

TEMORA SHIRE COUNCIL



TEMORA
The Friendly Shire

VOLUNTEER RISK MANAGEMENT

ACTIVE

Review Details

ABOUT THIS RELEASE

DOCUMENT NAME: Volunteer Risk Management
CODE NUMBER: HR15
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REVIEW

Revision Date	Revision Description		Date approved by Council	General Managers Endorsement
July 2012		1		
Feb 2016	New WHS Act-Statecover audit	2		GCL

PLANNED REVIEW

Planned Review Date	Revision Description		Review by
December 2020	Review		Safety Officer

1) POLICY OBJECTIVES

- (a) To ensure that volunteering remains a mutually attractive and beneficial activity
- (b) To recognise the important contribution volunteers make to achieving Council and community goals
- (c) To clarify the relationship between Council' staff and volunteers
- (d) To provide a safe and healthy workplace for volunteers
- (e) To identify training requirements to ensure voluntary activities are undertaken in a safe manner
- (f) To provide appropriate supervision to ensure voluntary activities are satisfactorily performed

2) SCOPE OF POLICY

- (a) Committees of Council set up under the provisions of Section 355 of the Local Government Act (1993)
- (b) All individuals applying to volunteer with Council
- (c) Work experience students
- (d) All individuals and organisations undertaking work on Council property, but not under the direction of Council i.e. service clubs, roadside clean up campaigns, environmental groups, sport and recreation groups

3) DEFINITIONS

Organisation	Not-for-profit organisations such as service clubs, charitable organisations, Rural Fire Service and the like that carry their own insurance and manage the involvement of their volunteers through their organisation
Program Co-ordinator	Volunteer leader with the Volunteer Group and is also the spokesperson for the Organisation
Directors	Paid employee of Council with delegated responsibility to manage the functions of a Department within Council
Program Manager	Paid employee of Council who is responsible to manage the project.
Human Resources	Section within Council that manages the Volunteer policy functions
Volunteer	Any person from the community who offers to do work for Council without monetary compensation
Risk Management officer	Paid employee of Council responsible for WHS, induction programs and controlling of hazards

4) KEYWORDS AND CROSS REFERENCING

Volunteer Co-ordinator Safety Risk Management

5) OVERVIEW

Temora Shire Council acknowledges the potential capacity of volunteers to contribute to the quality and diversity of services provided to the community.

Council is committed to providing the community with the best possible service delivery. To achieve this requires a high level of commitment and competence from all those who provide that service, including volunteers.

At its absolute discretion, Temora Shire Council will constitute volunteer committees under Section 355 of the NSW Local Government Act (1993) and support volunteering through properly organized community groups and by individuals.

This volunteer policy addresses the need to formalize roles and responsibilities of all involved in the volunteering process.

Council is required to fulfill its duty of care to potential volunteers and to the existing workforce.

6) RESPONSIBILITIES

- (a) **General Manager** is responsible for ensuring that:
 - (i) The volunteer policy is effectively implemented
 - (ii) WH & S principals are enforced in the work place
- (b) **Directors** are responsible, and will be held accountable for, ensuring that:
 - (i) The volunteer policy is effectively implemented in their area of control
 - (ii) Supervisors have the support necessary, and are held accountable for, their specific responsibilities
 - (iii) Employees under their control are consulted about issues affecting their health and safety
 - (iv) Prompt action is taken to eliminate unsafe or unhealthy conditions or behavior
- (c) **Program Manager**, including **Program Co-ordinator**, are responsible, and will be held accountable, for:
 - (i) Taking all practical measures to ensure that the area they control is safe and without risks to health and that the Volunteer policy is adhered to
 - (ii) Ensuring that persons at the workplace are behaving in a safe manner
 - (iii) Volunteers are supervised and trained sufficiently to perform the required tasks and notifying HR department when inductions are required
 - (iv) Detecting and promptly remedying risks to health and safety where they have the necessary authority, or promptly reporting these risks with a proposed solution to their supervisor who has the necessary authority to fix the problem
 - (v) Referring Volunteers' health and safety concerns to their manager if they cannot be resolved by the Program Manager
 - (vi) Registering and maintaining a register of volunteers under their supervision
- (d) **Volunteers** are responsible, and will be held accountable, for:
 - (i) Taking reasonable care for the health and safety of themselves and others
 - (ii) Co-operation and complying with the Volunteers Policy and Program
 - (iii) Promptly reporting all incidents, accidents, illnesses and any risk to health and safety.
- (e) **Risk Management officer** Responsible for:
 - (i) Inducting Volunteers
 - (ii) Control of workplace hazards
- (f) **HR Department**
 - (i) Responsible for providing a link between all persons involved in volunteering for any Human Resources issue eg insurance, injury claims.

7) DOCUMENTATION / COUNCIL AND EXTERNAL REFERENCES

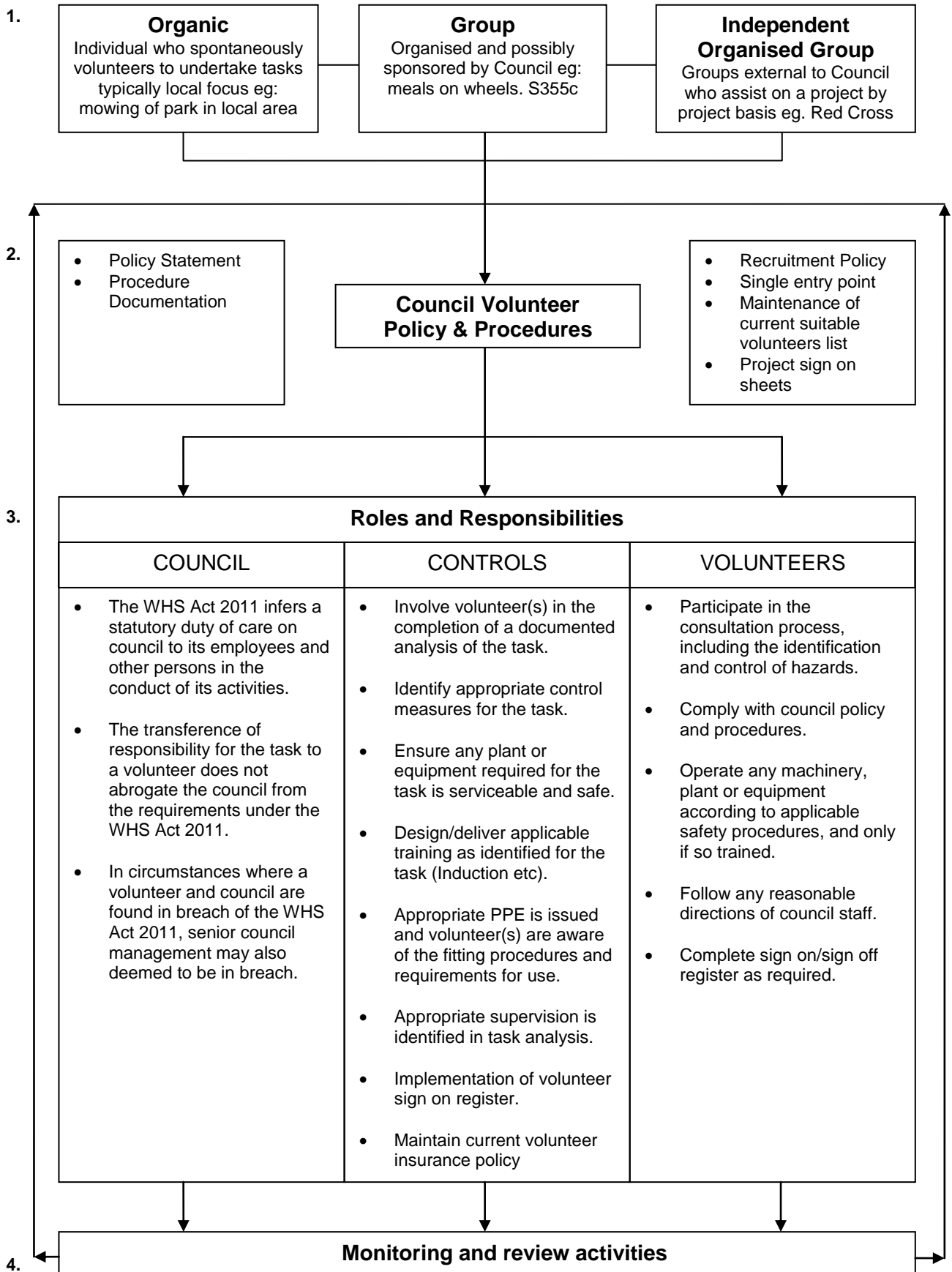
Volunteer Program Co-ordinator's Manual
WHS induction handbook
Volunteer application forms
Specified Council Policies, procedures and documents for e.g.: WH&S, EEO and Grievance
Activity specifications and instructions: eg JSAs

8) PROCEDURES

- (a) Individuals or organisations who offer voluntary assistance to Council must complete the appropriate application form and lodge it with the relevant Program Manager prior to commencement. Attachment A
- (b) Individuals or organisations who undertake work not organised by Council on property owned or managed by Council must complete the appropriate application form and lodge it with the relevant Program Manager prior to commencement.
- (c) Assessment of the suitability of the organisation for the specified project will be undertaken by the relevant Program Manager
- (d) Assessment of the suitability of an individual for the specified project will be undertaken by the relevant Program Manager or Program Co-ordinator.
- (e) Council will undertake an assessment of the group's activities according to the Volunteer Activity Safety Rating. See Attachment B.
- (f) Risks associated with certain tasks volunteers may perform will be consulted and communicated to the volunteers via WHS documents eg JSAs
- (g) Without diminishing Council's prerogative to decline or terminate the assistance (or the continuation of assistance) offered by a volunteer, at the discretion of the General Manager, any breach of the volunteer agreement will result in a first verbal warning from the Program Co-ordinator or Program Manager to the volunteer. A second breach will result in a verbal warning and will be reported to the Program Manager. A third breach will result in a written warning from the Manager of the Department.
- (h) Volunteers are expected to maintain the same standards of confidentiality, courtesy and organisational discipline as Council's paid employees
- (i) Volunteers are expected to work in a constructive and co-operative way with Council staff.
- (j) Volunteers must comply with all Council workplace policies and procedures including WHS, Anti-discrimination, no smoking and no harassment and will attend an appropriate induction provided by Council. Attachment C.
- (k) Volunteers may work under the guidance of Council staff. Guidance may be intermittent, depending on the nature of the project.
- (l) In the event that a volunteer has an issue concerning the project they are involved in, the volunteer is required to raise the matter with the Program Co-ordinator, for referral to the Program Manager if the matter remains unresolved.
- (m) Appropriate recognition will be given to all volunteers who assist with Council projects. Such recognition is at the discretion of the relevant Department Manager. Minimum recognition will be the issuing of a Certificate of Appreciation.
- (n) Volunteering will not be a process for recruiting new employees as it is a breach of the Equal Employment Opportunity Act and also of Council's Recruitment and Selection policy.
- (o) Volunteers will be required to wear appropriate Personal Protective Equipment at all times during volunteer activities where identified in the Activity Specification/s. The Program Manager will determine what Personal Protective Equipment (PPE) requirements are appropriate on a project by project basis. The Program Manager will determine responsibility for provision of PPE in consultation with the volunteer/s.

- (p) Volunteer must sign a register for issue of Tools and Protective Equipment. Attachment D.
- (q) Council will provide each volunteer group with “volunteer” badges to identify volunteers whilst working where appropriate.
- (r) Council will supply the volunteer group with a first aid kit where required, which is to be present during all volunteering activities.
- (s) Volunteers are required to record details in an attendance register on each volunteering occasion. Attachment E.

VOLUNTEER MANAGEMENT PROCESS



Attachment A

**TEMORA SHIRE COUNCIL
APPLICATION TO WORK WITH COUNCIL AS A VOLUNTEER**

**EXPLANATION OF PURPOSE OF VOLUNTEER APPLICANT & PERSONNEL
PARTICULARS FORM**

This form is to be completed by persons who are applying to undertake voluntary activities on behalf of or in consultation with Council.

It is designed to elicit appropriate information from the volunteer to assist Council in determining the suitability of the volunteer for the task. It also assists in identifying the training and safety equipment required in accordance with Councils Risk Management strategies and Occupational Health & Safety requirements.

The Council employee signing the form on behalf of the Council is to ensure that any training, protective clothing (e.g. hat, sunscreen, safety vest, etc), and tools required are issued prior to the volunteer commencing the task. When volunteers are using their own tools and or personal equipment this must be inspected and certified by the project manager (or delegate) and recorded on the volunteer tool register.

Applicant details

Name: _____ Phone: _____

Address: _____

Note: if applicant is under the age of 18 a parent or guardian must co-sign this application and the volunteer must be supervised at all times by a responsible adult.

Close relative to be contacted in case of emergency:

Name: _____ Phone: _____

Type of volunteer work application is made for: _____

Skills held in relation to this task: _____

Referees

Name: _____ Phone: _____

Name: _____ Phone: _____

Work details

(To be completed by Council employee in charge of work area)

Location of work: _____

Type of work: _____

Proposed work duration: _____

Training required: _____

Tools and protective equipment required for work:

Identify which (if any) tools or equipment are to be provided by volunteer:
Volunteers are not to use their own tools or protective equipment unless it has been inspected and certified by the project manager (or delegate), any such inspection and certification should be recorded on the accompanying form.

Attachment A

Applicant Declaration

- I agree to council conducting probity checks (where appropriate) in accordance with the protection of children legislation
- I agree to referees being contacted in relation to this application to provide voluntary services to Council.
- I agree to work under the guidance and supervision of the Council employee responsible for the area of work for which I have applied
- I agree to use the tools and protective equipment specified in this application.
- I agree to contact the Council employee designated if I intend to vary the nature of work specified in this application, or if I experience any problems with the work I am undertaking.
- I understand that Council may terminate my volunteering services if I do not comply with any aspect of this agreement.
- I agree to inform Council of any injuries sustained whilst undertaking volunteering activities.
- I understand that all claims for any medical costs incurred as a result of my volunteering activities will be made upon my own medical fund.
- I am willing to undertake any training deemed necessary by Council in relation to my volunteering services to ensure that I comply with all policies and legislative obligations of Council.
- I understand that as a volunteer I am expected to maintain the same standards of confidentiality courtesy and organisational discipline as Council's paid employees.
- I agree to work in a constructive and cooperative way with Council staff, and comply with any safety procedures requested.
- I understand that I am volunteering my services to council and will not receive remuneration for my service, and that I will inform council when I no longer wish to be considered for further volunteering activities.

Signed: _____ Date: _____

Office Use Only

Protective tools & equipment to be provided by Council: _____

Traffic management plan provided by Council: _____

The applicant is approved for the work specified in the form.

Signed: _____ Date: _____

- Manager or Director in charge of work area
- Signed copy of form to be returned to applicant and placed on file.
- Traffic Management Plan Supplied
- Form posted to applicant
- Form placed on file
- Volunteer tools and protective equipment register completed.

Signed: _____ Date: _____

Attachment B

Volunteer Activity Safety Rating

How do we assess the Risk?

Risk assessment is nothing fancy – it's something we do every day by asking:

- How bad could the result be?
- How likely is it that this will happen?

We use the information gained from the sources to better answer these questions, and then to read off the 'level' of risk from the table below

How likely? / How bad?

	Very likely: could happen at any time	Likely: could happen at some time	Unlikely: could happen, but very rarely	Very Unlikely: could happen, but probably never will
Kill or cause permanent disability or ill health	High	High	High	Medium
Long term illness or serious injury	High	High	Medium	Medium
Medical attention and several days off work	High	Medium	Medium	Low
First aid needed	Medium	Medium	Low	Low

Matrix No	The following actions are to be initiated
High	<p>Health and safety to be a very important consideration in undertaking the activity.</p> <p>Selection and training is considered important</p> <p>A risk control plan to be prepared and to be approved by Council before the volunteer commences activities</p> <p>A high level of supervision is to be maintained over the volunteers</p> <p>Regular audits and safety reviews to be undertaken by a responsible Council officer</p> <p>Strict compliance by volunteers required of the Risk Control Plan</p> <p>Breaches are to be subject disciplinary action</p>
Medium	<p>Health and safety to be an important consideration in undertaking activity</p> <p>Activity Specifications to be prepared and available to volunteer before commencing activity</p> <p>Volunteer to be trained in safe work methods</p> <p>A moderate level of supervision to be kept</p> <p>Audits to be undertaken in consultation with volunteers</p> <p>High level of compliance with Activity Specifications</p> <p>Breaches to be subject to disciplinary review</p>
Low	<p>Health and safety to be considered in the undertaking of the activity but is not a major consideration</p> <p>Safe systems of work to be discussed with volunteers and agreed upon before commencing work</p> <p>Council safety procedures are to be followed at all times</p> <p>A lower level of supervision are to be followed at all times</p> <p>A lower level of supervision to be kept</p> <p>If considered necessary, safety audits may be carried out</p> <p>Volunteers to comply with the safe systems of work</p> <p>Breaches are to be dealt with disciplinary review</p>

Attachment C



TEMORA SHIRE COUNCIL WHS MANAGEMENT
VISITOR INDUCTION

To be completed daily by visitors staying more than 2hrs on site.

DATE	NAME	ORGANISATION	SIGNATURE	I have been informed of the following Council WHS issues in relation to this worksite
				First Aid
				☐ Kit Location
				☐ Eye wash location
				☐ First Aid Attendant
				Amenities
				☐ Facilities (Toilet, meal room, wash area)
				☐ Emergency Shower
				Emergency Evacuation
				☐ Procedures
				☐ Contact Numbers (phone, 2-way)
				☐ Fire Extinguisher
				☐ Fire blanket location
				☐ Exit signs
				☐ Assembly area
				☐ Accident/Incident Reports
				Electrical
				☐ Safety requirements
				☐ Use of RCD's
				General
				☐ Safety Signs
				☐ Safety Equipment
				☐ Accident/Incident reports
				☐ Hazard reports
				☐ Hazardous Materials
				☐ Necessary PPE
				☐ MSDS location
				☐ SWMS made available
				☐ Tickets/Accreditations



Attachment D

TEMORA SHIRE COUNCIL WHS

VOLUNTEER TOOL AND PROTECTIVE EQUIPMENT REGISTER				
Equipment	Date of Inspection	Serviceable Y/N	Inspected by	Date of next inspection



Attachment E

TEMORA SHIRE COUNCIL WHS

VOLUNTEER SIGN ON / OFF REGISTER				
Volunteers Name	Location	Date / Time On	Date / Time Off	Contact Details