



City of  
Joondalup

Short Guide for  
**VOLUNTEERS**

November 2011

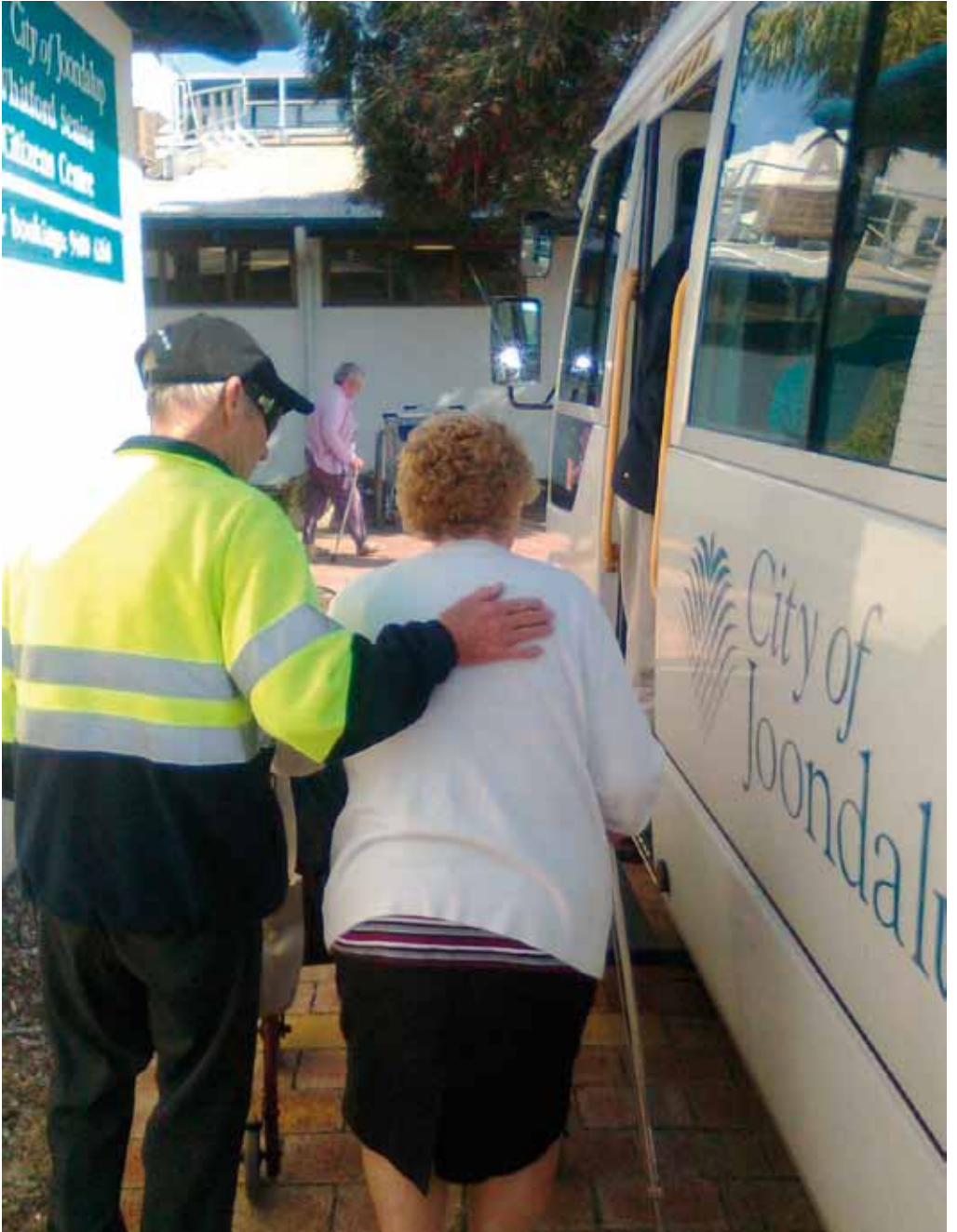
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### INTRODUCTION

Volunteering is an activity which takes many different forms to suit people's different availabilities and areas of interest. Given the broad range of volunteering activities, the management style and process is tailored to meet the needs of individual programs.

Volunteers have defined rights as per the Volunteers Protection from Liability Act 2002 (WA) and the Occupational Health and Safety Act 1984 (WA).

This handbook has been developed as a support resource to ensure effective volunteer management. The handbook clearly identifies the roles and responsibilities expected of both the organisation and its volunteers, to ensure that all volunteers are protected, supported and valued in the important role they play within the organisation and the community.

### What is Volunteering?

Volunteering, or helping a community group of your own free will, can be described in a variety of ways. Whatever description is used, all volunteering is undertaken:

- To benefit the community and the volunteer
- Of the volunteer's free will
- For no financial payment
- In designated volunteer positions only.

The City's volunteer program aims to be innovative and flexible enough to meet the needs of the volunteer. This handbook outlines the principles and related practice of volunteering in the City of Joondalup's work environment. It gives practical reference to the effort, vision and direction of volunteers throughout the organisation.

## VOLUNTEER STANDARDS

### National Standards for Volunteers

Volunteering Australia has endorsed a set of seven standards which cover the following aspects of volunteer involvement:

1. Policies and Procedures – 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. Recruitment, Selection and Orientation – 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. Work and the Workplace – 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 well-being.
4. Training and Development – 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.
5. Service Delivery – an organisation that involves volunteers shall ensure that appropriate processes and procedures are established and followed for the effective planning, control and review of all activities in relation to the delivery of services by volunteers.
6. Documentation and Records – 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.

7. Continuous Improvement – 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.

These standards have guided the development of the Volunteer Management System to ensure best practice.

### Principles of Volunteering

- Volunteering benefits the community and the volunteer
- Volunteer work is unpaid
- Volunteering is always a matter of choice
- Volunteering is not compulsorily undertaken to receive pensions or government allowances
- Volunteering is a legitimate way in which citizens can participate in the activities of their community
- Volunteering is a vehicle for individuals or groups to address human, environmental and social needs
- Volunteering is an activity performed in the not for profit sector
- Volunteering is not a substitute for paid work
- Volunteers do not replace paid workers nor constitute a threat to the job security of paid workers
- Volunteering respects the rights, dignity and culture of others
- Volunteering promotes human rights and equality.

*Source acknowledgment: VOLUNTEERING AUSTRALIA*

## VOLUNTEER RIGHTS AND RESPONSIBILITIES

Volunteers are not covered by award conditions or workplace agreements. Volunteers have rights which the City is responsible for providing.

### Volunteer Rights

You have the right to:

- Work in a healthy and safe environment
- Be interviewed and engaged in accordance with equal opportunity and anti-discrimination legislation
- Be adequately covered by insurance
- Be given accurate and truthful information about the organisation for which you are working
- Be reimbursed for out-of-pocket expenses
- Be given a copy of the organisation's volunteer policy and any other policy that affects your work
- Not fill a position previously held by a paid worker as a permanent volunteer in that role
- Not do the work of paid staff during industrial disputes
- Have a position description and agreed working hours
- Have access to a grievance procedure
- Be provided with orientation to the organisation
- Have your confidential and personal information dealt with in accordance with the principles of the Privacy Act 1988
- Be provided with sufficient training to do your job.





### Volunteer Responsibilities

You have a responsibility to:

- Be dependable and if unable to attend, give reasonable notice
- Be willing to undertake relevant training to enable the tasks to be performed
- Ensure that confidential information is respected and treated appropriately
- Seek assistance, guidance or information where necessary and receive constructive feedback as appropriate
- Respect others within the team and treat others as you would like to be treated
- Report any incident that appears unusual to your supervisor
- Use reasonable judgment in making a decision and check with your program supervisor if unsure
- Deal fairly and impartially with all clients, colleagues and community members
- Employ necessary precautions to ensure the safety of both yourself and the clients
- Ensure you are acting lawfully, responsibly and respectfully
- Aim to reduce conflicts through ensuring open and honest communication
- Resolve differences/conflict by following the correct grievance procedure to ensure appropriate resolution
- Be willing to participate in evaluation and provide feedback to improve the effectiveness of programs
- Ensure that all involvement with City programs remains 'non-political' and not create opportunities to air personal opinions or for personal gain.



## City Rights

The City has the right to either refuse you a placement or end a placement if:

- There is a perceived risk to an employee, another volunteer or community member's health and/or welfare
- Suitable volunteering duties are no longer available
- You do not comply with the City's guidelines as described in the code of conduct
- You do not comply with the agreed position description
- The city's insurance(s) ceases to cover you
- You do not comply with any reasonable request to provide personal details e.g. name, address, personal and emergency contact details, police clearances etc.
- You do not comply with any reasonable request to sign required forms or other documentation relevant to your placement.



### City Responsibilities

The City has a responsibility to:

- Provide training and orientation relevant to the tasks that are to be performed
- Ensure that your confidential information is respected and treated appropriately
- Be open to suggestions from you
- Seek assistance, guidance or information where necessary and provide constructive feedback as appropriate
- Act on all accidents and incidents
- Use reasonable judgement in making decisions on any matter you report to the supervisor
- Respect your rights, privacy and dignity
- Deal fairly and impartially with you

- Employ necessary precautions to ensure the safety of you and the clients
- Implement the rules and regulations set down by the City
- Provide you with a safe work environment
- Communicate clearly with you about the City's expectations
- Provide you with adequate insurance cover
- Provide you with appropriate supervision and training
- Notify you if the City's insurance(s) ceases to cover you
- Ensure you comply with any reasonable request to provide personal details eg. name, address, personal and emergency contact details, police clearances etc.

## RECOGNISING VOLUNTEERS

Your contribution and value to the City will be recognised by:

- Encouraging participation in team planning and planning that affects your work
- Delegating additional responsibility
- Including you in special events and appreciation functions
- Dealing with any concerns you may report
- Celebrating your personal achievements and efforts
- Celebrating your participation as a volunteer on International Volunteers Day
- Celebrating national volunteers week (second week in May).

# RECRUITMENT AND SELECTION

## Recruitment

As people offer their services for different reasons, the City will develop an understanding of what motivates you to become a volunteer in order to identify areas which suit your interests and skills.

Some reasons why you may wish to volunteer:

- To assist others
- Personal satisfaction
- Personal or family involvement
- To do something worthwhile
- Social contact
- To use skills and experience
- To learn new skills
- Participation in mutual obligation programs in line with Centrelink and Job Network agencies guidelines.

The ways of how you may become involved include:

- Being asked by someone you know
- You know someone already involved
- You have involvement with the organisation
- You found out first hand by talking to an employer
- Media release
- Referred by Centrelink or a Job Network agency.







## ORIENTATION, TRAINING AND DEVELOPMENT

### Introduction

The following section is a guide of options and details for training you and recognising your value.

You will be trained in accordance with the identified needs of the role. Role based training will be provided to you to ensure adequately developed skills such as teamwork, communication and problem-solving.

### Orientation

Orientation is necessary to provide an introduction to the City.

The supervisor will conduct an orientation program in order to introduce you to key employees, your working environment and other volunteers. The supervisor will also brief you on the 'City of Joondalup – Guidelines for Volunteers' handbook.



## Pre-placement Training

Pre-placement training may include gaining a Senior First Aid Certificate, Workplace Safety Certificate, relevant driving licences, manual handling and evacuation procedures etc.

## Pre-placement Checks

A Volunteer National Police Check or a National Police Certificate is required for volunteers whose duties involve handling money, contact with the public or entering clients' premises etc. Volunteers who will be in contact with children or young people are required to obtain a Working with Children Check (WWCC).

WWCC forms are available from Australia Post and cost \$10 for volunteers; for further information visit **[www.checkwwc.wa.gov.au](http://www.checkwwc.wa.gov.au)**.

The City will advise you of the procedures involved to apply for the required clearances and will meet the normal costs associated with obtaining them.

Your supervisor will discuss any concerns arising from the Volunteer National Police Check, National Police Certificate or Working With Children Check with their coordinator or team leader.

You must advise your supervisor if there are any changes in your status relating to police matters. Failure to disclose any charges laid by the police against you could result in immediate dismissal.

Your supervisor will undertake Volunteer National Police Checks, National Police Certificate or WWC checks at regular intervals as required.

## On-the-Job Training

The City will provide on-the-job training to volunteers whilst performing their duties. Supervisors will oversee this procedure and place new volunteers with suitably qualified personnel to assist with the learning process.

## GENERAL GUIDELINES

### Introduction

The following section outlines what is expected of you as a volunteer and what information will be provided relating to relevant duties.

You have an obligation to work in a manner that protects the safety of yourself, City employees and members of the community. To exercise duty-of-care, you must take reasonable steps to protect yourself and others from sustaining an injury or cause damage to property during the course of your duties.

You must:

- Act in a professional manner at all times when you are working with the City
- Maintain a high level of customer service
- Support the aims and adhere to the guidelines of the activity
- Respect the rights, dignity and worth of others
- Be fair, considerate and honest in all dealing
- Demonstrate a high degree of individual responsibility when dealing with persons younger than 18 years of age
- Adhere to all administration, accountability and documentation procedures appropriate to you
- Dress in an appropriate and professional manner when on duty
- Dress in the approved high visibility or other safety clothing when required to do so
- Display appropriate identification when required to do so
- Wear enclosed footwear when required to do so
- Return all supplied clothing and identification items to the supervisor on termination

- Carry a mobile phone and personal alarm when required to do so
- Understand possible outcomes of engaging in any breach or becoming aware of any breach and not reporting it to a supervisor immediately.

You must not:

- Engage in verbal, physical or sexual abuse of anyone
- Provide unauthorised transport to any person without the prior permission from your supervisor
- Provide any person with money without prior permission of the supervisor
- Represent the City in a negative manner
- Consume or be under the influence of alcohol, illegal substances or prescription medications that may affect performance and the safety of others
- Disclose personal and confidential information about colleagues or clients to any third party without the express permission of the persons concerned
- Engage in any personal or sexual activity involving a client or City employee whilst on duty
- Converse with any person in a rude, derogatory or expletive manner.

It may also be necessary for the volunteer to sign agreements prior to commencement. These include:

- Code of Conduct
- The Code of Conduct is a set of rules that states the dos and don'ts volunteering with the City of Joondalup
- Confidentiality and Duty of Care

This form outlines volunteer obligations under the Privacy and Confidentiality Agreement and Duty of Care standards and is a commitment to uphold them.

### Volunteers Hours and Reimbursement

The City offers you a flexible working environment, endeavouring whenever possible to accommodate your requirements. You may be requested to work outside normal business hours and/or from home. Your working hours may be recorded on a timesheet which will be kept by your supervisor for recording into VIRA, the City's Volunteer Record Management System.

An approved reimbursement amount for each day of volunteering with the City, regardless of the hours spent, may be paid to you.

Reimbursements may be paid for:

- Travel expenses
- Purchase of items required to carry out your duties
- Meal breaks
- Telephone calls.

Reimbursements will be paid to you on presentation of completed and signed reimbursement forms and relevant supporting documentation eg. receipts.

The City's preferred method of payment is by direct electronic transfer payment; payment by cheque is also available. It is your responsibility to advise the City if your bank account details have changed. You will complete a New Supplier Registration form to provide bank details.

Reimbursements will be paid when a claim is approved and payment can

take between 14 days for direct transfer and 30 days for cheques.

For information relating to volunteers and tax refer to Volunteering Australia Volunteers and Tax information Sheet.



## Receiving/Accepting Gifts

You may be offered or given gifts by clients or members of the community. You cannot accept gifts with a cumulative value of \$300.00 or more. If offered a gift, you can accept or refuse it. Any gift received will require you to notify your supervisor. Gifts with a value greater than \$50.00 will be recorded by your supervisor in the Gift Register which is located in the Office of the CEO.

### Dress Standard

The dress standard required is smart casual. This includes high visibility work wear or other uniform when required, and appropriate enclosed footwear. A high standard of personal grooming is also required.

A volunteer must return supplied any uniform or identification items upon termination with the City.

### Bullying

Bullying can manifest in many ways and can be engaged in by anyone.

The perception of bullying to one person may be different to another. Examples of bullying could be repeated inappropriate behaviour including:

- Intimidation
- Offensive language regarding race, religion, physical appearance, disability or sexual orientation
- Stereotyping of a person's ethnicity or cultural background
- Continued exclusion from events or conversations.

Reported incidences of bullying will be assessed under the City's policy and appropriate action will be taken.

## Smoking, Drugs and Alcohol

As per Federal and State Law and City of Joondalup Policy, all City buildings and vehicles are designated as non smoking areas. City events are smoke free events and all volunteers and employees will adhere to these restrictions.

If you are found to be under the influence of alcohol, illicit drugs, prescription drugs or other performance altering medications, you will not be permitted to carry out your usual duties and you will be asked to leave your workplace immediately.

Cultivating, selling or supplying drugs or other illegal substances while representing the City or on City of Joondalup property will result in disciplinary action including instant dismissal and police action.

## Council Vehicle Usage

If driving the City's vehicles is a requirement of your role, you can only access a council owned vehicle for City business. Approval must be given by your supervisor prior to using the vehicles.

You must have the correct driver's licence applicable to the vehicles being driven. Your supervisor is responsible for checking and photocopying your licence prior to your involvement in any programs. The City will ensure that all licence details remain confidential and copies of your licence will be stored on TRIM (the City's internal Records Management System).

It is your responsibility to inform your supervisor if there are any changes that may affect your eligibility to drive.

Falsifying information or omitting to inform the City of any change to your licence status may result in immediate dismissal.

If driving the City's vehicles is a requirement of your role, you must agree to random checks of your licence for validity.

You may be required to undergo a driving appraisal prior to being allowed to drive City vehicles.

### Traffic Infringements, Parking Tickets and Other Fines

The City is not responsible for any fines or other penalties incurred whilst you are conducting City business. All fines and penalties are your responsibility. Paid ticket parking is available in the City centre. Ticket dispensing machines are conveniently located throughout the City. Some parking fees may be subject to reimbursement by the City.

### VOLUNTEER ASSESSMENT/FEEDBACK

Your assessment will be ongoing and aims to be constructive, productive and rewarding.

The process is used:

- To identify and acknowledge your strengths.
- To discuss the areas where you may need development
- To identify further training areas
- To recognise your work
- To ensure your needs are being met
- To receive feedback from you regarding the City, the activity and your supervisor
- To identify and provide additional support or supervision to you when required
- To set future goals.





## Occupational Safety and Health

The City of Joondalup regards the promotion of sound and effective occupational safety and health practices as a common objective for management, employees and volunteers.

City of Joondalup has a responsibility to:

- Provide and maintain a safe working environment
- Provide adequate training and instruction to enable you to perform your work safely and effectively



- Investigate all actual and potential near misses in order to eliminate the cause.

You have a responsibility to cooperate with these procedures by:

- Working with care for your own safety and that of other volunteers, employees, and members of the public
- Reporting to your supervisor any conditions which appear to be unsafe.

### Evacuation Procedure

Your supervisor is responsible for informing you of the correct evacuation procedures and assembly points in the event of an emergency within the workplace, including the City's Administration Building, Works Operations Centre and Works Depot as required.

## Injury, Accident and Emergency Procedures

All incidents must be treated as serious and all necessary steps taken as soon as possible, including obtaining help and advice from your supervisor.

In the event of a major incident you will:

- First and foremost maintain your own safety and that of other members of your team
- Contact your supervisor or designated on-call officer immediately
- Contact relevant family members or other authorities where appropriate. This will only be done in negotiation with a supervisor or on-call officer.
- Complete an accident/incident report form immediately
- Participate in accident/incident investigation as instructed by your supervisor.

Your supervisor will arrange ongoing debriefing or professional counseling as required.

The general procedure for all emergencies will be to:

- Consider your personal safety prior to responding to any situation
- Clear everyone from the problem area to attempt to reduce any further harm or damage
- Telephone the appropriate emergency services eg. police, ambulance or fire brigade on 000 if deemed necessary
- Call your supervisor or on-call officer to inform them of the situation
- Wait for your supervisor or other appropriate employee to provide further instruction.

### Misconduct

Gross misconduct includes serious breaches of the City's Code of Conduct. Misconduct that is identified and investigated could lead to your instant dismissal if the incident has been proven.

Examples of gross misconduct include:

- Theft of any property or moneys from the City or other premises you are attending during the course of your duties.
- Wilful damage of City and clients' property
- Intoxication caused by alcohol or other substances during working hours
- Verbal or physical harassment of any description to a volunteer or employee client
- Disclosure of confidential information regarding the organisation to any other party without prior permission
- Failure to comply with the Code of Conduct
- Falsification of any of the City's records for your or anyone else's personal reward
- Discrimination of any kind
- Bullying.

### Access and Inclusion

The nature and extent of diversity is not always obvious. Volunteers are required to learn and understand key points relating to Access and Inclusion and identify and report areas of potential risk.

## Volunteer Grievance Resolution Procedure

### Grievance Resolution

The City's grievance resolution procedure invites you to discuss with your supervisor any issues arising during the course of normal duties with the City. This discussion will be held in private and the contents will remain confidential. You can request a meeting with a Supervisor not involved in managing you if you prefer. You have the right of appeal if you are not satisfied with the outcome of the process.

### Disciplinary Procedure

The Volunteer Coordinator or the organisation may need to take action when problems involving volunteers arise. If a volunteer's behaviour has a negative impact on other volunteers, staff, clients or the public, that person will be spoken to about the problem. This practice will be applied consistently to all volunteers.

If issues arise, the following principles will be applied:

- The problem will be dealt with promptly
- Difficult situations will be dealt with when all parties are calm and composed
- Serious reprimands will be carried out in a one-to-one setting
- Where possible, confirmation of the unacceptable behaviour will be verified by a third party
- The volunteer and the supervisor will share a commitment to finding a solution to the problem
- A supervisor will arrange for a follow-up meeting with the volunteer.

Should the need arise, the City has a three step disciplinary procedure which it will follow.

### RISK MANAGEMENT

All City activities involve some form of risk, which must be managed to ensure that aims and objectives are achieved, services are delivered and that opportunities to deliver better and more cost-effective services are not missed. You must exercise good judgment when performing any activity that may affect the goals of the project. You must make the City aware of any risks identified by you in order for appropriate action to be taken.

#### Insurance

The City ensures that all volunteers are appropriately covered by its policies for the following types of liability. Children between the ages of six and 15 years who volunteer must be supervised by an appropriate adult and are covered for a lesser amount than volunteers aged 16 years and over.

- Public Liability Insurance covers the City for its legal liability to third parties for personal injury or property damage caused by an occurrence in connection with City activities.
- Personal Accident Insurance covers volunteers for any out-of-pocket expenses following accidental injury, disability or death while carrying out their work on behalf of the organisation. This type of insurance would normally cover loss of income
- Professional Indemnity Insurance compensates the organisation for loss incurred through a claim made against the organisation for breach of professional duty arising from negligence, errors, omissions, defamation, loss of records or documents, dishonest acts etc. by volunteers or paid staff.
- Motor Vehicle Comprehensive Insurance covers vehicles driven by volunteer or paid staff for loss or damage to the vehicle or third party property.



You can request to see a copy of the City's Insurance policy to check the adequacy of the cover applicable to you.

You are advised to check with your own insurance company as to whether your insurance covers loss or damage to your own vehicle when driving to and from your place of volunteer work.

Injury to you or other persons caused by a road accident which occurs while travelling to and from the place of volunteering will be covered by your vehicle's registration and compulsory third party insurance. There are conditions that apply to third party insurance.

If you are involved in an accident or are injured while carrying out your activity, you must complete an accident/incident report form as soon as is practical. Additional forms may be required if a third party is involved in an incident.



City of  
Joondalup

**T: 08 9400 4000**

**F: 08 9300 1383**

Boas Avenue Joondalup WA 6027

PO Box 21 Joondalup WA 6919

**[www.joondalup.wa.gov.au](http://www.joondalup.wa.gov.au)**

*This document is available in alternate formats upon request.*