



**HINDU SOCIETY OF VICTORIA (AUST)
GENERAL AND VOLUNTEERS POLICY MANUAL**

SECTION: GENERAL

SUBJECT: POLICY ON VOLUNTARY SERVICE

EFFECTIVE DATE: 22 MARCH, 2021

SUPERSEDES: ALL PREVIOUS

SECTION NO:

SUB-SECTION:

REVISED: 22 MARCH, 2021

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OBJECTIVE AND PURPOSE:

The Hindu Society of Victoria (Aust) Inc (referred to as HSV or Society in this policy) is an incorporated body with a constitution. The Management Committee (referred to as MC in this policy) has the delegated authority and is responsible for its management in accordance with the constitution and regulations. The MC consists of 17 elected members who provide their voluntary services in managing the affairs of the Society. The MC is elected by the members of the Society every year. All decisions taken by the Society or MC are taken democratically.

There are many voluntary services available in the Temple, Café, Cultural Centre, Garden, Workshop, Building and Facility.

The organizational structure of HSV ensures that the temple, café, cultural centre, garden, workshop, building and facility services are supported by both employees and volunteers. Volunteers are essential to HSV as they support employees by reducing the workload and helping deliver services to all devotees. Employees and volunteers must work as a team to ensure the best outcome for devotees and the community.

Volunteering is considered as an altruistic activity where an individual or group provides services for no financial or social gain or to benefit another person, group or organization.

The purpose of this policy document is to reframe the HSV organizational model to ensure that HSV volunteers including the MC comply with the legislative requirements in relation to occupational health and safety, food handling, bullying, harassment, discrimination, working with children checks and consumer affairs. The majority of these legislative requirements are detailed in the Fair Work Australia Act, Corporations Act, etc.

APPLICABILITY:

To all volunteers of the HSV including the MC members.

Location: 52 Boundary Road, Carrum Downs, Victoria 3201, and any other locations as requested by the HSV Management.

Total authority and responsibility for any changes or amendments to this policy lies with the Management Committee of the Hindu Society of Victoria.



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GENERAL

Hindu Society of Victoria is a not-for-profit organization and its principal activities are:

- Manage the Shiva Vishnu Temple with the primary objective of providing a place of worship to all devotees, visitors and others including people of all faiths,
- Promote the culture and tradition of Hinduism as prescribed in the Vedic Scripts, and
- Manage the Cultural Centre, Café and the Premises.

It is very important that all the volunteers understand and be familiar with the principal activities of the HSV in order to perform their duties.

Volunteers are expected to cooperate with and be respectful towards each other, HSV employees, contractors, devotees and other stakeholders while performing their tasks.

Volunteers, employees, devotees, contractors and visitors are expected to abide by the Occupational Health and Safety Guidelines. **OHS is everyone's responsibility.**

HSV highly appreciates all the time and efforts contributed by the volunteers and after a year of service, an appreciation certificate will be issued, if requested.

SCOPE OF THIS DOCUMENT

- To establish a formalized policy, to clarify roles and responsibilities of person/s providing services at HSV.
- To provide clear guidelines to all the volunteers and the Management Committee.
- To provide an equitable workplace for all the volunteers including Management Committee members.
- To encourage and recruit more talent to the organization as volunteers.
- To provide safety and harmony within the workplace and adhere to work safe regulatory requirements.

POLICY AND PROCEDURES

Volunteer Register

1. *All regular volunteers must be recorded on a Register with current personal information.*
 - a) All volunteers will complete an application form and be recorded on a Register.
 - b) The Register will include details on whether the volunteer is up to date with appropriate requirements, e.g. certification of food handling, working with children check.



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- c) The Register will include documentation of volunteers' health related restrictions and emergency contact details.
- d) Volunteers are responsible to provide their information to the Management Committee.
- e) Management Committee shall nominate members to be responsible for collecting, recording and maintaining the data.
- f) When circumstances change volunteers are responsible to update their personal information on the Register, and to inform the responsible MC members or the Chairperson, the manager of that section. (Temple, Café, Facility, garden, workshop and Cultural Centre)
- g) All volunteers **MUST** be registered to be rostered in for work in order to be eligible for the Volunteer Insurance Cover.
- h) Management Committee shall allocate numbers and provide badges to all the volunteers for them to wear when volunteering their service.
- i) HSV shall provide volunteers' information to organizations such as insurance companies, etc., as required by the regulation or constitution.

Volunteer Rostering

2. *Volunteers are only covered by insurance for the hours they are rostered.*

- a) Volunteers are responsible for volunteering during their allocated roster times.
- b) The Temple Administration Subcommittee Chairperson and the Temple Manager are responsible for rostering and maintaining time sheets for volunteers operating in the Temple.
- c) The CAC (café) Subcommittee Chairperson and the Café Manager are responsible for rostering and maintaining time sheets for volunteers operating in the café.
- d) The Technical Maintenance Subcommittee Chairperson and the Maintenance Manager are responsible for rostering and maintaining time sheets for volunteers operating in the facility, garden area and workshop.
- e) The Section Manager (Temple, Café, facility, garden, workshop and cultural center) shall nominate a supervisor or a coordinator to facilitate the requirement by the volunteers.
- f) Volunteers will only be insured for their rostered time.
- g) Volunteers who work outside of their rostered times or are ad-hoc volunteers will be covered by public liability insurance as all devotees are, and they do so at their risk.
- h) Managers have the discretion to re-allocate volunteers to meet the needs of their area on a day to day basis.
- i) If the volunteer is not agreeable with the rostering and the duty allocated to them, they may request other duties, if they exist.
- j) Volunteers shall not incur any expenses or place any purchase orders on behalf of HSV without the appropriate approval from the Managers, Chairpersons or the Treasurer.

Personal protective equipment and hygiene gear

3. *All volunteers must always wear the appropriate personal protection equipment or hygiene gear when performing their duties.*



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- a) Gardening volunteers must wear boots and should wear gardening gloves when performing their duties. If the weather is hot, volunteers are encouraged to wear a hat and to regularly hydrate.
- b) All volunteers that enter the kitchen must wear closed shoes, a hair net, apron and gloves when they are serving food.
- c) If the Manager or Chairperson advises a volunteer that they must wear the appropriate personal protective equipment for their safety or for hygiene reasons, the volunteer must comply.
- d) If a volunteer cannot afford to buy their own equipment, HSV may provide shared equipment as long as they comply with hygiene needs (e.g. wear their own socks to use shared work boots).

Meal Entitlements

4. *As a token of appreciation, all volunteers are eligible for free meals during their respective rostered hours.*
 - a) If there are many volunteers on a day to perform specific tasks, the chairperson or the supervisor of the area must coordinate with the café manager and make the arrangements for meals in advance.
 - b) All meals accessed by the volunteers shall be accounted for in the cash register through the volunteer code system, using the volunteer's identity number.
 - c) If volunteers do not consume the meal in the café and intend to take home their meal, they are doing so with the clear understanding that HSV is not responsible for the consequences arising from consuming the meal later, outside the café.
 - d) Volunteers are not authorized to pack meals in bulk quantity with the assumption that those meals will be thrown away as waste.
 - e) Volunteers are entitled to a 20-minute break for every 4 hours of their respective rostered shift.

Facility, gardening and workshop

5. *Volunteers working in the facility, garden and workshop must be registered and exercise due care.*
 - a) All volunteers working in the facility, garden and workshop must be on the Volunteers Register. Ad-hoc volunteers are not allowed to work in the garden and workshop.
 - b) The chairperson of Technical Maintenance Subcommittee or the maintenance manager or the coordinator nominated by the manager oversees all aspects of the volunteers in the facility, garden area and in the workshop.
 - c) Volunteers shall be trained or experienced before they use any electrical or mechanical equipment.
 - d) All the facility, garden and workshop volunteers must take due care to ensure their safety and the safety of others, including devotees.

Café and Cultural Centre

6. *Volunteers in the Café must abide by their certification on OHS and Food Handling Safety.*



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- a) All volunteers that work in Café must obtain OHS and Food Handling Safety certification. HSV will cover the costs for these certifications.
- b) Those who do not have these certifications should not enter the kitchen area without close supervision of another staff who has the certification.
- c) The café Manager is responsible for the day-to-day operation of the café. The café Manager will be assisted by the Chairperson of the café subcommittee (CAC) or a Management Committee member as nominated by the Management Committee, be responsible for allocating rosters and maintaining time sheets/logs for the volunteers operating in the café.
- d) Volunteers who are rostered to work in the café kitchen shall only enter the kitchen area.
- e) Volunteers are not expected to cook, but they can assist the chef under supervision by the chef or the café Manager.
- f) Volunteers shall inform the chef if they have any concern on the quality of the food, but shall not take any corrective action without the permission from the chef or the café Manager.
- g) Any complaints, feedback or constructive comments from the customer shall be directed to the café Manager or the chef for them to consider for corrective action.
- h) Volunteers working in the Cultural Centre must be registered and exercise duty of care.

Annadhanam Service:

- i) Temple Administration Subcommittee Chairperson and or a nominated coordinator from Subcommittee will liaise with Café Subcommittee Chairperson and the chefs for the preparation and serving the Annadhanam food.
- j) It is the responsibility of the Chairpersons and the nominated coordinator to make sure the volunteers involved in Annadhanam related tasks shall follow the guidelines and procedures provided in this policy.
- k) Devotees who serve the Annadhanam food shall not enter the cooking area in the kitchen without the supervision of the chefs.

Temple operations

7. Volunteers working on Temple related tasks must be registered and exercise duty of care.

- a) Many volunteers work in the Temple and their work must be covered with the Volunteers Insurance. This requires them to be part of the main Volunteers Scheme. HSV encourages all to register with the Volunteer registration form as prescribed above.
- b) Temple Managers and or Chairperson of the Temple Administration Subcommittee is responsible for allocating rosters and maintaining time sheets/logs for those volunteers operating in the Temple. The work allocation depends on the needs at the Temple on a day today basis.
- c) Volunteers Insurance covers all who work regularly on a roster provided by the Managers and or Chairperson of Temple Administration Subcommittee.
- d) Ad-hoc volunteers are not expected to work on a roster basis. They are covered by public liability insurance and hence not covered by the Volunteers insurance.



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Ad-hoc volunteers are not expected to be registered but should work in collaboration with employees and other volunteers.

Safety, Security and Information Technology

Volunteers must be registered and exercise duty of care.

- a) The Chairpersons are responsible for allocating rosters and maintaining time sheets/logs for those volunteers operating in safety, Security and Information technology sections. The work allocation depends on the need.
- b) Volunteers shall not act independently without the knowledge of the Chairpersons.

DISPUTES AND RESOLUTION

In the event of any non-compliance or/ and interpersonal issues between volunteers and/or between employees and volunteers, the Chairperson of that relevant subcommittee will investigate the matter in detail. As part of the investigation the Chairperson may request the parties to provide their concerns in writing. The Chairperson shall seek information from others as witnesses who were present or involved in that issue. After reviewing all the information and the evidence, the Chairperson shall mediate and reconcile the matter between the parties with the intention to end that complaint. Both parties will be notified the outcome in writing by the Chairperson.

If any one party not satisfied with the mediation by the Chairperson then the parties can appeal to the President and/or the Secretary. President and Secretary shall investigate the non-compliance or/interpersonal issues with all the appropriate information and evidence including CCTV camera footage (if necessary), etc.

The President and the Secretary may seek legal advice from the (HSV Honorary) Solicitors. The President and the Secretary will provide every opportunity to the parties to be heard, allow due consideration for any written statement submitted by any party, and ensure that natural justice is accorded to the parties to the dispute throughout the mediation process.

Management's Responsibility

The Management will strive to resolve the issue as quickly as possible. If necessary, the Management Committee may appoint a subcommittee at any time to investigate or outsource to a person who is impartial and who has been trained to conduct the investigations.

The Management Committee shall endorse and/or make the final decision. Both parties will be notified the

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decision in writing.

The final decision shall be requesting both parties to compromise and resolve the issue, request the employee and/or the volunteer to undertake a training program, or take any other disciplinary action as appropriate.

RESPONSIBILITIES AND ACTIONS

This policy is not retrospective, in terms of any existing policy, official or otherwise. Any matters not covered in this policy shall be the responsibility of the Management Committee. The HSV Management Committee has the discretion to make any amendments to this policy at any time.

EFFECTIVE DATE

This policy is effective from 22nd March 2021 and applicable to all as mentioned above until further amendments are made and approved by the Management Committee.

REFERENCES

HSV Constitution, Previous Policies and procedures and some current/past Practices.

Approved on 22nd March 2021 by

Mr Balasubramaniam Rangarajan
President

Mr Ratnam Kandasamy
Secretary

Mrs Inthi Parameswaran
Treasurer