

# **itSMF Australia**

## **Volunteer policy**

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**Document control**

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# 1 Introduction

## 1.1 Context and purpose

The purpose of this document is to establish a high level policy for volunteering, as a member, for the IT Service Management Forum Australia (itSMFA).

## 1.2 Organisation

The IT Service Management Forum (itSMF) is the peak body for ITSM best practice and standards. Aims, objective and further context are described in the itSMF Australia Constitution and Rules. Please consult this document for further details.

## 1.3 Rationale

The itSMFA performs a variety of engagements which require substantial involvement. These activities are performed by members who give their time in diverse areas.

To develop a solid and sufficiently large base of volunteers is a critical success factor for the organisation. The outcome sought is the distribution of tasks among many contributors and hence allowing the strategic apex to concentrate in its management responsibilities.

The objective is to actively involve members in the operational aspects of the Forum in order provide services to the Forum to lower the costs of such activities normally provisioned by service providers. These cost savings are indirectly a benefit to all the members within the Forum.

*“Volunteers don't get paid, not because they're worthless, but because they're priceless.”  
~Sherry Anderson*

## 1.4 Audience

This policy is of interest to anyone involved or planning to be involved in volunteering at the itSMFA.

## 1.5 Scope

This policy is applicable to all members of the itSMFA.

### 1.5.1 Exclusions

- Paid staff members and contactors are specifically excluded from this policy,
- Members who receive payment for their contribution,
- Office holders defined in the Constitution of the itSMFA are excluded from this policy. Their duties and responsibilities are defined in the Constitution. Specifically:
  - Board Members,
  - State Branch Chairs,
  - Event Coordinators, and
  - The Chair of the Council of Members.
- Non-members (as they are not covered by the professional code of conduct or the constitution of the Forum).

## 2 Definitions and principles

A volunteer is a person who is engaged by the itSMFA to carry out specific activities which directly, or indirectly will benefit the Forum or the ITSM community. A volunteer, or volunteers, do not receive payment. Any out-of-pocket expenses incurred as part of the engagement must be identified prior to the engagement and agreed by the board.

## 3 Policy statement

### 3.1 Selection

All itSMFA members are eligible to volunteer/s for tasks assigned by the Board and Management. Representatives of Corporate members are also permitted to volunteer/s under this policy. Volunteers are engaged by the Board in line with their interests and/or skills.

Selection will be via an *'Expression Of Interest (EOI)'* sent by the Forum, or via a recommend/reference by a Board Director, or State Branch Chair.

### 3.2 Tasks

There are two basic types of tasks:

- Once off (e.g. writing a document), and
- Ongoing (e.g. maintaining a web site).

#### 3.2.1 Definition and advertisement of tasks

The itSMFA Board Director, responsible for the task under a portfolio(hereafter "the Board"), produces a breakdown of work necessary to achieve the objective/s desired. This breakdown will identify the specific tasks to be performed, together with the budget and any expenses expected to be reimbursed to the volunteer/s. The itSMFA will publish regularly a list of tasks to be done under an *'EOI'*.

#### 3.2.2 Applying for a task

Any member can apply for a published task. A response must be in writing addressing all criteria in the *'EOI'*.

#### 3.2.3 Assignment of tasks

The Board Director will appoint the most suitable candidate to perform the task. Based on the response to the selection criteria, the following is applicable for candidate selection:

1. Candidates with experience or skills aligned with the task to be performed take precedence,
2. Candidates with a good record of tasks performed take precedence,
3. Tasks should be distributed amongst the members of community to ensure the broadest possible engagement of members,
4. Tasks requiring face to face contact may be assigned to members who are in the same state as the responsible Board Director to minimise travel cost and maximise the opportunity for collaboration where required,
5. The Board Director may require to interview volunteer/s prior to the assignment of a task, and

6. The Board Director may request volunteer/s to produce professional references prior to the assignment of a task.

The Board Director will communicate the assignment of the task to the volunteer/s in written form (either printed or electronically). The task assignment will include:

- Date of assignment,
- Required completion date,
- Task summary,
- Task description,
- Resources to complete the task,
- Budget (and procedure for incurring expenses if relevant),
- Quality/Acceptance criteria,
- Dependant tasks,
- Responsible Director, and
- Contact details of the Director and Volunteer/s.

This information will be recorded and maintained by the ITSMFA as a record of the task.

### 3.2.4 Responsibility

The volunteer/s will be responsible for the execution of assigned tasks. The Director of the portfolio that requires the task will remain accountable for its completion. Therefore, the volunteer/s and Board Director should establish regular communication to ensure the task is progressing. Progress reports should include regular written reports suitable for inclusion as status updates in the Board Directors portfolio reports.

The itSMFA recognises the time commitment of the volunteer/s who accept tasks and realises that sometimes tasks cannot be completed as initially agreed. It is vital that the volunteer/s take responsibility for regularly communicating their progress and for discussing obstacles to completion with the Board Director. If the volunteer/s find they are unable to complete a task due to unforeseen circumstances then they should discuss the most appropriate course of action with the Board Director immediately. The Board Director may:

- Delay the task deadline, and/or
- Reassign the task to another volunteer.

The itSMFA will keep a record of all tasks which will be used as a basis for further assignments and for volunteer recognition purposes.

## 3.3 Induction and training

All new volunteers who are appointed for tasks within the itSMFA should receive an appropriate induction programme covering:

- An overview of this policy,
- Overview of accepting and managing tasks,
- How to report on tasks, and
- An escalation process.
- The procedure for making claims for reimbursement of any expenses authorised by the Board in the approved EOI

The itSMFA is committed to training to enable volunteers to develop their capabilities. Typically this training will involve coaching and mentoring from the Board Director or other members. It may also include tasks-specific training (e.g. conference room monitor and session chair training).

## 4 Volunteer rights and responsibilities

### 4.1 Recognition of service

Volunteers have the right of being recognised for their contribution to the itSMFA, which includes confirmation of the tasks completed and their status.

Members may request a copy of the record of completion for tasks which they have been assigned. This will be provided on itSMFA letterhead and will be signed by the itSMFA Chairman.

### 4.2 Expenses

The itSMFA will reimburse reasonable expenses incurred during the engagement.

The budget is defined at the initial task requirement and approved at the Board.

All expenditure or an expenditure budget must be pre-approved by the Board Director prior to being incurred.

Claims for reimbursement of expenditure must be accompanied by receipts and submitted to the National Office in the approved form within a month of being incurred.

itSMFA will not reimburse the following expenses:

- Travel to and from the place of volunteering. Exceptions can be considered for volunteers with mobility disabilities.
- Meals taken while volunteering.
- Care of dependants, including children, during volunteering.
- Loss of income.

### 4.3 Authority

Volunteers have no authority to negotiate, enter into any Contract or commitment on behalf of the itSMFA. Any or all of these requirements will be managed by the Board Director who is responsible for the task. The volunteer does not represent the itSMFA and any views or opinions expressed during the assignment are those purely of the volunteer, unless otherwise agreed at the commencement of the task.

### 4.4 Confidentiality

In the course of their engagements, volunteers may be exposed to sensitive information, which must be kept confidential.

Volunteers owe a duty of care not to disclose confidential information unless the disclosure is made under the compulsion of Law, or the disclosure is made with written consent of the Board.

Volunteers will be required to execute a Non Disclosure Agreement (NDA) prior to commencing the assignment.

### 4.5 Impartiality and Conflicting Interests

Impartially means that the Volunteer's decisions should be based on objective criteria, rather than on the basis of personal preference, bias, prejudice, or preferring the benefit to one person over

another for improper reasons. This is especially important as volunteers are very often active practitioners of the ITSM industry.

The Volunteer has a duty to deal impartially with all parties involved and must act impartially in the course of the engagements.

The Volunteer shall notify promptly to the Board Director any potential conflict of interest concerning assignments.

The Board Director may decide to remove a volunteer when there are perceived conflicts of interest.

#### **4.6 Communication with the Media**

For communication the Volunteer should comply with the itSMF Australia Media Policy. Please consult this document for further details.

Volunteers should not represent themselves to the Media as a representative of the itSMFA or that their views are the views of itSMFA except where expressly requested to do so under the terms of their task.

#### **4.7 Occupational Health and Safety**

The itSMFA is committed to ensuring a safe and healthy working environment for all members at all workplaces across the organisation, in accordance with its legislative obligations. Volunteers are responsible to ensure that their place of work is free of hazards when acting in a voluntary capacity.

#### **4.8 Incident report**

It is the responsibility of the volunteer/s to immediately report any incident affecting or potentially affecting,

- the Health & Safety of the Volunteer,
- the standing or reputation of the Volunteer, or itSMFA, and/or
- a conflict of interest, or potential conflict of interest arising,

to the Board Director.

#### **4.9 Liability**

The itSMFA makes every effort to ensure volunteers safety. Notwithstanding all of that, the Volunteer explicitly waives the itSMFA and its members (including Directors and Committee Members) and Staff from any liability of injury, loss or damage to people or property associated with activities participated in as volunteer including itSMFA events and seminars except where the loss is directly attributable to the negligence of itSMFA, its employees or agents. This liability waiver is made to the maximum extent permissible under applicable law.

#### **4.10 Grievances and disciplinary procedures**

In case the volunteer/s has a grievance, or if a volunteer has acted in an inappropriate manner, it should first be addressed with the Board Director who will address the issue with the volunteer/s on

a personal basis. Should the issue not be able to be resolved it will be dealt with in the manner prescribed in Part III of the itSMF Australia Constitution and Rules. Please consult this document for further details.

## 5 Governance

Formal governance will ensure that a consistent and appropriate approach is followed throughout the organisation. The Chairman of the Board of the itSMFA is responsible for the governance of the organisation in accordance with the constitution of the itSMFA. This section outlines the aspects of governance specific to this policy.

### 5.1 Ownership and responsibility for the implementation

This policy will be published and maintained by the Board of the itSMFA.

Overall responsibility for the implementation, monitoring and review of the policy and procedures lies with the Board.

### 5.2 Review cycle

This policy should be reviewed yearly. Changes to this policy require Board approval.

## 6 Glossary

Term	Definition
<b>ITSM</b>	IT Service Management
<b>itSMF</b>	IT Service Management Forum
<b>itSMFA</b>	IT Service Management Forum Australia Inc
<b>Member</b>	Any class of member defined in the constitution including individuals who are current staff members of Corporate members.
<b>Board</b>	The Board Directors as defined in the constitution of the itSMFA
<b>Director</b>	see Board Director
<b>Staff Member</b>	Any person engaged by the itSMFA under an employment contract
<b>Agent</b>	Any individual or organization contractually engaged by the itSMFA to manage or perform a task
<b>Constitution</b>	The most recent Constitution of the itSMFA as ratified by an Annual General Meeting of the itSMFA