

VOLUNTEER POLICY



YellowBridge QLD Ltd. recognises that volunteer involvement significantly contributes to society building strong, inclusive, and resilient communities. It underlies innovation and social change, our responses to community need and community challenges, and it brings together and supports the local strengths and assets of communities.

To assist YellowBridge QLD Ltd to achieve our goals we support a volunteer program that allows skilled volunteers to be engaged and to use their strengths to deliver outcomes as defined under the programs administered by YellowBridge QLD Ltd.

Volunteers of YellowBridge QLD Ltd. are those who possess the necessary skills and abilities, fit the YellowBridge QLD Ltd. culture, deliver on the values of the company, work cohesively as a member of a team and responds diligently to individual volunteer commitments.

Our intent and vision for volunteers is that they become an integral part of the organisation and that they contribute to achieving the strategic goals of the organisation.

Our volunteer program aims to:

- To improve the depth of services available to our service recipients
- To develop and extend our work into new areas (such as the Collectables Social Enterprise)
- To support our philosophy of community involvement
- To enhance the work of paid employees within the organisation
- To offer opportunities for corporate volunteer engagement

YellowBridge QLD Ltd. will attract potential volunteers by deploying an equitable and consistent approach to recruitment and selection. This may include utilising a range of volunteer engagement strategies and outlets to find, attract and retain volunteers.

YellowBridge QLD Ltd. values its volunteers and will have a system of supports and procedures that will provide meaningful volunteer options, support, clear expectations and a flexible and supportive approach to ensure the needs of the business are met, the needs of our clients are prioritised and the opportunities meet the needs of our volunteers.

Related Policies

- Equal Employment Policy
- Confidentiality and Privacy
- Equal Employment Opportunity
- Employment
- Induction
- Workplace Health and Safety

Related Documents

- [Anti-Discrimination Act 1991 \(QLD\)](#)
- [Fair Work Act 2009 \(Cwlth\)](#)
- National Standards for Volunteer Involvement

Quality Framework References

- Standards 1 & 6 – Human Services Quality Framework
- Standard 1 – Community Care Common Standards
- Standards 4, 5 & 6 – National Regulatory Code Community Housing
- National Standards for Volunteer Involvement
- NDIS Quality & Safeguarding Framework
- Aged Care Quality Standards

ISO 9001:2016 Quality Management Standards

- 4 – Quality management system
- 5 – Leadership
- 6 – Planning
- 7.5 – Documented information
- 8.4 – Control of externally provided processes, products and services
- 9.3 – Management review
- 10 – Improvement

Policy Approval Authority

- YellowBridge QLD Ltd Board

Policy Custodian

- Chief Executive Officer