

VOLUNTEERS

OP005

F286

OBJECTIVES

Orange City Council values and recognises the contribution that volunteers bring to Council and the community generally.

This policy aims to:

- Provide guidance and assistance to all managers and supervisors who are involved in administering and managing volunteer arrangements to provide appropriate supervision, training and Personal Protective Equipment to ensure activities are safely and effectively performed
- Outline the issues to consider in connection with volunteering
- Clarify the relationship between Council staff and volunteers
- Provide a safe healthy workplace for volunteers as outlined in our duties under the Work Health and Safety Act 2011 and Work Health and Safety Regulation 2017

APPLICABILITY

This policy applies to all volunteer workers and volunteer organisations working under the direction of Council, involved in Council organised activities, including Council staff who volunteer to be involved in activities external to their normal workplace duties. This policy does not constitute or form part of any employee's contract of employment.

GENERAL

DEFINITION - VOLUNTEER

A volunteer is generally understood as a person who willingly 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. Council has four types of volunteer categories:

- Regular volunteer
- Casual volunteer
- Volunteer (Community Group)
- Non Council volunteers working on Council land or projects

SELECTION, ENGAGEMENT AND MANAGEMENT OF VOLUNTEERS

Volunteer workers will only undertake duties that assist Council to enhance the quality of lifestyle within Orange.

Volunteers should be selected and engaged having regard to both the person's suitability to assist Council and, where appropriate, to anti-discrimination and equal employment legislation.

Volunteers should be appropriately managed and supported. To this end, it is important that volunteers are supervised in a way that is fitting of the duties they perform.

STANDARD OF VOLUNTEER CONDUCT

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.

DUTIES PERFORMED BY VOLUNTEERS

A volunteer may provide assistance to Council in a variety of ways.

A volunteer may be required to undergo a medical, National Police History Check and/or Working With Children Check dependent on the area of volunteering.

DURATION OF A VOLUNTEER ENGAGEMENT

A volunteer engagement can come to an end at any time without Council or the volunteer giving notice.

PROCEDURE

The Volunteer Procedure is attached to this policy including documents and templates.

All policies can be reviewed or revoked by the Chief Executive Officer, at any time.

RELATED POLICIES/DOCUMENTS

Work Health and Safety Act 2011

Work Health and Safety Regulation 2017

Volunteer Application Form

Code of Conduct

Volunteer Corporate Induction

SUMMARY OF AMENDMENTS

DATE	AMENDMENT	DATE APPROVED BY CHIEF EXECUTIVE OFFICER
June 2020	Policy revised to reflect: <ul style="list-style-type: none"> • Changes to Volunteer Groups categories and information regarding Memorandum of Understanding • Change reference to General Manager to Chief Executive Officer 	2 July 2020
July 2018	Policy revised to reflect: <ul style="list-style-type: none"> • New volunteer group • Police and WWC Checks • Update Related Policies/Documents • Updated Legislation reference 	2 October 2018
August 2014	New Policy. Replaced ST113 Volunteer Worker Strategic Policy.	29 August 2014

Operational Policy

Volunteers Procedure

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Responsibilities

The Chief Executive Officer is responsible for ensuring that:

- The volunteer policy and procedure is effectively 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.
- The use of volunteers in any new activities or functions are reviewed and approved where appropriate.
- Supervisors have the support necessary and are held accountable for their specific responsibilities under the Policy and Procedure.
- 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 corporate volunteer induction program.

Section Managers are responsible to:

- Take 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.
- Approve appointment of volunteers.
- Recommend the use of volunteers in any new activities or functions.
- Ensure that persons at the workplace are behaving in a safe manner.
- Ensure 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.
- Sign and return Volunteer Application
- Detect and promptly remedy 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.
- Consult with volunteers about their health and safety issues.
- Monitor and manage the risk of fatigue.
- Ensure Regular Volunteers (Group 1) do not bring children and friends with them when undertaking volunteer tasks.

Designated Volunteer – Group supervisor

- Ensure that volunteers are supervised and trained sufficiently to perform their required tasks.
- Detect 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.
- Consult with volunteers about their health and safety issues.
- Monitor and manage the risk of fatigue.
- Ensure Regular Volunteers (Group 1) do not bring children and friends with them when undertaking volunteer tasks.

Volunteers are responsible for:

- Ensuring they comply with their responsibilities under the WHS Act 2011 and WHS Regulation 2017.
- Work in a safe manner without risk to themselves, others, Council's equipment or the environment.
- Comply 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 report all accidents, incidents, illnesses and risks to health and safety.
- Follow directions from designated Council supervisor.
- Volunteers who are required to enter the homes of customers/clients of Council, at all times are 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 and friends along to volunteer activities.
- Volunteers will be issued with Photo Identification Cards upon completion of the Corporate Volunteer Induction. This card must be produced when requested while undertaking volunteering with Orange City Council.
- Undertake tasks as per instructions and seek clarification if needed.
- Correctly using PPE (Personal Protective Equipment).

Work Health and Safety Team

- In conjunction with the relevant Division or Section, assist with facilitating, designing and delivery of corporate and site induction training, review of SWMS and compliance to the Work Health and Safety Policy and Procedure (OP84).
- Administer paperwork for volunteers.
- Maintain the Corporate Volunteer Register and follow up of any data expiry dates.
- Report any incidents to insurers or SafeWork NSW as per current guidelines.
- Ensure areas comply with the recruitment and induction process for volunteers.
- Ensure Photo ID cards are issued to all Volunteers.
- Submit National Police History Checks.
- Update Volunteer information pack.

Types of Volunteers

Council has categorised their volunteers into four 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, Museum, 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 and friends along to volunteer activities.

Documentation to be completed:

- Volunteer application form
- Pre-existing medical condition
- Working with children or police checks (if applicable)
- Welcome letter
- Photo Identification Card
- Induction and record of (Corporate and site)
- Toolbox meeting if applicable
- Work Activity Statements, Safe Work Method Statements (where applicable)
- Site sign in sheet

Group 2: Casual Volunteers

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

Documentation to be completed:

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

Group 3: Volunteer (Community) Groups - Events

These groups would include groups similar to Rotary, disability 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. Documentation that may need to be completed:

- SWMS
- Risk assessment
- WHS documentation (Public liability, insurances, certificate of competence)
- Sign in register at event or site office (Site induction) or Service office
- Toolbox meeting – if applicable
- Service specific induction records
- Evidence of external organisation's Volunteer Program

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.

Documentation to be completed:

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

In addition, where Council enters a Memorandum of Understanding (MOU) with an organisation (in any of the above categories) the below requirement may also apply:

- Memorandum of understanding conditions
- Risk assessment
- Insurance documentation (Public liability, insurances, certificate of competence)
- Volunteer application form for responsible person
- Site specific induction records
- Evidence of organisation's Volunteer Program

Record Keeping

All documentation will be entered into the Corporate Volunteer Register by the WHS Team. The WHS Team will conduct a yearly audit of the register to ensure all data is current.

All applications will be processed within 14 working days. If no communication has been received from the Volunteer after 1 month from the processing of a Volunteer application, a reminder letter will be sent to the Volunteer. If no further communication is received after a further two months, the Supervisor for the area will be advised and the application archived.

Recognition of Volunteers

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

- Corporate Council function for all volunteers to be held during volunteer week
- 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 2011 and Regulation 2017. 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.

Working with Children Checks

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

National Police History Checks

A satisfactory National Police History 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 pre-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.

Termination of a Volunteer

The Director or Section 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 and Procedure from time to time.

Related Policies/Documents

Volunteer Policy

Code of Conduct

OP084 Work Health and Safety Management System

How to join up a new volunteer flowchart

Work Health and Safety Team tasks flowchart

PERSONAL DETAILS

First Name :				Last Name:			
Title:		Date of Birth:		Gender			
Residential Address							
Postal Address (if different to above)							
Email Address							
Telephone	Mobile:			Home:			
Do you have a current Driver's Licence?		<input type="checkbox"/> Yes <input type="checkbox"/> No		Driver's Licence Number:			Expiry:
<i>Please note: You must notify Council if there is a change in your Driver's licence status.</i>							
Do you have a registered motor vehicle?		<input type="checkbox"/> Yes <input type="checkbox"/> No		Licence Plate Number:	Comprehensive Insurer (if applicable):		
<i>Please note: You are only permitted to transport others (if applicable to position) in the vehicle listed above.</i>							

EMERGENCY CONTACT DETAILS (Must be completed)

Contact Person:				Relationship (e.g. Partner, Daughter, Son):			
Telephone:	Mobile:			Home:			

MEDICAL INFORMATION

Do you have an existing medical condition/disability/injury/allergy? <i>Please provide details and complete the 'Pre-existing medical conditions' form attached.</i>	
Do you take any medication that may affect your work? <i>Please provide details.</i>	

PREFERRED VOLUNTEERING AREA

Please provide details of the volunteer role that you are interested in:

Area:

Location:

Duties:

Relevant Skills / Qualifications / Abilities / Experience:

AVAILABILITY

Start date:		Number of Hours per week:					
Preferred Days & Times:	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	<input type="checkbox"/> AM <input type="checkbox"/> PM						

DECLARATION

Please read each statement and tick the checkbox to acknowledge your acceptance of each point (below):

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

I am a volunteer and not an employee of the Orange City Council

I will not smoke, consume or store alcohol or illicit drugs while volunteering for Council

I shall respect the rights, feelings and property of all volunteers and staff

I shall behave appropriately and courteously to both staff and public with whom I interact with in the course of my volunteering in accordance with Orange City Council's Code of Conduct

I shall cooperate with the Council staff to ensure all policies and procedures are adhered to and operate under the directions and supervision of nominated staff and obey reasonable instruction

My placement Orange City Council is at the discretion of the Council

I understand that failure to comply with any of these conditions may result in the Chief Executive Officer or Director to terminate my service as a volunteer worker at any time without notice

Signature:

Date:

PRE-EXISTING MEDICAL CONDITIONS

If any pre-existing medical conditions, allergies or past injuries are declared, the following questions need to be completed and 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) What is the Emergency Management Plan?

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

If unsure, please consult the Council’s Work Health and Safety Team - a Doctor’s Certificate may be necessary.

Signature:

.....
(Volunteer)

.....
(Date)

Office Use Only

Volunteer Supervisor to complete

Volunteer's name:

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

<p>Is a working with children check required?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/> <i>Tick Appropriate Box</i></p>	<p>If yes and check has been undertaken in the last 3 years, please provide date check received and check number</p>	<p>WWC: Expiry:</p>
<p>Is a criminal history check required?</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/> <i>Tick Appropriate Box</i></p>	<p>If yes and check has been undertaken in the last 3 months, please provide date check received and reference number</p>	

Date application received:

Volunteer Supervisor Name: **Date:**

Volunteer Supervisor Signature:

*Please note that all Library applications must be signed by one of the following:
Manager Central West Libraries, Branch Librarian, Senior Library Officer, Technical Services Librarian.*

OBG applications to be signed by Supervisor for FOBG or delegate and evidence of financial membership of FOBG.

Date application received:

WHS Team: **Date:**

Recommended for Volunteer Work:

WHS Team: **Date:**

Comments