



Volunteer Charter

Each year, Anglicare Victoria's (AV's) volunteers provide a valuable lifeline of support to the thousands of people we provide services to across the state.

We are very excited to have you onboard and we look forward to the value you will bring to our organisation and the contribution you will make to our communities and clients.

In the spirit of mutual respect and goodwill, AV's Volunteer Charter outlines below our shared commitment and the rights and responsibilities of AV's volunteers to ensure we are providing the best support to our communities and clients.

As a volunteer with AV, you may also take on other roles within the organisation, for example as an employee, or a foster carer. There may be other frameworks, policies and procedures relevant to you in these roles.

Volunteer rights and responsibilities

As a volunteer at AV you have the right to:

- Work in a healthy and safe environment in keeping with the [Occupational Health and Safety Act 2004 \(Vic\)](#) and with adequate and appropriate insurance coverage
- Be treated fairly and respectfully
- Work in an environment that upholds equal opportunity and anti-discrimination legislation
- Be provided with an induction guide, orientation and relevant policies
- Be provided with a position description/statement of duties and a clear understanding of your agreed working hours
- Be adequately supervised and supported
- Have access to the grievance and complaints procedure
- Have your personal information dealt with in accordance with the [Privacy Act 1988](#)
- Be offered opportunities for professional development
- Be treated as a valuable team member and have your contributions acknowledged

As a volunteer with AV, you have a responsibility to:

- Fulfil the duties of your role and undertake tasks that uphold AV's Work, Health and Safety policies and procedures to minimise risk, harm and injury
- Comply with AV's [Volunteer Policy](#) and [Code of Conduct](#), and ensure you are familiar with the induction guide
- Behave in a manner that is consistent with AV's anti-discrimination, harassment and bullying policies
- Establish and maintain a child-safe environment for children and young people and understand mandatory reporting obligations as outlined in [AV's Child Safety Statement](#)
- Uphold the values outlined in [AV's Diversity and Inclusion Statement](#) and ensure all clients are treated equally
- Handle client, staff and volunteer information privately in line with AV's [Privacy Policy](#)
- Represent AV in an honest, fair and respectful manner
- Undertake training courses or attend meetings associated with your volunteering role
- Refrain from speaking to the media or commenting/posting on social media on behalf of AV (unless authorised to do so) See AV's [Media Policy](#).