



Permanent and Casual Volunteer Discount Policy - January 2023

Background

Pigweed Food Co-operative, trading as Thoughtful Foods, is a member-owned and -run organisation. It relies on current members who volunteer for the operation of the shop.

In recognition of this contribution to the co-op, volunteers receive the volunteer discount. The discount for volunteers is set by Directors from time to time. The volunteer discount is currently 30%, which is applied after volunteering for a minimum of three hours in one week. Hours must be logged for insurance reasons and to receive the volunteer discount.

This policy provides guidance for shop volunteers about attaining, keeping and ceasing eligibility for volunteer discounts.

Permanent and Casual Volunteers

Permanent Volunteers

Permanent Volunteers commit to contributing at least 3 hours a week of their time in the shop or on project work. That commitment is regular and ongoing. Permanent volunteer status is applied to the volunteer's membership after the qualifying period, and they will receive the discount every time they shop. Permanent volunteers need to complete at least 12 hours across 4 weeks to retain the permanent volunteer discount and status. Permanent volunteer status must be approved by the appropriate Coordinator or Director.

Casual Volunteers

Casual Volunteers contribute their time on an ad-hoc basis. Casual volunteers may be needed for in store events, stock take, as fill-in for permanent volunteers or to provide particular services. Every three hours contributed earns the volunteer discount for 7 days after the work is completed.

Permanent Volunteer Status

To be granted permanent volunteer status, Shop volunteers must

- Complete the shop induction program and be able to run a solo shop shift
- Work regular shifts over an initial four consecutive weeks
- Be rostered on for and attend a regular weekly shift thereafter, working at least 12 hours across four consecutive weeks
- Organise swaps for shop shifts if needed
- Not be absent without reasonable notice, unless in extenuating circumstances; and
- Endeavour to complete additional hours to compensate for absences
- [Log hours](#) promptly at the completion of each shift

To be granted permanent volunteer status, Project volunteers must

- Assume responsibility for a role
- Commit to the role on an ongoing basis and work at least 12 hours across four consecutive weeks
- Negotiate a contract/agreement with a Director or Coordinator who will become the supervisor/point person
- Not be absent without reasonable notice, unless in extenuating circumstances
- Endeavour to complete additional hours to compensate for absences
- [Log hours](#) promptly at the completion of each shift

Permanent volunteers may undertake both shop shifts and/or project work to complete their hours, as agreed with the appropriate Coordinator or Director.

Permanent Volunteer Status is recorded in the POS system and the discount is automatically given until those details change.

Taking Leave

Permanent volunteers should notify the Volunteer and Training Coordinator, or Coordinator or Director to whom they report, if taking leave on a short-term

basis (less than one month) and arrange additional hours to compensate for the absence in order to retain their Permanent Volunteer status.

For extended periods of leave (more than one month), the Permanent Volunteer status will be suspended for the duration of the leave.

Coordinators retain a discretion to waive this requirement in special circumstances, after seeking approval from Directors.

Ceasing a Permanent Volunteer Role

If a permanent volunteer relinquishes their role, the onus is on the volunteer to notify the Volunteers and Training Coordinator and Systems and Operations Coordinator as soon as possible. The Volunteers and Training Coordinator and Systems and Operations Coordinator are authorised to cease permanent volunteer discounts. Providing notice enables the Co-op to fill the role and maintain service to members.

The table below sets out the timeframes for cessation of the permanent volunteer discount:

Period of Volunteering	Grace Period
Up to one year	Immediate cessation
More than one year	One week
More than two years	Two weeks
More than three years	Three weeks
More than four years	At Directors' discretion, taking Coordinators' recommendations into consideration

Review of Permanent Volunteer Status

At least every month, the Volunteers and Training Coordinator and Systems and Operations Coordinator will review the list of Permanent Shop Volunteers to check they are all current and delivering on the responsibilities set out in this policy.

Endorsed by:

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Signature Directors

Adopted: 17 January 2023