

Volunteer Management Policy

1. Purpose and Objective

The purpose of the Heart Foundation Volunteer Engagement Policy is to define the organisations approach to volunteer involvement.

Working with volunteers at The Heart Foundation in a positive and meaningful way is a key element of broader community engagement in the organisation. Heart Foundation volunteers are engaged across the organisation and have roles that directly contribute to the success of our vision, goals and mission.

The Heart Foundation believes in ensuring that volunteering is a positive experience for both the volunteer and the organisation. This policy provides guidance and direction to ensure volunteering at the Heart Foundation follows best practice, is fair, safe and consistent.

Heart Foundation's Volunteer Engagement Policy and related documents are developed in line with [Volunteering Australia's National Standards for Volunteer Involvement](#).

2. Scope / Coverage

This Policy applies to all Heart Foundation Board Members, Advisory Committee Members, employees, volunteers, contractors and honoraries (together 'HF People').

3. Relevant Legislation and Related Documents

Applicable Federal and State Human Rights, Equal Opportunity, Anti-Discrimination and Religious Tolerance and Occupational Health & Safety Legislation, Regulations and Codes of Practice all pertain to volunteers as well as paid employees in workplaces.

Heart Foundation Policies and documents:

- Code of Conduct
- Workplace Health and Safety & Wellbeing Policy
- Acceptable Use (ICT) Policy
- Privacy Policy
- Volunteer Management Procedure
- Volunteer Agreement

Volunteer Sector Guidelines:

- Volunteering Australia National Standards for Volunteer Involvement
- Volunteering Australia – Rights and Responsibilities of Volunteers

All Heart Foundation volunteers must be given the opportunity to access and view policies and procedures relevant to them.

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4. Definitions / Abbreviations *(listed in alphabetical order)*

Leaders	Board, Executive Group and senior State and Territory paid Heart Foundation team member
Volunteer	Under workplace law, a volunteer is a person who works for an organisation without payment or financial reward. The law recognises volunteers as workers. At the Heart Foundation – a formal volunteer is someone who has been recruited, onboarded and credentialed according to this policy and the associated 'Volunteer Classification and Compliance Matrix' (VCCM), refer to attachment
Volunteering	Volunteering Australia's definition is as follows "Volunteering is time willingly given for the common good and without financial gain"
Volunteer Advisor	The person that oversees the organisation's approach to volunteer engagement and supports paid employees with volunteer related matters.
Volunteer Supervisor	The named paid Heart Foundation team member who is the key point of contact for a volunteer while engaged with The Heart Foundation. They are responsible for support and supervision of the volunteer in accordance with Heart Foundation policies and guides.

5. Policy

The Heart Foundation is guided by Volunteering Australia's National Standards for Volunteer Involvement (2024). These Standards outline a framework that aims for "safe, effective and inclusive" volunteer involvement. We promote and protect the rights of volunteers in our organisation as set out in [Volunteering Australia's Statement of Volunteer Rights](#).

The Heart Foundation also highlights the following key principles as crucial to a positive volunteer culture and experience.

5.1 Key Principles

- Volunteers are valued and celebrated members of our workforce who are offered meaningful roles that contribute to the work that we do
- The Heart Foundation seeks to work alongside volunteers to achieve our goals
- The Heart Foundation is committed to ensuring that the volunteer and organisation relationship is mutually beneficial
- Volunteers can be anyone aged over 18, residing in Australia and may be members of the community, consumers, people with lived experience, health professionals or interested members of the public
- Volunteers complement and do not replace paid team members
- All Heart Foundation paid team members from leaders to individual contributors support a positive and meaningful culture of volunteer involvement and good volunteer experience
- Volunteer roles are thoughtfully designed and clearly communicated with the support of People & Culture
- Volunteers are aware of their rights and responsibilities when engaging in roles with the organisation
- Volunteers, where possible, are given the opportunity to be included in organisational communications, learning opportunities and consultations
- We seek to continually review and improve the way we work with volunteers and ensure they are involved with changes and adaptations to the way we work

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5.2 Volunteer Management Procedures

Detailed guidance for volunteer engagement and supervision is found in the **Volunteer Management Procedure Document** which includes information under the following headings:

- Leadership, Governance and Culture
- Volunteer Roles in Heart Foundation
- Volunteer Recruitment and Screening
- Volunteer Onboarding and Training
- Volunteer reimbursement and out of pocket costs
- Data and record keeping
- Volunteer Health, Wellbeing and Safety
- Volunteer Recognition and Appreciation
- Volunteer Support, Supervision and Development
- Evaluation and Continuous Improvement
- Volunteers and Heart Foundation ICT systems and access
- The ending of the volunteer relationship

5.3 Volunteer Classification and Compliance Matrix (VCCM)

Volunteers can be engaged to perform roles in any area of the organisation. Paid team members should refer to the VCCM for an overview of the types of volunteer roles that are currently approved and the associated onboarding, training and screening process that ensures these volunteers are appropriately credentialed and prepared for their roles. A copy of the Matrix is provided in Attachments.

6. Roles and Responsibilities

Role: Board	
Responsibility	Frequency
Ensures that the Policy is in place and is reviewed.	Ongoing
Role: Executive Group	
Responsibility	Frequency
Oversee, review and approve this Policy	Every three years
Ensure the Heart Foundation develops procedures and controls to implement, monitor and report on this Policy.	Ongoing
Role: People Leaders	
Responsibility	Frequency
Ensure employees, volunteers, contractors and themselves are aware of, trained and comply with this Policy.	Ongoing
Role: All HF Paid Team Members	
Responsibility	Frequency
Comply with the policy	Ongoing

7. Review and Document Control

This policy shall be subject to periodic review to ensure its relevance, accuracy, and effectiveness in achieving its stated objectives. At minimum this policy will be reviewed every three years and approved by the COO.

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Policy Type	People and Culture	Executive Owner	COO
Version Number	V1 – 10/2025	Risk Rating	Medium
Executive Approved Date	30/10/2025	Next Review Date	30/10/2028
Publishing location:	Heart Hub policy portal, Volunteer portal		

To address any questions or concerns you have related to this policy please contact the Heart Foundation's Volunteer Advisor who can provide guidance with the administration of this policy.

8. Attachments

Volunteer Classification and Compliance Matrix

Volunteer Management Procedure