

COMMUNITY BUILDING POLICIES

POLICY NO CB01 VOLUNTEER POLICY AND GUIDELINES

DEPARTMENT:	Human Resources
RESPONSIBLE OFFICER:	Manager Human Resources
LINK TO STRATEGIC PLAN:	Build community capacity by creating opportunities for involvement or enjoyment that enable people to share their skills and knowledge.
STATUTORY AUTHORITY:	Civil Liability Act 2002 Work Health and Safety Act 2012 Work Health and Safety Regulation 2012
OBJECTIVE:	<p>This policy will provide information to volunteers who are contributing their time and efforts to perform a voluntary service to Council. Guidelines have been established in the areas such as volunteer selection criterion, health requirements and insurance of volunteers.</p> <p>Council is appreciative of all the great work that volunteers of Council undertake each day in the municipality and the following guidelines will remind volunteers of their respective responsibilities as well as the responsibilities of Council.</p>
POLICY INFORMATION:	Adopted 19 March 2012 – Minute No 03/12.15.4.069 Amended 19 May 2014 – Minute No. 05/14.15.4.145 Amended 16 April 2018 – Minute No 04/18.14.2.92

POLICY

1. DEFINITIONS OF VOLUNTEERS

A volunteer is someone who performs a service out of his/her own free will without payment – sometimes referred to as formal volunteering.

Council is engaging two kinds of volunteers:

- a. Volunteers who periodically participate in an activity, for example a working bee; and
- b. Volunteers who participate on a regular basis in volunteering work with Break O'Day Council.

2. INDUCTION OF VOLUNTEERS

Volunteers offering their services to Council are required to complete a Volunteer Registration and Medical-In-Confidence form prior to undertaking volunteer work with Council. On successful appointment, Council's Human Resources department will undertake a full induction with volunteers prior to the commencement of any volunteer work.

No person may volunteer their services without Council's permission.

3. SCOPE OF VOLUNTEERING

All volunteers must agree to the following conditions:

- Council has the power to dismiss volunteers and may indeed direct the volunteer to leave in circumstances where it could direct any other employee to do so.
- Council has the power to specify the tasks the volunteer is required to perform (the 'approved' duties) and where the work is to be performed.
- Council has the right to direct volunteers in the kind of work he/she is to undertake. Volunteers are reminded that they are working for the benefit of the municipality.

4. FITNESS FOR DUTIES

Council has the sole responsibility in the selection of the person to carry out volunteer work. Volunteers must disclose any medical condition they have that could affect their duties with Council.

All permanent volunteers such as those volunteering at the St Helens History Room and/or Visitor Information Centre, including existing volunteers, must participate in a health assessment which will be undertaken by Council's workplace health assessors prior to commencing volunteer work with Council.

All other volunteers are required to advise Council of any serious health conditions via the Medical-In-Confidence form. Health assessments will not be required for periodic volunteers that participate in one-off activities/projects.

5. HEALTH AND SAFETY COMPLIANCE

Volunteers are required as far as reasonably practicable to exercise reasonable care to prevent personal injury and damage to property. Only volunteers that have completed their induction are permitted to work and must take all such reasonable precautions and measures to ensure that all premises and equipment is maintained in a safe and sound condition. All volunteers must comply with statutory obligations and/or regulations imposed by any public authority for the safety of person or property.

The volunteer must follow Council's Induction Policy, Occupational Health and Safety Policy and associated procedures as well as instructions from Council which apply to the tasks they have volunteered to perform. The volunteers are requested to perform the tasks they have volunteered to perform with due care, skill and diligence. Council will ensure as far as is practicable that volunteers are not exposed to risks to their health and safety arising from the workplace.

The volunteer must tell the Council or his/her supervisor:

- if they have any concerns about the work they are undertaking or the working conditions; and
- as soon as practicable if they incur any injury and follow the incident reporting procedure.

6. COMPLIANCE WITH BASIC CONDITIONS OF WORK

The supervisor of the volunteer will outline to the volunteer their conditions of work, including working hours, any requirement for the volunteer to attend training sessions, security arrangements and restrictions on the use of equipment, etc.

Volunteers are not allowed to operate any Council vehicles. The volunteer is required to maintain and return any specialised equipment or clothing provided by Council during the course of their volunteer work.

Each volunteer, or their supervisor, must complete a timesheet each day to record the starting and finishing times of his/her volunteering work.

7. ETHICAL BEHAVIOUR AND TEAMWORK

The volunteer must not incur expenditure on behalf of Council or make statements on behalf of Council.

Council is committed to upholding the right of privacy of all individuals who have business dealings with the Council and will take the necessary steps to ensure that any information that customers share with Council remains confidential. Each volunteer has an obligation to uphold this policy and ensure any personal information that comes to their attention is kept strictly confidential.

Team work is highly valued in Local Government and it is important that volunteers work as a team, as well as respect the functions and requirements of paid Council employees.

8. INSURANCE INFORMATION

Volunteer workers who are registered with Break O'Day Council are covered within the terms and conditions of the Council's Public Liability insurance policy for third party personal injury or damage to property caused by an occurrence in connection with the business of the Council. The Volunteers are also covered under Council's Personal Accident policy (subject to terms and conditions of the policy).

Volunteers' own motor vehicles are not covered under Council's insurance policy and therefore Council strongly recommends that all volunteer staff using private vehicles have their own comprehensive motor vehicle insurance cover. Volunteers should note that the Council does not pay insurance costs for private vehicles. Council will not cover costs incurred by volunteers driving their own vehicles.

Council is unfortunately unable to accept any volunteers over the age of 80 as per the instructions of Council's insurer. Council also cannot accept volunteer workers under the age of 16.

As is the case for Council employees, any injury which occurs while the volunteer is travelling to and from work is not covered by Council insurance, unless the injury occurs during a deviation from the normal route made at the request or direction of Council.

9. MONITORING AND REVIEW

This Policy will be reviewed every three (3) years in line with the Council's Policy Framework or earlier in the event of major changes to legislation or related policies, procedures or if deemed necessary by the General Manager.

Procedures and Guidelines not included in the Policy

COUNCIL VOLUNTEER REGISTRATION INFORMATION SHEET

The Human Resources Manager advises the Volunteer of the content herein and give this sheet to the Volunteer with an invitation to read it before the Volunteer signs the form.

Once signed the Volunteer can keep the Information Sheet and the signed form is to be returned to the Records Officer of Break O' Day Council.

1. Volunteer workers that are registered with Break O' Day Council are covered, subject to the terms and conditions of the Policy, by Council's Public Liability insurance policy.
2. This policy does not cover volunteers whilst driving their own vehicles. Therefore, the Break O' Day Council strongly recommends that all volunteer staff using private vehicles are covered by their own comprehensive insurance policy.
3. Volunteers should note that the Break O' Day Council does not pay insurance costs for private vehicles. Break O' Day Council will not cover costs incurred by volunteers driving insured or uninsured vehicles.
4. If volunteers wish to take helpers, eg; friends or relatives to assist with volunteer duties, these individuals must also be registered with the Break O' Day Council. Please refer to the Human Resources Manager.
5. Volunteer parents who take children along whilst they, the parents, participate in volunteer work, must be prepared to do so at their own risk. Please refer to the Human Resources Manager.
6. Council's Personal Accident policy does not provide cover for those under the age of 16 years and places an age restriction of 80 years on volunteers.
7. Please contact the Work Health & Safety Coordinator Simone Ewald-Rist on Phone 6376 7900 or 0409 002 140 immediately should any of the following incidents occur while you are volunteering for Council:
 - You suffer an injury;
 - Any incident occurs in which injury or property damage occurs to other parties (third parties).

If you are unable to contact the Work Health & Safety Coordinator, please report the incident to Break O' Day Council's Customer Service Officer on Phone 6376 7900.

VOLUNTEER REGISTRATION FORM

The Human Resources Manager, Supervisor or Work Health & Safety Coordinator should explain the purpose of the form and its content to the Volunteer.

The form is to be completed by Council Volunteers:

PERSONAL DETAILS	
Full Name	
Date of Birth:	
Address including Post Code:	
Home Phone:	
Mobile Phone:	
Email:	
The Break O' Day Council thanks you for offering your services as a volunteer for the period from	
	to
As a volunteer of Break O' Day Council the following conditions apply:	
1	No payment will be made to you by Break O' Day Council.
2	The task you have volunteered for is:
3	Your Manager/ Supervisor is:
4	Council's Public Liability insurance extends (subject to the terms and conditions of the policy) to cover the actions of volunteers carrying out activities approved by and controlled by Break O' Day Council.
5	Volunteers are not allowed to operate any Council vehicles. Volunteers own motor vehicles are not covered under Council's insurance policy and therefore, Council strongly recommends that all volunteer staff using private vehicles are covered by their own comprehensive motor vehicle insurance policy. Council recommends that volunteers notify their insurance provider when they are using their vehicle for volunteering purposes, as some require notification.
6	Council has purchased limited Personal Accident insurance to cover, amongst other things, injuries sustained by volunteers. If you are involved in an accident a claim to your benefit may be able to be made under this policy.
7	If you are injured while acting as a volunteer of Break O' Day Council you must, as soon as possible, notify your Supervisor and Council's Work Health & Safety Coordinator. This policy only applies to volunteers under the age of 80 years.
8	Under the terms of <i>the Work Health and Safety Act 2012</i> you must follow established practices and procedures of the Break O' Day Council and instructions of the Manager/Supervisor or other delegated officer of Council in matters relating to health and safety.
9	You are expected to perform the task you have volunteered for with all due care, skill and diligence.
SKILLS, QUALIFICATIONS, SPECIAL INTEREST	
What qualifications and skills do you have?	
What hobbies and interest do you have?	

Have you done volunteer work before?	YES / NO If yes, where?	
What training have you done as a volunteer previously?		
Are you willing to participate in free training opportunities?	YES / NO (please circle the correct answer)	
Why do you want to volunteer for Council?		
REFERENCE CHECKS (no friends or family please)		
1	Name:	Business Hours Phone:
2	Name:	Business Hours Phone:
DRIVING DETAILS		
Do you have your own transport?	YES / NO (please circle the correct answer)	
Do you have a current driver's licence?	YES / NO (please circle the correct answer)	
Licence No:		
Expiry Date:		
Insurance on YOUR car:	Comprehensive / Third Party Only (please circle the correct answer)	
HEALTH DETAILS		
Please note any special consideration that is needed to assist you in your volunteer role. Record anything which may hinder or impact on your ability to work, e.g. any medical conditions such as hearing, back problems, allergies, asthma, etc.		
Details of any medication currently taking:		
Please note, this information is strictly for our records only and will be kept strictly confidential, unless specific permission to disclose is given.		
By signing below, you are giving permission to Council's Human Resources Manager to release this information to supervising staff:		
Signed: _____		Date: _____
EMERGENCY CONTACTS		
Name:		
Relationship:		
Phone:		
Doctors Name:		
In the event of medical emergency , I authorise the services I am placed with to take whatever action deemed appropriate in seeking treatment, and I agree to pay for all such medical bills and expenses incurred on my behalf.		

Signed: _____	Date: _____
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AVAILABILITY

I would prefer to volunteer:

Daily Weekly Fortnightly Monthly
 (please circle one of the above)

	MON	TUES	WED	THU	FRI	SAT	SUN
A.M.							
LUNCH							
P.M.							

Volunteers for the St Helens Visitor Information Centre will be rostered over 7 days depending on the need of the Visitor Information Centre.

Are you available for emergency assistance? NO / TRY ME

Are there any situations, types of work, tasks, etc. that you DO NOT feel comfortable doing?

I confirm that I have read and understood the above conditions.

Signature: _____	Date: _____
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HR Manager: _____	Date: _____
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PERMISSIONS

- I give my permission for Council to **use the information** I have supplied for the purpose of providing high quality management of volunteers and other appropriate uses such as annual/monthly reports and minutes, awards/certificates, publicity purposes (including photographs) and submissions, etc.
- Following a **three-session trial period**, I am willing to commit to a minimum of six months regular volunteer work. I understand that work references will only be issued after this time.
- A police check may be required for certain volunteer activities. Those volunteers required to undergo this process will be advised at the time of application.

Signed: _____ Date: ____/____/____

PERSONAL INFORMATION PROTECTION STATEMENT

As required under the *Personal Information Protection Act 2004*

1. Personal information will be collected from you for the purpose of dealing with your application, and may be used for other purposes permitted by the *Local Government Act 1993* and regulations made by or under that act.
2. Failure to provide this information may result in your application not being able to be accepted and processed.
3. Your personal information will be used for the primary purpose for which it is collected and may be disclosed to contractors and agents of the Break O' Day Council.
4. Your basic personal information may be disclosed to other public sector bodies where necessary for the efficient storage and use of the information.
5. Personal information will be managed in accordance with the *Personal Information Protection Act 2004* and may be accessed by the individual to whom it relates on request to Break O' Day Council. You may be charged a fee for this service.