

## VOLUNTEER AND VISITOR MANAGEMENT POLICY

<b>Approved By:</b>	Transform Global Ltd Board	<b>Effective Date:</b>	26 March 2026
<b>Policy Owner</b>	CEO	<b>Policy Delegate:</b>	
<b>Last Review Date:</b>	26 March 2026	<b>Next Review Date:</b>	26 March 2029
<b>Version Number:</b>	1.0	<input checked="" type="checkbox"/> Internal or <input checked="" type="checkbox"/> External	

### 1. PURPOSE

Transform Global Ltd is committed to ensuring volunteers and visitors are engaged in a safe, respectful, and well-managed manner. This policy sets out how Transform recruits, manages, and supervises volunteers and visitors to protect children, vulnerable adults, staff, and the organisation.

The purpose of this policy is to:

- Provide clear standards for engaging volunteers and visitors.
- Ensure safeguarding and safety obligations are met.
- Clarify roles, responsibilities, and boundaries.
- Support positive and well-managed engagement.
- Reduce operational, reputational, and safeguarding risk.

### 2. SCOPE

This policy applies to:

- Volunteers in Australia and Cambodia.
- Sponsors and donors visiting programs.
- School groups, students, and teachers.
- Short-term visitors and guests.
- Any person visiting or volunteering with Transform.

This policy applies to all:

- Programs and activities.
- Centres and facilities.
- Community, outreach, and home-based activities.
- Travel, excursions, and events.

### 3. PRINCIPLES

Transform manages volunteers and visitors in line with the following principles:

- The safety and wellbeing of children and vulnerable adults is paramount.
- Clear expectations and boundaries reduce risk.
- Engagement must be appropriate to role, duration and access.
- Supervision and accountability are essential.
- Cultural respect and dignity must be upheld.

## 4. VOLUNTEERS

### 4.1 Engagement

Volunteers may be engaged to support Transform programs and operations where their involvement adds value and does not replace paid roles.

Volunteer engagement must:

- Be approved by Transform.
- Align with organisational needs.
- Be appropriate to skills and experience.

### 4.2 Screening and approval

Volunteer screening may include:

- Application and interview.
- Reference checks.
- Police or working with children checks where required.
- Safeguarding training.

Volunteers must not have unsupervised access to children without approval.

### 4.3 Induction and supervision

Volunteers will:

- Receive induction covering safeguarding, conduct, and safety.
- Be supervised by Transform staff.
- Work within defined roles and boundaries.

## 5. VISITORS

## **5.1 Visitor approval**

All visits must be:

- Approved by Transform.
- Planned and supervised.
- Conducted in line with safeguarding requirements.

## **5.2 Behaviour expectations**

Visitors must:

- Comply with the Visitor Safeguarding Code.
- Follow instructions from Transform staff.
- Respect cultural norms and boundaries.
- Remain with approved groups and supervisors.

## **5.3 Access restrictions**

Visitors:

- Must not be alone with children.
- Must not enter private or restricted areas without approval.
- Must not arrange contact with children outside approved activities.

# **6. SAFEGUARDING AND SAFETY**

Volunteers and visitors:

- Are bound by safeguarding policies and codes of conduct.
- Must report safeguarding concerns immediately.
- Must follow health and safety instructions.

Failure to comply may result in removal from activities or termination of visits.

# **7. PHOTOGRAPY, GIFTS AND COMMUNICATION**

Volunteers and visitors must:

- Follow photography and media rules.
- Not give gifts, money, or promises to children without approval.
- Not communicate privately with children.

# **8. RECORDS AND DOCUMENTATION**

Transform will:

- Maintain records of volunteers and approved visits.
- Document screening and approvals.
- Retain records securely.

## 9. BREACHES

Breaches of this policy may result in:

- Removal from activities.
- Termination of volunteer engagement or visit.
- Prohibition from future involvement.
- Further action where required.

## 10. POLICY REVIEW

This policy is reviewed every three years, or earlier if required due to:

- Safeguarding incidents.
- Organisational change.
- Regulatory expectations.

All changes require Board approval.

---

Approved by the Board of Transform Global Ltd

Review cycle: Three years

END

## VERSION CONTROL

Original Version:	1.0	Version Date:	26 March 2026
Previous Version Number:		Version Date:	
Previous Version Number:		Version Date:	
Next Review Date:		Version Date:	26 March 2029