

## Volunteering at Ainslie Village Policy

<b>Location</b>	Ainslie Village, ACT
<b>Policy Type</b>	Social Housing Policy
<b>Version</b>	4.1
<b>Issue Date</b>	July 2021
<b>National Regulatory Code</b>	Performance Outcome 5- Probity

### 1. OBJECTIVE

- 1.1. Ainslie Village's approach to implementing its program involves achieving the maximum extent of resident involvement possible in all aspects of running the site. This includes the use of Volunteers for certain tasks and projects that may arise.

### 2. BACKGROUND AND SCOPE

- 2.1. Ainslie Village is a caring, non-violent and tolerant community that employs principles to maintain harmony among residents and with those who support them.
- 2.2. Argyle Housing's Ainslie Village program promotes and respects the human rights and fundamental freedoms of all persons with a disability and provides a service to tenants in line with the principles of the NSW Disability Inclusion Act 2014, Disability ACT and the United Nations Convention on the Rights of Persons with Disabilities (CRPD).
- 2.3. Argyle Housing's Ainslie Village program is compliant with the ACT Human Rights Act.
- 2.4. Argyle Housing's Ainslie Village program supports and encourages a person-centered and culturally sensitive approach to service delivery.
- 2.5. Argyle Housing's Ainslie Village program promotes and respects the rights and freedoms of Aboriginal and Torres Strait Islander peoples.

### 3. DEFINITIONS

- 3.1. Refer Argyle Policy: Policy Definitions.

### 4. POLICY DETAILS

- 4.1. Volunteers have been utilised over the years at Ainslie Village to assist staff with duties that support the site. Such programs may include, but are not limited to:
  - General maintenance
  - Gardening programs
  - Cleaning programs
  - Social activities
  - Unlocking and locking facilities
  - Maintaining the BBQ Area



## Rental Rebates for Volunteers

- 4.2. Their tenure in a volunteer role may be compensated with a rental rebate assessed by the Team Leader, in consultation with the Operations Manager (Housing Services), considering their individual role contribution to the Village.
- Rental rebates can only be applied to the rental component of any charges against the tenancy and cannot be applied to the cost of utilities or property damage.
  - Rental Rebates cannot exceed the total amount of rent charged per fortnight.
  - Rental Rebates will only be applied where there is a written Rebate Agreement in place detailing the requirements of the role and the amount of rebate agreed
  - Rental Rebates will be applied to rent accounts on a fortnightly basis, only after Ainslie Village staff have confirmed that the volunteer has completed the agreed duties in accordance with the Volunteer Position Description
- 4.3. The Volunteer scheme also includes the use of people from the wider community that have an interest in helping Argyle Housing achieve its objectives.
- 4.4. The period of the role is to be specified in the Volunteer Position Descriptions. Volunteers are recruited on a short term (less than 12 months) or permanent basis (12 month period). It is the intent of the scheme that the role has a clear goal as well as a defined commencement and completion date. All volunteers have a three (3) month probationary period in which they need to demonstrate commitment and reliability to the appointed assignment. At the end of their three month probationary period, the volunteer will meet with the Team Leader and review their:
- Their reliability
  - Their commitment
  - Provide feedback to management
  - Receive feedback from management
  - Discuss their on-going suitability of their assignment
- 4.5. Upon successful and mutual agreement to continue in a volunteering role, their assignment will be then appointed on an on-going basis for a period of determined by the Team Leader in consultation with the Operations Manager (Housing Services).
- 4.6. In the planning phase of an assignment, due regard is to be taken of the required skills necessary to complete the role. The Volunteer selected should have the skills necessary to ensure the successful completion of the role.
- 4.7. Volunteer Position Descriptions are to be prepared for each Volunteer program area. Position Descriptions are to clearly specify the goals of the each role, which must be measurable. Volunteers are to be recruited for a fixed period, which is to be specified on the Volunteer Duty Statement. Skills and competencies of the volunteer are to be consistent with the nature of the duty they are being assigned. The direct supervisor for the period of the role is to be specified.
- 4.8. Volunteer Duty Statement will also include the following points:
- Expectations of the volunteer role
  - Objectives to be achieved by the role
  - Commencement date and end date of role
  - Name of direct supervisor for the period of the role
  - Full name of Volunteer
  - Address and contact details of Volunteer



- 4.9. In the utilisation of Volunteers, due regard is to be held for the privacy and confidentiality of volunteers personal information. It may be appropriate that certain aspects of a role will not be undertaken by a Volunteer due to privacy considerations.
- 4.10. Privacy considerations are to be explicitly addressed by management at the commencement of a volunteer role at Ainslie Village.
- 4.11. Each Volunteer is to be covered by any relevant Argyle Community Housing insurance during the period of the volunteering role. A check is to be made at the commencement of each role to ensure that insurance covers exist.
- 4.12. The Volunteer is to have access to the Housing Services Manager as required.
- 4.13. The Volunteer is entitled to claim all reasonable costs incurred in undertaking the assignment including travel and telephone costs where prior approval has been obtained. Costs incurred without prior approval will not be reimbursed.
- 4.14. A letter of appreciation is to be forwarded to the Volunteer at the end of their volunteering.

## RELATED POLICIES AND DOCUMENTS

- 4.15. Delegation of Authority Schedule
- 4.16. Volunteer Duty Statements
- 4.17. Argyle Insurance documentation
- 4.18. Property-specific Complaints Policies, Procedures and Tools.
- 4.19. National Community Housing Standards Reference - 7.5 Management of Volunteers

## Version Control

Version No.	Review Date	Author	Position	Next Review Date
1.0	01/05/2014	J. Irwin	Acting CEO	30/04/2015
2.0	08/05/2015	T. Stiller	Operations Manager ACT	07/05/2016
2.1	01/05/2016	M. Ward	GM Operations	01/05/2017
3.0	10/01/2018	J. Irwin	Regional Manager West	10/01/2019
4.0	03/07/2019	C. Tizzoni	Team Leader ACT	03/09/2021
4.1	23/07/2021	C. Doherty	Housing Services Manager	30/07/2023

