

## 7.03 Volunteer Orientation and Induction Policy and Procedure

**Authority:** Chief Executive Officer

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*Oct 2026*

### VERSION CONTROL

Date	Version	Author	Comments
10 October 2023	V1	Alex King	
30 October 2023	V2	Frankie Freeman	

### POLICY

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Council on the Ageing Victoria (COTA) and Seniors Rights Victoria (SRV) acknowledge that proper orientation and induction protocols for volunteers enables them to perform their role as required and ensures they understand their rights and responsibilities within the organisation.

Orientation and induction protocols are a crucial part of risk management of volunteering programs, as they help to ensure that new volunteers are aware of the COTA and SRV's policies and guidelines prior to their commencement with the organisation.

This document refers to pre-engagement orientation and induction to the organisation as a whole, for information about orientating the volunteer to the role please see the Volunteer Support and Supervision policy.

### SCOPE

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This policy applies to all volunteers, the Volunteer Coordinator, and any program manager involved in the induction of a volunteer at COTA and SRV.

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## PROCEDURE

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1. The Volunteer Coordinator is to send COTA and SRV's volunteer onboarding pack to the selected applicant prior to their commencement, outlining their roles and responsibilities within the organisation.
2. Once all necessary documents are signed and filed, the volunteer shall begin the Induction training via the Better Impact platform. The purpose of this training is to outline general COTA and SRV information and enable the volunteer to demonstrate understanding of the required policies and procedures outlined in the application process and a commitment to the organisations values, mission, and goals.
3. The assessment for this training is graded as competent/not yet competent and can be completed as many times as necessary to achieve the required result. The volunteer will have a finite period to complete the induction before their application is put into recess.
4. While the volunteer is conducting Better Impact's induction training, the Volunteer Coordinator is to arrange any IT and asset set-ups i.e. Volunteer laptop and login, Volunteer Headset, Volunteer desk space, if necessary.
5. If the volunteer opportunity will take place fully, or partly in-office, the volunteer must also be orientated to the physical space by either the Volunteer Coordinator or the relevant program manager.

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## REVIEW AND AMENDMENT

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This policy and procedure will be reviewed every two years to ensure it remains compliant and relevant, alongside the Volunteer Framework. This policy may be amended at the discretion of the CEO in consultation with the Education and Engagement Manager and Management Team.

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## RELEVANT DOCUMENTS & FORMS

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- Volunteer Framework
- Volunteer Handbook
- [2.01.F1 Code of Conduct.docx](#)
- [5.13.F1 Security Access Fob and Key Issuing Receipt Form.docx](#)
- [7.04 Volunteer Support and Supervision Policy and Procedure](#)