

Lions Home For The Elders Volunteering Management Policy

1. Purpose

Lions Home for the Elders (LHE) recognises that Volunteers are an integral part of the Organisation and that people are our most important assets.

The purpose of this policy is to:

- Define what we mean by the word Volunteer
- State LHE philosophy on Volunteering
- Outline rights and responsibilities of LHE and its Volunteers.

2. Definition and Scope

A 'Volunteer' is an individual who for personal or charitable reasons freely (and without expectation of financial gain) contributes time, service and skills for the good of LHE Vision and Mission of Aged Care.

This policy applies to all who Volunteer for Aged Care Services, regardless of the size, level, or scope of their role. Volunteers may be involved in most LHE programmes and activities and serve at all levels.

3. Volunteering Philosophy

Volunteers are at the heart of LHE. Without Volunteers, the management and care of the beneficiaries who are financially and physically disadvantaged elderly would not be sustainable. Volunteers make it possible for the residents in LHE to enjoy the quality of life they deserve.

Volunteering for LHE is inclusive and open to all who are willing to contribute their time, and to work in line with LHE Vision and Mission.

LHE will work to ensure that Volunteers are provided with roles and activities that are meaningful and relevant to their needs and interests, treated with respect and as equals, given appropriate support by our Corporate Communications personnel, and recognised for their efforts in participation and involvement.

4. Rights and Responsibilities

LHE is committed to involving its Volunteers in facilitating activities and programmes that benefit its residents. In this undertaking, both LHE and its Volunteers have rights and responsibilities:

As a Volunteer for LHE, you have the right:

- To perform a role that is meaningful and satisfying.
- To be assigned to a role that fits your interests and needs.
- To have the support of LHE Corporate Communications personnel.
- To be treated with respect and as an equal partner in LHE.
- To receive feedback on the activities and programmes you are engaged in.
- To be kept informed on do's and don'ts of engaging with the residents.
- To work in a safe and healthy environment and be given information on any potential risks involving the residents and yourselves.

As a Volunteer for LHE, you have the responsibility:

- To be honest about your expectations and abilities.
- To not take on more responsibility than you can handle.
- To be reliable and punctual or provide notice so that alternative arrangements can be made.
- To respect the trust and confidence the residents in LHE entrusted to you.
- To be open minded and respectful of others opinions.
- To voice your opinion and have input on ways in which your role might be performed better.
- To represent LHE accurately and positively to others.

LHE will make every effort to ensure that Volunteers are advised of their rights and responsibilities.