

Title of Policy	Volunteering with Council		
This applies to	All Council Officials		
Author	Greg Hill	Date approved:	
Position of Author	General Manager	Authorised by:	
Legislation, Australian Standards, Code of Practice	Work Health and Safety Act 2011 Work Health and Safety Regulation 2017 Local Government Act 1993 Privacy and Personal Information Protection Act 1998 Government Information (Public Access) Act 2009 Public Interest Disclosures Act 1994 Anti-Discrimination Act 1977 Child Protection (Working With Children) Act 2012 Civil Liability Act 2002		
Related Policies/Procedures	Work Health and Safety Policy Code of Conduct		

PURPOSE

Central Darling Shire Council is committed to providing excellent service to its customers and ratepayers throughout all areas of Council’s activities and with a variety of engagement mechanisms. The existing and future contribution made by volunteers in this regard is highly valued and recognised by Council.

In accordance with the Work Health and Safety Act 2011, Council must provide a safe environment for its employees, contractors and volunteers who are deemed as workers under this Act. Council has a number of areas within its operations that can offer a variety of volunteering opportunities which require differing skills to carry out the role.

Volunteers will undertake duties that assist Council to enhance the quality of lifestyle and community within the local government area. The role of the volunteer is not intended to be a substitute for the functions of qualified Council staff.

Volunteering roles can be created on Council's initiative or following a person nominating to volunteer, by either:

- Council resolution; or
- a Council staff member with approval from the General Manager.

INTRODUCTION

Council recognises the importance of volunteers and the valuable contribution they make to the local government area by providing customer focused services and enhancing established Council programs. Council is committed to ensuring that all stakeholders are supported by optimising the management of Volunteer programs. Council acknowledges that volunteering is both a pathway to employment and to retirement with multiple outcomes for individual well-being and connections to the community.

Volunteers feel personally rewarded by their involvement in the various services and programs in which they participate and are recognised by the community as having contributed significantly to the community through their participation in services and programs.

OBJECTIVES

The objectives of this Policy are to:

- recognise through Council's Integrated Planning Documents that volunteer involvement is a vital component in achieving its vision to build community capacity, improving health and wellbeing, creating pathways to paid work and in the delivery of effective and relevant service provisions;
- ensure that volunteering remains a mutually beneficial activity;
- recognise the important contribution volunteers make to achieving Council and community goals;
- clarify the relationship between Council, staff and volunteers;
- engage volunteers in accordance with approved Guidelines and Procedures;
- provide a safe and healthy workplace for volunteers;
- identify training requirements to ensure associated activities are undertaken in a safe manner; and
- provide appropriate supervision and, where volunteers are engaged by Council, equipment to ensure the role can be satisfactorily performed.

SCOPE

Council volunteering opportunities which are the basis of this Policy include, but are not limited to:

- Committees of Council set up under the provisions of Section 355 of the Local Government Act 1993 and other Council Committee volunteer members.
- Volunteers undertaking work on Council property but not under the direction of Council; eg. care of public land (eg. reserves/nature strips/footpaths).
- Volunteers undertaking work on a Council service or program that is recognised as suitable for volunteering (eg. cemetery beautification/adopt a garden bed/adopt a road/graffiti removal).

DEFINITIONS

Volunteer

A person or organisation who is freely motivated to undertake some form of community activity, not for

financial gain, and in so doing, the community derives a benefit from the activity undertaken by the volunteer.

Council staff member

For the purposes of this policy – a Council employee who engages the volunteer(s).

VOLUNTEERS' ENTITLEMENTS AND LIMITATIONS

Volunteers are entitled to expect that they are:

- To work in a healthy and safe environment.
- To be engaged in accordance with equal opportunity and anti-discrimination legislation.
- To be adequately covered by insurance where they are acting lawfully, in good faith and in accordance with the guidance and directions of Council.
- To be given accurate and truthful information about the role for which they volunteer.
- To be reimbursed for agreed out of pocket expenses.
- To be provided with an induction.
- To be provided with sufficient training to carry out the role/project.
- To have their confidential and personal information dealt with in accordance with the principles of the Privacy and Personal Information Protection Act 1998.
- To be acknowledged for their contribution in an appropriate manner.

The limitations imposed on volunteers are set out below. Volunteers:

- Are required to be approved by Council prior to commencement of the volunteer role/service.
- Are required to perform the role/service in accordance with Council Guidelines, Code of Conduct, Policies and Procedures.
- Are unable to receive a reward, discount or remuneration (eg. a rate reduction) for volunteering.
- Are unable to be engaged under the age of 18 or over the age of 90 years (as they will not be covered by Council's insurer).
- Are unable to seek from Council the costs of maintenance, repair or replacement of private equipment used to carry out the role/service.

Volunteering is not possible where the roles or services would otherwise be provided by paid staff.

INSURANCE

Note: Insurance coverage in the Policy is to be considered under the Policy Wording, Terms and Conditions.

Property

Council does not hold a policy for, nor does it cover, volunteers' personal effects such as tools, vehicles, jewellery, glasses or property such as cars or equipment.

Public Liability

This insurance applies to third party liability for bodily injury and damage to property.

While volunteering is authorised by Council and under the care and control of Council, volunteers are

generally protected against public liability claims under this policy. The cover does not extend to incidents where damage has been caused through wilful or deliberate acts or omissions or in relation to acts that are unlawful or not authorised by Council.

Council and Officers Liability

Volunteers engaged in Council activities can be covered for some personal liability associated with wrongful acts or omissions e.g. statutory liability (i.e. Work Health and Safety breaches of legislation) but again wilful or deliberate acts or omissions or acts that are criminal or not authorised by Council may not be covered.

Personal Accident

Personal accident insurance can apply when the volunteers are engaged by Council in, or on, activity connected with, or on behalf of, the Council.

Coverage is for people aged 18 to 90 years of age and may not extend to wilful or deliberate acts or omissions leading to accident or acts/omissions that are unlawful or not authorised by Council.

Medical costs are not reimbursed under this insurance.

Motor Vehicle

Volunteer's personal motor vehicles are not covered in any way including personal injury or property damage caused during journeys to or from, a Council site or activity or whilst the vehicle is being used for purposes associated with the volunteering role.

WORK HEALTH AND SAFETY (WHS)

WHS Policy

Council is committed to providing a safe and healthy working environment for its workers, which includes its volunteers.

This is achieved by Council, management, workers and volunteers working together, following a program of health and safety activities and procedures which are funded, monitored, reviewed and audited by the relevant Council staff member to achieve best practice.

The WHS Policy and WHS Systems that apply to the volunteering activity are required to be adhered to at all times.

Risk Management and Assessment

The Council staff member and volunteer have a responsibility not to place themselves and others at risk through their activities.

On being authorised to undertake voluntary work it is imperative that volunteers follow all reasonable directions in regard to ensuring the volunteering is undertaken in a safe and healthy way.

RESPONSIBLE BEHAVIOUR AND CODE OF CONDUCT

Certain conduct and standards of behavior are expected to be adhered to whilst undertaking volunteer duties. Volunteers are required to adhere to Council's adopted Code of Conduct at all times.

COMPLIANCE WITH ASSOCIATED LEGISLATION

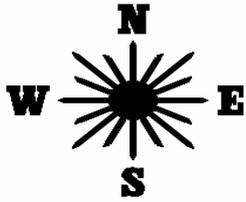
Volunteers have a responsibility to comply with legislation applying to the volunteer role they are performing, for example including, but not limited to:

- A Working with Children Check is a prerequisite for anyone in child-related work.
- Volunteers have to keep information confidential in accordance with the Privacy and Personal Information Protection Act 1998.
- Volunteers have to comply with WHS requirements in accordance with WHS legislation.

OTHER VOLUNTEERING RELATIONSHIPS

Other volunteering relationships with Council that are not associated with this Policy include:

- Work experience students or vocational placements.
- Groups or arrangements where there is a formal agreement with Council eg Landcare groups. Council supports a variety of Community Groups through formal arrangements such as Memorandums of Understanding, leases or licences.
- Government Mutual Obligation arrangements including, for example:
 - Work for the Dole where Government Coordinators work closely with the host organisation and Jobactive providers to help deliver the Work for the Dole Program and will be responsible for referring eligible job seekers. Jobactive is responsible for insurance arrangements, ensuring WHS requirements are met, job seekers are fully equipped and supervised to undertake an activity, required training is conducted (eg. WHS) and all required checks are performed.
 - Community Service Order activities where people who have offended can be engaged through a Community Service Order (CSO) Organiser after a voluntary accreditation process. In these programs, the CSO Organiser appoints an offender to suitable duties and the Department of Corrective Services, provides supervision, guidance or equipment etc. and indemnifies agencies such as Council against claims for compensation for injuries sustained by workers performing authorised Community Service Order work.



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Related Policies/Procedures	Work Health and Safety Policy Code of Conduct Volunteering with Council Policy		

Introduction

This procedure supports the Volunteering with Council Policy and strives to guarantee that the assistance of volunteers is recognised by Council and the greater community and that volunteers feel personally rewarded by participation as a Council volunteer.

Additionally, the procedure seeks to ensure that volunteers have access to high standards of Work Health and Safety, risk management, training, supervision and development opportunities and that the ideas of volunteers are regularly sought and they are made to feel part of a collective approach to enhancing the services of Council.

This procedure should be read in conjunction with Council’s Volunteer Handbook.

Legal Framework

Please refer to the Volunteering with Council Policy for details of legal documents that were consulted in the development of this procedure.

The procedure complies with the eight *National Standards for Volunteer Involvement* sanctioned by Volunteering Australia which includes:

1. Leadership and management
2. Commitment to volunteer involvement
3. Volunteer roles
4. Recruitment and selection
5. Support and development
6. Workplace safety and wellbeing
7. Volunteer recognition
8. Quality management and continuous improvement

Council adheres to these standards as set out below.

Planning

(Standards 2 and 3)

Prior to engaging volunteers, Council will:

- Identify appropriate positions for volunteering.
- Write position descriptions for volunteers. General position descriptions will be provided to volunteers who are involved in community working bees. Council staff who regularly utilise volunteers for similar duties will provide volunteers with more specific position descriptions clearly outlining their duties.
- Match the experiences and skills of all volunteers to their role as a volunteer.
- Identify requirements for positions e.g. training, police checks.
- Prepare a volunteer handbook and appropriate forms.
- Include in the annual budget a provision to cover payment of expenses incurred by volunteers and any training and development needs.

Recruitment and Selection

(Standards 1, 3 and 4)

Council will:

- Recruit volunteers in accordance with Equal Employment Opportunity and Anti-Discrimination legislation.
- Ensure that volunteers complete an application form and register as a volunteer with Council in order to be covered by insurance.
- Ensure that volunteers complete all forms as required by Council. Forms will remain current on file for a period of 5 years. Volunteers will be asked if personal details have changed before each period of engagement. If any information is changed, volunteers will be asked to complete new forms.
- Interview volunteers.
- Conduct appropriate screening of volunteers to meet legislative requirements e.g. Working with Children Checks.

Induction

(Standards 5 and 6)

Council will:

- Ensure that all supervisors of volunteers will provide volunteers with an induction that is relevant and meets the requirements of the position.

- Ensure that volunteers are provided with and have read and understood Council's Code of Conduct and Values Statement.
- Utilise an induction checklist to induct volunteers and ensure that a signed induction record is kept in Council's records system.
- Ensure that new volunteers receive a Volunteer Handbook which contains relevant information in plain English, so that they have an understanding of their rights and the requirements of their engagement.

Volunteer Support/Training

(Standard 5)

Council will:

- Notify volunteers who will be their supervisor.
- Seek agreement from the volunteer on their required duties.
- Ensure that the volunteer has regular contact with their supervisor to discuss their performance, seek support and express concerns. This can be an on-site supervisor.
- Ensure that all supervisors of volunteers provide appropriate training to enable the volunteer to perform the agreed duties and role to the satisfaction of all concerned.
- Ensure that volunteers that are required to operate plant and equipment during the course of their engagement, have a current licence or ticket of competency and that a copy is retained in Council's records system.
- Be culturally sensitive to volunteers.
- Provide access to a grievance/complaints process.
- Advise volunteers not to incur out-of-pocket expenses unless prior approval is given by Council staff and provide a valid receipt for reimbursement should this approval be given.

Work Health and Safety

(Standard 6)

Council will:

- Take necessary steps to ensure that the volunteer's workplace is compliant with Work Health and Safety standards.
- Advise the volunteer of the risks associated with the tasks that they are required to perform.
- Ensure that volunteers wear standard personal protective equipment and clothing and if they do not own this equipment, loan it to volunteers.
- Provide access to shade, sun protection and a supply of water for volunteers.
- Request that volunteers sign a form declaring that they are fit to carry out their duties. Volunteers are required to alert their supervisor during the course of an activity if they become unwell or believe that they are no longer fit to continue the task. Council staff reserve the right to remove a volunteer from an activity should a supervisor deem that they are no longer fit for duty.
- Provide instruction in safe manual handling in the workplace to all volunteers.
- Advise volunteers of how to evacuate a site or building and where to assemble. Volunteers should also be advised not to leave the assembly area until instructed to do so by the supervisor.
- Provide a first aid kit in a central location and posters that will provide basic instructions for common injuries.
- Provide emergency contact numbers in the case of an accident or injury.

Volunteer Recognition

(Standard 7)

Council will:

- Value the support and efforts of volunteers.
- Recognise and value the input and ideas of volunteers and incorporate them into Council's systems and processes when deemed to hold merit.
- Regularly survey volunteers seeking feedback.
- Hold an annual function to formally recognise the work of volunteers.

Resignation and Dismissal

(Standards 1, 4 and 6)

Council:

- Reserves the right to dismiss a volunteer after a breach of the Code of Conduct or if an individual does not wish to comply with the Code of Conduct.
- Reserves the right to dismiss a volunteer if they have not obeyed a reasonable request and/or safety instruction of Council staff.
- Will conduct an exit interview to allow volunteers to provide valuable feedback on all aspects of their engagement.

Continuous Improvement

(Standard 8)

Along with continuous improvement a yearly audit of Council's volunteering activities will incorporate applicable legislation and documentation from relevant authorities and will be conducted by the Manager Human Resources (or other appropriate Council Officer) and involve (those involved with volunteers) with recommendations for improvement submitted to the supervisors of volunteers and MANEX.

An annual survey of volunteers across Council is also recommended.

Risk Management and Insurance

(Standards 1 and 6)

Council will:

- Identify risks associated with positions and develop strategies for minimisation.
- Conduct a risk assessment on all work sites prior to volunteers commencing duties and highlight the risks associated with the duties to volunteers. Special attention should be given to:
 - Confined spaces;
 - Heights;
 - Road reserves;
 - Hot work;
 - Major plant items
 - Construction or renovation work;
 - Close proximity to power lines;
 - Hazardous chemicals;
 - Welding; and
 - Asbestos removal.
- Maintain appropriate Public liability, Personal Accident and Workers Compensation insurance to cover people engaged as volunteers with Council.
- Advise volunteers that personal items are not covered by Council's insurance.
- Ensure that all volunteers are registered as volunteers with Council prior to commencing their activities and that attendance sheets have been signed. Volunteers will also be required to sign-out before leaving the site. Friends and family of volunteers who wish to assist the volunteer in their activities are not covered unless they are also registered as a volunteer with Council.

- Advise volunteers that its motor vehicle insurance policy only applies to vehicles owned or leased by Council. If volunteers are using their own vehicle they will be required to arrange their own comprehensive insurance cover. Council has no liability in this instance.

Privacy and Confidentiality

(Standard 1)

Council will:

- Respect the privacy and confidentiality of personal information supplied by volunteers and must not disclose this unlawfully to third parties.
- Advise volunteers that they must not disclose to any third party knowledge of or access to confidential information gained through their engagement in a volunteer capacity with Council.

Grievances/Complaints

(Standards 1 and 6)

Council will:

- Provide volunteers with a copy of (the procedure on grievance and complaint handling).
- Apply (the procedure on grievance and complaint handling) in the same way that it is applied to Council staff.
- Respect the privacy and confidentiality of personal information supplied by volunteers during this process.
- Deal with all grievances and complaints as soon as possible in a confidential, impartial and sensitive manner.

Volunteer Agreement

I, _____ agree that:

- I understand the volunteer rights and responsibilities.
- I am fit to carry out the duties assigned to me as a volunteer.
- I will carry out the volunteer's duties as set out in the attached position description.
- I will be reliable and accountable.
- I understand probity checks will be conducted where necessary.
- I will read and comply with Council's Code of Conduct and Work Health and Safety Policy and other policies, practices and procedures related to the position.
- I will undertake any training provided by Central Darling Shire Council.
- I will undertake the induction program provided by Central Darling Shire Council.
- I will respect confidentiality and privacy.
- I will ask for help and support when needed.
- I will give reasonable notice when I no longer wish to volunteer.
- I understand that whilst acting as a volunteer and only when carrying out approved activities will I be covered under Council's applicable insurance policies.
- I understand that the Central Darling Shire Council may terminate my volunteering service if I do not comply with this agreement.

Volunteer Signature

Date

Volunteer Application Form

Personal Details			
Name (Mr/Mrs/Miss/Ms)			
Address			
Telephone	(home)	(work)	
Mobile			
Email address			
Gender			
Date of Birth			
Emergency Contact			
Name			
Relationship			
Telephone			
Skills and Experience			
Driver's Licence	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Number
			Class
			Expiry
Qualifications			
Experience			
First Aid Certificate	<input type="checkbox"/> Yes	<input type="checkbox"/> No	If "Yes" please specify level and date
Employment Details			
Volunteer Experience			

Personal Details			
Name (Mr/Mrs/Miss/Ms)			
Medical Restrictions	<input type="checkbox"/> Yes	<input type="checkbox"/> No	If "Yes" please specify
Mutual Obligation			
Name of Training Provider/Organisation			
Contact Person			
Contact Number			
Reporting requirements			
Volunteering with the Central Darling Shire Council			
Type of volunteering work preferred (eg Community Care, Child Care, Aged Care, Library)			
Availability (days and times)			
Access to a vehicle	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Vehicle Details Insurance Type Policy Number
Volunteering Checks			
Agreement for Police Check	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Agreement for Working with Children Check	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Agreement for Health Check	<input type="checkbox"/> Yes	<input type="checkbox"/> No	

I declare this information to be true and correct to the best of my knowledge.

Prospective Volunteer: _____ Date: _____

Office Use Only		
Approved	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Comments		
Designated Supervisor		
Date		

CENTRAL DARLING SHIRE COUNCIL

VOLUNTEER HANDBOOK

Welcome to Central Darling Shire Council

Welcome and thank you for offering your time, energy and knowledge as a volunteer with Central Darling Shire Council. Your choice to volunteer with Council greatly enhances the services that we provide and you play a vital role in creating a vibrant community in the Central Darling region. We hope that you might benefit in some way by volunteering with Council, whether that is through personal and career growth, self-fulfilment in service to others, or something to do to remain active and connected to community life. Whatever the reason, this handbook has been created to assist you in your role as a volunteer and to protect your health and safety, and the health and safety of others.

It is important that you read this handbook before commencing any activities with Council and that you please ask questions of Council staff if there is anything you don't understand.

Thank you again for being such an inspiration to this community and remember that volunteering should be enjoyable. If you are not enjoying your time with Council for any reason, please talk with Council staff.

Greg Hill

Greg Hill
General Manager

September 2018

Definition of Volunteering

Volunteers willingly give their time for the common good and without financial gain. Volunteering is always a matter of choice and is never exploitive or used to replace paid employment. A volunteer seeks to enhance the services already delivered by Council.

Principles of Volunteering

Council will uphold and work to the following Australian principles of volunteering:

- Volunteering benefits the community and the volunteer.
- Volunteer work is unpaid.
- Volunteering is always a matter of choice.
- Volunteering is not compulsorily work undertaken to receive government allowances.
- Volunteering is a legitimate way in which citizens can participate in community life and connect with each other.
- Volunteering is a way for individuals or groups to address environmental, community and social needs.
- Volunteering is not a substitute for paid work.
- Volunteering respects the rights, dignity and culture of others.
- Volunteering promotes human rights and equality.

Volunteer Rights

As a volunteer you are not covered by an industry award or workplace agreement however, you do have rights. It is important for you to know your rights. Council must do everything in its power to ensure that your rights are not violated and act quickly to correct and manage any violations, or perceived violations.

As a volunteer you have the right to:

- Work in a healthy and safe environment in accordance with Work Health and Safety legislation.
- Be engaged in accordance with Equal Opportunity and Anti-Discrimination legislation.
- Be adequately covered by insurance.
- Be given accurate and transparent information about Council.
- Be reimbursed for genuine out-of-pocket expenses incurred on behalf of the organisation.
- Be provided a copy of Council's Volunteer Policy, Code of Conduct, Values Statement (currently under development) and any other document that affects your engagement.
- Not to undertake the work of Council staff during industrial disputes.
- Be clear of your volunteer roles and duties.
- Be provided with an orientation, training and site induction.
- Have access to a grievance/complaints procedure.
- Have your confidential and personal information dealt with in accordance with relevant privacy legislation.
- Be formally recognised that you make a valuable contribution to community life both socially and economically.

Volunteer Responsibilities

As a volunteer with Council you will have responsibilities. These responsibilities are mainly for your protection, the protection of others and to make your experience with Council as enjoyable as possible. We understand that it can be burdensome to fill out paperwork, read documents and listen to what seems like endless instructions. We have done our best to minimise this for you.

As a volunteer with Council you will be required to:

- Understand Council's Policies, Procedures and Code of Conduct relating to activities that you are engaged in.
- Understand the principles of volunteering and why you want to volunteer for Council.
- Understand the rules, guidelines and values of Council and be prepared to comply with them as outlined in this handbook and any other documentation provided by Council staff.
- Ask questions should you not understand any information or documentation provided by Council staff.
- Complete all forms required by Council, including attendance sheets and sign-off sheets.
- Be dependable and reliable, arrive on time and notify the supervisor if unable to attend.
- Be willing to undertake training and development when offered.
- Understand the scope and limits to the work and ask for clarification and support when you need it.
- Know and recognise personal limitations and notify your supervisor of any medical condition or special needs that may prevent the performance of your duties.
- Work as a member of a team and treat others with respect.
- Address any areas of conflict with your supervisor.
- Advise Council staff when you can no longer volunteer with Council.
- Adhere to the values of Council and respect the confidentiality of any information you become aware of.
- Get prior approval from your supervisor or Council staff of any expenditure related to activities.
- Never put your health and safety, or the health and safety of others at deliberate risk.
- Follow all reasonable instructions and directions from Council staff at all times, particularly in relation to Work Health and Safety.
- Wear personal protective clothing/equipment as instructed whilst undertaking your duties and never interfere with, deliberately tamper with or destroy this equipment.
- As soon as practical, report any incident, accident, illness or near misses to Council staff.
- Never be under the influence of illegal drugs or alcohol when performing your duties and inform your supervisor of any legal medication that you are taking that may affect your activities.
- Return all items belonging to Council, including equipment, vehicles and clothing upon the cessation of duties or volunteering at Council.
- Not make any public statements to the media on behalf of Council.
- Never smoke in Council owned vehicles and buildings and only smoke on notified breaks/locations, and away from other volunteers and flammable materials.

Council's Code of Conduct

As a volunteer, you will be supplied with a copy of Council's Code of Conduct which we encourage you to thoroughly read and ask questions if you don't understand any of the contents. We have summarised the main points for you below:

- All volunteers are responsible for their own good conduct when volunteering with Council.
- When volunteering with Council you should at all times be courteous towards the general public, Council staff, Councillors and other volunteers and you should not bring the Council into disrepute. You must also obey all relevant laws.
- This Council is committed to providing equal opportunity and an ethical environment free of harassment or discrimination and you are expected to contribute to this environment.
- Council has community, environmental and legal responsibilities and you are expected to honour them when volunteering.
- Other matters that are included in the Code of Conduct are dealt with throughout this handbook.

If you breach Council's Code of Conduct you will no longer be able to volunteer with Council.

Council's Values

As a volunteer with Council you will be required to adhere to Council's Values as follows:

Council's Values are currently under development

About Volunteering with Council

Council currently engage volunteers in the following areas:

Library

You may assist with shelving of library items, customer service, delivering books and supporting local history activities. Weekend and night activities may be required.

Visitors Centres

You may assist with visitors to the centres and answer phone enquiries. Weekend and night activities may be required.

Tourism and Events

You may assist with preparation/clean-up after events, promotion, customer service, catering, traffic marshalling, concierge, waiter/waitress and general day-to-day activities. Weekend and night activities may be required.

Partnering and Community Engagement

You may assist with community working bees and events. Weekend and night activities may be required.

Parks, Gardens, Cemeteries and Environmental Strategies

You may assist with mowing and edging of grass, spraying of weeds, hand weeding, bushland regeneration, litter collection, removal of graffiti, land maintenance, tree planting and community

education programs. Weekend activities may be required. Weekend or after hours activities may be required.

Swimming Pools

You may assist with being in the canteen, lifeguard, grounds maintenance, water quality inspection and monitoring. Weekend or after hours activities may be required.

Council Offices

You may assist with reception duties and basic administration duties under the direction of Council staff.

On your registration form you may wish to indicate which areas you would prefer to work in while at Council.

To volunteer with Council you must be at least 18 years of age and no older than 90. Volunteers over the age of 90 will be assessed on a case-by-case basis and can be asked to provide a doctor's certificate stating which duties they might be fit to undertake.

Council volunteers will be asked to complete a registration form and sign an agreement. Any forms you are asked to complete will remain on file for a period of five years and are protected under privacy legislation. If you do not complete these forms you are not covered by Council's insurance policies and cannot be a volunteer. We have tried to reduce forms to the bare minimum and you will only be asked to complete them once every five years however, you will be asked each time to undertake activities for Council if any of your information has changed, particularly in relation to your emergency contacts.

You may also be informally interviewed by Council staff to see if you are suitable for volunteering and staff may ask for referees.

Your Supervisor's Role

Each day you volunteer with Council you will have a designated supervisor to whom you will report and who will guide you during your engagement. Where possible, Council will try to make the supervisor the same person each day of your engagement. Your supervisor may not be on site at all times but should be contactable during each period of engagement.

Your daily supervisor is responsible for ensuring that you are kept healthy and safe during your engagement and that you are very clear about your duties and behaviour. Your supervisor should be able to provide guidance and advice on any concerns or problems you may encounter.

Your Working Hours and Recording your Attendance

Your working hours will be agreed upon with your supervisor. You may be required to work weekends and nights depending on which area of Council you choose to volunteer. You will need to sign-on at the commencement of your duties and sign-off when you finish up for the day. As a general rule, you must have an uninterrupted 20 minute break after every five hours of work (please take these breaks) and you can't work for more than 15 hours a week in a voluntary capacity. If you are working at night, please walk with someone (or in a group) to your vehicle after your shift.

We acknowledge that there are times that you might not be able to make your volunteering commitment. Please contact your supervisor as soon as possible if you are unable to attend due to

sickness of a prior commitment. If you can't get in touch with your supervisor, please leave a message by phoning Shire Office 08 8083 8900.

Your Training and Instruction

Your level of training and instruction will depend on your role and the activities that you are expected to undertake. You will be provided with a job description which will outline your duties. Some job descriptions may be really specific because you have clear duties and are working with Council on a continuous basis, while others will be fairly general because the work responds to changing needs. If you are ever unsure about what you are doing on a daily basis please ask your supervisor.

Any necessary formal training will be approved, arranged and provided at Council's expense and you will never be left out-of-pocket. There is an expectation that you undertake some form of on-the-job training.

Police Checks

Depending on your role at Council you may be required to complete an Australian Federal Police – National Police Check (NPC) application form. This police check is not an assessment of your ability; it is only to confirm what offences a person may have committed to see if they are suitable to work in a particular area of Council. Your supervisor will explain why you have to complete this form and if you do not wish to complete it, please say so. It will mean that you cannot volunteer in that particular role but we might be able to find another area at Council in which you can volunteer.

Working with Children Check

The Working with Children Check (WWCC) and a Police Check are different checks. Under the Child Protection (Working with Children) Act 2012, if you are undertaking child-related work you must have a WWCC even if you have also had a Police Check. The WWCC is to determine if a person poses an unjustifiable risk to the safety of children. The WWCC screens a person's criminal records and in some cases their professional conduct. Your supervisor must tell you why you have to undertake this check and you can say no, however, you will not be able to volunteer in any role where you work with anyone under the age of 18.

Your Health and Safety

As a volunteer, you are classified as a 'worker' under the Work Health and Safety legislation. Council has a duty of care to make sure that you go home safe and healthy. Before you start duties, Council will conduct a risk assessment. This assessment will include:

- If the activity you are about to undertake is suitable for you.
- If the activity will put your health and safety at any risk.
- If you have the physical capacity to undertake the duties.
- If you have the skills, knowledge, certificates and training to undertake the role.
- If the site you will be working at poses any risks to your health and safety.

When satisfied that all these things have been carefully examined, Council staff will 'induct' you and make sure:

- You know who your supervisor is.
- You know how to contact emergency services.
- Potential hazards have been identified and appropriate measures have been put in place.
- You have received instruction in safe work measures and have been told the possible risks in undertaking these activities.
- You have received instruction in how to use any plant or equipment and have had the necessary tickets checked.
- You have been told how to use chemicals and where to store them correctly.
- You know how to report an incident or near miss.
- You know the safe entry and exist points of the site and know how to evacuate the site, including the assembly point.
- You know where to find a first aid kit, first aid officer, or first aid instruction sheet.
- You know where to find shade and a water supply.
- You know how to correctly wear and when to apply your personal protection equipment.

Volunteers work in a wide range of activities and these activities require different levels of physical fitness. Taking tickets at an event is very different work to weeding. It is your responsibility to assess your own health, fitness and physical limits. Remember that if you have old injuries, allergies, diabetes, are taking medication, have a heart condition, or you become unwell during the course of the day, it can put OTHERS at risk. Please let your supervisor know and don't feel that you will never be able to volunteer at Council again. When you are back on track, we will find the appropriate duties for you.

It is not a requirement but it might be a good idea to talk to your GP about appropriate activities that you could do as a volunteer.

Reporting an Incident or Near Misses

Sometimes accidents happen, no matter how well we plan to avoid them. What's important is that they are managed well to minimise injury and to avoid them occurring again. No matter how small the injury we need to know about it. Please let your supervisor know, even if it was a 'near miss', where someone almost got hurt. You might have been lucky this time but your supervisor will need to change things so that we can remove luck out of it.

Alcohol and Other Drugs

You cannot volunteer at Council under the influence of alcohol or drugs that impair your ability to carry out your duties, or cause danger to the safety of yourself or others. If you take prescription medication that may affect your abilities please let your supervisor know before commencing duties. You will be sent home if you are deemed to be unfit for duty.

Council's Dress Code

While volunteering with Council you may be required to wear a volunteer identification badge and a reasonable standard of dress. Please don't buy anything special; smart casual is fine, which basically means neat, comfortable yet informal.

If you are volunteering outdoors you will need to wear comfortable and practical work clothes that don't cause you to overheat in the summer months. You must wear protective equipment and clothing (i.e. hardhats, sunhats, boots or joggers, long pants, long sleeve shirts, masks, safety glasses) when you are instructed to do so. Council will remove you from your activities if you do not comply with protective equipment and clothing instructions.

While volunteering at special events you may be required to wear special clothing (t-shirt/cap) that will identify you as a Council volunteer. This clothing will be supplied to you free of charge and you will be notified if you have to return it.

Leaving Us

Sometimes relationships just don't work and sometimes people's circumstances change. If at any time you are not enjoying your engagement with Council or feel that the workload is too much, please feel comfortable resigning from your volunteer role. We only ask that you talk to someone at Council first; we may be able to help. It might be as simple as making arrangements for you to volunteer in another, less demanding area. Please provide Council with as much notice as you can when leaving us.

Unfortunately, Council may ask you to leave the volunteer program. We don't make this decision lightly because we need all the volunteers we can get! We will always provide you with a reason. Council must treat you in a consistent, fair and equitable way.

Whatever the reason, we ask that you please return any equipment/clothing that has been supplied by Council. You may also be asked to be involved in an exit interview which will help us improve this program however, it is completely up to you if you wish to participate in such an interview.

Grievances/Complaints

If you have a grievance or complaint please, in the first instance, talk to your supervisor who will help you to resolve the issue. The matter will be dealt with following Complaint Management Policy. If you are not provided with a copy of this document when you commenced with Council, please ask for a copy.

If the grievance or complaint is about your supervisor, then please call Council on 08 80838900 to speak to the General Manager. You can ask for your privacy to be protected and for Human Resources to guide you through Complaint Management Policy.

Out-of-Pocket Expenses

You should never need anything to undertake your activities at Council however, if in the unforeseen event that you do, you will need to get prior approval from your supervisor for the purchase and provide a tax receipt to get reimbursed.

Using your Private Vehicle

If you are using your own private vehicle for volunteer work at Council you must provide proof of comprehensive car insurance, a current NSW driver licence and vehicle registration. Council does not accept any liability for damage or loss of a private vehicle.

Insurance Cover

Council holds several insurance policies to cover its liability. These include:

- Public liability;
- Personal accident; and
- Property.

Public liability insurance covers damage or injury to the public, including volunteers as a result of an act or omission by Council due to negligence. Negligence always has to be substantiated.

Personal accident insurance provides limited benefits where death or injuries are suffered in the course of Council duties. This policy does not cover volunteers under the age of 18 and over the age of 90.

Property insurance covers damage resulting from occurrences such as water leaks, storms, fires, vandalism, theft and natural disasters. Under the policy any burglary or malicious damage must be reported to the Police.

The personal items of volunteers are not covered by any of these policies, so please ensure that you secure personal items (handbags, mobile phones, etc.) at all times.

Conflicts of Interest

A conflict of interest arises if your own interests, or other people including family, friends or an employer, conflict with your obligations to Council. This conflict could influence the way in which you perform your duties at Council, particularly if you are to gain an income (called a pecuniary interest). Sometimes there is no actual conflict but others could perceive it that way. In any case, best to let your supervisor know upfront before you commence activities with Council. Your supervisor will let you know what to do.

Reporting Corruption, Maladministration and Wastage

When volunteering with Council you have a responsibility to report any suspected instances of corruption, maladministration or serious and substantial waste to Council. Please report this to your supervisor and if you suspect your supervisor is involved, please contact Council on 08 80838900 to speak to the General Manager. You can ask for your privacy to be protected under the Public Interest Disclosures Act.

Gifts or Benefits

You cannot offer gifts or benefits to Council staff which is likely to influence them in any way. You should also not receive gifts or benefits that might influence your activities with Council.

Cash should not be, under any circumstances, offered or accepted while you are volunteering with Council.

Use of Council Resources

Council resources may only be used for Council purposes unless appropriate approval is provided. Council resources include staff as well as equipment.

Smoke Free Workplace

Council is a smoke free workplace and you must never smoke in Council owned vehicles, facilities and work sites and only smoke on notified breaks and away from others and flammable materials. Your supervisor will be able to tell you where you can smoke off-site.

Confidentiality and Intellectual Property

As a volunteer you may come across information that is confidential and personal, particularly in relation to details about staff, Councillors, customers and other volunteers. This information is to remain confidential and you are not to disclose this to anyone, including your family and close friends. You will be asked to sign an agreement about this and it will remain in place even if you no longer volunteer with Council. If you are not sure about what is confidential please ask your supervisor before disclosing anything, but as a general rule if it is personal information (someone's address, phone number, medical history) it is private. Council also has a responsibility under the privacy legislation to keep your personal information confidential. You should never collect, access or remove someone's personal information either, unless you have been specifically asked to do this as part of your duties with Council.

Intellectual property shall remain the property of Council. In essence this means that any service or product that you might develop while engaged as a volunteer with Council belongs to Council. You cannot claim it to be your property.

Aboriginal and Cultural Heritage

There is a rich array of Aboriginal culture sites across this area which includes stone arrangements, flakes, scarred and tattooed trees, axe heads, middens, hearths, campsites, fish traps, grooved rocks and stone quarries. Protection of these places and landscapes is related to the long-term survival of cultural stories and traditions in Aboriginal culture. There is legislation that deals with the protection of Aboriginal culture and heritage. If you become aware of any object while working on-site please inform your supervisor. You could also come across relics that have early European cultural heritage value which should also be protected.

Talking to the Media

As an individual you can talk to the media about anything but you cannot speak on behalf of Council. If you are asked to provide a comment to the media, best to talk to your supervisor first.

Thanks and Recognition

Another reason it is important to keep your records with us up-to-date is that potentially once a year Council may hold a special event for volunteers with the Mayor and General Manager to provide us with an opportunity to say thanks. We hope you can make it.

It you require a statement of your volunteer service with Council we are more than happy to provide this. Please ask your supervisor to arrange.

Contacts

Please use this section to write down any contact names and numbers that you need to remember on-site.

NAME	CONTACT NUMBER
My Supervisor is	
Council Contact Centre	
Emergency – Policy/Fire/Ambulance	000

**Thank you for taking the time to read this Handbook
and we hope you enjoy your experience volunteering
with
Central Darling Shire Council**

Volunteer Position Description

Position Title	
Volunteer Name	
Responsible to	
Duration	
Duties	
Conditions	<input type="checkbox"/> Police Check <input type="checkbox"/> Working with Children Check <input type="checkbox"/> Medical Check <input type="checkbox"/> Vehicle Registration and Insurance <input type="checkbox"/> Drivers Licence

Volunteer Signature _____

Volunteer Name _____

Date _____

Supervisor Signature _____

Supervisor Name _____

Date _____