

A Guide to Managing Volunteers

in Western Australian Local Government





DISCLAIMER

This publication has been compiled in good faith to assist those managing volunteers in Western Australian Local Governments to address legislative compliance and responsible management. The content of this publication is for general advisory purposes only and should not be used to substitute appropriate professional, insurance or proper legal advice in any situation. LGIS can be contacted on (08) 9483 8888 for any queries or advice relevant to this publication.

ACKNOWLEDGEMENTS

LGIS wishes to recognise and acknowledge that this document is based upon a combination of factual information including industry standards that are used by Volunteering Western Australia, Volunteering Australia, WorkSafe Western Australia and Department for Communities.

The purpose of this document is to:

- Highlight the risks and associated risk treatments for Local Government volunteers.
- Highlight insurance issues relating to Local Governments, Volunteer and Community Groups.
- Outline information available in the public domain for Volunteer Coordinators and Council Management in managing volunteers.
- Outline to the Coordinators and Management volunteer organisations and government departments that are there to assist them with resources.
- Improve the management of volunteers in Western Australian Local Government.
- Ensure that Local Government has reasonable and practical processes in place for effective volunteer management.
- Ensure that the legislated occupational safety and health duty of care obligations are inclusive of volunteers in all Local Governments.

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Introduction

Volunteers are vital to the Western Australian community. The benefits of volunteering have reciprocal effects on the volunteers as well as the organisations.

Volunteering can improve self esteem, promote learning, facilitate social interaction and enable the expression of personal values. Older adults are particularly likely to be involved in volunteer activities and volunteerism may serve distinctive functions for retirees, such as providing social connection no longer received by being in the workforce. Overall, volunteering is associated with psychological well-being and has the capacity to build social capital by connecting people who do things for one another. Managing volunteers is based on the same principles as managing paid staff, the only difference being that volunteers are unpaid.

Volunteering in Western Australian Local Government

- 75% of Local Governments in Western Australia use volunteers for their Community Advisory Committees, 74% for Emergency Services, 67% for Local Government's festivals and public events, 66% for their Museums, Heritage and historical locations and 59% for sport and physical recreation.

- 38% of Local Governments have more than 100 volunteers assisting them in an ongoing program while 17% of Local Governments have more than 100 volunteers assisting them with one off services and events.
- 70% of Local Governments reported that volunteers contributed an estimated 1.97 million hours per year to ongoing delivery of council programs and services.
- 28% of Local Governments have a formal volunteers application form.

Reference: Volunteering and Local Governments in Western Australia – Final Report – Department for Communities – Painted Dog Research – February 2011

Definitions of volunteering

Is an activity undertaken to be of benefit to the community and the volunteer; of the volunteer's own free will and without coercion; for no financial payment other than reimbursement of expenses, and in a designated volunteer position only.

Principles of Volunteering

- Benefits the community and the volunteer;
- Work is unpaid;
- Is always a matter of choice;
- Is not compulsorily undertaken to receive pensions or government allowances;
- Is a legitimate way in which citizens can participate in community activities;
- Is a vehicle to address human, environmental and social needs;
- Is not a substitute for paid work;
- Does not replace nor constitute a threat to the job security of paid workers;
- Respects the rights, dignity and culture of others; and
- Promotes human rights and equality.

Legislative Framework

The potential liability according to legislative frameworks highlights how important it is for Local Governments to provide volunteers with adequate training, supervision and to develop and implement policies in relation to volunteer work.

What is considered good practice goes beyond compliance with the relevant laws and Local Governments utilising volunteer services must have regard for the specific needs of their volunteers in preparing them for duties whilst taking care to create and maintain a safe work environment.

Workers Compensation

Volunteers are not classified as 'workers' under the *Workers Compensation and Injury Management Act 1994* (WA) and Local Governments do not need to cover volunteers in their Workers Compensation Insurance Policy arrangements.

Some Local Governments do however choose to obtain individual policy arrangements through their insurance provider to cover volunteers for personal accident, illness, legal liability for third party injury and/or damage to third party property. For further information on such policies and their inclusions please contact LGIS Insurance Broking.

Occupational Safety and Health

In accordance with the *Occupational Safety and Health Act 1984* (WA), organisations must, as far as reasonably practicable ensure non-employees, including volunteers, are not harmed as a result of work carried out by them or their employees.

The Act does not set out specific steps that organisations have to take to have been considered 'reasonably practicable' in ensuring the safety and health of their volunteers. However, regard needs to be given to the severity of any potential injury and harm to health that may be involved, the likelihood of it occurring, how much is known about the risk and the availability and cost of control measures.

The level of risk associated with the volunteer activity will also influence the action required by a Local Government. An organisation that uses volunteers to care for animals will have to take more extensive action to ensure that volunteers are not harmed, when compared to an organisation using a volunteer for clerical duties.

Doing what is 'reasonable and practical' will depend on the circumstances of each case. However, in certain circumstances, to ensure that work does not harm the volunteer, it may be reasonable and practicable for a Local Government to undertake the following:

- Ensure volunteer work areas under the control of the Local Government are free of hazards;
- Take action to ensure that volunteers understand their duties and responsibilities;
- Ensure the work of Local Government employees does not impact the health and safety of volunteers;
- Develop policies and procedures governing recruitment, screening, training guides and supervision of volunteers;
- Allocate sufficient staff to the effective management and development of volunteer programs; and
- Communicate and consult with volunteers on occupational safety and health issues.

The Occupational Safety and Health Act 1984 (WA) imposes penalties on organisations that breach their duty of care to non-employees, including volunteers (see Part I, Section 3A of the Act for penalty levels and fines). Under common law, a civil damage claim can also be made by, or on behalf of, a volunteer and is covered in further details below.

Privacy

Personal information of volunteers collected by a Local Government must be dealt with in accordance with the *Privacy Act 1988* (Cth).

Any personal information collected by an organisation must be regarded as confidential, must not be disclosed to anyone outside of the organisation and must not be used for any other purpose than for which it was intended unless statutory or other legal obligations require otherwise.

Local Governments must seek and obtain prior consent if personal information is to be disclosed for any other reason than the primary purpose for which it was collected.

Equal Opportunity

It is recommended that Local Governments have regard for equal opportunity objectives when developing policies and procedures governing recruitment, screening, training and supervision of volunteers as the governing body who administers the Act is advocating for change in this area.

Common Law Obligations

The common law system forms the basis of Australian jurisprudence and comprises of a legal system largely formed by the decisions of previously settled cases, the body of which binds future decisions. In cases where there is dispute as to what the law is, common law comes into play to examine past precedential decisions of the courts.

Most common law actions are premised on the grounds of breach of duty of skill, care or diligence or are based on matters of strict liability. Common law actions can result in severe pecuniary penalties and highlight the duty of Local Governments to observe and comply not only with statutory obligations, but with common law duties.

Civil Liability

A civil liability is a blame assigned to an individual, group of individuals or an organisation for a wrong done to another party. The wrong is usually resultant from a breach of negligence and if the matter proceeds to a civil liability case it will usually result in an award of money to the complainant to correct the wrong.

The Civil Liability Act 2002 (WA) is the foremost piece of legislation covering the various aspects of civil liability in Western Australia.

In addition to the *Civil Liability Act 2002* (WA) the Western Australian legislature deals specifically with liability of volunteers in accordance with the *Volunteers (Protection from Liability) Act 2002* whereby a volunteer does not incur civil liability for anything they do in good faith whilst carrying out volunteer work. Liability in this circumstance transfers to the organisation for which they volunteer.

This means that volunteers cannot be pursued in a civil manner for something they did or failed to do, if they are acting within the scope of the work and directions given to them by a Local Government.

Volunteers will not be protected by the Act if they knew, or ought to have known that they were acting outside the scope of the work organised by the Local Government, or contrary to instructions, if they do not carry out work properly due to drug or alcohol impairment or if they commit an illegal act.

Common Law ‘Duty of Care’

The Common Law ‘duty of care’ doctrine imposes an obligation, recognised by law, upon individuals and organisations to avoid conduct fraught with unreasonable risk to others.

Local Governments using volunteers have a common law duty of care to take all reasonable steps to mitigate or avoid causing injury to their volunteers. Risk of injury must be ‘reasonably foreseeable’ and an organisation who fails to recognise a substantial risk of injury to a volunteer, which a reasonable person in the same situation would have realised, breaches that duty.

In considering the actions of a ‘reasonable person’ the court takes into account the probability that the harm would occur if care were not taken, its likely seriousness, the burden of taking precautions to avoid the risk and the social utility of the activity that creates the risk of harm.

Significant monetary penalties may be imposed on organisations who fail to provide a safe workplace and volunteers who suffer injury can claim for civil damages where an organisation has been found in breach of its duty of care.



Volunteer Rights and Responsibilities

What are the rights and responsibilities of a volunteer?

Volunteering is a two-way relationship. A volunteer can expect to have a number of rights but there are certain responsibilities as well.

Volunteers have the *RIGHT* to:

- Worthwhile and stimulating activities, using any special skills they may have.
- Choice regarding the activities they take part in – to be able to say NO if they are uncomfortable with the task assigned.
- Be provided with orientation which will help them understand the agency and type of work they will do.
- Receive adequate training, support and supervision to enable them to do their job effectively.
- Be given feedback.
- Be recognised for their contribution.
- Be protected by adequate insurance.
- Work in a safe and healthy environment.
- Have authorised out-of-pocket expenses reimbursed.

Volunteers have the *RESPONSIBILITY* to:

- Be dependable – notify the agency if unable to attend.
- Be willing to undertake relevant orientation, training, support and supervision.
- Maintain confidentiality and be non-judgemental.
- Work in accordance with safety and health regulations.
- Work in accordance with instructions and rules.
- Say no when they cannot commit to a task.

Local Governments

Rights and Responsibilities

Local Governments have the **RIGHT** to:

- Assess the volunteer's capacities, place them appropriately and expect assignments to be adequately completed.
- Plan and facilitate training for volunteers.
- Redirect volunteers determined unsuitable for placement or to say NO to volunteers.

Local Governments have the **RESPONSIBILITY** to:

- Empower volunteers to meet their own and agency needs.
- Offer volunteers work opportunities appropriate to their skills, experience and aspirations.
- Provide volunteers with clear duty statements and orientation to their work and the agency.
- Offer training and support for volunteers to achieve goals.
- Implement safety systems of work to ensure volunteer safety and well being.
- Provide information, instruction and supervision to voluntary workers.
- Offer reimbursement or other compensation to cover out-of-pocket expenses.
- Recognise volunteers as valued team members with opportunities to participate in relevant agency decisions.
- Provide mechanisms to acknowledge the value of contributions made by volunteers.

What kind of support and training can a volunteer expect?

A volunteer is expected to participate in orientation, training and learning opportunities that will familiarise them with the service and role the Local Government has chosen for them. There may be opportunities for training courses or workshops and some training providers may provide certificates to add to the volunteer portfolio. Discussion should take place at the initial interview about these issues and also determine the days and times the volunteer will be required and who they will be reporting to.

What is expected of volunteers in terms of 'trust'?

Volunteers are sometimes placed in a position of trust and responsibility that may include working with adults and young people who are vulnerable. It is imperative that volunteers do not disclose any information about people they work with and do not take advantage of the vulnerability or frailty of the individuals. These guidelines may help to identify when confidentiality is being compromised:

- Would the volunteer as an individual feel compromised if information about them was disclosed to someone else without their permission?
- Could the person be identified from what the volunteer, as the authorised person, is saying about them?
- Does the information the volunteer is giving disclose issues about the person's health, finances, sexuality, legal issues or their family?
- Does the volunteer always consider how they would feel if they were being discussed?
- Is the volunteer disclosing something heard first hand or something heard from someone else?

Local Government Volunteer Insurance

There are various options for community group members to consider in terms of public liability and personal accident cover for volunteers. Broadly, these are:

1. Members who operate under the umbrella of Local Government.
2. Groups who obtain separate Public Liability and Personal Accident cover who can approach the Local Community Insurance Services (LCIS) with a view to sourcing cover.

Public Liability – Eligibility

With regard to point 1 above, it may be possible for some Community Groups to operate under the umbrella of Local Government's Public Liability Insurance Policy (for others, additional options are mentioned later within this publication). There are, however, a number of administrative steps that may need to be taken to ensure that the group members are covered, including the definition of the group itself which must be defined as one of the following:

- Volunteer organisations;
- Community Groups that are operated by the Local Government; or
- Committees of Council established by the Local Government in accordance with the provisions of the *Local Government Act* which amongst a number of things, covers issues including conduct and minuting of meetings, and also places a requirement that an Elected Member or Employee of the Local Government is present at all meetings.

The final option above is worthy of closer scrutiny. Local community group members may be able to approach their Local Government with a view to operating the Community Group as a formal 'Committee of Council'. This would allow the members to operate under the Local Governments' Public Liability cover.

Operating as a Committee of Council would depend on how the Local Government viewed the proposal and factors may include the size, ability and likely administrative burden that the Local Government would need to carry. Some Local Governments may view the activities of some Community Groups as being outside their mandated areas of business and direct the group to organise their own

insurance arrangements. There would be further obligations to ensure that the Committee:

- Draws up formal documentation outlining the scope of the activities and tasks to be conducted by the Committee/Community Group on behalf of the Local Government.
- The introduction of formal procedures and volunteer registers (name, address, age, contact numbers etc) and the receipt of references in some cases.
- An indication of the likely projects to be undertaken by the group and the target groups.
- Organising volunteer induction and workplace orientation sessions, which may include completion of registration and confidentiality agreements in some cases.
- Procedures to ensure any voluntary workers are required to provide driver's license details should Local Government vehicles be used.
- Implement a system to ensure that the age of volunteers is recorded (see Conditions of Personal Accident cover) along with Police Clearance Certificates where considered necessary.
- Details of the Local Government staff member who is to supervise projects/ events undertaken by the group.
- Occupational Safety and Health and Injury Management training. Local Governments must treat official volunteers of Local Government in the same way as paid staff when considering OSH matters, ensuring induction and ongoing training is relevant to the tasks and duties carried out.



Individual Volunteers – Public Liability Eligibility

The above information refers to ensuring that the liabilities of the Committee/Group members are covered by insurance via the Self Insurance Schemes. It is now necessary to ensure that the individual voluntary workers are also covered for their public liability exposures should they be negligent and cause loss, damage and/or injury to a third party.

The requirements in terms of the Local Government's policy covering volunteers are:

- There must be no remuneration on the part of the Local Government and the volunteers must act in accordance with the agreed scope of duties for and on behalf of the Local Government.
- All activities have to be an authorised activity of Local Government.
- Details should be entered into an official Volunteers Register.
- All volunteers shall provide their personal details in line with the policies and procedures laid down by the Committee/Group (age, details, Police Clearance, references where necessary etc).
- Attend and comply with all OSH matters.

If all of the above is applied to each volunteer the public liability exposures as per the LGIS Liability Protection Policy wording will be covered.

Local Governments who do not wish a Community Group to be formalised as a Committee of Council, should suggest that the group arrange their own public liability cover. This will have the benefit of somewhat diluting the Local Government's legal exposure and will ensure that the group is made aware of their own exposures to claims (i.e. damages) insisting that they take out their own Public Liability Cover.

Group Personal Accident Insurance can be purchased for physical accidents and injuries to volunteers within set parameters selected. Some non-Medicare benefits and medical expenses may be insured; however any health benefits covered by Medicare are not included in Personal Accident policies owing to the operation of the Health Act 1911 (WA).

Local Governments should seek the advice of LGIS Client Services before considering the purchase of any Personal Accident Insurance.

To facilitate the operation of the insurance for volunteers, Local Governments should take particular actions to ensure that any insurance claims for injuries are managed appropriately.

These should include:

- Maintaining a register of volunteers recording the date, start and end times and nature of any work performed for the organisation;
- Completing a documented risk assessment on the site where the work will be performed and on the work to be undertaken. All hazards should be identified, assessed and controlled in accordance with the hierarchy of controls;
- Ensuring that volunteers are provided with and wear appropriate protective equipment and clothing;
- Ensuring volunteers are under the direction and supervision, where practicable of a Local Government staff member;
- Ensuring volunteers do not attempt to undertake work that is beyond their capabilities;
- Ensuring volunteers hold suitable licenses and qualifications for any work requiring such;
- Ensuring volunteers undergo an induction process that covers the policies and practices of the organisation appropriate to their tasks and duties. The process should include emergency and safety procedures and principles of safe work practice for the tasks required of the volunteers.



Local Government Insurance Policy Information

Personal Accident

Age limitations

The Local Government policies have an age restriction of 90 years, cover is limited under the Personal Accident policy for volunteers aged 75 to 90 years of age. It is advisable that the volunteer has a medical certificate from their doctor saying they are fit for work, this however is not mandatory for the insurer. It is important to have a process whereby the Local Government can advise the insurer the name of the volunteer, type of volunteer work being done, hours of volunteer work, together with a risk assessment of the work that the volunteer is doing, as per the register. They must also obtain advice from LGIS Client Services the ability to obtain insurance for volunteers that are under 15, or over 90 years of age.

Volunteers working out of nominated hours

Volunteers who take it upon themselves to work over and above their specified time and perform tasks that have not been specified in their volunteer position statements are not covered by the insurance policy. The volunteer must be advised of this at induction.

Volunteers driving motor vehicles of the Local Government

Volunteers may be required to drive a Local Government vehicle. A volunteer's current driver's licence should be sighted, checked and recorded in the register along with the expiry date. The same procedures that apply to staff including no smoking, application of the Fitness for Work policy, Accident and Incident reporting processes apply and notification of these procedures form part of the induction process. It is not, however, required by Council's motor vehicle insurers that volunteers be assessed by the RAC for insurance purposes. This assessment is entirely a Local Government decision. It is a licence requirement, under the WA Department of Transport that people have a medical check every year from the year they turn 80 years old and pass a practical driving test to maintain their licence.

Volunteer's motor vehicle insurance

Many volunteers drive their own vehicles and there should be a process whereby the kilometres are recorded and the volunteer is reimbursed.

The recommended reimbursement payment is calculated by the Australian Taxation Office and is inclusive of petrol, maintenance and insurance. It is imperative that the volunteer provides their own vehicle insurance; and sighting and recording the policy details must form part of the induction process. The volunteer may be covered by the Local Government policy provided that the use of the vehicle is occasional and was authorised for use in an approved function of the Local Government. See Appendix 3.

Volunteer injury management

Should a volunteer be injured in the course of their volunteering role then the volunteer should be offered a Return-to-Work program. Ideally the volunteer should be offered the services of the Local Government's nominated medical practitioner or their own GP and will need to be supported through their injury.

Some of these costs may be covered by the Personal Accident policy and all claims should be submitted via Local Government's Insurance Officer.

Community Groups Public Liability for Those not Associated with or Covered by Local Government Insurance

Community groups, committees, associations, special interest groups, general sporting groups (excluding participant's liability), events managers, markets and community based businesses are invited to access the website and obtain proposal forms and information. For further information contact www.localcommunityinsurance.com.au

Some high risk sporting activities may be excluded from this offer but other options may be available. Contact LGIS Client Services on 1300 853 800 to discuss costs and options.

Why do Community Groups need it?

Public liability insurance provides the Community Group with insurance cover for their legal liability to third parties for bodily injury and/or property damage arising from the Group's activities. Should a third party be injured or have their property damaged due to the Group's negligence (or perceived negligence) then the third party will more than likely want to seek compensation from the group. Public liability insurance will indemnify the group for its legal defence costs and any subsequent award for damages should the group be found to have

been negligent in causing the bodily injury or property damage.

In addition to providing insurance protection to the Group, owners of premises/facilities (such as Local Governments') which the Group may hire/lease the premises/facilities from will usually require the Group to have Public Liability insurance and provide evidence that the insurance is current before the Local Government will allow the group to use the premises/facilities.

How do Community Groups get it?

Community Groups can apply for a quote online by visiting the LCIS website - www.localcommunityinsurance.com.au

Local Community Insurance Services

Community Group's requiring Public Liability insurance will require a QBE Clubs Broadform Liability Proposal Form to be completed. Community Groups hiring a community facility/venue will require a QBE Hirer's Proposal Form to be completed. Community Groups requiring a quotation for Local Government's property will need to complete the QBE Business Insurance Proposal Form.

Types of Groups for which cover is available under this facility are:

- Senior Citizen Groups
- Amateur Sporting Groups
- Social Clubs
- Arts Groups and Galleries
- Hall Management Committees
- Mutual Help and Support Groups
- Community and Neighbourhood Houses
- Street Parade Organising Committees
- Animal Clubs
- Community Park Committees
- Museums
- Resident and Progress Associations
- Fundraising Groups
- Visitor Information Services
- Theatrical and Dance Groups
- Music Tuition Groups
- Community Recreation Centres
- Festival Organisers
- Craft Groups and Fairs
- Youth Development Programs
- Literacy Groups
- Resources and Land Care Groups





Local Governments Rights and Responsibilities

Other matters to consider

Volunteer identification

Unfortunately we live in an environment where security is a major issue, it is therefore important that the Local Government has a process that identifies the volunteers to their clients. The ideal system is photo identification; this should be considered especially for those volunteers who are entering a person's home. All volunteers however should have some form of Local Government identification.

Volunteer training

Local Governments should include the volunteers in their scheduled training programs. It is important that volunteers receive appropriate training at induction and prior to commencement. This is cost effective and avoids duplication, ensures compliance with the requirements for volunteer management and demonstrates an inclusive culture that creates the opportunity for recognition and respect of each other's contribution to the work environment.

Handyman volunteer positions

There has been a lot of debate about what tasks a handyman can and cannot do. The general consensus by LGIS Liability is that the Handyman position must be documented and the volunteer trained. To reduce the risk to the Local Government, powered plant such as chainsaws, lawnmowers, brushcutters and whipper snippers should not be used by the volunteer. There may be a case however where the Community Group maintains their local hall gardens as a voluntary contribution to the Local Government and use their own equipment, this may be acceptable provided that this is a recorded volunteer function and documented that the volunteers are providing practical equipment used for reasonable home gardening.

High risk work, such as but not restricted to, working at height greater than 2 metres, working around mobile plant and equipment and excavation to a depth greater than 1.5 meters is prohibited.

The Local Government can consider outlining volunteer positions with special selection criteria to include backgrounds such as Electrician, Plumber and Horticulturist. These volunteer positions can then include tasks such as changing light globes, but they must restrict the volunteer from doing tasks such as re-wiring houses or repairing electrical equipment. It is up to the Local Government to assess the risk and make this decision.

The Local Government is covered by their insurance provided that they demonstrate that they have been reasonable and practical in applying processes such as selection criteria, having clear position descriptions and ensuring that the volunteers have understood it prior to undertaking volunteering work, induction training, providing appropriate equipment and documenting that this is an authorised volunteer position of the Local Government providing services to an authorised client.

NB. Volunteers who go outside of their position description, or work out of their nominated hours of volunteering are not covered by the Local Government insurance policy, volunteers should be made aware of this at induction time.

Volunteers from overseas

Students and visitors from overseas working as volunteers are required to have a Travel Policy and Personal Accident Cover which must be sighted and recorded. The Local Government can cover them for Public Liability.

Recruitment and Selection

Volunteer Screening

National Police Check for Volunteers Program

The Department for Communities together with the WA Police have developed a program enabling eligible Western Australian volunteers and volunteering organisations to receive a National Police Check at a fee per person. Local Governments wishing to participate in the program can download the Information Pack and read it for full details on eligibility and on how the program works.

The information pack can be downloaded by accessing www.communities.wa.gov.au/serviceareas/volunteering

To undertake checks, the Local Government will need to request volunteers to provide identification and sign a consent form for a Volunteer Police Check stating that they have consented to the check being undertaken.

Working with Children (Criminal Record Checking) Act 2004.

Working with Children Checks are compulsory under the Working with Children (Criminal Record Checking) Act 2004. All employees, volunteers and self-employed people working with children in “child related work” are required to have a Working with Children Check.

The Working with Children Checks aim to help protect children from harm by:

- Deterring people from working with children where criminal records indicate they may harm children; and
- Preventing people with such records from gaining positions of trust in certain paid and voluntary work with children.

For further information about the Working with Children (Criminal Record Checking) Act 2004 please refer to www.checkwwc.wa.gov.au

Discrimination - Volunteer selection and recruitment

It is sometimes a difficult decision for the Coordinator of volunteers to reject a volunteer as unsuitable for a chosen volunteer position. The Local Government is subject to the same anti-discrimination legislation as applies to selecting paid staff. It is therefore imperative that the Local Government has clearly defined position descriptions and selection criteria documented. The interview process should also be documented in case the rejection is challenged. Ideally, the reason for the rejection should be explained to the volunteer and if appropriate alternative positions would be offered to the person. The Local Government needs to demonstrate that they have been reasonable and practical in their assessment of the volunteer.

Human Resources Management

In essence volunteer management should reflect the organisation’s human resource management policies and procedures. These may be modified to suit the needs and circumstances, but the fundamental Human Resources Management practices remain the same.

Selection and Recruitment

Selection and recruitment of volunteers for the positions are an essential part of the process. The organisation also must reduce the risk of liability by making sure that it complies with the relevant legislation such as the Working with Children (Criminal Record Checking) Act 2004, and National Police Checks for volunteers. These checks require a consent form to be completed by the volunteer. The volunteer should only be offered the volunteer position after or subject to the reference checks being satisfactory.

Job descriptions and job analysis

The development of a Volunteer Position Description prior to the recruitment and selection process can often have a significant influence on the outcome. After a decision has been made that a volunteer position is to be filled, there are a number of steps to be taken to fill this position with an appropriately skilled and qualified person.

- If it is an existing position that requires a replacement, consider whether the position is still necessary.
- Review or research and document the tasks and the functions of the position.
- Scope the boundaries and target groups the volunteer will work with.
- Design the job and hours of work required.
- Establish selection criteria, interview process and review period.



Induction

Induction and orientation of volunteers

All volunteers must receive an induction into the organisation. This induction may be delivered by way of an induction booklet, video or training session. The induction must cover areas such as the following:

General Induction

- Occupational Safety and Health Policy
- Accident and Incident forms
- Hazard Identification Procedures
- Volunteer Procedure
- Volunteer Register and personal information for data base
- Recognition and Rewards Procedure
- Relevant insurance cover
- Equal Opportunity Policy
- Fitness for Work Policy
- Expense Claim Forms
- Fire and Emergency Procedure

Orientation

Orientation of the volunteer is more site specific based and relates directly to the volunteer position. The volunteer should be introduced into the workplace and be notified of their immediate supervisor. The volunteer should be shown the job and be supervised. The volunteer should also be instructed on how to do the job, and be given the relevant procedures to read. For example, a volunteer is engaged to drive a Local Government vehicle to collect elderly residents. It would be important for the Local

Government to explain to the volunteer about matters such as what is the procedure for obtaining petrol, what do they do if there is an accident, what do they do if the person collapses or becomes ill in their care.

Supervision

Supervision of the volunteer is the same as for an employee; performance management should be structured and allow for two-way communication. Volunteers who are not performing should be offered training and other appropriate forms of support. All performance management meetings and decisions should be documented. Volunteers should follow the grievance and complaints policy and procedure as adopted by the Local Government.

Occupational Safety and Health Requirements

Volunteers are not classed as employees under the Occupational Safety and Health Act 1984 (WA). As a result the employer's duties of care to employees specified in Section 19 do not apply to volunteers. Protection of volunteers comes from other duties of care set out in the Act. Section 22 (1a) states that: "a person who has to any extent control of a workplace where:

- (a) persons who are not employees of that person work or are likely to be in the course of their work; or
- (b) the means of access or egress from a workplace, shall take such measures as are practicable to ensure the workplace or the means of access to or egress from the workplace as the case may be, are such that the persons who are at the workplace or use means of access to or egress from the workplace are not exposed to hazards".

For example, employers and employees have duties of care towards anybody at all who may be affected by their work. This may include visitors to workplaces, passers by, children of employees, or shoppers. Volunteers also come into this wide group as non-employees.

It is therefore beneficial for the employer to ensure:

- The volunteers know how to carry out their activities safely;
- The workplace is free from hazards;
- Volunteers understand how to and who to report hazards to; and
- The work of the employees does not harm the safety and health of volunteers.

Safety and Health of Volunteers who work in a private home

There are many examples of volunteers who work in private homes. For example, where a volunteer provides home help services in private homes for the elderly arranged by Local Government. In this circumstance the Act does not apply, however

it is still recommended that the Local Government conducts a risk assessment for the task undertaken by the volunteer and to have their own policies and procedures developed for the type of work. For example, if a volunteer has to use hazardous substances in a person's home they should be using products pre-approved by the Local Government and Material Safety Data Sheets (MSDS) for the substances should be provided to the volunteer.

Are volunteers who are paid for "out of pocket expenses" considered to be employees?

Many volunteers incur incidental expenses such as petrol costs and have these reimbursed by the person or organisation arranging the volunteer service. Reimbursement of these "out-of-pocket expenses" is not payment for work done and therefore does not establish a contract of employment. In other words, the volunteer is not being "paid" and is not classed as an employee. The payment is non taxable income.

Are insured volunteers considered to be employees?

For the purposes of OSH laws, an insurance policy, of itself, would not give a volunteer status as an employee. As mentioned above, anyone concerned about whether his or her arrangement constitutes a contract of employment should seek appropriate expert advice.

Risk Management

Overview

There is inherent risk associated with a volunteer conducting tasks or activities on behalf of a Local Government potentially impacting the volunteer, the Local Government and/or third parties. This guide addresses a number of those risk issues and provides practical treatment options to manage them. Risk management takes the next step and is the documented, structured and systematic process that brings the individual elements of this guide together for Local Governments managing volunteers to ensure:

- Provision of a safe and suitable volunteering environment;
- Protect Local Government personnel, assets, infrastructure and local community;

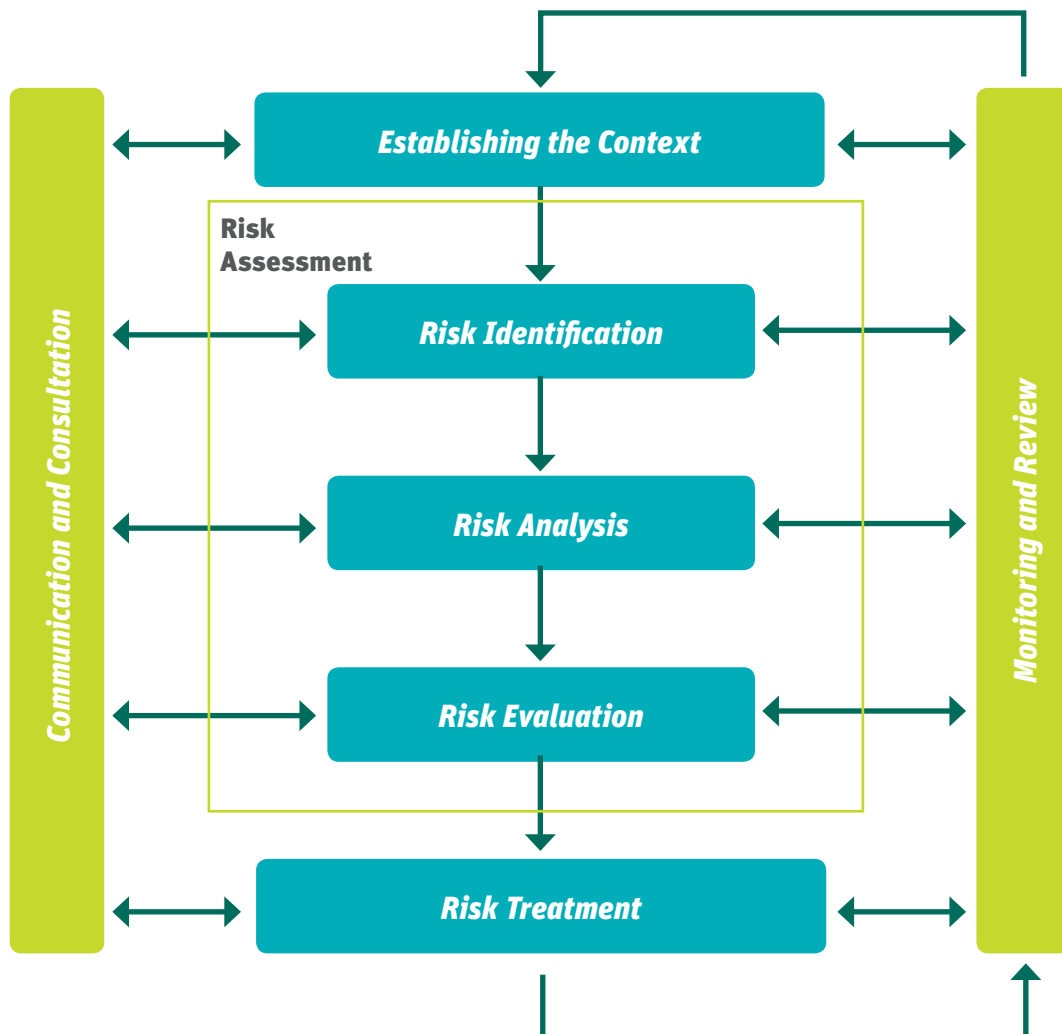
- Effective allocation of available paid and volunteer resources;
- Demonstrated due diligence; and
- Effective governance and adherence to relevant legislation and Australian Standards.

The following risk management procedures, as per AS/NZS ISO 31000:2009 Risk Management, is documented for Local Governments as a guide to apply to managing the risks associated with volunteers.

NB: It is recommended that volunteer risk management is not viewed as a separate silo within a Local Government but integrated with the Local Governments planning, decision making, reporting and risk management processes. This section of the guide is not intended to replace existing risk

management frameworks within a Local Government and it is encouraged that existing risk registers, risk databases/ systems and risk assessment and acceptance criteria are utilised from your Local Government to conduct the risk assessment, however, if you require guidance or support in this area please contact LGIS Organisational Risk Management on (08) 9483 8888.

Figure 1: Risk Management Process (Source: AS/NZS 31000:2009)



Establishing the Context

There are two specific risk assessment contexts for conducting a volunteer risk assessment and these are as below.

Local Government Specific Risk Assessment Context

This refers to the activities of managing volunteers that the Local Government has responsibility for and conducts, this includes the many sections outlined within this guidance note:

- Legislative Framework;
- Insurance;
- Recruitment and Selection;
- Induction;
- Training; and
- Provision of a Safe and Suitable Volunteer Environment.

NB: A number of these activities may be form part of specific operational areas day to day activities within a Local Government and therefore should be included in their operational context, planning and risk information rather than being a viewed separately.

Volunteer Specific Risk Assessment Context

This refers to specific tasks and activities that the volunteer will be undertaking; it should include the task and activity information within a position description.

By having a well-established context the Local Government is provided with a greater degree of certainty that key foreseeable risks will be identified, greater assurance of existing controls and a more useful basis for analysis and input to an informed risk acceptance decision.

Risk Identification

Using the specific risk assessment context as the foundation and in conjunction with relevant stakeholders answer the following questions and capture the information within a risk register:

- What can go wrong? / What are areas of uncertainty? (Risks)
- How may this eventuate? (Causes)
- What are the outcomes? (Resulting In)
- Who is responsible for the risk (Risk Owner)
- What are you currently doing to manage the risk? (Controls)

Risk Analysis

To prioritise the risks the following analysis is applied using the Local Government's risk assessment and acceptance criteria:

- Are you doing what is reasonably expected of you under the circumstances? (Existing Control Rating)
- Determine relevant consequence categories and rate how bad it could be if the risk eventuated with existing controls in place (Consequence)
- Determine how likely it is that the risk will eventuate to the determined level of consequence with existing controls in place (Likelihood)
- What is the Level of Risk?

Risk Evaluation

The risk owner is to verify the risk information, existing controls and risk analysis and make a risk acceptance decision based on:

- Existing Control Rating
- Level of Risk
- Risk Acceptance Criteria
- Risk versus Reward / Opportunity
- The risk acceptance decision is to be captured within the risk register and those risks that are acceptable are then subject to the monitor and review process.

Risk Treatment

For unacceptable risks, determine treatment options that may improve existing controls and/or reduce consequence/likelihood to an acceptable level. Risk treatments may involve actions such as avoid, share, transfer or accept the risk.

Select and implement appropriate treatment options based on:

- Cost versus benefit
- Ease of implementation
- Alignment to organisational values / objectives

Once a treatment has been fully implemented, review the risk information and acceptance decision with the treatment now noted as a control and those risks that are now acceptable are then subject to the monitor and review process.

NB: For risks or risk treatments that fall outside risk owners delegated level of authority the risk and/or treatment

may require to be escalated within the Local Government's organisational structure for evaluation and treatment recommendation.

Monitoring and Review

Risk owners are to review their acceptable risks at least on an annual basis or if triggered by one of the following:

- Changes to the context;
- A treatment is implemented;
- An incident occurs; or
- Due to audit findings.

Risk owners are also to monitor the status of risk treatment implementation and report on, if required.

Communication and Consultation

Throughout the risk management process, the relevant stakeholders should be identified and where relevant or appropriate be involved in or informed of the risk management processes and its output.

Training and Development

Training and development

Volunteers should be offered training and development the same as any employee, and especially where a position has any associated hazards. For example, a volunteer who provides transportation services to the elderly in the community would need to be trained in the manual task risks associated with this task and how they should be managed. A Job Safety Analysis should be conducted and manual task risks mitigated where possible through the hazard management process using the hierarchy of controls.

All training must be documented in the Training Register including induction and orientation into the workplace.

Volunteer Feedback and Support

Successful volunteer programs almost always reward or recognise the volunteers for their efforts. This contributes to the ongoing motivation of volunteers and helps to maintain the momentum of programs. Recognition can be given in a number of ways and corporations and business are encouraged to design programs or awards that are suitable for their volunteers and aligned to existing reward and recognition programs in the organisation. The following are some suggestions to recognise volunteer efforts:

- Certificates of Appreciation;
- Volunteer lapel pins;
- Nomination for external volunteer awards;
- An annual recognition event, dinner or reception; and/or
- Recognise the skills gained through experience by thanking volunteers for representing the organisation through publications and direct senior management contact.

What other information is available on ensuring the safety and wellbeing of Volunteers?

Good practice goes beyond compliance with Occupational Safety and Health laws. Application of sound safety and health principles is encouraged in all activities that involve the services of volunteers. In addition, volunteers are required to ensure that their actions do not harm the safety and health of others, including other volunteers, paid employees and service participants.

Volunteering Australia publishes documents covering information on volunteer rights including moral obligations to volunteers, and the model code of practice for organisations involving volunteer supervisors and coordinators. It also covers the principles of best practice in relation to volunteers.

This information is published on the Volunteering Western Australia's website at: www.volunteeringwa.org.au/Agencies/Volunteering-Resources.aspx along with other relevant information.

Further information can also be obtained from

- Department of Communities
www.communities.wa.gov.au
- Volunteering Australia
www.volunteeringaustralia.org
- Volunteering WA
www.volunteeringwa.org.au

Conservation volunteers have a detailed volunteer program and information on this can be obtained through Conservation Volunteers on 9335 2777 or www.conservationvolunteers.com.au

Maintenance of Volunteer Standards

National standards for involving volunteers in not for profit organisations

These standards represent what Volunteering Australia regards as best practice in the management of volunteers. The standard recommends a system approach to management of volunteers and covers the following aspects of volunteer involvement:

1. Policies and procedures
2. Management responsibilities
3. Recruitment
4. Work and the workplace
5. Training and development
6. Service delivery
7. Documentation and records
8. Continuous improvement

1. Policies and procedures

The intent of this standard is for an organisation to clarify its underlying philosophy for involving volunteers and establish a policy and procedural framework that provides direction and structure to the way volunteers are managed.

The standard requires the development of:

- A general policy that commits the organisation to establishing an effective system for managing volunteers.
- Management system policies that state the organisation's intentions with respect to key elements of the volunteer management system.
- Operational procedures that describe how the policies of the organisation will be achieved.

Standard 1

An organisation that involves volunteers shall define and document its policies and procedures for volunteer involvement and ensure that these are understood, implemented and maintained at all levels of the organisation where volunteers are involved.

2. Management responsibility

The intent of this standard is for the organisation to establish a management system that is capable of effectively implementing volunteer policy directions.

The requirements under this standard include:

- Establishing a management system that meets all appropriate standards and has clear and understood lines of responsibility.
- Ensuring that the system is able to identify and effectively manage any existing or potential areas of risk.
- Defining who is directly responsible and has authority for implementing and maintaining the management system.
- Fulfilling community expectations in areas such as the environment, ethical practices, and accountability for expenditure of public monies, public health and safety.
- Reviewing the management system to ensure that it meets the organisation's policy objectives.
- Ensuring that the management system is sufficiently resourced to enable it to function effectively.

Standard 2

An organisation that involves volunteers shall ensure that volunteers are managed within a defined system and by capable personnel with the authority and resources to achieve the organisation's policy goals.

3. Recruitment and Selection

The intent of this standard is to ensure that the process of recruiting volunteers:

1. Is non-discriminatory;
2. Is controlled in terms of following established procedures; and
3. Meets the needs of both volunteers and the organisation.

Specifically, the standard requires that an organisation:

- Plans its volunteer recruitment and selection strategies based on the collection and analysis of factual data.

- Handles all expressions of interest in volunteering in a non-discriminatory and expeditious manner.
- Properly informs potential volunteers about the organisation, including how and to whom application for a volunteer position can be made.
- Develops appropriate procedures to screen applicant and control the selection process.
- Provides volunteers with an orientation program as soon as possible after joining the organisation.

Standard 3

An organisation that involves volunteers shall plan and have clearly documented volunteer recruitment, selection and orientation policies and procedures that are consistent with non-discriminatory practices and guidelines.

4. Work and the Workplace

The intent of this standard is to ensure that gains made in recruiting, selecting and orienting volunteers are consolidated by providing volunteers with satisfying work within a supportive environment.

To achieve this standard:

- Job roles of volunteers are documented and regularly reviewed.
- The work of volunteers is controlled and supported by defined processes and procedures.
- Information is gathered about work satisfaction and health and safety from a wide range of sources.
- Effective channels of communication with volunteers are established.
- Appropriate processes are established to monitor, identify and address all health and safety and work satisfaction issues.

Standard 4

An organisation that involves volunteers shall clearly specify and control the work of volunteers and ensure that their place of work is conducive to preserving their health, safety and general wellbeing.

5. Training and development

The intent of this standard is for the organisation to establish a systematic program that provides needs-based training to volunteers. This is achieved by training volunteers in both job performance skills and organisational development skills such as teamwork, communication and problem solving.

The specific requirements of this standard focus on:

- Developing policies and procedures that detail the organisation's approach to volunteer training and development.
- Allocating responsibility and resources to training and development.
- Providing training to address identified needs.
- Monitoring the work of volunteers and providing appropriate feedback.
- Recognising, formally and informally, the contribution made by volunteers to the organisation and to the community.

Standard 5

An organisation that involves volunteers shall ensure that volunteers obtain the knowledge, skills, feedback on work, and the recognition needed to effectively carry out their responsibilities.

6. Service Delivery

The intent of this standard is that all processes involved in volunteers delivering a service or product to customers should be identified and documented, planned, reviewed and updated as necessary and carried out under controlled conditions in accordance with specified service delivery standards.

The term controlled conditions means that:

- Processes and procedures that define the manner in which volunteers deliver their services should be documented.

- The performance of volunteers should be monitored against appropriate service delivery standards.
- Volunteers should receive training to carry out service delivery processes and procedures to the required standard.
- Formal reviews of volunteer-delivered services should be regularly conducted to ensure that the services are meeting customer needs.

Standard 6

An organisation that involves volunteers shall ensure that appropriate processes and procedures are established and followed for effective planning. Control and review of all activities relating to the delivery of services by volunteers.

7. Documentation and records

This standard requires an organisation to develop and control all documents and records relating to the operations of its volunteer management system.

The basic requirements of the standard centre around ensuring that:

- The personnel records of volunteers are validated and kept confidential.
- All documents and records are identified, collected, filed, maintained and disposed of in a systematic and orderly fashion.
- Pertinent documents, including revisions are made available to volunteers.
- Procedures are established to control all documents, including how changes are to be made to those documents.

Standard 7

An organisation that involves volunteers shall establish a system and have defined procedures to control all documentation and personnel records that relate to the management of volunteers.

8. Continuous Improvement

This standard requires that an organisation takes a pro-active and planned approach when assessing the effectiveness of its volunteer management system. This approach involves collecting relevant data about day to day operations of the management system and feeding such

information into a systematic and continuous process for improving its effectiveness and efficiency.

One of the practical requirements of the standard is to conduct regular audits of the management system to help prevent improvement efforts becoming spasmodic and ineffective.

The principle requirements of the standard include the following:

- The organisation should develop a policy and commit resources to making system improvements.
- Relevant data should be collected to enable the effectiveness of all elements of the volunteer management system to be assessed.
- Scheduled audits should be documented and brought to the attention of appropriate personnel.
- Corrective actions should be taken to address any areas identified in the audit as needing to be improved.

Standard 8

An organisation that involves volunteers shall plan and continually review its volunteer management system to ensure that opportunities to improve the quality of the system are identified and actively pursued.

Appendices

The templates included in this section have been developed as sample and generic templates. It is important that the Local Government modifies the templates appropriately to suit the needs of the given circumstances.

Appendix	Document Title
1	Volunteer Application Form, Induction Checklist and OSH Induction
2	Volunteer Reference Check
3	Volunteer Vehicle Log Form
4	Sample Job Description
5	Sample Job Analysis
6	Volunteer Register Individuals (LGIS)
7	Resources



Appendix 1 - Sampled Documents

Volunteer Application Form

Personal Details

Family Name: First Name:

Preferred Name:

Street Address:

Suburb/Town: State: Post Code:

Email Address:

Home Phone: Mobile: Work:

Emergency Contact

Name:

Phone: Relationship

Do you have a current Driver's Licence?: YES NO Circle appropriate Car Manual Automatic Circle appropriate

Other (e.g. Heavy Vehicle).....

Volunteer Position

Please provide details of the program or specific volunteer role(s) that you are interested in (in order of preference if there are more than one)

Program/Activity (e.g. Library)	Location	Volunteer Role

Availability to Volunteer

No. Hours/Week: Start Date:

Preferred Days:	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	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 <input type="checkbox"/>

Skills and Qualifications

Formal Qualifications:
(E.g. Diploma, Degree, Trade Certificate etc.)

Other Training/Certification:
(E.g. First Aid, Advanced Driving etc.)

Computer Skills:
(E.g. Word, Excel, PowerPoint etc.)

Referees

Please provide the contact details of two people who are not family and who are willing to act as a referee for your chosen voluntary work position. This should be person(s) that you have known for at least two years.

Referee 1 Name: Relationship:.....

How long have you known this referee? Phone: Mobile:

Email:

Referee 2 Name: Relationship:.....

How long have you known this referee? Phone: Mobile:

Email:

Referees

This section of the application form must be completed by all applicants 16 years of age and under.

Parent/Guardian's Name: Relationship to Applicant:.....

Email: Phone: Mobile:

I give permission for the applicant to work as a volunteer for the Local Government

Parent/Guardian's Signature: Date:

Medical Information

Under the WA OSH Act 1984 Local Government has a duty of care to ensure the safety and health of any members of the public that have access to Local Government sites – this includes volunteers. Answers to the following questions will ensure that you are engaged for voluntary work that is appropriate to your fitness for work and ensure the safety and health of those in our volunteers care.

Do you have any existing medical disability, condition, allergy or injury?

.....

How serious is the condition if aggravated?

☐ Potentially life threatening

☐ Could require own medication

☐ Could require medical treatment (Doctor, Hospital etc.)

☐ Could require rest or time off work

How could we recognise if your condition has recurred or been aggravated?

.....

When was your most recent episode?

.....

What is the management plan to minimise the condition?

.....

What is the emergency plan if serious aggravation does occur?

.....

Declaration

I agree to comply with the following terms and conditions that refer to my participation in all voluntary work for Local Government.

- ☐ I am applying for volunteer work.
- ☐ I agree to maintain the highest standards of confidentiality with respect to any information obtained during the course of my volunteer work.
- ☐ I shall respect the rights, feelings and property of all others associated with my volunteer work.
- ☐ I declare that the information contained in this application is true and correct.
- ☐ I understand that I may be required to undergo an interview and selection process, undertake a reference check and background check (National Police Clearance and/or Working With Children Check etc.)
- ☐ I understand that I will be required to undertake an Induction and/or training program prior to my commencement.
- ☐ I will not smoke, consume or store alcohol or illicit drugs while working voluntarily on site.
- ☐ I shall cooperate with the Project Manager/Volunteer Coordinator to ensure a safe, healthy and hygienic team environment.

Signature: Date:

Acknowledgement of Undertaking the Volunteers Safety Induction

Name of Volunteer:

Date of Commencement Date Safety Induction Program Undertake:

I agree to comply with the following terms and conditions that refer to my participation in all voluntary work for Local Government.

- ☐ Suitable clothing to be worn and use of specific Personal Protective Equipment (PPE) (e.g. enclosed footwear, hat and long sleeves if working outdoors during hot weather)
- ☐ Hazards associated with the work
- ☐ Location of first aid kit and contact emergency numbers
- ☐ Location of Incident Report Forms
- ☐ Relevant Occupational Safety and Health Procedures
- ☐ Volunteers are not to undertake the work without completing the required OSH training for the task.

Volunteer's Signature: Date:

Representative's Signature: Date:

Confidential Criminal Screening Declaration

I:
of
.....
.....

Declare that I have no criminal convictions recorded against me through crimes against people or property.

I give leave to the Local Government to request Police Clearance if they believe that this is necessary.

Name:

Signed: Date:

Local Government Volunteer

Name:

Witnessed: Date:

Area Co-ordinator

Office Use Only beyond this page

Initial Induction into Local Government – Interview/Induction Checklist

Tick box once completed

- ☐ Explained content of the Induction Kit
- ☐ National Police Clearance/Working With Children Check – ID photocopied
- ☐ Overseas Visitors – Copy of Medical Insurance required
- ☐ Copy of Medicare Card
- ☐ Provide department background information – give service brochure
- ☐ Provide department Coordinator and Supervisor contact details
- ☐ Explain booking procedure for RAC Assessment for own or Local Government vehicles (if driving is required for the job)
- ☐ Give invitation to training opportunities letter
- ☐ Provide Local Government Grievance Procedure and EAP details
- ☐ Provide and discuss Position Description (to be discussed with Supervisor)
- ☐ Provide details of any IT requirements
- ☐ IT Policy to be read and signed off by volunteer
- ☐ Confirmation of availability and discuss initial probation period and/or wait list
- ☐ Discuss required dress code (e.g. covered shoes, name badge etc.)
- ☐ Orientation of OSH department
- ☐ OSH Induction to be conducted, Assessment to be completed and returned to Supervisor
- ☐ Discuss optional mileage and public transport reimbursements
- ☐ Discuss department recognition of volunteer events
- ☐ Provide a Statement of Service after 5 months
- ☐ Opportunity for questions

Agency Name

- ☐ Vehicle Insurer notification – handbook sample letter
- ☐ Copy of current Vehicle Insurance certificate/front and back

Occupational Safety and Health Site Induction

Occupational Safety and Health Policies and Procedures

Tick box once completed

- ☐ Explain general duty of care requirements for both the employer and volunteers as members of the public
- ☐ Provide a copy of the Accident and Incident Reporting Policy, Accident and Incident Reporting Procedure, Accident and Incident Report Form and explain these documents
- ☐ Provide a copy of the Hazard Reporting Policy, Procedure and Form and explain these documents
- ☐ Provide a copy of the Job Safety Analysis (JSA)/Safe Work Method Statement (SWMS) Form and explain these documents
- ☐ Provide a copy of the Bullying and Harassment Policy and Procedure and explain these documents
- ☐ Provide a copy of the Grievance Policy and Procedure and explain these documents
- ☐ Provide a copy of the Training Policy and Procedure and explain these documents
- ☐ Provide a copy of the Fitness for Work Policy and Procedure explain this document
- ☐ Provide information on the Employee Assistance Program and explain the process for engagement
- ☐ Provide a copy of the Emergency Evacuation Procedure and explain this document
- ☐ Discuss the process for Resolution of OSH Issues
- ☐ Discuss the importance of and how to complete the Volunteer Sign In Register

Occupational Safety and Health Policies and Procedures

Tick box once completed

- ☐ Location of Emergency Evacuation Procedure and Diagram
- ☐ Location of Muster Point
- ☐ Location of Fire Fighting Equipment
- ☐ Introduction to Fire Wardens
- ☐ Location of First Aid Kit and explain expectations of use
- ☐ Introduction to appointed First Aid Officers
- ☐ Location of amenities including toilets, hand washing facilities, kitchens etc.
- ☐ Location of Accident/Incident Report Forms, Hazard Report Forms, JSA's/SWMS's
- ☐ Location of OSH documentation
- ☐ Orientation of specific equipment and substances to be used

Occupational Safety and Health Volunteer Requirements

Tick box once completed

- ☐ Volunteer to be trained in JSA's/SWMS's for the tasks involved for the volunteer work. The JSA/SWMS or other training should consider the following types of hazards:
- ☐ Electricity
- ☐ Hazardous Substances
- ☐ Manual Tasks and Ergonomics
- ☐ Mobile Plant
- ☐ Traffic Management
- ☐ Plant and equipment
- ☐ Working from Heights
- ☐ High Risk Construction Work
- ☐ Slips, Trips and Falls
- ☐ Asbestos
- ☐ Noise
- ☐ Infectious Disease
- ☐ Working Alone
- ☐ Working in hot or cold conditions
- ☐ Orientation and training in the use of vehicles (includes all vehicles e.g. cars, buses etc.)
- ☐ Ensure all training is recorded and signed off by the volunteer
- ☐ Required Personal Protective Equipment for the work

Volunteer Sign: Date:

Inductor Sign: Date:

Appendix 2 - Volunteer Reference Check

Volunteer Reference Check

Volunteer Name:

Volunteer Position Applying for:

Referee's Name: Phone Work: Home:

1. In what capacity do you know the applicant?

2. How long have you known the applicant?

3. What are the applicant's most positive attributes?

4. From your experience how would you describe their punctuality and reliability?

5. On a scale of 1-10 (10 being excellent) how would you describe the applicants presentation?

Initiative

Personal presentation

Ability to follow directions

6. From your experience how would you describe the applicants possible areas of weakness/concern?

7. Optional Department specific questions

8. Is there anything else you would like to add?

Staff Notes:

Name of Staff members obtaining reference

Date:

Appendix 3 - Volunteer Vehicle Log Form

Private Vehicle Log Sheet

Please note authorisation of reimbursement requires that all details on this form to be completed.

Volunteer Name:

Please circle engine size: (1) Over 2600cc = 0.75c (2) 1601 - 2600cc = 0.74c (3) 1600cc & under = 0.63c

Odometer Reading Trip Start	Odometer Reading Trip End	Kilometres Travelled	Volunteer Department	Destination	Date of Journey
SUB TOTAL			Amount in dollars to be reimbursed		
			\$		

Odometer Reading Trip Start	Odometer Reading Trip End	Kilometres Travelled	Volunteer Department	Destination	Date of Journey
SUB TOTAL			Amount in dollars to be reimbursed	\$	

Signature Volunteer Supervisor: Date:

Signature Department Co ordinator: Date:

* N.B Department Coordinator to notify accounts dept of volunteer’s name / date & full amount of reimbursement

Appendix 4 - Sample Volunteer Position Description

Position description

1. Title Volunteer Driver

2. Department/Section Community Services

3. Key Objective Of Position

- To transport elderly rate payers to the local shopping centre once a week.
- To transport elderly citizens to the Seniors Centre and special events as requested.

4. Outcomes for the Position

- To encourage and assist the elderly clients to remain in their own homes.
- To encourage elderly clients to socialise within their community.

5. Volunteer Responsibilities

- Conform to the duty of care requirements ensuring their own safety and that of others through the prevention of any adverse acts or omissions.
- Must comply with the safety procedures and directions agreed between management, employees and volunteers.
- Must not wilfully interfere with or misuse items or facilities provided in the interests of safety and health of Local Government employees and volunteers
- Must report potential hazards and accidents/incidents to their supervisor.

6. Key Duties/Responsibilities

- Customer Service
- Respond to all telephone and counter enquiries for transport of the elderly clients and initiate appropriate action.
- Attend to transport bookings
- Maintain Local Government vehicle in a clean and proper manner.
- Maintain records of mileage and advise supervisor of service requirements.
- Maintain records of the number of clients transported.

7. Professional Development

- Discuss training needs at performance appraisals and attended training as requested by your supervisor.
- Attend staff meetings as directed

8. Responsible to Community Services Manager

9. Selection Criteria

- Current Drivers Licence
- Good verbal communications skills
- Police Clearance
- Knowledge of Council area desirable
- Experience with the elderly clients desirable

Signed: Date:

Manager/Supervisor: Date:

Appendix 5 - Volunteer Position Description

A Volunteer Position Description is the process of describing and recording the basic elements of a specific position.

The general aims of a Volunteer Position Description are to:

- Document and clarify that this is a volunteer position and is not in breach of the volunteer policy.
- Define duties and responsibilities for current and prospective volunteers.
- Ensure that departmental objectives are reflected in the tasks being carried out.

Collect the following data

- What is the overall purpose of the volunteer position?
- What are the key tasks?
- Are they still necessary?
- Could any of the functions be done more appropriately as part of another job?
- What are the required skills and qualifications?
- Where does the volunteer position sit in relation to other positions?
- Review any previous position descriptions.
- What skills or training is required?
- Whom the volunteer will directly report to?

The Volunteer Position Description lists the position title, its objectives, organisational relationships, tasks, duties, responsibilities and performance standards. It is a fundamental human resource management tool, which establishes the requirements and parameters of the position for both the Volunteer and the Volunteer Supervisor or Manager.

Recruiting and retaining Volunteers is the same as recruiting paid staff. Volunteers give their time for many reasons, they want to be treated as equals, know what is expected of them and rewarded with job satisfaction.

Volunteer Position Descriptions should contain the following contents:

- The position title;

- The objective(s) of the position included in a short statement, both within the relevant Department/ Division and within the Local Government as a whole;
- The requirements of the position, including skills, knowledge, experience and qualifications/ training;
- The key duties and responsibilities of the position, usually listed in descending order of importance;
- The organisation relationships of the position such as which the position reports to, which position(s) it is responsible for, details of internal and external liaison;
- The extent of Local Government the position has;
- Essential and desirable selection criteria; and
- Last review date of the position description.

Following these guidelines will produce a document that clearly outlines the requirements of a position and will clarify the job functions for both existing and potential Volunteers.

Recruiting the most suitable Volunteer will be greatly assisted by the accurate specification of selection criteria for each position. Selection criteria allows Volunteers to see how they will be assessed and provides those responsible for selecting Volunteers with a clear outline of requirements for good and safe performance in the position.

Volunteers who will be working with children and youth are required to have a Working With Children Clearance.

Selection Criteria

The selection criteria for the job should comprise the skills, knowledge, experience, and qualifications required to do the job.

The selection criteria form the basis for the decision to choose one volunteer over another. The selection criteria should also identify the essential criteria as well as the desirable criteria.

Developing selection criteria facilitates a systematic approach to choosing the best person for the job it sets the standards which will be used to measure suitability. Selection criteria can also form the basis for questions that are asked at the interview stage. Selection criteria promote fair processes and the principles of equal opportunity.

Selection Criteria Checklist

- Include only those skills, qualifications and attributes, which are relevant to the position.
- Specify which skills and qualifications are mandatory, or essential to the job being done properly, and which are desirable but not essential.
- Do not use discriminatory language: it is illegal to specify selection criteria such as sex, race and marital status.
- Where relevant, be specific about tasks involved, such as ability to lift, use heavy equipment, so that people with disabilities are not misled regarding essential position requirements.
- Clearly and carefully specify any special skills required to do the job.

Appendix 6 - Volunteers Register

(Name of Local Government)
Register of Volunteers

Public Liability and Personal Accident Insurance Purposes Only

[illegible]

This spread sheet must be completed for all events where Volunteers will be utilised.

Volunteers are only covered by Councils policy if they are direct Volunteers of Council.

Council should request a Certificate of Currency for Public Liability Insurance and Personal Accident Insurance from any Organisation supplying Volunteers to ensure these Organisations carry adequate insurance and Council is protected.

A copy of this completed form must be returned to the Council Officer responsible for Insurance.

Appendix 7 - Resources

Resources

Department of Communities	www.communities.wa.gov.au
Volunteering Australia	www.volunteeringaustralia.org
Volunteering WA	www.volunteeringwa.org.au
Conservation Volunteers	www.conservationvolunteers.com.au
Working with Children – Criminal Record Check	www.checkwwc.wa.gov.au
Volunteer Assistance Package	www.safeworkaustralia.gov.au
Occupational Safety & Health Act 1984	www.commerce.wa.gov.au/WorkSafe/
Occupational Safety & Health Regs 1996	www.commerce.wa.gov.au/WorkSafe/
WorkSafe WA Codes of Practice	www.commerce.wa.gov.au/WorkSafe/
AS/NZS ISO 31,000: 2009 Risk Management	www.ncsi.com.au
Health Act WA	www.health.wa.gov.au

Notes

A series of horizontal dotted lines for writing notes.

[illegible]



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