



Volunteer policy

Introduction

At Bicycle Network, volunteers are a vital part of our organisation. Without their help our organisation would not exist today, and we wouldn't be able to achieve our goals.

As part of the Bicycle Network team, we strive to make sure our volunteers are presented with opportunities where they can gain valuable experience and make a real impact.

We treat our volunteers with respect and gratitude, and we work to ensure they are treated the same as any other team member. Accordingly, our other policies and procedures apply to volunteers.

Here are seven things we expect from volunteers:

1. Respect the organisation and do what's asked of you.
2. Work hard to be the best you can at your job and help us achieve our purpose.
3. Participate in training to help us stay ahead of the pack.
4. Let us know if there's anything that makes it hard for you to do your job.
5. Achieve something great and have fun.
6. Hold and maintain a valid Working with Children Check (the cost of this one is up to you)
7. Complete any other requirements that we may need in the future in order to uphold our Child Safe Policy or comply with legislation.

Bicycle Network's deal breakers – here are 9 things you can't do:

1. Smoke when you're at work or when you're representing us.
2. Come to work affected by alcohol and/or drugs.
3. Commit any offence against Bicycle Network.
4. Do anything illegal when you're representing us.
5. Do anything which causes us to be sued by someone.
6. Be convicted of any criminal offence.



7. Threaten, assault, bully, discriminate against or sexually harass other team members or stakeholders.
8. Steal other team member's stuff or stuff belonging to us.
9. Breach our policies.

Volunteers are recognised and rewarded for their contribution

To reward our volunteers for the time and skill contributed to Bicycle Network, we have a volunteer recognition program. Under this program there are 2 levels of recognition based on contribution: Life Membership for 10+ years of service with participation in at least two events and Honour Board for 8+ years of service with participation in at least two events.

Each volunteer must meet the above criteria and be approved by the Board in order to become a Life Member or Honour Board inductee.

Office volunteers and interns

The Volunteer Team understands that it is vital to connect with the community and there are many benefits to welcoming people into the office as volunteers or interns. We use the following criteria to determine which work is suitable for office volunteers and interns instead of employees.

- **Reason for the arrangement**

Is the purpose of the work experience or internship to give the person work experience or to get the person to do work to help with the ordinary operation of the business? The more productive work that's involved (rather than just observation), the more likely it is that the person's an employee.

- **Length of time**

Generally, the longer the period of the arrangement, the more likely the person is an employee.

- **Significance to the business**

Is the work normally done by paid employees? Does the organisation need this work to be done? If the person is doing work that would otherwise be done by an employee, or it's work that the business / organisation has to do, it's more likely the person is an employee.

- **What the person is doing**

Although the person may do some productive activities, they're less likely to be an employee if they aren't expected or required to come to work or do productive activities.



- **Who's getting the benefit?**

The person who's doing the work should get the main benefit from the arrangement. If a business or organisation benefits from engaging the person, it's more likely the person is an employee.

Complaints procedure

Volunteers who have a complaint or grievance should raise the issue with their manager or the People Operations Manager. If the issue is not resolved they should contact the General Manager, Events & Operations who will follow the organisation's grievance procedure.

Confidentiality

The organisation will respect the privacy and confidentiality of information regarding personal information supplied by volunteers.

Occupational health and safety

At Bicycle Network, we have public liability insurance that covers any person while they are volunteering in an official capacity. The proper liability policy is available on our website. We have clear procedures for accidents and emergencies and will provide proper instructions for each individual Bicycle Network before their volunteer duties commence.

Updated: June 2020