

**MULLUMBIMBY CENTRE FOR SUSTAINABLE LIVING & ENVIRONMENTAL EDUCATION inc.  
POLICY AND PROCEDURES MANUAL**

## **VOLUNTEERS**

**Category:** Caring for people

**Version:** 3

**Date** 30<sup>th</sup> May 2013

### **PURPOSE**

1. The Mullumbimby Centre for Sustainable Living and Environmental Education Inc. (MCSLEE) recognizes the significant contribution made by volunteers and we aim to facilitate diverse opportunities for the active participation of citizens of the community in our programs, processes and projects including Mullumbimby Community Garden.

This Volunteer Policy provides easy to understand guidelines for the recruitment, placement, support and acknowledgment of volunteers, while providing information of their role, rights and responsibilities within the organization.

### **1.2 Limitations of the Volunteer Policy**

- a. The purpose of the policy is to provide overall guidance and direction of volunteers in all activities of MCSLEE. The policy is intended for management guidance only, and does not constitute, either implicitly or explicitly, a binding contractual or personnel agreement.
- b. The MCSLEE Board reserves the exclusive right to change the policy at any time and to expect adherence to the changed policy. Changes to, or exceptions from the policy may only be granted by the Board in consultation with the Volunteer Co-ordinator, and must be obtained in advance and in writing. The Volunteer Co-ordinator shall determine areas not specifically covered by the Volunteer Policy.

### **1.3 Scope of Volunteer Policy**

Unless specifically stated, this policy applies to all volunteers in all programs, processes and projects undertaken on or on behalf of MCSLEE including Mullumbimby Community Garden.

### **DEFINITIONS:**

#### **1.1 Definition of 'Volunteer'**

- a. A 'volunteer' is anyone who, without compensation or expectation of compensation beyond reimbursement, performs a task at the direction of and on behalf of MCSLEE.
- b. A 'volunteer' must be complete a Volunteer Registration form and be officially accepted by the Volunteer Co-ordinator prior to performance of the task.

## **POLICY**

### **1. EQUAL OPPORTUNITY AND INCLUSION**

a. MCSLEE Inc. is committed to equal opportunity for all people and the effective implementation of this principle on our site and within our organisation.

MCSLEE Inc. is opposed to discrimination on the basis of:

- i. sex,
- ii. race,
- iii. age,
- iv. physical or mental disability,
- v. religious beliefs,
- vi. marital status,
- vii. parental status,
- viii. career status,

- ix.** sexual preference,
- x.** political affiliation,
- xi.** industrial activity,
- xii.** pregnancy,
- xiii.** physical features
- xiv.** social and cultural backgrounds.

- b.** The physical environment of MCG will reflect our philosophy of inclusivity by providing access to people of all abilities to our amenities (i.e. toilets, kitchen and activities) during daylight hours.
- c.** While MCSLEE aims to take all due care for its volunteers, all carers of people with disabilities must take responsibility for their clients and supervise them at all times.
- d.** MCSLEE is committed to the equal participation of women and men in the organization, including avoidance of sexist language and the provision of non-sexist voluntary position advertising, recruitment and selection process
- e.** Discrimination or harassment will not be tolerated under any circumstances and disciplinary action will be taken against any member, volunteer or staff member who breaches this policy.

## **2. RIGHTS OF VOLUNTEERS**

All volunteers have the right to:

- a.** A healthy and safe work place;
- b.** To be treated with dignity and respect;
- c.** Clear definition of tasks and responsibilities;
- d.** Tools and safety equipment adequate for the job;
- e.** Training in unfamiliar tasks;
- f.** Adequate supervision, support, and feedback on tasks performed;
- g.** Encouragement of initiative and independent decision-making;
- h.** Recognition of his/her contribution;
- i.** Adequate insurance coverage for injury or illness related to their volunteer work;
- j.** Reimbursement of agreed, out of pocket expenses;
- k.** Fair and prompt response to resolving grievances through MCSLEE's Conflict Resolution Procedures;
- l.** Confidentiality of their personal information;
- m.** A secure individual storage area for personal effects;

## **3. RESPONSIBILITIES OF VOLUNTEERS**

All volunteers have a responsibility to:

- a.** Work safely and protect the safety of co-workers and others;
- b.** Support and treat with respect co-workers and others;
- c.** Make a commitment to attend regularly and be punctual;
- d.** Contact the supervisor if unable to attend;
- e.** Undertake training when offered;
- f.** Respect confidentiality relating to co-workers;
- g.** Maintain tools and property and use them in a safe manner;
- h.** Obtain authorization before ordering or purchasing materials or services;
- i.** Inform the daily supervisor and Volunteer Co-ordinator of any pre-existing medical conditions or special needs that might affect the volunteer's ability to undertake certain tasks;
- j.** Report any injury or accident immediately to the daily supervisor;
- k.** Smoke only in designated areas of the garden.

## **4. ROLE OF THE VOLUNTEER CO-ORDINATOR**

MCSLEE's Volunteer Co-ordinator Position Description outlines the responsibilities as follows:

- a. Conducting volunteer inductions - registration form, site tour, WH&S, sign on book, Pod and project information.
- b. Promoting volunteering (internally and externally) through recruitment and publicity Strategies, events and campaigns. Liaising with external organizations and developing partnerships with external organizations.
- c. Liaising with all pods and project to identify and create lists of tasks.
- d. Distributing jobs list in weekly update and Print and display this list on the notice board.
- e. Managing rosters
- f. Managing volunteer budgets and resources, including the reimbursement of expenses
- g. Researching and writing volunteer policies and procedures.  
Keeping up to date with legislation and policy related to volunteering and making any necessary modifications to accommodate changes.
- h. Monitoring and evaluating volunteer activities and writing reports for inclusion in grant progress and final reports.
- i. Submitting monthly reports of Work Development order, Community Service and Work for the Dole participants to Co-ordinator.
- j. Managing conflict or arranging mediation for volunteers when necessary as per Conflict Resolution Policy.
- k. Celebrating volunteering by organising celebrations, awards and recognition certificates (*ref. MCSLEE/MCG Position Description - Volunteer Co-ordinator 15/03/13*)

## **5. RECRUITMENT**

- a. Volunteers shall be recruited, with the intent of broadening and expanding the volunteer involvement of the community and with consideration that volunteers may have differing expectations including a general willingness to help, flexibility in their allocation to tasks and an interest in a specific activity for those who are seeking experience as a stepping stone to entering the workforce.
- b. Volunteers shall be recruited without regard to gender, handicap, age, race or other condition the qualification for volunteer recruitment shall be suitability and willingness to perform a task.
- c. Volunteers are asked to commit to at least a 3 hours shift, one day per a week for a minimum of 3 months.

## **6. POSITION DESCRIPTIONS**

### **a. GENERAL**

There is no such thing as a typical volunteer or job description with MCSLEE and/or MCG. Our policy is to meet with prospective volunteers to determine their particular skills, interests and expectations. Volunteers require a clear, complete, and current description of the duties and responsibilities of the position, which they are expected to fill.

### **b. POSITION DESCRIPTIONS: SUPERVISORY ROLES:**

These include but are not limited to:

- i. Volunteer Co-ordinator
- ii. Site Manager
- iii. Daily Supervisors
- iv. Program Manager
- v. Site Pod Co-ordinators: Children's Garden, Chooks; Food For All, Men's Shed; Nursery; Permaculture, Safe Seeds Smart Arts.

### **c. A Volunteer Position Description will include:**

- i. The name of the position;
- ii. A description of the purpose of the position;
- iii. The role and a list of basic tasks involved;
- iv. Desirable skills or qualifications required to carry out the position;
- v. Duration of position and time commitment;

- vi. Key Performance Indicators
- vii. Internal and External contacts

d. Position descriptions should be reviewed and updated at the end of the financial year or whenever the work involved in the position changes substantially.

## **7. ACCEPTANCE AND APPOINTMENT OF VOLUNTEER POD CO-ORDINATORS AND SUPERVISORY ROLES:**

- a. Volunteer service in a supervisory or leadership role with MCSLEE shall begin with the signing on the appropriate Position Description document with a witness present official notice of acceptance or appointment to a volunteer position.
- b. The Witness signer will be the MCSLEE Principal Co-ordinator or the Volunteer Coordinator.
- c. No volunteer shall begin performance of any position until they have been officially accepted for that position and have completed all necessary screening and paperwork.
- d. A volunteer is expected to have been involved as a volunteer in MCSLEE and/or MCG for at least 12 months before taking on a supervisory or leadership role.

## **8. PROBATIONARY PERIOD**

- a. All volunteer placements shall initially be done on a trial period of three months.
- b. At the end of this period a second interview of the volunteer shall be conducted, at which point either the volunteer or management may request a re-assignment of the volunteer to a different position or may determine the unsuitability of the volunteer for a position with MCSLEE.

## **9. LEAVE OF ABSENCE**

At the discretion of the Volunteer Co-ordinator, leaves of absence may be granted to volunteers. Volunteers should give notice to the supervisor at least 4 weeks prior unless there are extenuating circumstances.

## **10. TRAINING**

- a. Volunteers will receive specific on-the-job training to provide them with the information and skills necessary to perform their volunteer assignment. B
- b. The timing and methods for delivery of such training should be appropriate to the complexity and demands of the position.
- c. Volunteers are encouraged to develop and expand their personal skills to maintain and enhance the effectiveness of programs at MCSLEE.
- d. Additional training will be provided as specific programs become available and when financially possible e.g. First Aid Training.
- e. It is mutually agreed by all parties that Volunteers offer their services and time without compensation or expectation of compensation except for reimbursement of expenses.

## **11. MEALS & REFRESHMENTS**

- a. Tea, Herbal Tea and Coffee are provided free of charge to all members and volunteers.
- b. Lunch will be provided to volunteers through the "Food for All" program when produce is available. When supplies are limited it is suggested that volunteers bring food from home for themselves.

## **12. PROTECTIVE CLOTHING**

Volunteers should wear appropriate clothing for gardening including:

- Sturdy footwear that covers the feet.
- A wide brimmed hat that covers the face, ears and neck.
- A pair of sturdy gardening gloves.

- Disposable gloves and straw hats are available on request to the Volunteer Co-ordinator or supervisors

### **13. PERSONAL INSURANCE COVER**

- a. All volunteers are covered by the insurance policies of MCSLEE. Copies of the policies are available in the Office.
- b. Insurance does not cover the volunteer's personal motor vehicle.

### **14. PRIVACY & CONFIDENTIALITY**

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves a co-workers, clients, participants or other persons involved in overall garden business. Failure to maintain confidentiality may result in termination of the volunteer's relationship with the MCSLEE.

*(ref. MCSLEE Privacy & Confidentiality Policy November 2012)*

### **15. INAPPROPRIATE BEHAVIOUR**

All MCSLEE staff, volunteers, members, participants and visitors have the right to work, learn and play in an environment free from inappropriate behaviour including (but not limited to) the following:

**a. SMOKING IN NON-DESIGNATED AREAS** - Smokers must be respectful of non-smokers and refrain from smoking in areas as outlined in the MCSLEE Smoking Policy.

#### **b. ALCOHOL AND OTHER DRUGS**

- i. Alcohol is not permitted on site except at the discretion of the MCSLEE Board for special events.
- ii. No person under the influence of alcohol is permitted on site.
- iii. Drug use is not permitted on site.

#### **c. SEXUAL HARASSMENT**

- i. Sexual harassment is any unwanted, unwelcome or uninvited behaviour or a sexual nature, which makes a person feel humiliated, intimidated, or offended.
- ii. Sexual harassment can take many different forms and may include physical contact, verbal comments, jokes, propositions, and the display of offensive material or other behaviour, which creates a sexually hostile working environment. (Human Rights and Equal Opportunity Commission)
- iii. Sexual harassment is not behaviour, which is based on mutual attraction, friendship and respect. If the interaction is consensual, welcome and reciprocated, it is not sexual harassment. (Human Rights and Equal Opportunity Commission.)

#### **d. DISCRIMINATION & HARASSMENT**

Discrimination and harassment occur when a person is discriminated against or harassed because of:

- i. their race, colour, descent, national or ethnic origin, as defined under the Commonwealth Racial Discrimination Act 1975,
- ii. because of their sex, marital status or pregnancy as defined under the Commonwealth Sex Discrimination Act 1984,
- iii. because of a disability as defined under the Commonwealth Disability Discrimination Act 1992.
- iv. Unfair discrimination based on age, industrial activity, sexual orientation, career status, physical features, political beliefs or activity or religious activity is unlawful as covered in NSW's Anti- Discrimination Act 1977.

*(refer to Equal Opportunity and Inclusion Policy V3 2013)*

#### **e. BULLYING**

- i. "Bullying" is repeated, unreasonable behaviour directed towards a person or group of

persons. It includes behaviour that could be expected to intimidate, offend, degrade, humiliate, undermine or threaten.

**ii. "Repeated ... behaviour"** refers to the nature of the behaviour, not the specific form of that behaviour. "Repeated unreasonable behaviour" may thus be a pattern of diverse incidents.

**iii.** Formerly agreed behaviour may be found to be bullying when it continues after a request from the recipient for the behaviour to stop, or at the point it becomes intimidating, offensive or humiliating.

**iv.** There are bound to be occasional differences of opinion, conflicts and problems in every workplace. Only when the treatment of another person is unreasonable, offensive or harmful does workplace bullying exist.

**v.** The exercise of a supervisor's legitimate authority at work through the direction and control of work responsibilities, the monitoring of workflow, and giving feedback on performance, is not bullying insofar as the supervisor's actions are intended to assist staff to improve their tasks, their work performance, or the standard of their behaviour. If an employee has performance problems, however, these should be identified and dealt with in a constructive way that is neither humiliating nor threatening

#### **f. FORCEFUL OR ANGRY VERBAL AND PHYSICAL OUTBURSTS AND ABUSE**

"...We operate with an ethic of goodwill, respecting the beliefs and values of each individual with an open mind and a genuine desire to share our skills, knowledge and food."

The above excerpt from the MCSLEE/MCG mission statement sets an environment of calm, respectful discussion. Verbal and/or physical violence will not be condoned.

### **16. SERVICE AT THE DISCRETION OF THE MCSLEE BOARD.**

**a.** The Board accepts the service of all volunteers with the understanding that such service is at the discretion and recommendation of the Site Management committee and/or the Volunteer Co-ordinator. Volunteers agree that the Board may at any time, for whatever reason, decide to terminate the volunteer's relationship with MCSLEE. The volunteer will be advised, in writing, of any such decision.

**b.** The volunteer may at any time, for whatever reason, decide to sever the volunteer's relationship with the MCSLEE. Notice of such a decision should be communicated as soon as possible to the Volunteer Coordinator.

## **PROCEDURES**

### **1. RECRUITMENT:**

#### **1.1. Interviewing and Screening**

**a.** Prior to being assigned or appointed to a position, all volunteers will be interviewed to ascertain their suitability for and interest in that position.

**b.** The interview will determine the qualifications of the volunteer, their commitment to fulfill the requirements of the position, and should answer any questions that the volunteer might have about the position.

**c.** A multiple screening process is implemented by the MCSLEE. Failure to use these multiple screening approaches could put children and/or clients at risk. It also creates potential liability if an injured individual claimed the program was not adequately diligent in collecting the available information before making a decision to accept an individual as a volunteer.

**d.** The required screening process for prospective volunteers includes these elements:

**i.** Written application (including notice and authorization to conduct records checks)

**ii.** Two or more references

**iii.** Checks of criminal and child protective services records as permitted by state law.

Refusal to submit to a police check will result in either limited availability of participation in programs and interaction with participants or volunteer application being refused.

### **1.2. Recruitment of Minors**

- a.** Volunteers who are under the age of 18 must have the written consent of a parent of guardian prior to volunteering.
- b.** The volunteer services assigned to a minor should be appropriate to their personal abilities.

### **1.3 Medical Certificate**

- a.** Any potential volunteer who indicates that they are under the care of a physician for either physical or psychological treatment may be asked to present a certificate from the physician as to their ability to satisfactorily and safely perform their volunteer duties.
- b.** Volunteers under a course of treatment, which might affect their volunteer work, will not be accepted without written verification of suitability from their physician.
- c.** Any volunteer who enters a course of treatment which might adversely impact upon the performance of their volunteer duties should consult with the Volunteer Coordinator.

### **1.4. Occupational Health and Safety**

- a.** MCSLEE is committed to providing a safe work place for all members and volunteers and in return ask that every person accept their responsibility to work safely. This means working intelligently, with common sense and foresight.
- b.** Volunteers must sign a volunteer registration form before commencing activities with MCSLEE/MCG.
- c.** All volunteers are asked to fill in the Volunteer Sign-in book at reception to indicate their presence at the facility.
- d.** All volunteers should be aware of the Mullumbimby Community Garden WH&S Policy and the position of the First Aid Kit in the First Aid room.
- e.** Volunteers are to report any injury immediately to their supervisor who should then refer the matter to the Volunteer Program Manager.

### **1.5. New Volunteer Orientation**

All volunteers will receive a general orientation involving:

- a.** A tour of facilities.
- b.** The vision and goals of MCSLEE and MCG.
- c.** Introduction to the program supervisor and discussion relating to the nature and operation of the program or activity for which they are recruited.

### **1.6 Trial period**

- a.** At the end of a three month trial period, a second interview of the volunteer shall be conducted, at which point either the volunteer or management may request a re-assignment of the volunteer to a different position or may determine the unsuitability of the volunteer for a position with MCSLEE.
- b.** The volunteer can expect to receive updates on their performance from the Volunteer Coordinator or their supervisor at any time during the 3-month trial period on request.

### **1.7. Re-Assignment**

- a.** Volunteers who are at any time re-assigned to a new position shall be interviewed for that position and shall receive all appropriate orientation and training for that position before they begin work.
- b.** Any screening procedures appropriate for that specific position must be completed, even if the volunteer has already been working with the agency.

## **2. MAINTENANCE OF RECORDS**

- a.** A system of records will be maintained for each volunteer with MCSLEE/MCG, including dates of service, positions held, duties performed, evaluation of work, and awards received.

Volunteers and supervisors shall be responsible for submitting all appropriate records and information to the Volunteer Program Manger in a timely and accurate fashion.

**b.** Volunteer personnel records shall be treated with confidentiality. Paper based records will be stored in a locked cabinet and electronic records will be secured with a password under the control of authorized staff.

**c.** Records will be retained for up to seven years after which they will be destroyed in a manner that will make them inaccessible to anyone.

**d.** Volunteers may access their own records on request but only in the presence of the Volunteer Co-ordinator or a member of the Board or Site Management committee.

### **3. CONTACT DETAIL REQUESTS**

**a.** Request for contact details of members, volunteers, staff and students by other members, volunteers, staff and students will be referred to the relevant individual.

Eg. **a.** Mary asks Joan's phone number,

**b.** Mary will be advised that for privacy reasons we cannot give out Joan's details.

**c.** Mary will supply her email or phone contact.

**d.** Joan will be contacted by authorized personnel and advised to contact Mary.

**b.** Contact details of Pod leaders, authorized co-ordinators, teachers and the Management committee will be made available on request by members, volunteers, staff and students. (ref. MCSLEE Privacy Confidentiality Policy November 2012)

### **4. Representation of MCSLEE & MCG.**

**a.** Prior to any action or statement which might significantly affect or obligate MCSLEE and/or MCG, volunteers should seek prior consultation and approval from the Principal Co-ordinator, Communications Pod leader or Site. These actions may include, but are not limited to:

**i.** public statements to the press;

**ii.** networking with other organizations;

**iii.** any agreements involving contractual or other financial obligations.

**b.** Volunteers are authorized to act as representatives of the agency as specifically indicated within their job descriptions and only to the extent of such written specifications.

### **5. REIMBURSEMENT OF EXPENSES**

#### **5.1 General Expenses**

**a.** Supervisors should advise their volunteers of their budget limitations and must approve any purchases before they are made. Volunteers will then be reimbursed for approved purchases out of program or project budget.

**b.** Receipts must be presented with a Reimbursement of Expenses Form to the supervisor.

#### **5.2. Travel Expenses**

**a.** With prior approval by the relevant supervisor, all travel expenses incurred reasonably by a volunteer in the course of her/his duties (excluding traveling to and from the garden from home) shall be fully reimbursed by MCSLEE upon presentation of a Volunteer Reimbursement of Expenses form with receipt/s attached.

**b.** Where a volunteer is required to use her or his own vehicle for the Mullumbimby Community Garden's business, the volunteer shall be paid a vehicle allowance, out of the appropriate budget @ .50cents per kilometer

#### **5.3. Payment**

Payment for reimbursement of expenses will be made on Fridays by direct deposit into the volunteer's nominated bank account or in special circumstances, by cheque.



## 6. INAPPROPRIATE BEHAVIOUR

- a. Any case of discrimination or harassment should be handled in accordance with the Conflict Resolution Policy.
- b. The notion is that all people are accepted, however all behaviours are not. Inappropriate behaviour will be dealt with in line with MCSLEEs Conflict resolution policy.  
(*ref. MCSLEE Equal opportunity and inclusion policy V3 2013*)

## 7. SMOKING

- a. The following areas of MCG will be smoke free:
  - i. all indoor areas;
  - ii. all Rotundas and work spaces;
  - iii. the whole of the Nursery compound;
  - iv. during all training course sessions and tour groups;
  - v. all food preparation areas;
  - vi. inside children's garden and within 10m children's activities;
  - vii. within 10 m of lunch and morning tea areas.
- b. The areas suitable for smoking are:
  - i. down by the creek on the eastern edge of the bush regen zone;
  - ii. south east of the bush food trail/behind the chooks;
  - iii. the south western corner of the Integrated Resource Centre.
- c. Butts are to be retained by the smoker or placed in the receptacle provided.
- d. When requested, any person smoking is expected to move away at least 10 metres away or to the appropriate smoking areas. If this does not occur an incident report can be made under MCSLEE's Inappropriate Behaviour Policy.  
(*Ref MCSLEE Smoking Policy V2 2013*)

## 8. CONFLICT RESOLUTION PROCEDURES

MCSLEE is a community organization that operates with an ethic of goodwill and co-operation. It is hoped that all disputes can be solved through discussion with concerned parties. It is advisable that all disputes are dealt with in a timely fashion.

It is important to ensure that the issue/complaint is legitimate and is not based on personal bias or personal value judgments.

### 8.1 Where a supervisor or member has a dispute with a volunteer

- a. If a supervisor has a dispute with a volunteer they should try to resolve it directly by talking with the volunteer.
- b. If this does not resolve the problem or if the supervisor is not able to discuss it with the volunteer, they should notify the Volunteer Program Manager.
- c. If the dispute is of a serious nature it should also be put in writing and a copy given to the Volunteer Coordinator.
- d. The Volunteer Coordinator's role is to talk with both parties to determine a solution. Where appropriate, the Volunteer Coordinator should mediate a meeting between the volunteer and the supervisor to discuss the problem openly.
- e. If the dispute is of a serious enough nature, disciplinary action may be taken against the volunteer.

### 8.2 Where a volunteer has a dispute with a supervisor or member

- a. If a volunteer has a dispute with a supervisor or member, they should advise the supervisor as soon as possible to discuss the dispute.
- b. If the supervisor is unable to solve the dispute or if the dispute is with the supervisor, the Volunteer Coordinator is to be advised and is to mediate discussions between the two parties.
- c. The Volunteer Coordinator may ask the volunteer to put the dispute in writing.

- d. If the dispute continues or is of a serious enough nature disciplinary action may be taken against the supervisor or member.

### **8.3 Unsatisfactory performance**

- a. Skills and duties for all voluntary positions are to be listed in a volunteer position description.
- b. If a supervisor feels that their volunteer is not able to fulfill the duties in the position description adequately, the Volunteer Coordinator is to be notified and either a new position that is more suitable to be written by the supervisor or a different position to be found for that volunteer.
- c. The volunteer has the option of going through the Dispute Resolution Procedure if they feel they are being treated unfairly and have been in that position for more than three months.

### **8.4 Inappropriate Behaviour and Volunteer Dismissal**

- a. All members and volunteers are expected to act in a suitable manner at all times. Certain rules of conduct and behaviour apply as this ensures a harmonious work environment for all concerned.
- b. The following procedure shall apply with respect to counseling and termination for unsatisfactory voluntary work performance:
  - i. On the first occasion, the volunteer shall be notified verbally of the reason, and a note made in the appropriate volunteer personnel file.
  - ii. If the problem continues, the matter will be discussed with the volunteer. The volunteer will be advised in writing of the need to improve work performance and that a further period of review has been set.
  - iii. If the problem continues, the Volunteer coordinator will interview the volunteer and final written warning will be given.
  - iv. In the event of the problem recurring after a final warning, then volunteer may be asked to cease volunteering for MCSLEE.
  - v. If any volunteer behaves in a manner that is dangerous, harmful, contrary to MCSLEE ethical or environmental policies or otherwise inappropriate, dismissal may take place immediately.

## **9. RESIGNATION**

Volunteers are an invaluable resource to the MCSLEE but it is recognised that due to changing circumstances the volunteer may need to resign from their voluntary position.

### **9.1 Notice**

All volunteers are asked to give at least 4 weeks notice to their supervisor and/or the Volunteer Coordinator before leaving. The supervisor should then notify the Volunteer Coordinator.

### **9.2 Returning property**

All volunteers are asked to provide their supervisor with an update on the progress of their work and to return any books, materials or files (electronic or otherwise) belonging to the MCSLEE before they leave.

### **9.3 Feedback**

- a. MCSLEE is committed to constantly improving its Volunteer Program and all feedback regarding the volunteer's experience at the garden would be appreciated.
- b. If the volunteer is leaving due to any sort of problem or dissatisfaction it would be beneficial if they notified the Volunteer Coordinator as to their reasons.
- c. Confidentiality will of course be respected in all matters relating to this.

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