



DRAFT POLICY XXX - VOLUNTEERS POLICY

1. PURPOSE

- 1.1 **Oberon Council** ("Council") values and recognises the contribution that volunteers bring to Council and the community.
- 1.2 This Policy aims to provide guidance and assistance to all volunteers, managers, supervisors. It outlines the issues to consider in connection with volunteering and may also be useful for volunteers in understanding the parameters of their engagement by Council. It allows Volunteers and Council to know their rights, understand their role, feel valued and enjoy their work.
- 1.3 This policy has been based on the National Standards for Volunteers in Not-for Profit Organisations and associated resources developed by Volunteering Australia (Department Families, Community Services and Indigenous Affairs).

2. SCOPE OF POLICY

This policy applies to members of the community who volunteer on Council's section 355 Committees and within Council. This policy sets out the expectations of Oberon Council, articulating the rights and responsibilities of both Oberon Council and volunteers.

Oberon Council policies relevant to this policy:

Section 355 & Volunteers Management Manual
Policy 1102 - Code of Conduct
Policy 1115 - Communication
Policy 1118 – Values, Principles and Business Ethics
Policy 1119 – Fraud and Corruption Prevention Policy
Policy 2121 - Equal Employment Opportunity
Policy 2101 – Handling Complaints
Policy 2102 – Staff Training and Development
Policy 2110 - Occupational Health and Safety
Policy 2113 – Child Protection and Procedures
Policy 2115 Use of Internet and Email
Policy 2118 – Smoke Free Workplace
Policy 2119 – Drugs and Alcohol
Policy 2114 - Gifts

Relevant legislation:

Local Government Act (1993)
Local Government (State) Award 2010

Occupational Health and Safety Act (2000)
Anti-Discrimination Act (1977)
Government Information Public Access Act 2009
Privacy and Personal Information Protection Act 1998 No 133

Other sources of information:

Volunteering Australia – National Standards for Involving Volunteers in Not-for-Profit Organisations, 2nd Edition, 2001.

Universal Declaration on Volunteering: United Nations 2001.

3. COMMENCEMENT OF POLICY

This Policy will commence from **1 January 2012**. It replaces all other volunteer policies of Council.

4. APPLICATION OF THE POLICY

This Policy does not constitute or form part of any employee's contract of employment.

5. DEFINITION OF A VOLUNTEERS

A Volunteer is generally understood as a person who willingly and without coercion gives unpaid help, in the form of time, service or skills. A volunteer undertakes volunteering work for personal, charitable or social motivations without any expectation of financial gains.

6. NATIONAL STANDARDS ON VOLUNTEERING

The National Standards for Volunteering represents "best practice" for volunteers and organisations managing volunteers.

These standards are:

- a) The organisation shall define and document policies and procedures relevant to volunteers in the workplace.
- b) An organisation that involves volunteers shall ensure that volunteers are managed within a defined system and by capable personnel./
- c) An organisation that involves volunteers shall plan and have clearly documented volunteer recruitment, selection and orientation policies and procedures that are consistent with non-discriminatory practices and guidelines.
- d) An organisation that involves volunteers shall clearly specify and control the work of volunteers and ensure that their place of work is conducive to preserving their health, safety and general well-being.
- e) An organisation that involves volunteers shall ensure that volunteers obtain the knowledge, skills, feedback on work, and the recognition needed to effectively carry out their responsibilities.
- f) An organisation that involves volunteers shall ensure that appropriate processes and procedures are established and followed for the effective

planning, control and review of all activities relating to the delivery of services by volunteers.

- g) An organisation that involves volunteers shall establish a system and have defined procedures to control all documentation and personnel records that relate to the management of volunteers.
- h) An organisation that involves volunteers shall plan and continually review its volunteer management system to ensure that opportunities to improve the quality of the system are identified and actively pursued.

Oberon Council recognises the importance of these standards and aims to ensure these standards are met.

7. PRINCIPLES OF VOLUNTEERING

Volunteering:

- benefits the community and the volunteer
- work is unpaid
- is always a matter of choice
- is not compulsorily undertaken to receive pensions or government allowances
- is a legitimate way in which citizens can participate in the activities of their community
- is a legitimate way in which citizens can participate in the activities of their community
- is a vehicle for individuals or groups to address human, environmental and social needs
- is an activity performed in the not for profit sector only
- is not a substitute for paid work
- respects the rights, dignity and culture of others
- promotes human rights and equity

8. SELECTION, ENGAGEMENT AND MANAGEMENT OF VOLUNTEERS

- 8.1 Recruitment of volunteers may be initiated by Council, or by the volunteer.
- 8.2 Council will select and engage volunteers having regard to both the person's suitability to assist Council and, where appropriate, to anti-discrimination and equal employment legislation.
- 8.3 The Volunteer will receive written notification of their appointment. This will outline the area they will volunteer in, who they will report to and when they will be required.
- 8.4 All Volunteers will undergo an induction process. This will include a general Council induction, Human Resources induction, an OHS induction as well as a role specific induction.
- 8.5 All volunteers will receive a Volunteer handbook.

- 8.6 Volunteers should be appropriately managed and supported by Council. To this end, it is important that volunteers are supervised in a way that is fitting of the duties they perform. The general day to day management and supervision of the volunteer will be with the appropriate Council officer.
- 8.7 Depending on the tasks being undertaken, the volunteer may be required to undergo a Police and/or Working with Children screening process. This will be determined on an individual basis and communicated to the volunteer. Council will be responsible for any fees or charges incurred with these checks.
- 8.8 Volunteers will undergo formal performance appraisals including a three month probationary review and annual performance reviews on the anniversary of their appointment. It is expected that performance of the volunteer will be on-going and discussions regarding performance undertaken as and when appropriate.

9. GRIEVANCES AND DISPUTES

Council will be proactive in ensuring that volunteers are treated fairly and equitably and follow the principles of volunteering, Council policies and associated legislation and regulations. Council will also be proactive in developing policies, practices and a workplace culture to promote unity and harmony.

However it is understandable that, from time to time grievances or disputes may occur.

In the event of a dispute or grievance, Council will:

- Treat the issue seriously and confidentially,
- Conduct an investigation if necessary
- Provide feedback and resolution

Should the volunteer disagree with the outcome of the investigation, they may request an independent investigation. This must be in writing and addressed to the General Manager.

10. STANDARD OF VOLUNTEER CONDUCT

- 10.1 Volunteers are expected to maintain an appropriate standard of conduct in the performance of voluntary work. Volunteers must treat employees, agents, contractors, councillors, ratepayers, members of the public and other volunteers with appropriate courtesy and respect the confidentiality of information and documents to which a volunteer has access to in connection with their volunteer work.
- 10.2 Volunteers have the right to:
- Work in a healthy and safe environment
 - To be interviewed and employed in accordance with equal employment opportunity and anti-discrimination legislation
 - To be adequately covered by insurance
 - To be given accurate and truthful information about the organisation
 - To be given a copy of the organisations policies
 - Not to fill a position previously held by a paid worker

- Not to do the work of paid staff during industrial disputes
- To have a job description and agreed working hours
- To have access to grievance procedures
- To be provided with orientation to the organisation
- To have confidential and personal information dealt with in accordance with the principles of the Privacy Act 1988
- To be provided with training to undertake the role

11. SAFETY AND INSURANCE COVERAGE FOR VOLUNTEERS

- 11.1 Council understands its obligations to volunteers under work health and safety laws. Council wishes to provide a safe working environment for volunteers.
- 11.2 Council's work health and safety practices and procedures apply to volunteers. Accordingly Council will provide relevant training to volunteers.
- 11.3 Appropriate and adequate insurance coverage will be provided to volunteers.

12. DUTIES PERFORMED BY VOLUNTEERS

- 12.1 A volunteer may provide assistance to Council in a variety of ways, so long as that assistance is not a substitute for a paid position. Accordingly, Council should not engage a person to perform volunteer work if the work performed would ordinarily be paid for by Council.
- 12.2 With this in mind, volunteers should not be used by Council to perform routine or specialist duties ordinarily undertaken by paid employees. The limitation includes any instance where work or a position becomes available as a result of an employee's absence from the workplace.
- 12.3 A volunteer should not be placed in a role previously held by a paid employee unless the volunteer is appointed on merit in accordance with Council's recruitment process.
- 12.4 To avoid any confusion about the duties performed by a volunteer, Council may, where appropriate, define volunteer roles, including preparing descriptions of the duties to be performed.

13. REIMBURSEMENT OF EXPENSES

Volunteers will be reimbursed by Council for any expenses reasonably incurred in connection with the performance of the voluntary work. A volunteer making a claim for reimbursement must supply Council with proof of the expense claimed.

14. TERMINATION OF VOLUNTEER ENGAGEMENT

- 14.1 A volunteer engagement can come to an end at any time without Council or the volunteer giving notice.
- 14.2 The Volunteer will be given the opportunity to undergo an exit interview.

14.3 A statement of service will be provided if requested. This will state the commencement and termination date, service area of Council and nature of relationship. It is against Council policy to provide written references. The volunteer may request their supervisor or other suitable Council officer to be a verbal referee. This is at the discretion of the Council Official.

Variations

Council reserves the right to vary, replace or terminate this policy from time to time.

POLICY VERSION AND REVISION INFORMATION

Policy Authorised by: **Leanne E Mash**

Original issue: **1/01/2012**

Title: General Manager

Policy Maintained by: **HR Officer**

Current version: 1

Review date: **December 2014**



VOLUNTEER APPLICATION

The purpose of this form is to protect both the interests of Council and of its volunteer workers. It has been prepared in accordance with advice received from Council's insurance broker.

Completion of the form indicates that the person is undertaking work for Council purposes. It will ensure that the volunteer receives any training necessary to complete the work and is informed of required safety equipment, in accordance with Occupational Health & Safety and Work Cover requirements. It will also protect the volunteer in the event that his or her activities lead to any insurance claim. Completion of the form also protects the Council as it ensures the Council is aware of the nature of the work the volunteer is undertaking and specifies the protective equipment required to be worn by the volunteer.

The employee signing the form on behalf of the Council should ensure that protective clothing (e.g. hat, sunscreen, safety vest, etc.), and tools specified are in accordance with Work Cover requirements, and that the volunteer receives any training required to undertake the work. The tools, equipment and personal protective equipment to be used must be entered onto the Volunteer Tool & Protective Equipment Register.

APPLICANT DETAILS

Name: _____ Phone: _____

Address: _____

Note: if applicant is under the age of 18 a parent or guardian must co-sign this application and must be supervised at all times by a responsible adult.

Close relative to be contacted in case of emergency:

Name: _____ Phone: _____

Type of volunteer work application is made for:

Skills held in relation to this task.

WORK DETAILS

(To be completed by Council employee in charge of work area)

Location of work:

Type of work:

Proposed work duration:

Training required:

Tools and protective equipment required for work:



Applicant Declaration

- I understand that volunteering with Council is a privilege and not a right.
- I agree to referees being contacted in relation to this application to provide voluntary services to Council.
- I agree to work under the guidance of the Council employee responsible for the area of work for which I have applied.
- I agree to use the tools and protective equipment specified in this application.
- I agree to contact the Council employee designated above if I intend to vary the nature of work specified in this application, or if I experience any problems with the work I am undertaking.
- I understand that Council will terminate my volunteering services if I do not comply with any aspect of this agreement.
- I understand that all claims for any medical costs incurred as a result of my volunteering activities will be made upon my own medical fund.
- I am willing to undertake any training deemed necessary by Council in relation to my volunteering services to ensure that I comply with all policies and legislative obligations of Council.
- I understand that as a volunteer I am expected to maintain the same standards of confidentiality, courtesy and organisational discipline as Council's paid employees.
- I agree to work in a constructive and cooperative way with Council staff.
- Reference should be made to the legislative requirement of police checks for specific areas.

Signed: _____

Date:/...../.....

Office Use Only

Protective tools & equipment to be provided by Council:

Traffic management plan provided by Council:

The applicant is approved for the work specified in the form.

Signed: _____

Date:/...../.....

Manager or Director in charge of work area

- Signed copy of form to be returned to applicant and placed on file.
- Traffic Management Plan Supplied
- Form posted to applicant.
- Form placed on file.

Signed: _____

Date:/...../.....

The personal information provided in this document is protected under the Privacy and Personal Information Protection Act, 1998. The PPIPA provides for the protection of personal information, and for the privacy of individuals.

The Oberon Council must not disclose your personal information to any person or body if it is not directly related to the purpose for which the information was collected. If you have a complaint, or require further information about the collection and use of personal information, please contact Council's privacy officer – John Chapman



RISK ASSESSMENT FORM

Date: / /

Job/Task	Hazard Identification	Risk Assessment	Hazard Control(s)
What tasks have to be done?	What hazards are involved in each step of the task or job?	Identify Assess Control E EXTREME Risk Act Now H HIGH Risk Priority action T TOLERABLE Risk Planned action L LOW Risk Routine procedures	ELIMINATE Remove completely SUBSTITUTE Use something safer ISOLATE Guards or barriers ENGINEER Redesign ADMINISTRATE Reorganise work or staff PPE Use protective equipment

THE HAZARD IDENTIFICATION CHECKLIST

Identify	Assess	Control	Checklist
<ul style="list-style-type: none"> • Identify the hazards or risks of the work, activities or tasks involved in the event: • Consider the tasks or activities you or others are to perform and their situations. • Identify the hazards that are, or may be involved. • Identify those persons who may be exposed to the hazards, including those particularly at risk. 	<ul style="list-style-type: none"> • How severe is the hazard? Extreme High Tolerable Low • What are the consequences? Insignificant Minor Moderate Major Catastrophic • What is the likelihood of it happening? Almost Certain Likely Possible Unlikely Rare 	<ul style="list-style-type: none"> • Remove/totally replace/substitute • Isolate/separate by guard, etc • Redesign/engineer out • Administrate/organise work to reduce exposure • Personal Protective Equipment 	<ul style="list-style-type: none"> • Access and Egress <ul style="list-style-type: none"> ○ Doorways are in good condition ○ Access and egress is unhindered ○ Floors, stairs and passageways • Furniture and Fittings <ul style="list-style-type: none"> ○ Chairs and desks are suited to tasks and users • Lighting <ul style="list-style-type: none"> ○ Adequate lighting for each task ○ Good natural lighting ○ Glare is minimised • Electrical <ul style="list-style-type: none"> ○ No broken plugs, sockets or switches ○ No frayed or damaged leads ○ Safety Switches are fitted ○ Equipment tested & Tagged • Ventilation <ul style="list-style-type: none"> ○ Air flow is suited to the purpose • Hazardous Substances <ul style="list-style-type: none"> ○ MSDS for all chemicals ○ Containers clearly labelled ○ Special storage conditions complied with ○ All users trained ○ Adequate ventilation • Rubbish Disposal • Responsible Service of Alcohol • Food & Beverage Handling

			<ul style="list-style-type: none">• Amusement Devices• Traffic Management• Manual Handling• Sun Safety• Height Safety• First Aid• Fire & Emergency Evacuation
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