

## VOLUNTEER POLICY

v1.0 (last updated Jun-25)

### Introduction

Our charity relies heavily on the dedication and support of volunteers, many of whom are mothers. Volunteers are central to everything we do, they are valued, appreciated, and vital to the success of our mission to support breastfeeding families. This policy sets out how we recruit, support, and engage our volunteers to ensure a positive and rewarding experience for all.

### Volunteer Needs and Roles

We have a clear understanding of the number of volunteers needed, the roles they fill, and which roles are most important or challenging. This enables us to plan effectively and ensure that volunteers are matched to roles where they can make the greatest impact.

### Recruitment

We recruit volunteers by having open, honest conversations about what matters to them and what motivates them to get involved. Our recruitment methods and communication channels are chosen to reach potential volunteers effectively, often drawing from those already familiar with our charity through attendance at cafés and events.

### Legal Compliance

We comply with all relevant legal requirements relating to volunteering, including:

- Conducting right to work checks as appropriate
- Safeguarding volunteers and service users
- Understanding the rules around volunteering while receiving benefits
- Ensuring our insurance covers all volunteer activities

### Induction, Guidance, and Training

Volunteers receive a warm welcome to our charity and are provided with the guidance and training they need to confidently and safely carry out their roles. We recognise that volunteers may have varying levels of experience, and we tailor support accordingly.

### Engagement and Retention

We are committed to engaging and retaining volunteers by providing regular feedback and ongoing support. We actively show our appreciation through thank-you initiatives and by fostering a positive, inclusive, and supportive environment where volunteers feel valued.

### Health, Safety, and Risk Management

We carry out basic risk assessments for volunteer roles and ensure appropriate resources and safeguards are in place. This helps protect the wellbeing of volunteers and those they support during their activities.

### Changes to This Policy

We may update this policy from time to time to ensure it remains effective and up to date. The latest version will always be published on our website and dated clearly at the top of the page.

### How to Get in Touch With Us

If you have any questions about this Policy or how we handle your data, please contact us by email at [info@sunshinecoastbreastfeedingsupport.com](mailto:info@sunshinecoastbreastfeedingsupport.com).