



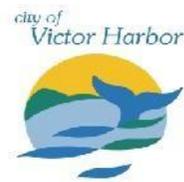
Volunteer Induction Book

City of Victor Harbor

1 Bay Road / PO Box 11 Victor Harbor SA 5211

Telephone: 8551 0500

Email: localgov@victor.sa.gov.au



Your Volunteer Role: _____

Your Volunteer Coordinator: _____

Phone: _____

Email: _____@victor.sa.gov.au

Your Area Manager: _____

Phone: _____

Email: _____@victor.sa.gov.au

Date Adopted: April 2012

Date Reviewed: August 2021

City of Victor Harbor



Volunteering Programs at the City of Victor Harbor

Caring Neighbourhood Program: 8551 0544

Library: 8551 0730

Outdoor, Parks & Gardens: 8551 0703

South Australian Whale Centre: 8551 0752

Southern Communities Transport Scheme (SCOTS): 8551 0760

Southern Fleurieu Youth Advisory Committee (YAC): 8551 0552

Visitor Information Centre: 8551 0771

Fleurieu Families : 8551 0553

Contents

Welcome	1
Definition of Volunteering	2
Your Induction	3
Your Position.....	3-6
Your Health & Safety.....	7-12
Your Responsibilities.....	13
Our Responsibilities.....	14
Feedback	15
Volunteering Resources	16
City of Victor Harbor Volunteer Programs....	17
Contacts	18



Volunteering Resources

Southern Volunteering SA Inc

<http://www.svsa.on.net/>

Provide a vital leadership role in advancing volunteering in the southern region of South Australia.

Tel: 8326 0020

Volunteering SA and NT

<http://www.volunteering.sa.org.au/>

The peak body for all issues relating to volunteering in South Australia. They provide an extensive range of services, support and resources for volunteers and volunteer organisations.

Tel: 1300 135 545

Volunteering Australia

<http://www.volunteeringaustralia.org/>

The National peak body working to advance volunteering in the Australian community.

International Association for Volunteer Effort

<http://www.iave.org/>

Promotes, strengthens and celebrates the development of volunteering worldwide.



Welcome to the City of Victor Harbor Volunteer Program

The community, individuals and Council benefit from volunteering. Volunteers play a vital role within the organisation and we want to ensure that your volunteering is a safe, enjoyable experience.

This booklet will provide you with information regarding volunteering with any of the City of Victor Harbor volunteer programs. The booklet also guides you to relevant Work Health Safety (WHS) and other policy documents that will be applicable to you as a volunteer. Information regarding your individual program will also be provided.

Please read and keep this guide to volunteering with the City of Victor Harbor.



Definition of Volunteering

Volunteers are persons who:

- undertake activities without monetary reward;
- undertake activities of their own free will;
- undertake activities of benefit to Council and the local community;
- compliment but not replace the services of paid staff;
- Give their time regularly, temporarily or in a work experience capacity.



Volunteers can initiate, extend and enhance services and improve the quality of community life by encouraging:

- community participation;
- access to resources and information;
- participation in established Council services and events.

Volunteer Programs ensure a direct link between the community and Council and enable a range of key services.

Feedback

We try to give you a comprehensive induction and tools for a happy and successful volunteering experience.

Please tell us how the process could improve and any ideas you have now and as they occur to you.

Please also pass on any feedback or ideas about your role or your area.



THANK YOU again for choosing to volunteer with us. Your extraordinary contribution is greatly appreciated!

Our Responsibilities

The City of Victor Harbor respects diversity of values, beliefs and opinions. We are committed to creating an environment safe from discrimination, sexual harassment, victimisation, and bullying.

Our responsibilities to you are to:

- engage you as a volunteer in accordance with equal opportunity and anti-discrimination legislation;
- not place you in roles that have been identified as paid jobs or that were previously held by paid staff;
- welcome you as a fellow team member who contributes to the Council through your volunteer work;
- provide a comprehensive induction to the City of Victor Harbor;
- provide adequate training and instruction for you to perform your duties;
- ensure you are comfortable to raise issues of concern and ensure they are acted upon where appropriate;
- manage your personal information with confidentiality in accordance with Council's Privacy Policy;
- reimburse you for pre-approved expenses;
- give you appropriate insurance coverage when performing your regular duties;
- ensure you work in a safe and healthy environment;
- recognise your value and contribution to our organisation.



Your Induction

Overview

Your volunteer coordinator or senior staff member will guide you through the induction information in this booklet.

What you will receive when you begin

- This Volunteer Induction Booklet
- Your Volunteer Position Description
- Copies of important policies & procedures
- Information from your area of volunteering

You will be given time to read and understand all of the documents provided.

Your position

Registration

The first step is filling in an *Application/Registration Form*, and a *Volunteer Acceptance Form* agreeing to the terms & conditions of volunteering.

All volunteers who begin with the City of Victor Harbor are required to attend a Volunteer Information Session, held in the City of Victor Harbor Civic Centre. Your coordinator will inform you of upcoming dates.

Volunteer Position Description

This covers the duties performed and the skills and experience required to work in your specific area.

Commitment

If volunteering in an ongoing capacity, you will generally be required to commit to a regular roster day and time. We will work around your hours of availability when possible, and be flexible when other commitments arise. We ask that you let your coordinator or another staff member know if you cannot attend a shift for any reason.

Volunteering with Vulnerable Groups

We may ask for a Criminal History Assessment ('police check') if your position involves working directly with vulnerable persons or children, you are in a position of trust, or if your program requires. This check is at cost to the Council.

If you are working with children (under 18) you will also be required to attend Child Safe Environments training.

Holidays

As a regular volunteer, we acknowledge holidays are important and encourage you to take them. We ask that you advise your volunteer coordinator in advance of your holiday plans to help the coordinator to find replacements.



Your Responsibilities

Volunteers are held to standards of professional behaviour which promote and maintain public confidence and trust in the Council. It is your duty to act honestly and with reasonable care and diligence in the performance and discharge of your duties.

You are required to:

- act in a fair, honest and proper manner according to the law, relevant Council and administration policies, plans, procedures and this Code;
- be punctual, reliable and committed;
- perform your designated duties and if in doubt ask for confirmation and assistance;
- not make improper use of information acquired or make improper use of your position;
- not make official comment to the media on behalf of the Council, without City Manager authorisation;
- maintain confidentiality of customer, staff, volunteer and Council information;
- treat the public, staff and elected members with respect, courtesy and sensitivity and at all times, act justly, reasonably, and in a non-discriminatory manner;
- be scrupulously honest in the use of Council resources of all kinds, both physical and human;
- not solicit or request gifts, and not accept a gift of greater than \$50.00 value in relation to your role without consultation with your area manager;
- follow all reasonable direction from the volunteer coordinator, a designated staff member, or area manager.

Volunteers must abide by the 'Code of Conduct for Employees'.

Insurance (cont.)

Council will not cover the cost of an ambulance for an illness or pre-existing medical condition.

General Public and Products Liability

Cover is provided for legal liability to third parties for personal injury or property damage arising from accidents or negligent acts caused by volunteers while performing their approved volunteer role.

Added to this is the *Volunteers Protection Act* which ensures that a volunteer incurs no personal civil liability for an act or omission done in good faith and without recklessness in the course of carrying out community work for a community organisation.

Vehicle related coverage

It is a requirement that all vehicles used as part of volunteer activities are maintained in a roadworthy condition, are registered and are comprehensively insured. If your position involves driving a motor vehicle you need to provide proof of a current drivers licence and advise your coordinator of any changes or endorsements.

You must report any vehicle related incidents to your coordinator or manager immediately.

In the event of damage to a vehicle while being used for approved volunteer business, Council will reimburse any excess payments.

Relevant Work Health and Safety documents:

- Accident/Incident Investigation and Reporting Procedure
- Drug and Alcohol Policy
- Emergency Management Procedure
- Fair Treatment in the Workplace Policy
- First Aid Procedure
- Hazard/ Injury/ Incident Report Form
- Hazard Register
- Manual Handling Procedure
- WHS & Injury Management Policy
- Any area specific WHS Policies & Procedures

Your Coordinator will show you where to locate copies of these documents.

Trial period

All permanent volunteers are assigned a role for an initial trial period of 3 months. If during or at the end of the period you or your coordinator feel that you are unsuited to the role, then a more suitable position may be investigated in Council. Alternatively, you may be referred to Southern Volunteering to discuss other volunteering opportunities in the region.

Resignation

A volunteer choosing to finish volunteering should give notice of resignation to the volunteer coordinator as soon as possible .

If you find the program is not fulfilling or suitable, but would like to continue volunteering with the City of Victor Harbor, please speak to your volunteer coordinator or area manager.

Performance Management / Dismissal

We have a responsibility to the community to ensure staff and volunteers maintain high standards of conduct and performance. Unsatisfactory performance or behaviour will be managed in a fair and timely manner.

There are instances where you may be dismissed immediately from the Council. These include: threatening or violent conduct; physical, psychological or verbal abuse of any persons; a deliberate unsafe act; theft, vandalism, sabotage or damage of Council or personal property; confidentiality breaches of any entrusted information; unauthorised personal use of council equipment or facilities; or being intoxicated whilst working.

Feedback / Complaints

If you have any concerns at any time or are unhappy in your role or with particular tasks, please talk to your coordinator or area manager.

The complaints process is responsive and complainants are treated with dignity and respect.

Matters that are unable to be resolved, will be investigated independently by a Director or other suitably experienced and trained review officers.

Tour & workplace familiarisation

You will receive a tour of your work area and be introduced to staff and any fellow volunteers.

Training & Development

You will receive sufficient training for you to feel comfortable performing your volunteer duties.

Please ask if at any time you feel you require more training for your role.

You may be required to attend additional training sessions for your volunteer program, however, these will be at no cost to you.

Relevant Council Documents:

- Code of Conduct for Employees
- Complaints Handling Policy
- Grievance Handling Procedure
- Management of Poor Performance Policy
- Media Policy
- Volunteers Policy

Your Coordinator will show you where to locate copies of these documents.



Insurance

Volunteers are covered by insurance while performing in their approved volunteer role with Council, including while travelling directly to and from such voluntary work. Regular record keeping of approved involvement is required. The following is a guide only and as with any insurance policy there are limitations and exclusions.

Personal Accident Policy

The policy allows for a lump sum (capital benefit) to be paid in the event of accidental death or permanent disability from an injury resulting from an accident.

In the event a volunteer cannot attend their normal work as a result of an injury and suffer a loss of income as a consequence, then the policy will provide a weekly benefit which is applicable to salary and wage earners only. In addition the policy will cover the cost of non-medical related expenses such as home help and childminding.

Under the Private Health Insurance Act, cover cannot be provided to volunteers in Local Government for any expenses incurred for which a Medicare Benefit is payable (i.e. the Medicare Gap is not covered) or any expenses incurred which are defined under the Pharmaceutical Benefits Scheme (PBS), or any accounts covered by private health insurance whether claimed or not.

In the event of an accident or injury volunteers must advise the program coordinator as soon as possible, and seek medical advice in the same way they would as if the accident/incident was not volunteer related.

As a part of Council's duty of care, an ambulance will be called in an emergency, however volunteers have the right to refuse treatment by the Ambulance Officers. Council will cover the cost of an ambulance for volunteers who do not have ambulance cover who are injured while performing in their approved volunteer role with Council.

Personal Reporting

Always inform staff if you are unable to attend your volunteer shift. If you experience any temporary or ongoing health issues, or are taking medications that may affect your performance of duties, you must advise the volunteer coordinator or another staff member in your area.

If any of your personal details change, notify your coordinator as soon as possible.

Safe Operating Procedures (SOPs)

Training will be provided on tasks and equipment use. You will also need to read and understand any existing SOPs in your area before performing your volunteer role.

Your coordinator will show where to locate these SOPs.

Manual Handling

Manual handling is defined by the *Manual Handling Regulations* as “any activity requiring the use of force exerted to lift, push, pull, carry or otherwise move, hold or restrain any person, animal or thing”.

You will receive information & training on how to safely perform manual handling tasks in your area.

Safety Officers

Your coordinator will make you aware of the current safety officers in your area, i.e. Fire Warden, First Aid Officer, WHS Representative, Council WHS Officer and Human Resources Manager.



Your Health & Safety

Work Health and Safety

As defined in the *Work Health and Safety Act 2012*, the Council has a responsibility to care for the health, safety and welfare of all people and this includes volunteers.

Volunteers are responsible for:

1. The reasonable care of their own safety and that of others at work, which includes not volunteering if unwell, implementing good hand hygiene, covering coughs/sneezing with a clean tissue, or bent elbow, and keeping 1.5 meters distance during COVID-19 and other times of infectious diseases.
2. The completion of work in accordance with:
 - a) all instructions from their supervisors regarding safe work practice;
 - b) the use of safety devices and personal protective equipment after receiving training, instruction, information and supervision;
 - c) following established consultative procedures.
 - d) following established reporting procedures regarding safety hazards and unsafe methods;
 - e) following established reporting procedures regarding any accident, injury or damage to equipment;
 - f) maintaining work areas in a safe condition;
 - g) ensuring that they are not, by the consumption of alcohol or a drug, in such a state as to endanger their safety or that of others;
 - h) following instructions not to interfere with, remove or displace any safety guards, devices, or protective equipment unless that is part of approved maintenance and that correct maintenance procedures are followed.

Emergency Evacuation Procedures

Your coordinator will show you the emergency exits and location of any 'break glass alarms', and specify evacuation procedures for your area. Emergency exits will automatically unlock in the event of a building alarm.

When directed to evacuate, you must leave the building or area immediately via the safest path or exit.

If you discover a fire or other emergency, call 000 or use a 'break glass' alarm, and notify staff immediately. Do not attempt to contain the fire or emergency.

If someone does not want to leave in an emergency, you can encourage but not force them. After evacuating, immediately notify a staff member or Emergency Services where the person/s are.

Always follow the direction of the Fire Warden and staff in an emergency.

Your coordinator will advise you of your area's Fire Warden .

First Aid Procedures

Your coordinator will show you the location of:

- your closest first aid kit/s;
- material safety data sheets (MSDS) which contain information on all chemicals used your area;
- the First Aid Officer;
- any other relevant safety materials.

Do not provide basic first aid unless you have had the appropriate training.

Hazard Reporting

A hazard is anything which has the potential to cause harm or loss, and can include injury, disease, property damage, and/or environmental harm.

If you notice a hazard or someone reports a hazard to you, report it to a staff member as soon as possible.

If the hazard presents an urgent and significant risk, people should be restricted from the area immediately. Do not place yourself at any risk in handling a hazard.

If you are not satisfied that the hazard has been removed or minimised, you may fill in a hazard report and submit it to the volunteer coordinator or area manager who will assess the hazard and manage the risk in consultation with affected employees and volunteers.

Your coordinator will show you the location of hazard report forms.

Hazard Register

Your area will have a register of all reported hazards that cannot be immediately addressed and controlled. This 'Hazard Register' is maintained by the WHS Officer and is reviewed by the WHS Committee at every meeting, with follow-up of all hazard controls occurring at this forum.

You will need to read this document before performing your regular volunteer tasks.