



AUSTRALIAN REFUGEE VOLUNTEERS INC

ATTENDANCE POLICY

SCOPE AND PURPOSE

This policy applies to: Australian Refugee Volunteers (ARV) Program ICs, committee members, Executive Committee, admin team members, and general volunteers. It is the responsibility of program/team ICs to ensure that the rest of their team is aware of and familiar with this policy.

Purpose: As a completely volunteer-run charity, ARV is fully dependent on the commitment of its volunteers at all levels of the organisation. The purpose of this policy is to clarify the expectations of various roles within ARV with regards to attendance of meetings and programs. ARV reserves the right to amend this policy at its discretion, and will notify all ICs of amendments, as well as general volunteers and clients to the extent that the expectations of them increases.

POLICY & PROCEDURE

ADMIN TEAMS / COMMITTEE

Monthly 'Admin Days'

Admin teams & committee members are required to attend monthly admin days. These typically take place in Carramar from 10am to 3pm, and provide an opportunity for ARV's management-level and admin volunteers to engage with each other and productively make carry out their work. It is important that ARV admin teams and committee members are present at admin days as much as possible, in order to maximise the efficiency and effectiveness of program preparation, and to facilitate the various aspects of ARV work that need to be or benefit from face-to-face meetings.

Admin days coincide with training days, and so they also provide a useful forum to meet and speak with new volunteers undertaking training and recruitment. In addition, each team will be required to prepare lunch for admin days approximately twice per year, catering for approximately 40-50 attendees (both current volunteers and recruits).

ARV appreciates that there will be instances where attendance is not possible, and as much notice as possible is requested for non attendance.

Presidents - if neither President is able to attend admin day, they must advise the committee, and ensure their responsibilities are delegated (including WH&S responsibilities) and any necessary items are added to the agenda for the monthly meeting. The vice presidents will be responsible for running the day, including chairing the monthly meeting.

Vice Presidents - if either Vice President cannot attend admin day, they must advise the committee, and ensure their responsibilities are delegated and any necessary items are added to the agenda for the monthly meeting. In the rare situation that none of the Presidents nor Vice Presidents are able to attend admin day, the Secretary will be responsible for running the day, however may delegate chairing of the monthly meeting to another member in order to take the Minutes.



AUSTRALIAN REFUGEE VOLUNTEERS INC

ATTENDANCE POLICY

Secretary - if the Secretary is unable to attend admin day, they must advise the committee and delegate to someone the necessary tasks, including taking Minutes for the monthly meeting (generally one of the Vice Presidents).

Treasurer - if the Treasurer cannot attend admin day, they must advise the committee, and delegate tasks to their Treasury team. If any member of the Treasury team cannot attend admin day, they must advise the Treasurer.

Training - the Training team is responsible for determining its own roster regarding who will run which training days. Before each admin day the confirmed training manager for the day must advise the committee which team member will be running training. If there are no members of the training team available and willing to run a training day, the Training IC/s must notify the ARV Presidents as soon as possible, prior to the day in question, so that alternative arrangements can be made.

Recruitment - the recruitment IC/s are responsible for determining their own roster of who runs recruitment days, and must advise the committee which recruitment IC will be running the day. The Recruitment IC/s should liaise with the Training IC/s or relevant Training Manager for the day, in order to confirm the number of new volunteers for admin day. The Recruitment IC/s must ensure they have enough interviewers for the day, so that there is a ratio of at least one interviewer to every 5 new recruits, for example if there are 25 new recruits, 5 interviewers are needed. If there are not enough interviewers to reach this ratio, the committee needs to be informed, so they can delegate other ARV members to interview on the day if needed.

Program Admin Teams (Kids, Teens, Charity, Graduation, Tweens) - Every member of the admin team should attend the admin days. If a member of the admin team cannot attend admin day, they must advise their IC, and delegate their tasks where necessary. If an IC cannot attend the admin day, they must advise the committee, and add any items to the agenda for the monthly meeting. If neither IC can attend the admin day, they must delegate one of their admin team to run the day.

If there is an issue with repeated non attendance of an admin team member, the admin IC should advise the President, so that the issue can be addressed. If there is repeated non-attendance of an admin IC or committee member, the issue should be raised within committee for resolution.

Admin Teams (Treasury, Grants, Media, Clients, Newsletter) - Every member of the admin team should attend the admin days. If a member of the admin team cannot attend admin day, they must advise their IC, and delegate their tasks where necessary. If an IC cannot attend the admin day, they must advise the committee, and add any items to the agenda for the monthly meeting. If neither IC can attend the admin day, they must delegate one of their admin team to run the day.

If there is an issue with repeated non-attendance of an admin team member, the admin IC should advise the President, so that they can address the issue. If there is repeated



AUSTRALIAN REFUGEE VOLUNTEERS INC

ATTENDANCE POLICY

non-attendance of an admin IC or committee member, the issue should be raised within committee for resolution.

Twice monthly Skype meetings

Admin teams and committee members are also required to attend twice monthly Skype meetings.

Presidents - both Presidents should attend Skype meetings. If neither are able to attend, they must delegate to one of the Vice Presidents to run the call.

Vice Presidents - both Vice Presidents should attend Skype meetings. If neither can attend, they should advise the Presidents. If none of the Presidents nor Vice Presidents can attend a Skype meeting, they must delegate running the call to the Treasurer or Secretary.

Treasurer - the Treasurer should attend Skype meetings. If they cannot attend, they should advise the President and delegate to a treasury team member to attend the call.

Secretary - the Secretary should attend Skype meetings and take Minutes. If they cannot attend, they should advise the President and delegate the Minute-taking to another ARV member - generally one of the Vice Presidents.

Recruitment & Training - one of the Training ICs and one of the Recruitment ICs should attend Skype meetings. If no one from either team can attend, the President must be informed.

Program Admin Teams - one of the ICs from each program should attend Skype meetings. If neither IC can attend, the President must be informed.

If there is an issue of repeated non attendance at a Skype meeting, it will be raised within committee for resolution.

Programs

Committee members (Presidents, Vice Presidents, Secretary and Treasurer) and non-program teams (Training, Recruitment, Grants, and Media) are not required to attend program days, however attendance is encouraged as often as possible, in order for “behind-the-scenes” ARV volunteers to keep in touch with what the organisation is doing. This is particularly important for the Presidents and Vice Presidents - to be able to monitor any issues with admin teams, volunteers & clients.

Program Admin Teams are required to attend the monthly program days. ARV appreciates that there will be instances where attendance is not possible, and as much notice as possible is required for non-attendance. If there is an issue with repeated non-attendance of an admin team member, the admin IC should advise the President/s, so that they can address the issue. If there is repeated non-attendance of an admin IC, the issue should be raised within committee for resolution.



AUSTRALIAN REFUGEE VOLUNTEERS INC

ATTENDANCE POLICY

GENERAL VOLUNTEERS

There is no obligation on general volunteers to attend a certain number of program days. However, Program ICs need to be aware of volunteers who have not attended programs in significant periods, or who frequently drop out at late notice, per the below requirements.

Absences for 6 months or more: If a volunteer doesn't attend a program in six months, the IC of the program the volunteer registered with should contact them to ascertain their interest in being an active volunteer, and remove them from ARV's volunteer database should they not be interested in doing so.

Absences for more than 12 months: Volunteers who have not attended a program in over 12 months and then wish to return to ARV programs will be welcome to do so following attending a new training session, in accordance with ARV's "*Volunteer Retraining Policy*".

Drop Outs and the "Three Strike Policy": ARV enforces a 'three strike' policy in relation to volunteers confirming attendance for a program or camp, but then dropping out at late notice (i.e. within one week of the program/camp). This means that if a volunteer drops out 3 times at short notice without acceptable emergency reasons, then they will be removed from the ARV volunteer database. Every time a volunteer drops out at late notice, they should be contacted by the Program/Camp IC/s and advised of the difficulties that dropping out at late notice causes, and of ARV's 'three strike' policy. The details of the volunteer who dropped out should be recorded by the Program IC, so they can monitor the volunteer's future attendance.

CLIENTS

Clients are under no obligation to attend a certain number of program days, however if there is an issue of repeated non-attendance, this should be raised with the ARV President/s, as this could indicate that the client may no longer be needing the support ARV offers, and that a place in the programs could be offered to a more needy client. It could also mean that there are issues in the client's life which are preventing them from attending ARV's programs, which the ARV President/s can investigate.

VERSION HISTORY

Versions	Date	Drafted/reviewed by
Version 1	July 2015	Cass Braslin, co-Vice President
Version 2	October 2016	Kiri Libbesson, co-Vice President

RELATED DOCUMENTS

- ARV Volunteer Retraining Policy