



LEETON
SHIRE COUNCIL

**Draft Volunteer
Handbook**

Version 1

EF10/83



Acknowledgement to Country

Leeton Shire acknowledges the Wiradjuri people, the traditional custodians of this land. As a community, we pay our respects to elders past and present and to future generations. We also acknowledge and recognise the strength, resilience and capacity of all Aboriginal people of this land.

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Message from the General Manager

We value our community and recognise that volunteering programs contribute positively to social, environmental and cultural wellbeing.

This Volunteer Handbook has been developed to provide community members with information about volunteering at Council. It includes information about Council's responsibilities in relation to volunteer responsibilities, applying to be a volunteer, the induction process and Council's policies and procedures.

We greatly appreciate the support of our volunteers and endeavour to ensure that volunteering with Council is an enjoyable and meaningful experience.



Jackie Kruger
General Manager



From left to right: Polly Greatz, Marg and David Noad, Bev Waters

1. About Us

Our Community's Vision

To enjoy outstanding lifestyles and prosperous livelihoods within a caring and inclusive community and a healthy environment. To be inspirational leaders leaving a legacy in the Murrumbidgee Irrigation Area of which we are enormously proud.

Our Staff Mission

To be proudly trusted by the Councillors and the Community to deliver for them the very best outcomes in the most effective manner while enjoying a harmonious workplace that values and rewards its workforce for service excellence.

Our Values

Trust
Communication

Respect
Collaboration

Integrity
Innovation

2. Why Volunteer at Leeton Shire Council

Council offers a variety of opportunities for volunteers to be actively involved in the local community.

Volunteers may be utilised at the facilities listed below at the discretion of the supervisor and according to organisational needs.

- Museum and Art Gallery
- Library
- Golf Course
- Roxy Community Theatre
- Visitor Information Centre.

From to time to time there may also be opportunities for volunteers to be involved in other areas across Council. This includes other facilities, organising events and serving on committees.

Exclusion: Volunteer status does not extend to students, those on work experience or community service orders.

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
- does not replace paid workers or constitute a threat to the job security of paid workers
- respects the rights, dignity and culture of others
- promotes human rights and equality.

3. Responsibilities

3.1 Council Responsibilities

Council has a responsibility to:

- provide a volunteer induction and orientation
- provide a written list of duties and agreed working hours for the role
- provide a safe and healthy environment in accordance with the *Work Health and Safety Act 2011* and the *Work Health and Safety Regulations 2017*
- ensure tasks are suited to the physical and mental capacities of volunteers
- treat volunteers fairly and with respect
- make appointments in compliance with the *Equal Employment Opportunity and Anti-Discrimination* legislation
- provide adequate training to enable volunteers to perform their assigned tasks
- provide adequate supervision and support
- provide access to a grievance procedure
- maintain accurate record keeping including storing personal information in accordance with the *Privacy Act 1988*.

3.2 Volunteer Responsibilities

Council volunteers have a responsibility to:

- follow any lawful instructions from their supervisor/s
- be dependable and reliable, arriving on time and completing the job allocated
- notify their supervisor when not available
- be willing to learn and work as part of a team
- maintain a professional standard of behaviour, in compliance with Council's Code of Conduct
- not to make any public comments or statements to the media
- comply with Council's policies and procedures as they apply to the volunteering role
- work in a safe and healthy manner – not jeopardising the health and safety of others – including fellow volunteers, paid staff and the public
- respect the confidentiality of information to which they may be exposed
- report injuries and complete an Incident Report for any injuries, incidents or near misses, and always inform their supervisor of such incidents
- notify their supervisor, with adequate notice, if they are no longer able to participate as a volunteer
- notify Council of any medical conditions (including pre-existing) that could be aggravated by proposed tasks, or any special needs that need accommodating
- disclose any conflicts of interest which may arise and could have an impact on their obligations to Council
- give adequate notice when resigning
- ensure their contact details and emergency contact information is kept up to date.

4. Recruitment

Recruitment is primarily conducted via direct approaches from community members to staff working in their areas of interest, and from time to time through media promotions.

All volunteers are required to complete a Volunteer Application form (which can be obtained from Council's Office or website). Once the Application form has been received by Council, volunteers will be contacted and advised of suitable volunteering opportunities available within Council.

All volunteers will be required to undertake an induction program (see page 9), during which they will be provided with the relevant information, instruction and training (see page 10) required for them to commence undertaking their volunteer tasks safely and efficiently.

Council reserves the right to decline any application or to terminate the service of a volunteer for a reason which is deemed to be in the best interest of Leeton Shire Council.



From left to right: Wendy Senti, Greg Brown, Phil Williams and Sues Vos (Manager Cultural Services)

5. Legislative and Policy Requirements

5.1 Policies

Volunteers must adhere to the same policies that guide council staff, including the following:

- Alcohol and Other Drugs Policy
- Cash Handling Policy
- Child Safe Policy
- Code of Conduct
- Grievance Policy
- IT – Acceptable Use Policy
- No Smoking Policy
- Social Media Policy
- WHS policies

Policies can be obtained on Council's website or by emailing council@leeton.nsw.gov.au

5.2 Working with Children Check

In line with Council's Child Safe Policy, if a volunteer's role will involve direct contact with children under 18 years, they are required to have a current Working with Children Check (WWCC). Volunteers under 18 are exempt from applying for a Working with Children Check.

Leeton Shire Council will verify that its employees and volunteers who work in child-related roles have a WWCC clearance.

To apply for a WWCC Number, log onto and complete the online application form www.newcheck.kids.nsw.gov.au (in the worker category, tick 'volunteer'). Note that there is no cost to the volunteer for processing a WWCC.

5.3 Police Clearance

Checks may be conducted for those volunteers with roles that involve financial matters, cash handling or access to sensitive/ confidential information.

5.4 Grievance/Complaints

A grievance is any type of problem, concern or complaint related to the voluntary work environment that may arise from an act, situation, decision or omission which a volunteer considers to be unfair, discriminatory or harassing.

Volunteers should always ensure the supervisor is aware of the situation. If the grievance/complaint is regarding supervisor, the volunteer should contact Council's Manager People and Organisational Development.

Council is committed to dealing with grievances in an impartial, sensitive and timely manner. All details will be kept in the strictest confidence.

For more information, please refer to Council's Grievance Policy.

5.5 Smoke-Free Outdoor Areas Policy

Council operates as a smoke free environment to safeguard the health and wellbeing of Council employees and volunteers. Smoking is prohibited within all Council buildings and within 10 metres of Council buildings and facilities including playgrounds and recreation spaces. For more information, please refer to Council's Smoke-Free Outdoor Areas Policy.

5.6 Accident and Incident Reporting

All accidents, incidents, injuries and near misses must be reported to the supervisor immediately and an incident report form completed in the online Vault System. It is important to report every incident no matter how minor, in order to minimise the risk of a similar event reoccurring.

6. General Information

6.1 Volunteer Records

All volunteer records are stored by Council in compliance with the *Privacy Act 1988* and are treated as being confidential.

6.2 Daily Procedures

Volunteers must sign the attendance sheet at the start and finish of their duties to ensure they are covered by insurance, and for emergency and security purposes.

6.3 Volunteer Hours

Council's facilities and departments offer a wide variety of activities to which volunteers can contribute, with hours varying across a 7-day week.

6.4 Induction

The supervisor or volunteer coordinator will conduct an induction prior to or on the volunteer's first day. This induction will include:

- a tour of the facility/site
- explaining the incident reporting process
- explaining the volunteer's duties and a written list of duties.

Each volunteer will be required to fill in and sign an Induction Acknowledgement for Volunteers Form on completion of the induction.

6.5 Performance and Termination of Role

Volunteers are expected to be effective members of the organisation. Unsatisfactory voluntary work and/or inappropriate behaviour may result in the volunteer being removed from the register as an approved volunteer..

Potential reasons for the termination of the role may include, but are not limited to a volunteer:

- failing to maintain attendance at the agreed level
- failing to perform agreed tasks satisfactorily
- displaying inappropriate behaviour towards visitors or staff
- making a contribution that is deemed ineffective by the work area
- using unsafe work practices or failing to comply with WHS requirements in completing assigned tasks.

6.6 Manual Handling

Manual handling is more than simply carrying an object. It can include a wide range of activities, such as lifting, moving, carrying, lowering, pulling, pushing, holding and restraining - that can prove a risk to a person's health and wellbeing.

When undertaking tasks that involve manual handling, volunteers should take great care and consider their stature, strength and capabilities.

For more information on correct manual handling techniques, volunteers should speak to their supervisor.

6.7 Training

All volunteers will undertake relevant training for their volunteer role. This training will usually be delivered on the job and/or as part of the induction process.

6.8 Insurance

Insurance policies are in place to cover Council's volunteers. To be covered by Council's insurance, volunteers must:

- be aged between 16–90 years (those under 18 years must have a parent or guardian sign the application form)
- be registered as a Council volunteer, which occurs once a volunteer has submitted an application form and completed the volunteer induction program.

If a volunteer is required to use their own vehicle to carry out a task, a copy of their comprehensive car insurance policy must be supplied to Council. If utilising the Council pool car, the volunteer must be suitably inducted and provided with a copy of the Safe Driving Guidelines.

If a volunteer sustains an injury while undertaking their voluntary duties for Council, they are covered by Council's insurance (personal injury policy), but they first need to claim from Medicare and their Health Fund (if covered).

6.9 Risk Assessment and Safety

The risk assessment process documents the risks associated with a particular task, activity, situation or location. The risk assessment process identifies the potential or real risks arising from the work to be undertaken. The risk assessment then identifies what steps must be taken or controls put in place to remove or reduce the risk.

When undertaking a particular task or activity, or working in particular situations or locations, volunteers should discuss with their supervisor whether there are particular risks to be considered, and what steps are expected to be taken to remove or mitigate the risk.

If a volunteer identifies a risk or hazard during the course of their work with Council, they should advise their supervisor in the first instance. Where practical, they should also take steps to address the risk and reduce the possibility of harm to others. For example if there is a puddle of water that may cause a slip hazard, it should be mopped up or cordoned off.

7. Definitions

| | |
|------------------------------|--|
| Council | Leeton Shire Council |
| Employee | Local government employee: (a) the General Manager; or (b) a person holding an appointment under section 196 of the <i>Local Government Act 2009</i> . |
| Volunteer | Any person, who of their own free will, offers to undertake unpaid work for Council and is accepted as a volunteer by the Chief Executive Officer and/or his authorised delegates. |
| Volunteer Coordinator | Refers to the supervisor, manager or delegate of the facility, event or committee. For the purpose of this document, supervisor is the term used to refer to the person who will directly oversee the volunteer. |

8. Appendices

8.1 Volunteer Application Form

| Personal Details | | | | | | | | |
|--|--------------------------|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Title: | | Given Name: | | | | | | |
| Family Name: | | Date of Birth: | | | | | | |
| Gender: | | Contact No.: | | | | | | |
| Email: | | | | | | | | |
| Residential Address: | | | | | | | | |
| Suburb/Town: | | State: | | Post code: | | | | |
| <input type="checkbox"/> Postal address same as above | | | | | | | | |
| Postal Address: | | | | | | | | |
| Suburb/Town: | | State: | | Post code: | | | | |
| Availability | | | | | | | | |
| Time | Mon | Tues | Wed | Thu | Fri | Sat | Sun | |
| AM | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| PM | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| All Day | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Please indicate your preferred volunteering area in order of preference (1 to most preferred and 9 least preferred). | | <input type="checkbox"/> Visitor Information Centre <input type="checkbox"/> Leeton Shire Library <input type="checkbox"/> Leeton Golf Course <input type="checkbox"/> Roxy Community Theatre <input type="checkbox"/> Whitton Swimming Pool <input type="checkbox"/> Leeton Swimming Pool <input type="checkbox"/> Leeton Museum and Art Gallery <input type="checkbox"/> Events <input type="checkbox"/> Council Committee (click here for list) | | | | | | |
| Note: You do not need to number all areas | | | | | | | | |
| Do you have any particular skills/knowledge/areas of interest? If yes, please briefly outline | | | | | | | | |
| | | | | | | | | |
| Certificates/Licences | | | | | | | | |
| Drivers Licence | State | Class | exp | | | | | |
| Working with Children Check | No. | exp. | | | | | | |
| First Aid | No. | exp. | | | | | | |
| White Card | No. | exp. | | | | | | |
| Other | | | | | | | | |
| Emergency Contact Details | | | | | | | | |
| Given Name: | | Family Name: | | | | | | |
| Relationship: | | Contact No.: | | | | | | |
| Other Information | | | | | | | | |
| Do you have any medical conditions we should be aware of? | | | | | | | | |
| Do you give consent for your image to be taken and used for the purposes of promotion and corporate documents? | | | | | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
| Office Use Only | | | | | | | | |
| Received by: | | Date: | | | | | | |
| Trim Ref: | | | | | | | | |

Volunteers must be aged between 16 & 90 years (those under 18 years of age, must have a parent or legal guardian sign the registration form on their behalf).

Signature of applicant or applicant's parent/guardian: _____
Date: _____

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For Further Information Please Contact

Leeton Shire Council
23 Chelmsford Place
LEETON NSW 2705
Telephone: 02 6953 0911