



BALLARAT INTERNATIONAL FOTO BIENNALE

SEPT 4 – OCT 4 2009

VOLUNTEER POLICY & PROCEDURES MANUAL





Volunteer Policy & Procedures Manual

Ballarat International Foto Biennale Inc.

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1. About Ballarat International Foto Biennale Inc.

WHO WE ARE

Ballarat International Foto Biennale Inc. is a not-for-profit organisation representing both photographers and the audience for photography. BIFB stages and manages a multi tiered Festival of photography.

1.1 Mission

Our aim is to raise the profile of photography and to raise the profile of Australian photographers on the world stage.

1.2 Vision

Our role is to celebrate photographic art in all its forms and genres. We will do this by presenting some of the best Australian and international photographers, by honouring the artists and by fostering community participation in the Festival.

We are a not-for-profit organisation that involves volunteers in our work. We adhere to the National Standards for Volunteer Involvement in Not-for-profit Organisations and comply with the Australian definition, principles and model code of practice for involving volunteers.

Our organisation involves volunteers in its work because they are vital to the operation of the Festival, without them our Festival would not be possible. They are our ambassadors presenting the Festival. They give much of their enthusiasm, energy and time.

The community benefits from their contribution as they provide skills and local knowledge of their city to the Festival visitor.

1.3 Values

We will promote and protect the rights of volunteers who work in our organisation, as set out in Volunteering Australia's statement of Volunteer Rights.

Volunteers are an integral part of our organization and will:

- Not be treated any differently to paid staff;
 - Be consulted about changes that affect their work;
 - Be asked for feedback about their work or their performance;
 - Be involved in relevant decision-making of our organisation.
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2. Foreword to Volunteer Policy & Procedures

A volunteer is defined as "a person who gives his/her services without any express or implied promises of remuneration". (The Law and Volunteers, Johnstone Training and Consultation, Satterfield & Gower, January, 1993.) Volunteers give freely of their time, talents, skills and energy with no expectation of monetary compensation.

Ballarat International Foto Biennale Inc. refers to Volunteering Australia's definition of Formal Volunteering that is as follows:

Formal Volunteering is an activity, which always takes place through a not-for-profit organisation or project and is:

- Of benefit to the community and the volunteer;
- Undertaken of the volunteer's own free will and without coercion;
- For no financial payment;
- In a position not designated as paid, and
- Underpinned by the Volunteering Australia's 'Principles of Volunteering' (see General Principles of Volunteering 2.1)

The contribution of volunteers is vital to the operation of Ballarat International Foto Biennale Inc. Ballarat International Foto Biennale Inc. recognises and values the reciprocal nature of the relationship between the group and the individual, and is committed to providing a volunteer experience which both:

- Supports the work of Ballarat International Foto Biennale Inc., and
- Meets the needs and expectations of individual volunteers

2.1 General Principles of Volunteering

Ballarat International Foto Biennale Inc. adheres to the principles of volunteering as defined by Volunteering Australia:

- Volunteering benefits the community and the volunteer;
- Volunteering is always a matter of choice;
- Volunteering is an activity that is unpaid and not undertaken for the receipt of salary, pension, government allowance or honorarium;
- Volunteering is a legitimate way in which citizens can participate in the activities of their community;
- Volunteering is a vehicle for individuals or groups to address human, environmental and social needs;
- Volunteering is an activity performed in the not-for-profit sector only;
- Volunteers do not replace paid workers nor constitute a threat to the job security of paid workers;
- Volunteering respects the rights, dignity and culture of others;
- Volunteering promotes human rights and equality.

3. Introduction to Volunteering

3.1 Rights and Responsibilities

POLICY

Volunteers are a valuable resource to our group. Ballarat International Foto Biennale Inc.'s Mission and Values Statement says:

- We are committed to involving volunteers in Ballarat International Foto Biennale Inc.'s direction setting, decision-making and service delivery. Ballarat International Foto Biennale Inc. recognises that without the skill, generosity and commitment of our volunteers, it would be impossible to maintain the quality of our service.
- Volunteers have the right to be given meaningful volunteering opportunities, receive adequate information and a clear job description of what the volunteer role entails, have their personal details kept in a confidential manner, be adequately insured, be treated equally and respectfully, to receive ongoing and effective support and to be recognised for their contribution to Ballarat International Foto Biennale Inc.
- In return, volunteers agree to actively perform their duties to the best of their abilities, to ask

for support when needed, be accountable to Ballarat International Foto Biennale Inc. and to remain faithful to the philosophies, policies and procedures of Ballarat International Foto Biennale Inc.

3.2 Volunteer Code of Conduct

POLICY

Upon joining Ballarat International Foto Biennale Inc., all volunteers are expected to read, sign and honour the Volunteer Code of Conduct. The code stresses that Ballarat International Foto Biennale Inc. volunteers have a responsibility to be ambassadors of Ballarat International Foto Biennale Inc.

3.3 Volunteer Code of Conduct

1. Confidentiality

We will honour the confidentiality of service users, volunteers, sponsors and donors and adhere to the established precepts of confidentiality of Ballarat International Foto Biennale Inc.'s Policies & Procedures and government legislation. We agree to consider information pertaining to social and medical conditions, family situations and other facts of a highly personal nature as confidential and therefore we understand that we are not to disclose this information to any person who is not authorised by Ballarat International Foto Biennale Inc., to have access to such information without the specific permission of the individual concerned.

2. Non-Discrimination/Equity

In keeping with Ballarat International Foto Biennale Inc. philosophies and policies, Ballarat International Foto Biennale Inc. will neither practice nor tolerate discrimination or harassment against any volunteer or service-user on the ground of race, creed, colour, place of origin, ethnic origin, ancestry, citizenship, political or religious affiliation, gender, sexual orientation, age, marital status, family relationship, economic status or disability.

We will treat each other and service-users with dignity, care and respect.

3. Conflict of Interest

We commit to our understanding and upholding of the Conflict of Interest policy. We agree to discuss any potential conflict and commit to being truthful in all matters to do with our volunteer relationship with Ballarat International Foto Biennale Inc.

3. Alcohol/drug use

We understand that being under the influence of alcohol or drugs may interfere with our ability to deliver service. We therefore agree: not to perform our volunteer duties while under the influence of drugs or alcohol.

4. Limits

We agree to maintain the limits we have set for ourselves with respect to the emotional and physical resources we are willing to provide. If we find ourselves in a situation that requires us to do something outside of our role outline, we will ask for assistance or support, or refer when appropriate.

5. Training and Continuing Development

We understand that in accepting a volunteer position with Ballarat International Foto Biennale Inc., we are agreeing to undertake and complete the necessary training before and during the course of our volunteer assignment. We value our own continuing development and understand that it is essential. We will do this by keeping updated on new information, attend meetings, and by taking advantages of opportunities such as seminars and workshops.

6. Non-compliance

We understand that failure to adhere to any and all parts of this code may affect the reputation of Ballarat International Foto Biennale Inc., and result in suspension from our volunteer duties and/or termination of our volunteer relationship with Ballarat International Foto Biennale Inc.

Name: _____ Volunteer Co-ordinator: _____

Signature: _____ Signature: _____

Date: _____ Date: _____

4. Recruitment

4.1 POLICY

Our recruitment policy is driven by our purpose, which is to fulfil the needs of our organisation and the expectations of our volunteers.

Ballarat International Foto Biennale Inc. applies the principles of equal opportunity to its recruitment processes and will not withhold a volunteer position on the basis of race, age, gender or religion.

The Volunteer Co-ordinator will be available to interview all prospective volunteers. The area of work and level of involvement will be arranged on an individual basis at time of interview.

Prospective volunteers are matched for their suitability to existing position descriptions. The selection criterion for each position depends upon the particular skills needed to fulfil the duties of that position. Commitment to the goals, values, policies and procedures of Ballarat International Foto Biennale Inc. will be looked upon favourably as will be the ability to work as part of a team and the acceptance of the relevant roles and responsibilities.

Volunteers will be given continuing support in the form of orientation, on-the-job and other training, recognition of service, counselling and reimbursement of authorised out-of-pocket expenses.

4.2 Role Outline

POLICY

Volunteers of Ballarat International Foto Biennale Inc., require a clear, complete and current description of the duties and responsibilities of the position that they are expected to fill. For effective recruitment and placement of volunteers within the group, a role outline must be developed for each volunteer position. This role outline will be given to each volunteer.

All role outlines include a description of the purpose, duties of the position, skill and training requirements, location, benefits for the volunteer, supervision and support/lines of responsibility, and any other relevant and necessary information.

4.3 Initial Contact

On contacting Ballarat International Foto Biennale Inc., all potential volunteers are to be informed of Ballarat International Foto Biennale Inc.'s recruitment policy, type of voluntary work generally available and the nature of the work. Relevant material is distributed in response to enquiries. This material will include:

- Information about the organisation (mission, purpose etc);
- An application/registration form;
- Clear instructions on how, when and where to apply;
- The knowledge, skills and attributes required;
- Details of the screening process (if applicable);
- Name and telephone number of the contact person.

4.4 Registration

All volunteers are to meet with the Volunteer Co-ordinator to discuss their interest in volunteering. The purpose of this meeting is to:

- Determine what brought them to Ballarat International Foto Biennale Inc.;
- Discuss any particular expectations regarding volunteering;
- Discuss information such as the volunteers interests, skills, experience and time availability;
- Provide details about Ballarat International Foto Biennale Inc.;
- Discuss what the position entails – provide information about training opportunities and other benefits of the position;
- Discuss the expected commitment from volunteers;
- Discuss any special needs that Ballarat International Foto Biennale Inc. should be aware of;
- Make further arrangements as appropriate (eg. orientation and start date).

4.5 Reference Checks

Ballarat International Foto Biennale Inc. promotes the principle that all organisations have a duty of care to the clients they serve and to their volunteers. If the Volunteer Co-ordinator deems it appropriate, the volunteer may be asked for work or character references before further placement at Ballarat International Foto Biennale Inc..

4.6 Placement

When placing a volunteer in a position at Ballarat International Foto Biennale Inc., attention is paid to the interests, skills and abilities of the volunteer and the requirements of the volunteer position.

No placement is made unless the requirements of both the volunteer and the organisation can be met. All volunteers are assigned to meaningful positions. No volunteer should be assigned to a "make work" position.

If the volunteer and the Volunteer Co-ordinator wish to proceed with this particular position, details of the induction/orientation process are then provided.

4.7 Volunteer Induction

POLICY

All volunteers will receive an orientation session upon commencement of their volunteering with Ballarat International Foto Biennale Inc. The orientation of volunteers includes an information package that covers all key aspects of the volunteer management system appropriate to volunteers. At a pre-arranged orientation session, the volunteer's rights and responsibilities will be discussed with them and they are to be given:

- A copy of the Ballarat International Foto Biennale 2009 Festival Structure and Program;
- A copy of their job description;
- An introduction to health and safety issues.

The volunteer will be given time to read through the Orientation Package and discuss any areas of clarification with the Volunteer Co-ordinator. The volunteer and the Volunteer Co-ordinator will then complete the Volunteer Agreement/Code of Conduct and Personnel Record forms which will be

filed with the confidential staff and volunteer personnel files.

The Volunteer Co-ordinator will then complete an information session including:

- Working through the volunteers section of the Policy and Procedures Manual;
- Expected hours and times of volunteer work;
- Answering any queries regarding the nature of the work.

Volunteers are then to be given a tour of the Ballarat International Foto Biennale Inc., offices and introduced to other volunteers and staff. The tour will include:

- Tearoom and tea/coffee making facilities, use of microwave, refrigerator etc.;
- Toilets;
- Reception area, including the volunteers' sign-in book.

4.8 Volunteer Training

POLICY

Ballarat International Foto Biennale Inc. has a commitment to best practice, ensuring that volunteers are properly trained to carry out their volunteer work.

Individual training requirements will be addressed during the initial interview and followed up during the course of the volunteers' time with Ballarat International Foto Biennale Inc.

All volunteers will be invited to participate in ongoing training where it is deemed to be beneficial and relevant to their positions. Adequate notice will be provided, along with all the training details.

All staff members are responsible for ensuring that the basic training needs of the volunteers are met in order to enable them to carry out their proscribed duties. This may be through:

- The provision of a volunteer orientation kit;
- Referral to an external training course;
- The provision of 'in-house' training sessions or on the job training.

Basic training for volunteers will ensure that:

- All new volunteers have induction training through an orientation session. This will cover the volunteer orientation kit and the content and use of the Policy and Procedures Manual;
- Volunteers receive training on occupational health and safety issues and in the use of equipment.

5. Rights and Responsibilities of Volunteer Staff

5.1 Rights of Volunteers

Ballarat International Foto Biennale Inc., volunteers have a right to:

- Receive adequate information and a clear job description of what is expected and to understand why they are doing a task and how it fits into the broader program;
- Be assigned a suitable project, task or job and to say no to tasks they are unable to do, or would rather not do, and to ask for a new job;
- To have on the job supervision provided by a designated staff member
- Receive respect and support from their co-workers as well as recognition and feedback from their Volunteer Co-ordinator for their work;
- Be reimbursed for out of pocket expenses, providing prior approval is obtained from the Volunteer Co-ordinator;
- Be briefed on the broader aspects of Ballarat International Foto Biennale Inc. and discuss with their Volunteer Co-ordinator whether Ballarat International Foto Biennale Inc. is suited to them or whether they are to suited to Ballarat International Foto Biennale Inc.;

- Request a reference from their Volunteer Co-ordinator when applying for a job, providing the volunteer has worked at Ballarat International Foto Biennale Inc. for a minimum period of three months;
 - Provide feedback, suggestions and recommendations regarding their job or the wider program;
 - Have access to dispute resolution procedures and to be supported through such a process;
 - Have personal details kept in a confidential manner;
 - Work in a safe and healthy environment;
 - Be provided with a place to work and suitable equipment and resources;
 - Be adequately insured.
-

5.2 Responsibilities of Volunteers

We ask that our volunteers agree to:

- Be reliable and commit, where possible, to regular day/s and time of work so tasks can be planned accordingly;
 - Keep Ballarat International Foto Biennale Inc., informed of changes of address and phone number;
 - Be responsible to and consult with their Volunteer Co-ordinator;
 - To ask for support when needed;
 - Agree to do the job training necessary to carry out duties as stated in the Position Description;
 - Abide by any Ballarat International Foto Biennale Inc., policies regarding their work;
 - Appreciate and respect the confidential nature of information that may be acquired during the course of duties;
 - Discuss any grievances or problems with their Volunteer Co-ordinator. If they remain unresolved speak to the Volunteer Co-ordinator;
 - Not to spend money or order goods on behalf of Ballarat International Foto Biennale Inc., without prior approval;
 - Notify their Volunteer Co-ordinator or the Volunteer Co-ordinator if they are no longer able to work with Ballarat International Foto Biennale Inc.;
 - Show enthusiasm, loyalty and belief in the work of the organisation;
 - Agree to work in a safe and healthy way and not jeopardise the health and safety of others;
 - Inform Ballarat International Foto Biennale Inc. of any pre-existing medical conditions or special needs that Ballarat International Foto Biennale Inc., should be aware of, that might affect the volunteer's ability to undertake certain tasks;
 - Report any accident or injury immediately to their Volunteer Co-ordinator;
 - Not smoke in any building under the control of the Ballarat International Foto Biennale Inc.
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5.3 Confidentiality of Work Done on Behalf of Ballarat International Foto Biennale Inc.

As with paid work, all voluntary work done for or on behalf of Ballarat International Foto Biennale Inc., belongs to Ballarat International Foto Biennale Inc., and cannot be used or sold without the permission of Ballarat International Foto Biennale Inc. All confidential records, documents and other papers, together with any copies of extracts thereof, made or acquired by the volunteer in the course of their work shall be the property of Ballarat International Foto Biennale Inc., and must be returned to Ballarat International Foto Biennale Inc., upon completion of their volunteering for Ballarat International Foto Biennale Inc. Where appropriate, with permission of the Volunteer Co-ordinator, volunteers may take copies of their work with them when they leave.

5.4 Confidential Information

Ballarat International Foto Biennale Inc. has an obligation to our artists to maintain their confidentiality and respect their privacy. Every artist served by Ballarat International Foto Biennale Inc., has the right to confidentiality. During the course of your volunteer work, information of a confidential nature may be shared with you. You must not share this information with anyone who does not have a professional right or need to know it.

No one is permitted to remove or make copies of any Ballarat International Foto Biennale Inc., records, reports or documents without prior approval.

6. Ballarat International Foto Biennale Inc.'s Commitment to Volunteers

Ballarat International Foto Biennale Inc., recognises that volunteers contribute a vast wealth of skills, knowledge and support towards the operation of Ballarat International Foto Biennale Inc.,. All Ballarat International Foto Biennale Inc., staff in return are to treat volunteers with respect and support. Staff are responsible for volunteers under their supervision.

6.1 Recognition of Volunteers by Paid Staff

Volunteers are to be included, wherever possible, in all relevant staff meetings, discussions and celebrations. Volunteers should be given every opportunity to develop their skills to enhance their own skill base. Long-term volunteers (those who have provided regular voluntary assistance for more than six months) are to be included in staff training sessions whenever possible.

6.2 Volunteer Awards and Acknowledgment

Volunteers' contributions will be highlighted in the newsletter wherever possible.

6.3 Confidentiality

All volunteers' personal information will be treated with confidentiality.

6.4 Reimbursement

6.4.1 General Expenses

The Volunteer Co-ordinator must approve any purchases before they are made. Volunteers will then be reimbursed for approved purchases out of the Volunteer Co-ordinators' budget. Receipts must be obtained and the Volunteer Co-ordinator is to fill out a petty cash claim on the volunteer's behalf.

6.4.2 Travel Expenses

With prior approval by the Volunteer Co-ordinator, all travel expenses incurred reasonably by a volunteer in the course of his/her duties, but excluding travel to and from the BIFB, shall be fully reimbursed by Ballarat International Foto Biennale Inc. upon presentation of appropriate documentation.

6.5 Occupational Health & Safety

Ballarat International Foto Biennale Inc. is committed to providing a safe and positive working environment for all staff and volunteers, acknowledging that the well being of staff and volunteers is a major factor in enabling them to perform their duties to the best of their ability. In return, Ballarat International Foto Biennale Inc. asks that volunteers accept their responsibility to work safely. This means working intelligently, with common sense and foresight.

All volunteers are asked to fill in the Volunteer Sign-in book at reception to indicate their presence in the building. This is especially important in case of evacuation.

Smoking is not permitted in the Ballarat International Foto Biennale Inc. office.

Volunteers are to report any injury immediately to their Volunteer Co-ordinator.

6.6 Personal Insurance Cover

Ballarat International Foto Biennale Inc., as an affiliate of Regional Arts Victoria, has insurance cover for volunteers. The policy will insure all volunteers while engaged in unpaid voluntary work officially organised and under the control of Ballarat International Foto Biennale Inc.

7. Equal Opportunity & Sexual Harassment

7.1 Equal Opportunity

7.1.1 Principles

Ballarat International Foto Biennale Inc. is committed to equal opportunity and its effective implementation.

Ballarat International Foto Biennale Inc. provides equal volunteering opportunity for everyone regardless of age, sex, race, religious beliefs, marital status, parental status, career status, sexual preference, political affiliation, social or cultural backgrounds or disability that does not prohibit performance of essential job functions. All matters related to volunteering are based upon ability to perform the job, as well as dependability and reliability.

7.1.2 POLICY

Applicants will be considered for voluntary positions with Ballarat International Foto Biennale Inc. solely on the basis of skill, aptitude and relevant qualifications.

Ballarat International Foto Biennale Inc. is committed to the equal participation of women and men in the organization, including avoidance of sexist language and the provision of non-sexist voluntary position advertising, recruitment and selection process.

7.2 Harassment

Ballarat International Foto Biennale Inc. intends to provide a volunteer environment that is pleasant, healthy, comfortable and free from intimidation, hostility or other offenses. Ballarat International Foto Biennale Inc. will not tolerate harassment of any kind to staff or volunteers. Harassment can take many forms. It may be, but is not limited to: words, signs, jokes, pranks, intimidation, physical contact, or violence.

Any harassment claims should be taken to the Volunteer Co-ordinator as soon as possible. All claims will be treated with confidentiality.

7.2.1. Sexual Harassment

Ballarat International Foto Biennale Inc. will not tolerate sexual harassment in the workplace. Claims of sexual harassment will be handled promptly, confidentially and in a manner that is fair to all involved in the complaint.

Sexual harassment is unacceptable and unlawful. The legislative framework used for this volunteering document is the Queensland Sex Discrimination Act 1984 in which a person sexually harasses another if he or she:

"(a) makes an unwelcome sexual advance, or an unwelcome request for sexual favours, to the other person; or

(b) engages in any other unwelcome conduct of a sexual nature in relation to the other person – in circumstances in which a reasonable person, having regard to all circumstances, would have anticipated that the other person would be offended, humiliated or intimidated."

The Act defines "conduct of a sexual nature" to include:

"(a) subjecting a person to any act of physical intimacy;

(b) making, orally or in writing, any remark or statement with sexual connotations to a person or about a person in his or her presence;

(c) making any gesture, action or comment of a sexual nature in a person's presence."

Whether the person intended to sexually harass his/her victim is irrelevant. It is how the victim feels that is important.

Any sexual harassment claims should go through the Volunteer Co-ordinator. Volunteers are to have access to support from any staff member trained to deal with sexual harassment issues.

8. POLICY: For Dispute Resolution/Grievance Procedures

NB: For the purpose of this document the term 'staff' covers paid and unpaid staff.

Purpose: To give a formal procedure to follow for resolving grievance and to enhance a positive, harmonious, non-judgmental atmosphere for the functioning of the organisation.

Guidelines:

a) That each staff/committee member/artist/volunteer/community member has the right to be valued and heard and to put requests without retaliation or intimidation.

b) This policy will address conflict that arises between staff, committee members, artists, volunteers and community members that is unable to be resolved by the parties concerned.

c) Privacy and confidentiality of individuals will be respected.

d) If the conflict remains unresolved then the conflict should be formalized and dealt with.

e) Having followed all set guidelines with resolution not being achieved, the coordinator on advice from the management committee has the right to terminate access/employment of the parties involved, so that the working atmosphere of the agency is conducive to the purpose of the organization.

Ballarat International Foto Biennale Inc. is a community organization and it is hoped that all disputes can be solved through discussion with concerned parties. It is advisable that all disputes

are dealt with in a timely fashion. An efficient, successful operation and satisfied volunteers go hand in hand. Disputes are of concern to Ballarat International Foto Biennale Inc., regardless of whether the problems are large or small.

8.1 Where A Staff Member Has A Dispute With A Volunteer

If a staff member has a dispute with a volunteer, they should try to resolve it directly by talking with the volunteer. If this does not resolve the problem, or if the staff member is not able to discuss it with the volunteer, they should notify the Volunteer Co-ordinator. If the dispute is of a serious nature, it should also be put in writing, and a copy given to the Volunteer Co-ordinator. The Volunteer Co-ordinator's role is to talk with both parties to determine a solution. Where appropriate, the Volunteer Co-ordinator should mediate a meeting between the volunteer and the staff member to discuss the problem openly. If the dispute is not of a serious nature, disciplinary action may be taken against the volunteer.

8.2 Volunteer Grievance Procedure

The following relates to procedures volunteers can follow if they have a grievance about their employment conditions, their Volunteer Co-ordinator or the Board of Directors. Under this policy, a grievance is defined as any event, condition, rule or practice which the volunteer believes violates his or her civil rights, treats him or her unfairly, or causes him or her any degree of unpleasantness or unhappiness on the job. A grievance may also deal with an attitude, a statement, or an opinion held by a Volunteer Co-ordinator or volunteer.

The Grievance Procedure is as follows:

1. Address your Volunteer Co-ordinator first.

If you feel that any volunteering condition, policy, practice, or action by Ballarat International Foto Biennale Inc. is unjust, you should approach the Volunteer Co-ordinator for discussion and advice on the issue. This discussion is strictly confidential. If for some reason your Volunteer Co-ordinator fails to offer you the opportunity to discuss the matter, or if the discussion does not lead to a satisfactory conclusion, then proceed to the next step.

2. Meet with the Executive Director.

If the problem is not resolved in Step 1, the volunteer may put the issue in writing to the Volunteer Co-ordinator and request that the issue be raised with the Board of Directors at the next Board Meeting.

The Board of Directors will make a decision and advise the volunteer within 7 days.

3. Meet with the Board.

If the problem is not resolved in Step 2, the volunteer may attend a meeting of the Board of Directors and shall be entitled to address that meeting.

The Board shall make a decision on the issue and advise the volunteer of their decision within 7 days. The decision of the Board is final.

Appeal

The Volunteer Co-ordinator and the Board will ensure that their decisions are in line with the relevant Acts of Parliament, which govern the employment of volunteers.

If volunteers consider that they have been unfairly discriminated against they may refer the issue to the Equal Opportunity Commission.

8.3 Misconduct

Misconduct includes very serious breaches of Ballarat International Foto Biennale Inc. operating guidelines that would warrant instant dismissal of a volunteer.

Examples of misconduct include:

1. Theft of property or funds from Ballarat International Foto Biennale Inc.
2. Wilful damage of service property
3. Intoxication through alcohol or other substances during working hours
4. Verbal or physical harassment of any other employee or any other person particularly in respect of race, sex or religion
5. The disclosure of confidential information regarding the organization to any other party without prior permission
6. Failure to comply with the staff Code of Behaviour
7. Falsifications of any of the Organisation records for personal gain or on behalf of any other employee

8.4 Unsatisfactory Performance

Skills and duties for all voluntary positions are to be listed in a volunteer position description. If a supervising staff member feels that their volunteer is not able to fulfil the duties in the position description adequately, the Volunteer Co-ordinator is to be notified and either a new position that is more suitable, is to be written by the Volunteer Co-ordinator, or a different position to be found for that volunteer. The volunteer has the option of going through the Dispute Resolution Procedure if they feel they are being treated unfairly and have been in that position for more than three months.

9. POLICY: For Inappropriate Behaviour and Volunteer Dismissal

All staff and volunteers are expected to act in a suitable manner at all times. At Ballarat International Foto Biennale Inc. we provide a positive and safe work environment and expect all staff and volunteers to uphold these standards. Certain rules of conduct and behaviour apply as this ensures a harmonious work environment for all concerned.

Volunteers are to be treated with the same respect as paid staff and the policy for terminating the involvement of volunteers is the same.

The following procedure relates to dealing with a volunteer performance dispute not involving misconduct that could result in instant dismissal

1. Verbal Warning

The volunteer will be told as soon as possible of any complaint concerning the performance of his/her work and will be provided with an opportunity to discuss the situation.

If appropriate, the Volunteer Co-ordinator will, in consultation with the volunteer, outline how the volunteer must improve his/her performance. Any assistance needed by the volunteer to improve his/her performance will be identified and provided where possible.

A date to review the volunteers' performance will be set if required

2. First Written Warning

If at the date of review set in Step 1, the volunteers performance is still unsatisfactory, there will be further discussion with the volunteer. This will include the volunteer, a representative of their choice and the Volunteer Co-ordinator.

The complaint against the volunteer and plans for improvement will be recorded in writing and a copy given to the volunteer clearly stating that a lack of improvement by a given date will result in a final warning.

3. Final written warning

If at the date set in Step 2, the volunteers performance has not improved, there will be further discussion with the volunteer. This will include the volunteer, a representative of their choice and the Volunteer Co-ordinator.

Plans for improvement will be recorded in writing and a copy given to the volunteer clearly stating that in the event of the problem recurring after this final warning, then the volunteer may be asked to cease volunteering with Ballarat International Foto Biennale Inc.

4. Termination of Volunteering

If the problem/s still persists after the final written warning, the Volunteer Co-ordinator may terminate the employment of the volunteer concerned.

In the case of a volunteer performance dispute between the Volunteer Co-ordinator and the Board of directors, any dismissal must be by a majority vote of the Board.

Should a delay be necessary to convene such a meeting, the volunteer may be suspended should the matter be considered sufficiently serious for his/her removal from the work place.

10. Resignation

Volunteers are an invaluable resource to Ballarat International Foto Biennale Inc., but it is recognized that due to changing circumstances the volunteers may need to resign from their voluntary position. Ballarat International Foto Biennale Inc. asks all volunteers to give as much notice as possible to their Volunteer Co-ordinator and make arrangements for an exit interview. All volunteers are asked to return any books, materials or files (electronic or otherwise) belonging to Ballarat International Foto Biennale Inc. before they leave.

Ballarat International Foto Biennale Inc. is committed to constantly improving the Volunteer Program and all feedback regarding the volunteers experience with Ballarat International Foto Biennale Inc. would be appreciated. This will help in decision making by management to ensure ongoing volunteer satisfaction and commitment in addition to the effective delivery of services. If the volunteer is leaving due to any sort of problem or dissatisfaction with Ballarat International Foto Biennale Inc., it would be beneficial to Ballarat International Foto Biennale Inc. if they notified the Volunteer Co-ordinator as to their reasons. Confidentiality will of course be respected in all matters relating to this. To this end, Ballarat International Foto Biennale Inc. has developed a volunteer feedback form that we ask that each volunteer take the time to complete. However do not sign the survey, unless you choose to do so [feedback forms will be available during BIFB'09].