



**WOMEN OF COLOUR AUSTRALIA**  
Championing Australia's Women of Colour

## Development and Performance Policy

### Introduction

Women of Colour Australia (WoCA) is committed to supporting volunteers in their journey of developing and upskilling. WoCA also expects volunteers' actions to align with WoCA's vision and values.

### Purpose

The primary purpose of this policy is to outline the standards expected of volunteers to ensure we can maintain an environment that is productive, positive, enjoyable and safe. This policy also outlines how WoCA will support volunteers in their development.

### Policy

#### *Support and Development*

The skills of a volunteer will be assessed in light of the responsibilities and tasks of the volunteer role. Where assistance with skill development is required, this may take the form of training (internal or external), demonstration or mentoring.

Where a volunteer identifies an area they need support in, they are advised to contact their volunteer coordinator as soon as practicable, and WoCA will endeavour to provide the necessary support to assist the volunteer.

WoCA is dedicated to ensure our volunteers attain and maintain a mutually beneficial relationship as they contribute to the community. Where it is able to, WoCA will provide learning and development opportunities to volunteers.

### *Feedback and Review*

Good communication is a two-way process. Feedback can be given during regular meeting times, formal reviews or via a feedback form. It may also be shared through informal and incidental methods (such as conversations or emails). A record will be kept of all formal reviews.

### *Expectations of Volunteers*

While volunteering it is important to:

- Conduct yourself with professionalism, honesty and integrity
- Treat everyone with respect, dignity, fairness, courtesy and kindness
- Treat vulnerable people in a dignified and compassionate manner
- Communicate with others (written and verbal) without making assumptions, deliberately offending or discriminating (based on background, gender identity, sexual identity, social, economic or cultural background and/or family status).

The following behaviours are not condoned by WoCA:

- Abusive, insulting or obscene language
- Intent to harm, abuse, bully, harass, shame, humiliate, belittle or degrade others
- Inappropriate, offensive, profane or discriminatory language
- Sexual misconduct
- Exploitation

### *Unsatisfactory Performance*

Performance may be considered unsatisfactory in the event that a volunteer's work:

- Is not up to standard

- Is inconsistent with the values of WoCA
- Does not meet the terms of the Volunteer Agreement and/or WoCA's policies
- Places a volunteer, staff member or other WoCA community member or any other person at risk.

The volunteer's coordinator will discuss the issue with the volunteer as soon as possible and make clear to them the appropriate standard of conduct. A written record of the meeting is to be kept, detailing the issues discussed and the agreed strategies to be put in place to assist the volunteer to improve their performance. The volunteer will receive a copy of the record. If their performance does not improve, the Volunteer Agreement may be terminated.

The Volunteer Agreement may be terminated immediately in cases where there is:

- Deliberate or negligent acts that grossly endanger the safety of others
- Abuse of a member of the public
- Misconduct in public
- Public behaviour or statements which are likely to discredit WoCA
- Other similar incidents to those mentioned above.