

7.09 Volunteer Exiting and Retirement Policy and Procedure

Authority: Chief Executive Officer

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POLICY

Council on the Ageing Victoria (COTA) and Seniors Rights Victoria (SRV) acknowledge how vital a structured exiting process is in ensuring that all volunteers walk away with positive feelings about the organisation.

Many volunteering roles have a natural lifecycle and volunteers leave for a variety of reasons. Having exit processes in place for all scenarios enables COTA and SRV to provide a respectful end to any volunteer relationship irrespective of the circumstances.

SCOPE

This policy applies to all volunteers, the Volunteer Coordinator, and any program manager associated with the involvement of a volunteer at COTA and SRV.

PROCEDURE

COTA and SRV are to implement the RRRR (Recognise their contribution, Retire, Redeploy, Record their exit) process when exiting all volunteers.

Recognise their contribution

When a volunteer finishes up a role with COTA and SRV, their contribution to the organisation must be recognised in some way. In all cases, the Volunteer Coordinator will send a thank you email. Depending on the volunteer's contribution, it may also be appropriate to post an acknowledgment on COTA and SRV's website and/or social media channels. A farewell event might also be appropriate for significant, long-term contributors to our volunteer program.

Retire

When a volunteer or COTA and SRV initiate retirement, depending on the circumstances, it may be appropriate to end contact between the volunteer and the organisation completely. If the retirement is initiated by the organisation prior to the period of the volunteer's engagement being completed, formal performance management or existing policies and procedures should be followed. COTA and SRV are legally responsible for the conduct of our volunteers, so any serious issues need to be dealt with promptly and in accordance with law.

Redeploy

In the circumstance that the volunteer finishes their role but expresses interest at continuing with COTA and SRV, it might be appropriate to redeploy the volunteer in another role. Redeployment can be volunteer directed (i.e., the volunteer applies to another position on Better Impact when one becomes available) or a staff member might suggest an appropriate opportunity at the time of exiting.

Record their Exit

In order to maintain a quality volunteering program, COTA and SRV seek the input and feedback of exiting volunteers in relation to their volunteering experience. The Volunteer Coordinator will organise an exit interview with the volunteer with the aim of capturing this feedback. Volunteer exiting should be recorded in the volunteer management database.

Any equipment provided to the volunteer within their time with COTA and SRV should be returned as soon as practicable. Additionally, the volunteers email address may need to be deleted or their passwords changed. This process will be conducted by the Volunteer Coordinator.

REVIEW AND AMENDMENT

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.

RELEVANT DOCUMENTS & FORMS

- [Code of Conduct](#)
- [Volunteer Agreement](#)
- Volunteer Framework
- Volunteer Handbook