



Volunteer Management Policy

LETA acknowledges that its existence, purpose and operations are possible only due to the immense contribution of the volunteers, who devote their time, efforts and resources to further the cause of LETA.

LETA is committed to provide its volunteers, an enriched and fulfilling experience by developing and enhancing their values for sharing and caring, serving the community and stress management by practicing Sahaj Yoga and Meditation. LETA will provide a conducive environment for all its volunteers to feel proud of the contribution that they are making to the cause of Sahaj Yoga, to the wider community and to their own sense of making a difference in the life of many people.

In doing so, LETA is committed to develop and implement a volunteer management programme that provides a framework for the organisation and the volunteer to develop a symbiotic and synergised relationship.

The State Councillors in each state will act as volunteer coordinator. State Councillors will direct and manage engagement of volunteers in various LETA programmes, event and training.

Volunteers at LETA will have following rights:

- to be made aware of LETA's policies, procedures, code of conduct, dispute and conflict resolution procedures;
- to be treated fairly, equally, with dignity and respect;
- to work in a safe and healthy environment free of bullying and harassment of any kind;
- to be trained in the type of work they are expected to perform;

- to be covered by personal accident and public liability insurances effected by LETA;
- to be made aware of any risks to themselves or to others in any activities that the volunteers are engaged in;
- to know their responsibilities and accountabilities;
- to offer their volunteering services as per their own convenience and time;
- to be fully compensated for any out of pocket expenses upon provision of receipts;
- to be compensated for travel by public transport by submitting expense voucher instead of cash receipts;
- to be provided safe transport by LETA when required to travel for their volunteering services;
- to be compensated for use of their own transport for LETA activities unless the volunteer donates the use of their own transport and not make a claim for its use;
- to be informed and consulted on matters which directly or indirectly affects their work;
- to know whom to approach if they experience difficulty and problems;

Volunteers at LETA will be responsible for:

- abiding by the LETA's Policies, Procedures, ethical standards and code of conduct;
- be reliable and to timely inform the upline volunteer or state councillor if they cannot attend to the work that they have committed to, due to personal or unforeseen reason;
- respect and support other volunteers;
- be committed to the values and goals of LETA;
- do not put him/herself or others at risk by working in unsafe manner;
- maintain cleanliness in their area of work;
- care for LETA's property, equipment and appliances;
- always maintain decorum and use of civil language;
- do not approach or work with children/youth if not designated and without Work with Children Check;
- ask for support when needed;
- maintain confidentiality

- report any accident or incident to upline volunteer or state councillor;
- report to senior volunteer/state councillor/Volunteer coordinator if witness any incident of bullying, harassment, intimidation or child abuse by anyone involved in LETA's activities;

LETA will have following responsibilities towards its volunteers:

- appoint a volunteer coordinator;
- Develop volunteering code of conduct;
- treat every volunteer with respect and dignity;
- maintain a register of volunteers at each location;
- carry out an induction of volunteers into the organisation, its policies & procedures, emergency evacuation procedures, working with children procedures and the work expected of the individual volunteer;
- designate volunteers (after Working with children Check) to work with children;
- ensure safety of volunteers at all times while they are engaged in LETA related activities or are at LETA's premises, training or event;
- consult with volunteers on matters relating planning and execution of their activities, events, matters relating to their safety, risk assessment;
- Involve volunteers in decision making;
- provide necessary equipment, tools or resources required to complete the work;
- allow breaks between the work;
- provide clean and functional amenities
- maintain appropriate public liability and personal accident insurance cover for its volunteers;
- appoint a volunteer coordinator and approve budget for volunteer management including their training, meals at work and travel expenses etc;
- arrange for safe travel for volunteers, specially, at night;
- compensate volunteers for out of pocket or travel expenses;
- do not force any volunteer to attend to work if it is not at a time of their convenience or free time;
- ensure early communication of duty roster to allow adequate time for volunteers to

be able to accept their assigned duties;

- train the volunteer(s) for the work assigned to them. Clearly define and communicate the work and expected outcome from the volunteer(s);
- promptly address concerns or complaint(s) by volunteer(s) without any reprehension;
- recognise and appreciate contribution by volunteers by specific mention at public meetings and internal gatherings;

This policy will be reviewed every two years.

Signed.



Director / Trustee LETA/LEPA.

Date: 30/6/2019



LIFE ETERNAL TRUST AUSTRALIA

MANAGEMENT SYSTEMS MANUAL

VOLUNTEERS MANAGEMENT PROCEDURE

No.	Procedure	Actions	Accountability	Responsibility	When
1	Selection of volunteers	<p>Volunteers will be selected as follows:</p> <ol style="list-style-type: none"> 1. Volunteers Coordinator will assess the need for new volunteer(s) and seek State Councillor's verbal approval. 2. Yogis to select volunteers by meditation & divine vibrations 3. Selected volunteers to fill up Volunteer's Details form 4. Add selected volunteers to the register of volunteers 	State Councillor	State Councillor & Volunteer Coordinator	At selection of volunteer
2	Selection of Volunteer office bearers – National Coordinator or State Councillor	<p>National Coordinator or State Councillors will be selected as follows:</p> <ol style="list-style-type: none"> 1. Retiring or resigning office bearer to declare their intent to retire or resign two months prior to the intended date via email to other National & State office bearers 2. Yogis to select the office bearer by meditation & divine vibrations 3. Incumbent office bearer to take over the charge from the retiring/resigning office bearer 4. National Coordinator to circulate appointment of the new office bearer via email and also inform external stakeholders e.g. Lawyers representing LETA, accountant and other services provider via email or letter. 		National Coordinator, State Councillors, yogis	At selection of office bearers
3	Designation of volunteers	<p>Volunteers will be designated to assist the State Councillor in following roles</p> <ul style="list-style-type: none"> • Health & Safety Coordinator • Child Safety Coordinator • Volunteer Coordinator • First aid • Working with Children • Media & Communications team • Health and Safety team • Accounts team • Procurement & purchase team • Donation Collection team • Cooking and catering team 	State Councillors	State Councillor & Volunteer Coordinator	On going



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		<ul style="list-style-type: none"> • Property and Asset management • Events Management team <p>Volunteer designation with the exception of the Coordinators will be flexible and changeable depending on the availability of volunteers</p> <p>Designation of Coordinators will be for a period of one year</p> <p>One volunteer can perform multiple roles as required</p> <p>Working with Children volunteer must have completed working with children check</p> <p>Only those volunteers, who have first aid certificate can act as first aider</p> <p>Volunteers with accounting background will be designated in the accounts team</p> <p>Each LETA Premise to display the names and contact mobile phone number of the State Councillor, Health & Safety Coordinator, Child Safety Coordinator & Volunteer coordinator</p>			
	Induction and training of Volunteers	<p>All new volunteers will be inducted in following manner:</p> <ol style="list-style-type: none"> 1. Complete Volunteer Details Form 2. Update register of volunteers 3. Record details of Working with Children Check (WWCC) 4. Provide copies of LETA Management System Manual including policies and procedures 5. Train volunteers in the organisational purpose, mission statement, policies and procedures and roles and responsibilities 6. Train the volunteers in emergency evacuation Procedures 7. Train the volunteers on the work assigned to them. Best would be pair up the volunteer with another volunteer who has been doing that work beforehand. 8. Train the volunteers designated to work in the kitchen about food safety and operation of commercial kitchen appliances 9. Train volunteers designated to work with children in Child Safety, HelpGuide – Child Abuse and Neglect 	State Councillor	<p>1-14 Volunteer Coordinator</p> <p>15-16 Volunteers</p>	On going



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		10. Show the volunteer(s) around the premises, amenities, resting place, emergency exits 11. Explain the expected outcome from their assignment to the volunteer 12. Give a copy of code of conduct to all new volunteers 13. Update Register of New volunteer induction 14. Follow up with the new volunteer for next two weeks to ensure that the volunteer is settling in to his/her role without problems. 15. Volunteers to acknowledge that they are aware of complaint management Procedure and know whom to approach if they have any grievances or complaint 16. Volunteers to acknowledge that they are conversant with the policies, procedures, code of conduct and their responsibilities.			
	Volunteer Travel on LETA purpose	LETA related travel will be as follows: 1. Volunteer to inform the Volunteer Coordinator about travel and mode of travel required 2. For general travel with no goods to carry, volunteer should prefer public transport and claim expenses by filling up payment voucher giving details of travel, purpose and expense incurred. 3. For travel requiring the volunteer to carry goods such as shopping or supplies required in kitchen, they can use their own vehicle and claim reimbursement by filling up payment voucher giving details of travel, purpose and Km travelled. Personal vehicle must be registered, in good maintenance and the Volunteer driving it must have a current driver's license 4. Alternatively, Volunteer can hire taxi/Uber with prior discussion with the Volunteer Coordinator 5. Volunteer returning home late evening can claim taxi/uber by filling up payment voucher giving details of travel, purpose and Km travelled.	Volunteer Coordinator	Volunteer coordinator & Volunteers	