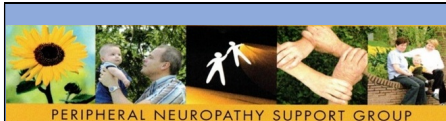


VOLUNTEERS

Refer to the Integrated Management System Manual for additional supporting documentation and/or information to this procedure.

WHO	WHAT	HOW
		1. GENERAL
a) Volunteers	SCOPE: This Procedure Covers...	1) This procedure is an instructional document detailing “What” is to be done. Where considered necessary the Systems Administrator will develop a more detailed document describing “How To” complete a task
b) Volunteers	Sections	1) General 2) Selection of New Volunteer 3) Selection of New Applicant 4) Volunteer Induction 5) Training 6) Suggestions and Improvements 7) Records
c) Volunteers	Definition	1) This procedure covers Volunteers 2) Not all Volunteers are members and not all members are Volunteers 3) Contractors are covered in <i>P-06 Procurement</i>
		2. SELECTION OF NEW VOLUNTEERS
a) Chairman Volunteers	Identify Minimum Requirements	1) Identify the minimum requirements for each position title as nominated on the <i>CC- 01 Custodian Chart</i> 2) Complete the <i>HR-02 Volunteer Induction / Training Record</i> 3) <i>Complete the IMS-27 Health & Safety Induction Checklist</i> 4) For staff members define Position Details / Objectives, Selection Criteria, Accountabilities / Duties, Reporting Relationships on a <i>Position Specification</i> 5) The Chairman to review and approve the <i>Position Specifications</i> 6) Discuss task requirements with existing Volunteers as appropriate
b) Chairman Volunteers	Selection of New Volunteers	1) Discuss the selection of new Volunteers as appropriate with existing Volunteers
		3. SELECTION OF NEW APPLICANT
a) Applicant	Applications	1) Complete <i>HR-01 Application for Volunteer</i> and submit either a resume or a description of previous experience (as applicable)



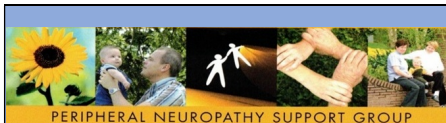
PERIPHERAL NEUROPATHY SUPPORT GROUP

VOLUNTEERS

Doc: P-02
Date: 25/06/2025
Page 2 of 4

Refer to the Integrated Management System Manual for additional supporting documentation and/or information to this procedure.

WHO	WHAT	HOW
b) Chairman, Applicant	Assess Applicant	1) Compare Applicant's experience with selection criteria identified on the <i>HR-02 Volunteer Induction / Training Record</i> or <i>Position Specification</i> 2) Use one or more of the following: a) Personal interview b) Contact with previous organisation c) Recommendation by other Volunteers d) Documented evidence of qualifications, skills, and references 3) Identify and discuss personal aspirations to ensure Applicant can be met by PNSG and Applicant is compatible /behaviourally suitable with PNSG's <i>Objects</i> 4) Clearly explain the task to be performed and discuss <i>Rules – Chairman</i> 5) Suitable applicants who lack skills or knowledge in one or more areas, as required on the <i>HR-02 Volunteer Induction / Training Record</i> or <i>Position Specification</i> may be commenced providing training requirements are identified on <i>HR-03 Personal Training Record</i> or entered directly into <i>SMA Training Expiry Dates</i>
4. VOLUNTEER INDUCTION		
a) Systems Administrator New Volunteer	Perform Induction	1) Conduct induction, items to be covered are listed in the "Induction" section of the <i>HR-02 Volunteer Induction / Training Record</i>. must be signed and dated by both the Volunteer and the Chairman 2) Conduct Volunteer Inductions: a) Ask new Volunteer to complete a <i>IMS-28 OH&S Induction Questionnaire</i> during the induction b) Discuss results of the safety induction questionnaire during the induction and ensure that the inductee is fully aware of safety requirements c) Both the inductee and inductor to sign and date the questionnaire 3) Compile, check for completeness and file new Volunteer's documents on the PNSG approved laptop
b) Qualified Trainer Systems Administrator New Volunteer	If Necessary, perform Training Prior to Start	1) Training can relate to: a) The Management System b) Skills or abilities required to enhance job performance c) Personal development and training plan where considered appropriate
c) Chairman New Volunteer	Monitor New Volunteer	1) Monitor the behaviour and performance of the new Volunteer 2) Ensure both PNSG's and the new Volunteer's expectations are being met 3) Discuss and invite the new Volunteer to discuss issues as they occur



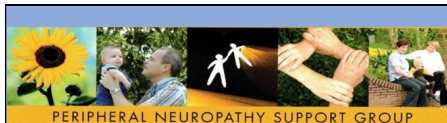
PERIPHERAL NEUROPATHY SUPPORT GROUP

VOLUNTEERS

Doc: P-02
Date: 25/06/2025
Page 3 of 4

Refer to the Integrated Management System Manual for additional supporting documentation and/or information to this procedure.

WHO	WHAT	HOW
	5. TRAINING	
a) Chairman Systems Administrator New Volunteer	Identify Training Needs/Requirements	1) Identify training needs and requirements by: - Subtly monitoring the new Volunteer's behaviour and performance - Change to processes - Introduction of new equipment - Results from review of internal / external audits / Improvement Logs / system reviews - Future needs identified by PNSG - Personal Development needs identified by the PNSG or requested by the Volunteer - Skills or abilities required to enhance job performance - Safety or environmental regulations 2) In an ongoing fashion identify training needs and record on HR-04 Training Gap Analysis 3) Review and discuss training needs and requirements at Monthly Meetings (<i>Refer P-01 Systems Management</i>)
b) Qualified Trainer Systems Administrator	Record Training Identified	1) Record future training to be conducted in SMA.
c) Qualified Trainer Systems Administrator	Training Carried Out: Internal or External	1) Access training effectiveness using suitable methods that provide evidence of effectiveness e.g., questionnaire, trainee demonstration, discussions with trainee 2) Provide re-training as necessary
d) Qualified Trainer Systems Administrator	Update Training Records	1) Record effective training in SMA → Training Expiry Dates and scan and link any documents demonstrating training effectiveness
	6. SUGGESTIONS AND IMPROVEMENTS	
a) Volunteers	Suggestions and Improvements	1) Raise Improvement Log (IL) for each suggestion or undesirable incident that has happened or has the potential to happen



VOLUNTEERS

Doc: P-02
Date: 25/06/2025
Page 4 of 4

Refer to the Integrated Management System Manual for additional supporting documentation and/or information to this procedure.

WHO	WHAT	HOW
	7. RECORDS	
a) Chairman	File Records	1) File softcopy records in the Volunteer folder on PNSG's approved laptop 2) Ensure Volunteer files shall contain: a) Employment Application/Resume b) Copy of Drivers Licence (if driving to perform an approved PNSG task) c) Qualifications as applicable d) <i>HR-02 Volunteer Induction / Training Record</i> e) <i>IMS-27 Volunteer Health & Safety Induction Checklist</i> f) External course certificates and Internal Personal Training where applicable