



ORANGE
CITY COUNCIL

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COUNCIL**

PROCEDURE

VOLUNTEERS

RESPONSIBILITIES

The General Manager is responsible for ensuring that:

- The volunteer policy and procedure is effectively completed and implemented
- WHS principles are enforced in the workplace
- The duties of the PCBU (Person conducting a business or undertaking) are fulfilled

Directors as officers of the PCBU are responsible for ensuring that

- The volunteer policy and procedures are effectively implemented in their area of control
- Approving the use of volunteers in any new activities or functions
- Supervisors have the support necessary and are held accountable for their specific responsibilities
- Employees and volunteers under their control are consulted about issues affecting their health and safety
- Prompt action is taken to eliminate unsafe or unhealthy conditions or behaviour
- All volunteers complete the general volunteer induction program

Line Managers

These staff are responsible for

- Taking all reasonable measures to ensure that the area they control is safe and without risk to health and safety and that the volunteer policy and procedures are adhered to
- The Line manager approves appointment of volunteers
- Recommending the use of volunteers in any new activities or functions
- Ensuring that persons at the workplace are behaving in a safe manner
- Ensuring that volunteers are supervised and trained sufficiently to perform the required tasks
- Report on activity including any risk assessment process

Supervisors

- Ensure that volunteers are supervised and trained sufficiently to perform their required tasks
- Detecting and promptly remedying risks to health and safety where they have the necessary authority, or promptly reporting these risks with a proposed solution to their supervisor who has the necessary authority to fix the problem
- Ensure all volunteers are provided with an induction into their specific duties and on site induction
- Allocate specific tasks to volunteers
- Consulting with volunteers about their health and safety issues.
- Monitoring and managing fatigue management
- Ensure Regular Volunteers (Group 1) do not bring children with them when undertaking volunteers tasks

Designated Volunteer – Group supervisor

- Ensure that volunteers are supervised and trained sufficiently to perform their required tasks
- Detecting and promptly remedying risks to health and safety where they have the necessary authority, or promptly reporting these risks with a proposed solution to their supervisor who has the necessary authority to fix the problem
- Ensure all volunteers are provided with an induction into their specific duties and on site induction
- Allocate specific tasks to volunteers
- Consulting with volunteers about their health and safety issues
- Monitoring and managing fatigue management
- Ensure Regular Volunteers (Group 1) do not bring children with them when undertaking volunteers tasks

Volunteers are responsible for

- Ensuring they comply with their responsibilities under the WHS Act 2011 and WHS Regulation 2011
- Working in a safe manner without risk to themselves, others Council's equipment or the environment
- Co-operating and complying with the Volunteer Policy and Procedure and other Council policies including the need to maintain the same standards of confidentiality, punctuality, courtesy, organisational discipline and compliance with policy as are required of paid employees.
- Promptly reporting all accidents, incidents, illnesses and risks to health and safety
- Following directions from designated Council supervisor.
- Volunteer workers who are required to enter the homes of customers of Council area, at all times to remember that they represent Orange City Council and are to behave in a manner which reflects favourably on both themselves and Council.
- Advise the designated volunteer supervisor if unable to attend shift
- Group 1 -Volunteers are not permitted to bring children along to volunteer activities
- Undertaking tasks as per instructions and seeking clarification if needed
- Correctly using PPE (Personal Protective Equipment)

Work Health and Safety Team

- In conjunction with the relevant Division or Section assisting with facilitating, designing and delivery of corporate and site induction training, review of SWMS and compliance to OP84
- Administration of paperwork for volunteers
- Maintaining the Corporate Volunteer Register and follow up of any data expiry dates
- Reporting any incidents to insurers or WorkCover as per current guidelines
- Ensure areas comply with the recruitment and induction process for volunteers

- Updating Volunteer information pack

TYPES OF VOLUNTEERS

Council has categorised their volunteers into three groups

- Group 1 Regular Volunteers
- Group 2 Casual Volunteers
- Group 3 Volunteer groups
- Group 4 Non Council Volunteers working on Council land or projects

Group 1: Regular Volunteers

These volunteers usually would work in areas such as, Art Gallery, Food Services, Orange Botanic Gardens, Library Services, Migrant Support programs, Children's Services and other similar functions. These volunteers work on a roster basis or volunteer on a regular basis. Group 1 volunteers are not permitted to bring children along to volunteer activities.

Group 2: Casual Volunteers

Casual volunteers participate in short term programs or events managed by Council for example tree planting days.

Group 3: Volunteer (Community) Groups

These groups would include groups similar to Rotary, Church or school groups undertaking activities on behalf of Council or in conjunction with Council events or projects. Children may be permitted to undertake volunteer programs with Community Groups providing they are in the care of an adult. Types of such events may include Planet Ark National Tree Planting Day or Clean up Australia Day.

Group 4: Non Council Volunteers working on Council land or projects

Volunteers that might not necessarily be Council Volunteers but are working on a Council project or Council land. Eg Museum or Hospital Volunteers

Recognition of volunteers

Council recognises the efforts of volunteers and may express thanks in various ways:

- Morning tea/lunch celebrations
- Thank you cards or notes

VOLUNTEERS – ACCIDENT AND INCIDENT REPORTING

Volunteers must report any incident or injuries to their supervisor immediately .The supervisor must then contact a member of Council's Work Health and Safety Team.

ACTIVITIES NOT APPROPRIATE FOR VOLUNTEERS

The following activities HAVE BEEN DEEMED NOT APPROPRIATE FOR VOLUNTEERS

- Using Chainsaws or any type of power tools (unless approved via the approval process)
- Spraying chemicals (unless approved via the approval process)
- Working unsupervised or in isolation in areas deemed high risk

PROJECTS AND EVENTS INVOLVING VOLUNTEERS AND OR VOLUNTEER GROUPS

Volunteer/Community groups undertaking activities on behalf or in conjunction with Council events or projects will need to consult with both the event/project supervisor and members of the WHS team prior to undertaking activities.

Depending on the level of activity to be undertaken in conjunction with the event/project will depend on the paperwork to be completed.

WORK HEALTH AND SAFETY

Council understands its obligations to volunteers under both the Work Health and Safety Act and Regulation 2011. Council provides a safe working environment for volunteers.

Council's work health and safety practices and procedures apply to volunteers. Accordingly Council will communicate the relevant safety requirements and responsibilities to volunteers.

INSURANCE

Appropriate and adequate insurance coverage will be provided to volunteers. Council will provide insurance protection via the public liability insurance system for all volunteers engaged in authorised Council activities. It should be noted that this policy only covers volunteers between the age of 10 and 90 years of age. Special consideration will be given to those over 90 years of age who wish to volunteer.

WORKING WITH CHILDREN CHECKS

A working with children check may be a pre requisite when volunteering in some areas of Council. Council staff will advise volunteers in this instance.

CRIMINAL CHECKS

A criminal check may be a pre requisite when volunteering in some areas of Council. Council staff will advise volunteers in this instance.

MOTOR VEHICLES

Any volunteer who is required to operate a vehicle (Council or private) as part of their volunteering duties must provide Council with proof of their current drivers licence. If using a private vehicle the volunteer must provide evidence of their motor vehicle third party and comprehensive insurance details on an annual basis. Volunteers are also responsible for any parking or traffic offences incurred by them for not complying with these rules and regulations

Wilfully or deliberately causing damage or injury is not covered by Council's volunteer insurance.

Note this statement excludes Volunteer Community groups and volunteer groups and the like who are required to provide proof of their own insurance before commencing a project.

REIMBURSEMENT OF EXPENSES

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

CASH HANDLING

Those volunteers who undertake tasks requiring cash handling will follow procedures outlined by the designated volunteer supervisor.

VOLUNTEER – PROCESS

GROUP 1 REGULAR VOLUNTEER

Documentation to be completed

- Volunteer application form
- Pre-existing medical condition
- Working with children or police checks (if applicable)
- Appointment letter
- Induction records (Corporate and site)
- Toolbox meeting if applicable
- Site sign in sheet

GROUP 2- CASUAL VOLUNTEERS

Documentation to be completed

- Sign in register at event (Site induction)
- Toolbox meeting – if applicable

GROUP 3 – VOLUNTEER COMMUNITY GROUPS

Documentation to be completed

- Memorandum of understanding (if applicable)
- SWMS
- Risk assessment
- WHS documentation (Public liability, insurances, certificate of competence)
- Sign in register at event (Site induction)
- Toolbox meeting – if applicable
- Volunteer organisation application form
- Induction records (Corporate and site)

GROUP 4 - NON COUNCIL VOLUNTEERS WORKING ON COUNCIL LAND OR PROJECTS

Documentation to be completed

- Evidence of external organisation's Volunteer Program
- If on Council land, at a minimum onsite toolbox talk

All documentation will be entered into the Corporate Volunteer Register by the WHS team. A six monthly audit of the register will be undertaken to ensure all data is current by the WHS team.

TERMINATION OF A VOLUNTEER

The Director or Line manager of an area may terminate the services of a volunteer at any time.

PERSONAL PROTECTIVE EQUIPMENT (PPE) – TOOLS OR EQUIPMENT

Any tools, PPE or equipment issued by Council are to be used as per manufacturer's instruction or Council's direction or standard operating procedures. Any tools must be inspected prior to the commencement of volunteering duties.

VARIATIONS

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

RELATED POLICIES/DOCUMENTS

Volunteer Policy

Code of Conduct

OP 84 Work Health and Safety Management System

How to join up a new volunteer flowchart

Work Health and Safety Team tasks flowchart

Volunteer Application Form

Personal Details						
Title: <i>Please circle</i>	Mr. Mrs. Ms. or other	First Name:		Last Name:		
Date of Birth:		Gender:				
Residential Address:		Suburb/Town:		State:		
				Postcode:		
Postal Address (If Different)		Suburb/Town:		State:		
				Postcode:		
Email Address:						
Telephone:	Home:		Mobile:		Work:	
Do you have a current Driver's Licence	Yes <input type="checkbox"/> No <input type="checkbox"/> <i>Tick Appropriate Box</i>	Driver's Licence Number:		Expiry		
Name of Third Party Insurer (If Applicable)		Name of Comprehensive Insurer (If Applicable)				
Emergency Contact Details (Must be completed by Volunteer)						
Contact Person:			Relationship (e.g. Parent, Partner):			
Telephone:	Home		Mobile:		Work:	
Medical Information						
Do you have an existing medical condition/disability/Injury? <i>Please provide details</i>						
Do you take any medication that may affect your work? <i>Please provide details</i>						

Volunteering Area and Availability

<i>Please provide details of the volunteer role that you are interested in</i>							
Area:	Location			Duties			
Relevant Skills/ Qualifications/Abilities:							
Availability to Volunteer							
No Hours per week:				Start Date:			
Preferred Days:	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	<input type="checkbox"/> am	<input type="checkbox"/> am	<input type="checkbox"/> am	<input type="checkbox"/> am	<input type="checkbox"/> am	<input type="checkbox"/> am	<input type="checkbox"/> am
	<input type="checkbox"/> pm	<input type="checkbox"/> pm	<input type="checkbox"/> pm	<input type="checkbox"/> pm	<input type="checkbox"/> pm	<input type="checkbox"/> pm	<input type="checkbox"/> pm
Declaration							
<i>Please read each statement and tick the checkbox to acknowledge your acceptance of each point (below)</i>							
I have notified the Council of any relevant medical conditions and pre-existing injuries, and I consent to the Council staff rendering or authorising such treatment as necessary and accept responsibility for all associated expenses							<input type="checkbox"/>
I am a volunteer and not an employee of the Orange City Council							<input type="checkbox"/>
I will not smoke, consume or store alcohol or illicit drugs while volunteering for Council							<input type="checkbox"/>
I shall respect the rights, feelings and property of all volunteers and staff							<input type="checkbox"/>
I shall cooperate with the Council staff to ensure all policies and procedures are adhered to							<input type="checkbox"/>
My placement at _____ is at the discretion of the Council							<input type="checkbox"/>
I understand that failure to comply with any of these conditions may result in the General Manager or Director to terminate my service as a volunteer worker at any time without notice							<input type="checkbox"/>

SIGNATURE DATE

PRE-EXISTING MEDICAL CONDITIONS

If any pre-existing medical conditions, allergies or past injuries are declared, the following questions need to be discussed with the Supervisor or an Orange City Council representative.

1) Please provide more information on the condition:

E.g. – How serious is the condition? What are the symptoms? What aggravates the condition? How often do episodes occur? When was the most recent episode?

2) Based on the response to question 1, how might the declared condition affect participation?

E.g. – What other relevant activities does the volunteer undertake on regular basis?

3) What is the management plan to minimise the likelihood of aggravating the declared condition?

E.g. – Medication to be taken to, avoid triggers, rotate activities, carer to accompany volunteer

4) If unsure please consult the Council's Work health and Safety Team - a Doctor's Certificate may be necessary.

5) What is the Emergency Management Plan?

E.g. – Seek medical attention or administer medication. How quickly do these need to be undertaken?

Signature

(Volunteer) (Date)

Office Use Only

Volunteer Supervisor to complete

Police Check and Working with Children information must be completed by the Volunteer Supervisor prior to submission to WHS Team

Is a working with children check required?	Yes <input type="checkbox"/> No <input type="checkbox"/> <i>Tick Appropriate Box</i>	If yes and check has been undertaken in the last 3 years, please provide date check received and check number			
Is a criminal check required?	Yes <input type="checkbox"/> No <input type="checkbox"/> <i>Tick Appropriate Box</i>	If yes and check has been undertaken in the last 3 months, please provide date check received and reference number			
<p>Date application received</p> <p>Volunteer Supervisor:</p> <p><i>Please note that all Library applications must be signed by J Richards, S Brady, V Prestwidge or R Dorsman</i></p> <p><i>For Museum volunteers application must be signed by Alison Russell</i></p> <p>WHS Team:</p>					
<p>Recommended for Volunteer Work:</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 60%;">WHS Team</td> <td style="width: 40%;">Date</td> </tr> </table>				WHS Team	Date
WHS Team	Date				
<p>Comments</p>					

{Date}

{Name}

{Address}

{Address 2}

Dear {Surname}

Re: Volunteer Welcome- {Area of Volunteering}

I would like to take this opportunity to welcome you to Orange City Council as a volunteer and to thank you for attending the corporate induction on **{induction date}**.

Council is committed to providing excellent service to the people of Orange and the valuable contribution made by the city's volunteers, assists enormously in the pursuit of this goal.

On behalf of the Orange City Council, thank you for your efforts.

Yours faithfully,

{Line Manager}

{Area of Management}