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| **Insert name of organisation** |
| **Volunteer Support Policy** | |

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| Policy number: Date adopted: | | | |
| Authorised by: | | | |
| Date last reviewed: | Reviewed by **Insert name of officer, position title** | Date of next review: |

Refer to Section 6 below for information on the process for policy review.

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| **Policy context:** This policy relates to: | |
| Legislation or other requirements | **Insert legislation that applies** |
| Other standards | **Insert other accreditation systems that apply** |
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***1. Purpose: Why do we have a volunteer support policy?***

Without appropriate guidance and support, volunteers cannot do their jobs effectively. Employers have a responsibility to provide their volunteers with appropriate management and support. As an organisation with an active volunteering program, we need effective ways to communicate with our volunteers about what they do, how well they are doing it, and whether they are happy with how things are going.

Our volunteer support policy puts in place guidelines for how we monitor the performance of individual volunteers (and the teams they work in) and provide appropriate feedback and support.

***2. Scope***

This policy will apply to **Indicate which volunteers the policy will apply to. Are there any limits or conditions on the way the policy applies to some people?**

***3. Policy statement: Our commitment***

**Insert organisation name** is committed to providing our volunteers with appropriate management and support to enable each of them to perform their role effectively. Specifically, we will:

* **What will your organisation do to implement this policy? List your actions below. These will be reflected by and further described in your procedures**

***4. Procedures***

*4.1 Coordinating volunteer services*

We will coordinate the services of our volunteers by carefully matching them to appropriate job roles.

**Describe your procedures for coordinating and matching volunteers to job roles. Who is responsible for this process?**

*4.2 Managing and supporting volunteer services*

Our approach to the management and support of volunteer services involves:

* regularly appraising each volunteer’s performance
* responding appropriately to a volunteer’s performance
* providing appropriate support to each volunteer.

**Describe your procedures for coordinating and managing volunteer services, outlining the timing of actions and who is responsible. Give details of:**

* **how volunteers are matched to their role**
* **how formal supervision is provided and how the outcomes of supervision are dealt with**
* **opportunities for debriefing, informal support, professional supervision, team building**
* **rewards and incentives**
* **action taken when a volunteer is performing poorly or their conduct is unsatisfactory**

***5. Other related policies and procedures***

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| **Documents related to this policy** | |
| Related policies | **List related policies** |
| Forms or other organisational documents | **List other organisational documents** |

***6. Review processes***

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| Policy review frequency: **Indicate how often this policy will be reviewed** | Responsibility for review: **Indicate who will review this policy** |
| Review process: **Describe how the policy will be reviewed** | |
| Documentation and communication: **Describe how the policy decisions will be documented and communicated** | |