

Volunteer Policy

MGMT-HRM 018

Authority and Other Information	
Date of approval	27 September 2016
Source of approval	Executive Management Team
Date of commencement	27 September 2016
Source of authority	General Manager
Legislative Reference	<ul style="list-style-type: none"> • <i>Civil Liability Act 2002</i> • <i>Local Government Act 1993 (Tasmania)</i> • <i>Fair Work Act 2009 (Commonwealth)</i> • <i>Industrial Relations Act 1984 (Tasmania)</i> • <i>Work Health & Safety Act 2012 (Tasmania)</i>
Delegations	General Manager / Executive Managers
Strategic Plan Reference	5
Date of review	At least once every 4 years Next review due October 2020
Previous policies withdrawn or amended	HR028 - Volunteer Policy (August 2008)
Department responsible for implementation	Corporate Services
Department responsible for policy	Corporate Services
Publication of policy	A copy of the Huon Valley Council Volunteer, February 2012 be placed on Council's website, intranet site and be made available for inspection at and free of charge from the Customer Service Centre.
Related Documents	MGMT-WHS 001 Work Health & Safety Policy MGMT-WHS 003 First Aid Policy MGMT-WHS 004 Asbestos Management MGMT-WHS 005 Confined Spaces Policy MGMT-WHS 007 Noise Management Policy MGMT-WHS 010 Sun Protection Policy MGMT-HRM 014 Workplace Behaviour Policy

1. Purpose and Background

In wishing to enhance their lives, people give voluntarily of their time in some form of socially acceptable and satisfying activity of their own choosing. The harnessing of people's time, interests and skills can provide benefits to the volunteers, to the persons or projects assisted, the Council and to the community at large.

The Council recognises the significant contribution of volunteers within the community and values its volunteers who initiate, deliver and enhance a broad range of services and programs offered. Volunteers forge a strong bond between the Council and the community it serves by encouraging:

- Community participation / development
- Access to resources and information
- Services responsive to community needs
- Social interaction

Council recognises that the vital contribution made by volunteers results in:

- the development of new services, infrastructure and assets,
- the delivery and augmentation of existing programs, services and activities, and
- the provision of direct links between Council and the community

The purpose of this policy is to establish the position of the Huon Valley Council regarding the contribution of volunteers to Council programs and services and set out the respective responsibilities of the Council and Volunteers.

2. Definitions

Volunteer - means people undertaking activities for the Huon Valley Council of their own will, without payment, that will be of benefit to the community and that compliment but do not replace the activities of paid employees. This does not include Members of Special Committees of Council unless they engage in duties and/or activities outside of and separate from meeting structures.

Short Term Volunteer - means a volunteer who provides their time and service for one day or less.

Long Term Volunteer - means a volunteer who provides their time and service for activities over an extended period of time.

Responsible Council Officer – means the person that the volunteer or group of volunteers reports to when undertaking volunteer work with the Council.

Supervisor means a person at Workplace who is appointed to a position that has management/supervisory responsibilities for others.

3. Policy Statement

The Council will provide quality volunteer management practices and the allocation of appropriate resources – human, physical and financial.

4. Application

This policy applies to all volunteers of the Huon Valley Council.

5. Procedures

5.1 Short Term Volunteers

Prior to any volunteer undertaking work, the responsible Council officer must ensure the following:

- The volunteer is inducted in WH&S and Equity in Employment obligations.
- The relevant Volunteer Record of Attendance' form is completed and retained for future reference.
- The volunteer is made aware of any potential risks associated with the activity.
- The volunteer has the necessary physical attributes and capability to perform the role.
- Emergency provisions such as communications and first aid are available.

5.2 Long Term Volunteers

The responsible Council officer will:

- Prepare a position description for the activity
- Conduct a risk assessment for the activity
- Ensure the volunteer is inducted in WH&S and Equity in Employment obligations
- Ensure the Long Term Volunteer completes a "Volunteer Registration Form"
- File the Volunteer Registration Form, Position Description and Risk Assessment with Human Resources
- Conduct an induction with the Long Term Volunteer
- Ensure the 'Individual Volunteer Record of Attendance' form is completed and retained for future reference
- Provide the Long Term Volunteer with a copy of:
 - Volunteer policy
 - Registration form
 - Position Description
 - Risk Assessment

5.3 Protection of Volunteers from Liability

This policy acknowledges the *Civil Liability Act 2002* protects a volunteer from civil liability for anything that the volunteer has done in good faith when doing community work.

This protection however does not apply to a volunteer:

- a) Who knew or ought reasonably to have known that at the relevant time he or she was acting:
 - outside the scope of the community work organised by the Council; or
 - contrary to instructions given by the Council;
- b) Whose ability to do the community work in a proper manner was, at the relevant time, significantly impaired by alcohol or drugs.

5.4 Insurance

The Council will hold and maintain a 'Group Personal Accident' policy to cover volunteers for injury 'whilst engaged in activities undertaken at the discretion of or on behalf of the Council'.

Volunteers are not covered by the Council's insurance whilst driving their own vehicles. It is a matter for the volunteer to have appropriate insurance cover.

5.5 Workplace Health & Safety

The Council will maintain the workplace in a safe and healthy condition for all staff and volunteers.

The Council will provide and maintain safe equipment and systems of work in which the safe use, handling, storage and transport of plant and substances is implemented and monitored.

5.6 Code of Conduct

Volunteers must adhere to the Council's Volunteer Code of Conduct policy.

5.7 Reimbursement of Costs

Preapproval of expenditure is required prior to requesting reimbursement of costs for items such as travelling, phone calls, etc.

5.8 Volunteer Register

Volunteers will be required to sign a Record of Attendance when performing work for the Council.

5.9 Pre engagement Checks

Where deemed necessary, Volunteers will consent to undergo various checks that are considered specific and relevant to the role they are volunteering for. The outcome of such checks can determine a volunteer's continuance to perform work for the Council.

6. Attachments:

- Volunteer Code of Conduct
- Volunteer Site Induction Checklist
- Volunteer Registration Form
- Volunteer Position Description
- Multiple Volunteer Record of Attendance
- Individual Volunteer Record of Attendance

Volunteer Code of Conduct

The Huon Valley Council relies on volunteers for many of the services it provides and is fortunate to have a strong network of volunteers who willingly give up their time to help our community.

If you are a volunteer acting on behalf of the Council you are in fact representing the Council. As such, we would ask that you commit to the standards that we uphold at the Huon Valley Council and perform your duties with honesty, integrity and fairness.

This Code of Conduct sets out the standards of behaviour expected of people who are associated with the Council as a volunteer.

It is important that you read the Code and ensure that you know your rights and obligations.

Personal Behaviour and Responsibilities

As a Council volunteer you are expected to:

- Be courteous to the people you are dealing with.
- Observe all health, safety and welfare issues to protect both yourself and others in the workplace or in private and public areas.
- Help to create an environment that is free of harassment and discrimination.
- Ensure that you comply with all relevant laws and Council Policies.
- Be reasonable, just and honest in your actions and act in a non-discriminatory manner.
- Refrain from any form of conduct which could cause offence or embarrassment to the Council, fellow volunteers or members of the public.
- Report any adverse behaviour or possible breaches of this Code to the Council Officer who is supervising your activities. Alternatively, you can report any matters to the General Manager.

Conflict of Interests

If you have a conflict of interest in any area of your voluntary work with the Council, we ask that you disclose it. A conflict of interest does not necessarily mean that you would be barred from carrying out your volunteering role. By declaring an interest and being open about the circumstances, it allows others to understand your position and prevents criticism of you and/or the Council.

Conflicts of Interests exist when it is likely that a person could be influenced, or could be perceived to be influenced, by a personal interest in carrying out their public duty.

If you are unsure whether or not you have a conflict of interest, please discuss your circumstances with your supervisor so the matter can be resolved.

Gifts or Benefits

As a volunteer you are likely to receive offers of gifts in return for the service you are providing. Such gifts are usually expressions of thanks from people who are grateful for the service you are providing knowing that you are working in a voluntary capacity. Mostly, these gifts are token in value (i.e. less than \$50 e.g. flowers, chocolates etc) and often given at Christmas.

Volunteers should not accept gifts or benefits that could appear to give someone an advantage. Cash incentives should not be offered to, or accepted by, a Councillor, staff member, volunteer or committee member under any circumstances.

Use of Council Resources

Volunteers often use Council resources (i.e. materials, equipment, motor vehicles) as they carry out their duties. You should ensure that these resources are used effectively and economically and only for business associated with the particular work that you do.

Confidential and Personal Information

As a volunteer, you may from time-to-time, be given access to confidential information or documents which contain personal information.

Personal information is defined as any “information or opinion (including information or an opinion forming part of a database and whether or not recorded in a material form) about an individual whose identity is apparent or can reasonably be ascertained from the information or opinion.” This definition includes the names and addresses of individuals.

You must maintain the security of this information and not access, use or remove any information unless you are authorised to do so.

Public Comment

Volunteers may at some stage be contacted by the media for information or comment. Although you are free to comment on matters as an individual, the Council requests that you do not make any statements where it could be inferred that you are speaking on behalf of the Council or expressing its views or policies.

If you are contacted by the media for a comment, please refer them to the Council’s Senior Communications and Media Advisor or the General Manager.

Alcohol and Drugs

Volunteers are not to carry out duties while under the influence of alcohol or other drugs that could impair your ability or cause danger to the safety of yourself or others. In addition, the Council encourages a smoke free environment and cigarette smoking is not permitted in any Council building, Council vehicle or Council plant or equipment.

Volunteer Suitability

At the request of Huon Valley Council, you may be required to undergo a Working with Children Check or National Police Check. The outcome of such checks can determine your continuance to perform work for the Council.

Workplace Health & Safety

Volunteers are responsible for ensuring they have read and understood all safety requirements, as noted in the Huon Valley Council’s Volunteer Safety Rules before commencing or undertaking work. Volunteers are also required to undergo a site induction with their immediate Supervisor prior to commencing work.

Reporting Improper Conduct

A volunteer or any member of the public who knows or has good reason to suspect improper or unfair conduct by any Council employee or other volunteer should immediately report such conduct to their immediate Supervisor or the General Manager.

Breaches of this Code

Sanctions may be applied if this Code is breached. These sanctions will depend on the nature of the breach. They can vary from a warning through to a cessation of duties for a serious breach. Breaches of the law will be referred to the appropriate law authority.

Further Information

If you have any queries or require further information about this Code, please contact your immediate Supervisor.



Volunteer Site Induction

Before a Volunteer commences work at their allocated worksite they are to be given a safety induction relevant to that site. The purpose of this induction is to convey site-specific information in regard to site operations and workplace health and safety considerations.

All Volunteers are required to:

1. Comply with Council's workplace health and safety procedures
2. Comply with all legislative requirements:
 - i. *Work Health and Safety Act 2012*
 - ii. *Work Health and Safety Regulations 2012*
 - iii. Relevant Codes of Practice
 - iv. Relevant Australian Standards
 - v. Council Policies and Procedures (where applicable)

Volunteer Site Induction Checklist				
1.	Access to the site: Sign-in/Sign-out and any other security requirements	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
2.	Parking: Explain vehicle movements on site	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
3.	Site layout: Given tour and introduced to staff. Tour to include facilities such as lunch room, drinking water outlets, toilets and hand washing locations.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
4.	Location of work areas: Identifying any safety and warning signs / given instructions of safety systems / made aware of known safety hazards	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
5.	First Aid: Notify Volunteers of emergency contact numbers, trained personnel on site and first aid kit locations	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
6.	PPE: Provide instruction on PPE requirements for site such as eye protection, hearing protection, dust masks, gloves, face shields, helmet and safety footwear etc for the specific work location. All PPE must comply with the relevant Australian Standard	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
8.	Work at heights: Advice should be sought prior to any work at height to ensure that the work is performed in a safe manner and work practices comply with legislative requirements. Ref: Council's Working at Height procedure	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
9.	Work requiring a permit: Work on site involving Entry into Confined Spaces or hot work in dangerous locations will only be permitted following the completion of an appropriate work permit	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
10.	Hazardous substances: Volunteers are to be informed of hazardous substances in the work area including any safety precautions, safety systems and location of MSDS. NOTE: Council shall be notified if hazardous substances are brought onto the site and these substances must be stored appropriately and accompanied by an MSDS	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
11.	Incident Reporting: Volunteers must notify Council of any workplace incidents whilst on site and must report the incident to their relevant Coordinator and/or HR Administrator	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
12.	Fire/Emergency: Instruct Volunteer in the emergency procedures for the site including an overview of the plan/procedure, location of fire fighting equipment, nominating the fire warden and the emergency assembly point	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
13.	Plant/Machinery: Must ensure that any machinery or plant used or supplied meets manufacturers specifications	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A



Volunteer Registration Form

Name: _____

Address: _____

Phone No: _____

The Huon Valley Council offers its thanks to you for offering your services as a volunteer, for the period from _____ to _____.

As a volunteer of the Council, the following conditions apply:

1. No payment will be made to you by the Council.
2. The task you have volunteered for is: _____
3. Your Supervisor is: _____
4. Only while you are assisting the Council in the abovementioned clearly defined Council business activity and while your assistance is approved / controlled and/or known by the Council, you will be protected from civil liability.
5. While acting as a volunteer, a limited personal accident insurance cover will be affected by the Council subject to the terms and conditions of the policy.
6. Should any injury occur to you while you are acting as a volunteer of the Council you must notify your supervisor immediately or as soon as practicable.
7. Any incident in which injury or property damage to other parties occurs must be reported immediately or as soon as practicable to your supervisor.
8. Under the terms of the *Work Health and Safety Act 2012*, you must follow all established practices, procedures and instructions of the Council which apply to the tasks and have volunteered to perform.
9. You are expected to perform the task you have volunteered to perform with all due care, skill and diligence.
10. Do you have any medical condition that may affect your ability to perform volunteer work?
Yes / No

If yes, please specify: _____

I confirm that I have read and understand the abovementioned conditions as well as the Volunteer Code of Conduct and Site Induction.

Volunteer Signature: _____

Date: _____ / _____ / _____

Supervisor Signature: _____

Date: _____ / _____ / _____

VOLUNTEER POSITION DESCRIPTION

Volunteer Position:	
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Purpose:	
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Duties/ Activities:	
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Supervisor's Name:		Contact Number:	
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Length of commitment to volunteer position. From:		To:	
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Estimated total hours:	
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Preferred hours:	
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Essential times volunteer needed:	
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Place of work:	
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Skills / qualifications required:	
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Benefits to Volunteer:

Training offered:	
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Re-imbursment of Out-of-Pocket Expenses (subject to advance authorisation and presentation of receipts):

Yes

No

Other Benefits:	
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Other relevant information:	
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Office Use:

- Position Description / Risk Assessment Completed
- WH&S & EEO Induction completed
- Copy of Drivers Licence taken
- Details forwarded to Human Resources
- Is a WWC Check Required? **Yes / No**

