWA. Registration entitles volunteers to take cover under the CFWA insurance policy in the event of accident or injury during their volunteer work. In the event someone fails to register themselves as a volunteer with CFWA and an injury or accident occurs whilst volunteering under the auspice of the organisation, the organisation's public liability insurance policy will provide some coverage and compensation. However, it is deemed best practice to *register* as a volunteer. Volunteer Registration Forms are obtained from the Fundraising & Marketing team who logs and keeps track of all volunteers of the organisation.

## Cystic Fibrosis WA

The Niche  
11 Aberdare Rd  
Nedlands WA 6009

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PO Box 959  
Nedlands 6909

**T:** +61 8 6457 7333  
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**E:** [admin@cfwa.org.au](mailto:admin@cfwa.org.au)

Disclaimer: The information contained herein is provided in good faith. However accuracy of any statements is not guaranteed by Cystic Fibrosis Australia. We provide the information on the understanding that persons take responsibility for assessing relevance and accuracy. Individuals are encouraged to discuss their health needs with a health practitioner.

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**When engaging volunteers, CFWA retains the right to:**

- assess a volunteer's capabilities and allocate suitable tasks for them
- plan and facilitate volunteer training, if required
- reassign volunteers to appropriate work
- supervise volunteers and provide feedback
- decline to use volunteers in certain capacities if they are deemed unfit or unsuitable for the specific task at hand

**Similarly, where volunteers are engaged, it is CFWA's responsibility to:**

- empower volunteers to meet their own, as well as the organisation's, needs
- offer volunteers work opportunities that are appropriate to their skills, experience and aspirations
- provide volunteers with clear duty statements
- provide volunteers with orientation training, if required
- offer volunteers training and support to meet their goals
- implement procedures to ensure volunteer safety and well-being
- offer reimbursement for out-of-pocket expenses
- recognise the value of contributions made by volunteers

**Dress Code**

Volunteers are expected to be suitably attired and groomed whilst representing CFWA in a volunteer capacity. Smart casual clothing is acceptable for the work environment when volunteering in the CFWA offices. Shorts, singlet and/or thongs are not deemed appropriate attire and must not be worn in this environment.

Similarly, suitable attire for after hour and weekend functions, as deemed appropriate for the event, is expected, e.g. shorts / jeans and event-branded T-shirts for Great Strides; cocktail / business attire for the Spring Rose Art Exhibition.

Volunteers must abide by the safety policies and procedures of CFWA (and The Niche Building if volunteering in the CFWA office or within the building). They should consult their team leader regarding any dress requirements specific to an event which may include wearing a specific volunteer T shirt.

Generally acceptable forms of casual attire include but are not inclusive to long sleeve shirts, short sleeve shirts, polo shirts, blouses, long trousers, skirts and dresses. Shoes should look smart and be of a sensible nature. Denim is an acceptable form of attire at the discretion of your manager and/or appropriate to the function being attended.

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Deodorants are encouraged, however, perfume, cologne, and aftershave lotions should be used in moderation, as some individuals may be sensitive to strong fragrances.

Any clothing, jewellery, or tattoo that conveys a negative statement toward a race, gender, sexual orientation, age, religion, disability, or is otherwise considered harassing or offensive, is forbidden.

Religious beliefs should be taken into consideration except where there are legitimate health, safety and welfare concerns.

Your team leader is responsible for adherence to this policy. If your team leader feels your personal appearance is inappropriate, you may be asked to modify your wear or leave the workplace and return properly dressed or groomed.

### **Confidentiality**

Confidentiality is the requirement to keep in confidence all information learnt, relating to clients, staff and administrative actions of Cystic Fibrosis WA (CFWA).

All volunteers must adhere to the Volunteer Confidentiality Guidelines. A breach of confidentiality may result in CFWA taking further action (including legal).

**When representing Cystic Fibrosis WA (CFWA) in a volunteer capacity, please adhere to the following guidelines:**

**A. Don't share excessive personal information about yourself**

- This could be used for harmful reasons e.g. identity theft

**B. Don't share information about CFWA staff, other volunteers or members of the cystic fibrosis (CF) community**

- Don't share photos on social media without obtaining prior authorisation
- Don't discuss personal information or hear say regarding CFWA and its members, staff and other volunteers
- If in doubt about the information you can share, refer to your volunteer coordinator.

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**C. Follow the correct complaints procedure**

- Refer all complaints onto the volunteer coordinator who will ensure correct grievance procedures are followed.
- Do not discuss details of the complaint with others

**Confidentiality at the CFWA office**

If you are volunteering at the CFWA office, you may be exposed to additional information regarding members, staff and administration actions and you will be required to sign a Confidentiality Agreement.

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