



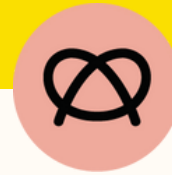
OZHARVEST VOLUNTEER AGREEMENT

Policies, Procedures and Guidelines for Volunteering

INTERNAL USE ONLY

Please note; this document contains confidential information and should not be shared.

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WELCOME

Welcome to the OzHarvest family!

Volunteers are the heartbeat of our organisation. Since we began in 2004, OzHarvest has been blessed by the support of so many dedicated volunteers, who have shared their time, energy, ideas, skills, hearts, and so much more with us.

Thanks to volunteers like you, OzHarvest continues to be a more efficient and effective organisation, which is constantly inspired and motivated by our people. The very existence of many of our programs and services depend on the vital contribution of our volunteers, we simply would not be able to operate without the tireless effort and countless hours that you all donate.

We are touched that you have chosen to volunteer with OzHarvest, and your personal contribution is invaluable to our cause. Any time dedicated to OzHarvest has a direct impact on someone in need and to environmental preservation – and for that we thank you! We also hope that your life will be further enriched by the experiences, connections and knowledge you gain from volunteering with us!

With the warmest of thanks

Ronni Kahn



VOLUNTEER AGREEMENT

At OzHarvest we pride ourselves on our commitment to the values and purpose of Nourishing Our Country. This Volunteer Agreement should be read and followed in conjunction with the OzHarvest Code of Conduct, OzHarvest Policies and Procedures.

Your Rights

Unlike paid staff, industrial awards and/or work-place agreements do not cover volunteers. Volunteers however do have rights, some of which are enshrined in legislation. As a volunteer, you have the right to:

- Work in a safe & healthy environment in accordance with the Work Health & Safety Act 2011.
- Work in an environment where everyone understands their responsibilities and obligations within the Equal Employment Opportunity and Anti-Discrimination Legislation
- Be treated fairly and shown respect
- Be provided with: adequate training, safe systems of work, adequate supervision and support, a volunteer induction/orientation, a Position Description for your role and agreed working hours, access to a grievance and complaints procedure
- Have your information stored and confidentiality maintained in accordance with the Privacy Act 1988

The Agreement

Volunteers engaged with OzHarvest are expected to:

- Keep all information and knowledge acquired during the application, interview, appointment process and ongoing placement private and confidential;
- Understand that volunteering with OzHarvest is of the volunteers own free will and without coercion, and is for no financial payment;
- Agree to take reasonable care of their own health and safety, as well as the health and safety of those around them, whilst volunteering for OzHarvest; including immediately reporting workplace incidents or risks to health and safety to an OzHarvest staff member as soon as they occur;
- Agree that whilst undertaking volunteering activities for OzHarvest, volunteers will follow the Australian Government's health guidelines and OzHarvest's policies, procedures and guidelines as current and applicable at the time of the volunteer engagement;
- Understand that OzHarvest has Volunteer Personal Accident policies that cover accidental injury or death whilst undertaking a volunteer activity, and that there is no direct medical health coverage for sickness/illness afforded to me during my engagement with OzHarvest;
- Acknowledge that OzHarvest is not responsible for any potential exposure to sickness/illness during volunteer engagement with OzHarvest;
- Agree that in the event of a personal insurance claim against OzHarvest, volunteers will not take any action, which is greater than the extent to which OzHarvest is insured;
- Agree to provide 24 hours' notice when going away or are otherwise unable to attend a scheduled shift;
- Abide by the guidelines provided in the relevant Role Description and/or Program-specific induction, trainings and guidelines;
- Authorise OzHarvest to use names and/or any photographs of volunteers taken in newsletters, press releases and other publications produced to illustrate and promote OzHarvest's work;



VOLUNTEER AGREEMENT

- Agree to represent OzHarvest in a positive, honest, fair and respectful manner when dealing with staff, other volunteers, supporters, food donors, recipient charities, agency clients and the general public (this includes when using social networking sites e.g. Facebook and Twitter);
- Agree not to speak to the media on behalf of OzHarvest, unless authorised by OzHarvest to do so;
- Agree to receive regular volunteer news updates to keep informed of upcoming events and opportunities;
- Agree to undertake the requested training Courses (provided free of charge by OzHarvest) to become involved in any OzHarvest volunteer opportunities;
- Always maintain appropriate and presentable dress and footwear, including wearing an OzHarvest t-shirt and flat, closed-in shoes to all activities (excepting social events and office work);
- Promptly disclose any new matters, including criminal convictions, that might preclude suitability or capacity to drive or volunteer;
- Behave in a manner consistent with OzHarvest's anti-discrimination, harassment and bullying policies. This includes no unlawful conduct, sexual or other harassment, bullying, discrimination or use of discourteous comments or images;
- Immediately report any risks, hazards, incidents, accidents or near misses to the Volunteer Coordinator or shift supervisor;
- Agree to contact and consult an OzHarvest staff member with any emergencies or queries, concerns and/or grievances;
- Agree to follow any reasonable instruction given by an OzHarvest staff member or supervisor, including a Volunteer Coordinator, Program Manager or Coordinator, or other 'shift leader';
- Agree that OzHarvest is committed to continuously improving its volunteering program and encourages both formal and informal feedback regarding its management practices. Feedback can be provided to either the Volunteer Coordinator, shift supervisors, or People and Culture team, either verbally or in writing;
- Understand that the performance of OzHarvest volunteers is regularly reviewed on an informal basis. Regular supervision allows ongoing review of each volunteer's performance, role satisfaction and provides an opportunity for volunteers and Volunteer Coordinator / staff team to provide feedback to each other on an as needs basis;
- Understand that in the event a volunteer's work deviates from role requirements, contravenes the rights and responsibilities of volunteers or any OzHarvest policy, or places a client / employee or any other person at risk, the Volunteer Coordinator (or other supervisor) will discuss the issue with the volunteer and together, mutually agree an appropriate strategy for future conduct. A written record will be kept and provided to the volunteer;
- Agree to uphold the above and all of OzHarvest's policies and procedures, and understand that failure to do so may result in the volunteering arrangement being terminated;
- Understand that if a volunteer believes that their placement has been terminated unfairly, the volunteer can raise their grievance with the People and Culture team at OzHarvest.

Should you not understand anything within this Agreement either in spirit or content where it applies, please reach out to your Volunteer Coordinator.

National Volunteer Lead | May 2024



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POLICY - CODE OF CONDUCT

Purpose and Scope

The Purpose of the Code of Conduct is to ensure that OzHarvest as an organisation, and all of its employees and volunteers carry out their duties in a respectful, ethical, honest, and professional manner.

The OzHarvest Values and our Code of Conduct

This Code of Conduct Policy reflects our values, whereby:

- We are connected by a common cause;
- Our culture is one of growing and nourishing others;
- We embrace our challenges with bold courage;
- We are grateful for the people we work with and for the work we do;

and, this Policy governs our commitment to those values in the way we conduct business.

Policy

All people engaged with OzHarvest are expected to:

- Conduct themselves in accordance with all OzHarvest Policies and all relevant laws.
- Behave in a kind, respectful, ethical, and honest way.
- Protect and preserve the safety and wellbeing of children when working with children or undertaking child related work and be fully informed of all relevant legislation and standards about their responsibilities to implement and adhere to OzHarvest's Child Protection Policy and procedures.
- Be collaborative and share time, resources, and information.
- Uphold the highest standards of integrity and represent OzHarvest in a professional manner.
- Always adhere to privacy and confidentiality requirements.
- Ensure a physically safe working environment.
- Foster a psychologically safe workplace, respecting and encouraging diverse views and opinions.
- Provide feedback through the completion of surveys when required.
- Commit to achieving positive social impact within our community.
- Commit to building and strengthening respectful relationships with First Nations peoples and acknowledge the traditional custodians of the lands where we work
- Oppose all forms of discrimination, bullying and harassment, and
- Report to the relevant supervising manager for further attention and action if required.

POLICY - CODE OF CONDUCT

- Be reliable and punctual.
- Come to work in appropriate and safe clothing.
- Not come to work if unwell, or under the influence of alcohol or illegal substances
- Commit to sustainability and reducing our environmental impact.
- Engage with suppliers, partners and stakeholders who share our values, and are aligned to our social and environmental commitments, and comply with all laws and regulations.
- Do not engage with any other third party whose business practices conflict with this Code of Conduct.
- Immediately act on any suspected risks or inappropriate activities in our supply chain and report to the relevant supervising manager for further attention.
- Do not take part in (directly or indirectly through 3rd parties) or facilitate any form of corruption, money laundering, terrorist financing, economic or sanctions violations, tax evasion, theft or fraud, or modern slavery or child labour (including but not limited to working hours and days worked, and do not use or benefit from any child, forced, bonded or compulsory labour).
- In the area of environmental protection: ensure the ethical sourcing of products, undertaking appropriate due diligence on regulated and protected products; choose eco-friendly packaging options; reduce water consumption; implement practices for the sorting, storage and treatment of waste materials generated and maximising the recycling of waste; and ensure proper disposal of electronic waste products.
- Protect all assets including vans, phones, computers, and funds (including donations and funds raised through fundraising activities and events or revenue raised through sales online or at POS) from mishandling, damage, and theft.
- Protect stakeholders, partners, clients, and employee data in accordance with national laws and industry codes.
- Actively maintain the integrity of OzHarvest's intellectual property and registered Trade Marks by proactively monitoring and reporting any unauthorised use; and enter into Non-Disclosure and Confidentiality Agreements where appropriate, in a timely manner.
- Not make any unauthorised statements to the media about OzHarvest's business or its people.
- Not disparage or comment negatively about OzHarvest, or its people both during and after your employment or volunteer placement with OzHarvest.
- Protect all existing and prospective OzHarvest business relationships,
- Always keep good accurate and reliable records as required by the work undertaken and standards set by the supervising manager, or as regulated by contractual agreements and/or the ACNC and ASIC.

POLICY - CODE OF CONDUCT

- Do not disclose any confidential, personal, or commercially sensitive information about the affairs, business, or operations of OzHarvest or its people or clients, during or after your employment with OzHarvest.
- Actively avoid behaviour that constitutes a conflict of interest such as directly or indirectly receiving inappropriate bribes or gifts or any financial benefit; marketing products/services in competition with OzHarvest; using 'inside information' to gain or maintain a financial interest in any organisation OzHarvest does business with; or working with a similar business without prior disclosure and approval.
- Disclose any personal, financial, or other interest in dealings with relevant 3rd parties.
- Escalate any concerns regarding this Code of Conduct to a manager. Report any identified breaches of this Code of Conduct.

This Code of Conduct is not exhaustive. Any acts which breach this Code of Conduct or any other OzHarvest policy may provide the basis for disciplinary action for those who breach the Code. The Fair Work Commission determines that if an employee fails to follow the employer's lawful and reasonable directions, it can constitute a valid reason for dismissal.

Should you not understand anything within this code either in spirit or content where it applies, please reach out to your manager.

GUIDELINES

Volunteer Expense and Vehicle Guidelines

REIMBURSEMENT OF EXPENSES

OzHarvest recognises that in rare cases, volunteers may incur costs while undertaking activities on its behalf. No volunteer is expected to be out-of-pocket in such instances.

In essence, claimable expenses (e.g. parking) need to be approved in advance at which point, the procedure for claiming them will be advised. Volunteers will be expected to keep receipts for expenses claimed and / or a record of kilometres. Often petty cash or fuel vouchers will be provided in advance to ensure volunteers are not out of pocket.

USE OF PERSONAL VEHICLES

Volunteers may at times be required to use their own vehicle to undertake their volunteer activities. Under these circumstances, it is the responsibility of volunteers to ensure their vehicle is well-maintained, registered, has comprehensive car insurance, 3rd Party cover and is insured for that purpose. As mentioned above, adequate reimbursement for mileage will be provided with prior approval, with rates adjusted annually as per Australian Taxation Office guidelines.

OzHarvest will not accept responsibility for any damage or liability arising from an accident involving the volunteer's vehicle. OzHarvest's insurance policy covers loss of no claims bonus and/or reimbursement of excess and/or hire costs paid by the volunteer/staff – up to the increased limit of \$2,500. Further, OzHarvest will not cover the cost for any speeding, parking or other infringements that may be received whilst representing it.

USE OF OZHARVEST VEHICLES

OzHarvest vehicles may only be used for business purposes by drivers (staff or volunteers) who are over 21 years of age and have a clean driving record. OzHarvest vehicles cannot be used for personal use under any circumstances. Prior to driving any OzHarvest vehicle, volunteers must complete and submit a "Driver Application Form" and provide a certified true copy of an RTA Record of Driving History (available at the RTA for a nominal cost, at the volunteer's expense).

All drivers (staff or volunteers) are also required to always obey the Australian Road Rules during your work. Drivers will be liable to pay any traffic infringement penalties or fines incurred by you during your work using our vehicles including, but not limited to, parking fines, seatbelt offences, speeding etc. Drivers are also liable for the loss of any demerit points because of their speeding offences.

In the event of an incident on the road, the OzHarvest volunteer must contact the volunteer coordinator as soon as possible, to enable prompt filling out of an incident report. Any involvement in a motor vehicle accident where the OzHarvest Volunteer Driver is at fault, may result in performance management or training, or restrictions on activities that require an OzHarvest vehicle.



POLICIES



OzHarvest Communication Policy

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OzHarvest Diversity, Inclusion & Equal Opportunity Policy

Click [Here](#)



OzHarvest Grievance Policy

Click [Here](#)



OzHarvest IT Policy

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OzHarvest Whistleblower Policy

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