



ORGANISATIONAL DEVELOPMENT

**WORK HEALTH AND SAFETY (WHS)
MANAGEMENT SYSTEM**

VOLUNTEER MANAGEMENT

**STANDARD WORKING PROCEDURE
12.8**

Version 1

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1. INTRODUCTION

Lithgow City Council is committed to encouraging equitable access to services and facilities that meet the needs of the community and to recognise that volunteers contribute to the political, social, economic, environmental and cultural well being of the community by:

- Expanding the ability of the community to respond to the needs of the public by providing a broad range of community services and activities.
- Engaging the community in protecting local resources improving the physical environment and support for environmental issues.
- Strengthening community cohesion, social wellbeing and trust.

Lithgow City Council recognises that volunteers from the community make a valuable contribution to a range of council activities. They maybe involved in caring for others less fortunate, improving community-owned assets, caring for the environment or public contact roles. Through their commitment and energy, volunteers enhance the fabric of the local community.

The Volunteer Management Procedure is produced to address the need to formalise roles and responsibilities for all involved in the volunteering process and support volunteering opportunities in our community. This procedure provides the framework for volunteers and council workers to work cooperatively and safely at all times.

Also, refer to procedures and guidelines for specific volunteer tasks and activities including, (but not limited to) Bushcare and 355 Committees.

2. OBJECTIVES

- a) Ensure that volunteering remains a mutually beneficial activity
- b) Recognise the importance of volunteer contribution to a wide range of services to the community and working with council to achieve its vision, mission and policy objectives.
- c) Clearly define the responsibilities of volunteers and council workers.
- d) Provide guidance to volunteers and council workers to maintain a safe and healthy workplace and community.

3. SCOPE

- a) Committees of council set up under the provision of Section 355 of the Local Government Act.
- b) Volunteers who participate in council managed projects and/ or events
- c) Council employees involved in the management, coordination or supervision of volunteer programs and volunteers.

4. DEFINITIONS

WHS	Work Health and Safety. (Previously referred to as 'OHS' – Occupation Health and Safety)
PCBU	Lithgow City council as an employer with paid workers is a PCBU. Under work health and safety legislation, a PCBU is 'a person conducting a business or undertaking' A PCBU conducts a business or undertaking alone or with others.

Group Manager	Paid worker of council with delegated responsibility to manage the functions of council departments
Manager, Supervisor and/or Project Coordinator	Paid worker of council who is responsible for coordinating the volunteer program(s)
Volunteer	A volunteer means a person who does community work on a voluntary basis not working for payment or reward (the person may receive out-of-pocket expenses). A volunteer is a 'worker' when engaged by a PCBU to carry out work.
Volunteer Association (may be incorporated or unincorporated)	Under work health and safety legislation, is a group of volunteers working for one or more community purposes e.g. sporting, benevolent or recreational and no one is paid to work for the association. If someone is paid, the association is considered to be a PCBU and therefore, has WHS obligations.
Community work	Community work is work that is not for financial gain and that is done as a charitable, benevolent, philanthropic, sporting, educational or cultural purpose.

5. STATUTORY OBLIGATIONS

A volunteer is a 'worker' under work health and safety (WHS) legislation.

Council has a primary duty of care to all workers under the WHS Act. This duty includes but is not limited to ensuring as far as reasonably practicable while the workers are at work, the health and safety of:

- Workers engaged or caused to be engaged by council, and
- Workers whose activities in carrying out work are as directed or influenced by council.

As workers, volunteers also have duties under the Act. In summary, those duties are:

- Take reasonable care for his or her own health and safety; and
- Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of others; and
- Comply, so far as reasonably able, with any reasonable instruction given by council to allow council to comply with its legal obligations; and
- Cooperate with any reasonable policy, procedure or instruction of council relating to health and safety that has been notified to workers.
- Report to the appropriate person as soon as practical any matter which could affect the safe undertaking of the activity.

6. RESPONSIBILITIES

6.1 Group Manager

- 6.1.1 Organise the assessment of volunteer applications
- 6.1.2 Provide a safe and healthy workplace as far as reasonably practicable for volunteers
- 6.1.3 Provide all necessary safety information, instructions, training, personal protective clothing and equipment

- 6.1.4 Provide all volunteers with induction and ongoing supervision, including disciplinary processes, and access to council's Model Code of Conduct.
- 6.1.5 Ensure that the Volunteer Management Procedures and Guidelines are effectively implemented in there area of control.
- 6.1.6 Ensure that prompt action is taken to as far as reasonably practicable eliminate, or where not possible, to minimise workplace hazards
- 6.1.7 Provide a proactive approach to identifying and addressing unsafe or unhealthy conditions, and unsafe or potentially dangerous behaviour or non-compliance issues.
- 6.1.8 Ensure the volunteer program is monitored on regular basis and

6.2 Project Coordinators, Managers or Supervisors

- 6.2.1 Assist to assess volunteer applications
- 6.2.2 Provide a safe and healthy workplace as far as reasonably practicable for volunteers
- 6.2.3 Provide all necessary safety information, instructions, training, personal protective clothing and equipment.
- 6.2.4 Provide all volunteers with induction and ongoing supervision, including disciplinary process and access to Council's Model Code of Conduct.
- 6.2.5 Implement the Volunteer Management Manual and Guidelines
- 6.2.6 Take prompt action as far as reasonably practicable, to eliminate, or where not possible, to minimise workplace hazards.
- 6.2.7 Report any unsafe or unhealthy conditions, and unsafe or potentially dangerous behaviour or non-compliance issues.

6.3 Volunteers are required to

- 6.3.1 Complete an application form for assessment by relevant council officer **(Refer attachment A – Volunteer Application Form)**
- 6.3.2 Adhere to council policy, procedures and guidelines
- 6.3.3 Ensure a safe working environment for other volunteers, paid workers and members of the public by taking care for the health and safety of themselves and others
- 6.3.4 Provide truthful and accurate information to Divisional Managers and Coordinators
- 6.3.5 Attend induction and other training as requested
- 6.3.6 Treat all council information as confidential

7. PROCEDURES

Before volunteers are permitted to undertake an activity on behalf of or under the direction of council, a risk assessment of the activity will be undertaken by the relevant Manager/ Supervisor in consultation with the Project Coordinator to ensure the following:

- The activity is suitable for the volunteer(s)
- The activity does not place the volunteer(s) at risk to their health and safety
- The volunteer has the physical capacity to undertake the activity

- The volunteer has the knowledge and skills required to undertake the activity in a safe manner.

When satisfied that the activity is appropriate for volunteers, and before the activity commences, the relevant Project Coordinator is to ensure the following matters are addressed

- Potential hazards have been identified
- Consultation has been undertaken with the volunteer(s) regarding safe work procedures
- Appropriate risk management procedures and controls have been developed
- Volunteers have been provided with information, instruction, training with regard to risk management procedures relevant to the activities they are involved in
- Plant, equipment and substances to be used by volunteers is safe.
- There is in place a system of work for the safe handling, use, storage and transport of plant, equipment or any substances to be used in the activity
- At the location of the activity, there are safe means of entry and exit which are identified to the volunteers
- Arrangements are in place for the appropriate level of supervision and monitoring of the activity
- Records are kept of attendance, tasks undertaken and information on incidents including near misses
- Volunteers are provided with appropriate information, instruction and training which, depending on the activity, may include the following:
 - WHS Induction training
 - Hazard identification
 - First aid
 - Responding to an emergency
 - Use of communication equipment
 - On-the-job training in specific risk arrangement procedures as required
 - Council's Model Code of Conduct
 - Volunteer Management Manual

While undertaking activities on behalf of Lithgow City council, volunteers have responsibilities for health and safety. In particular, volunteers through their actions or omissions are not to place themselves or other persons at risk while undertaking activities on behalf of council.

8. VOLUNTEER RESPONSIBILITIES

In addition to the responsibilities of volunteers referred to under item 6.3 of this document and consistent with the statutory duties outlined at item 5, the following responsibilities apply to all volunteers:

- Be aware of and follow the approved risk management procedures for the activity
- Follow the directions of the person in charge of the activity
- Be aware of their work health and safety responsibilities
- Not to undertake activities under the influence of alcohol or any other drug that will prevent them from performing duties in a safe manner
- Use plant, equipment and substances in accordance with the correct procedures and instruction

- Bring to attention of the appropriate person any matter which could affect the safe undertaking of the activity
- Report to the appropriate person as soon as practical any incident, illness, or near miss that relate to the health and safety of the voluntary activity.

9. CONSULTATION, CO-ORDINATION AND CO-OPERATION

Lithgow City Council (as the PCBU) will consult, so far as is reasonably practicable, with volunteers who carry out work for council and who are, or are likely to be, directly affected by health and safety matters.

Volunteers are required to actively participate in consultation arrangements and cooperate with all reasonable instructions, policies and procedures that make up council's health and safety management system and processes.

Volunteers generally do not work the same hours and may work in different environments and locations to other workers. The most effective consultation mechanisms for each project or job involving volunteers will be determined in consultation between the Project Coordinator and volunteers.

10. RISK MANAGEMENT

In adopting risk management procedures, Lithgow City Council is committed to providing the highest possible level of protection based upon the hierarchy of risk control.

In accordance with statutory requirements, Lithgow City Council will seek to apply the following approach to managing risks, in order to achieve the lowest level of risk that is reasonably practicable.

As a first priority, Lithgow City Council will seek to eliminate the identified hazard.

If it is not reasonably practicable to eliminate the hazard and associated risk, then council will aim to minimise the risk by:

- Substituting the hazard
- Isolating the hazard
- Using engineering controls
- Using administrative controls

The use of personal protective equipment (PPE) is to be considered as the last resort measure before adopting the use of PPE, council will ensure all other measures have been considered which, either singly or in combination, have been unable to establish an acceptable level of protection for the volunteer.

Some hazards will require using a combination of control measures that may include the use of PPE.

11. MONITORING AND REVIEW

During the volunteer activity lifecycle, council will ensure appropriate monitoring and review processes are conducted. These may include and not be limited to supervision of activities by the Project Coordinator and monitoring of:

- Attendance registers
- Compliance with risk management procedures and safe work procedures and instructions
- Use of council owned plant and equipment
- Impact on the environment

- Incident reporting procedures
- Volunteer(s) health and wellbeing.

12. INDEPENDENT INDIVIDUAL OR ORGANISATION

In considering the relationship council may have with an independent individual or organised Group it may be appropriate to enter into an agreement with the organisation, treating the arrangement similar to a contractor. The Group should be able to demonstrate to council their ability to undertake the task or project in a safe manner. Council will site evidence of the groups commitment and ability to deliver health and safety initiatives in managing the tasks/project.

13. NON-COMPLIANCE

Issues of non-compliance with policies, procedures or not cooperating with reasonable instruction of the person in charge of the activity by volunteers may result in termination or disciplinary action being taken by the Manager or Project Coordinator. Whilst it is not desirable to take the “big stick approach”, non-compliance must be dealt with and issues raised to ensure the activity is conducted in a safe a manner as possible with volunteer(s) not placing themselves or other persons at risk while undertaking activities on behalf of council.

14. ADMINISTRATION

Single Entry Point

The engagement of volunteers and ongoing administration of the work relationship should be coordinated, in a similar manner as paid workers. A single point entry will assist a council in maintaining administrative management of the volunteers.

Where a designated Project Coordinator or the like is not in place, individual workers with responsibilities for overseeing or engaging with volunteers will consult, co-ordinate and co-operate to ensure volunteer activities are effectively and efficiently managed across all functional areas.

The Volunteer Management Process Flow Chart represents the process for engaging and working with volunteers.

15. REFERENCES

NSW Work Health and Safety Act 2011

NSW WHS Regulation 2011

Code of Practice – Consultation, Cooperation and Coordination

Code of Practice – How to Manage Work Health and Safety Risks

Code of Practice - Managing the Work Environment and Facilities

Lithgow City Council WHS Policy 9.19

16. REVIEW PROCESS

This procedure will be reviewed as a result of organisational or legislative change or as a minimum every four (4) years.

Revision Number	Clause Page(s) where changes made	Description	Approved By	Issue Date
		Draft to EMT	EMT	18/03/2013
		Draft to CMT – changes made	CMT	10/04/2013
		Final version to EMT	EMT	10/04/2013

Annexure A

VOLUNTEER APPLICATION

Postal Address

PO Box 19
LITHGOW NSW 2790

Phone

Ph: 02 6355 9999
Fax: 02 6351 4259

Internet

www.lithgow.com

council@lithgow.nsw.gov.au

ABN:5998 609 2492

Applicant Details

Name:

Postal address:

Daytime contact number:

Mobile Number: Date of birth:

Email address:

Have you previously volunteered with Lithgow City Council? ☐ Yes ☐ No

Are you subject to the Centrelink Mutual Obligation requirement? ☐ Yes ☐ No

Do you hold a current drivers licence? ☐ Yes ☐ No

Do you hold a current White Card? ☐ Yes ☐ No

If yes, please provide details – Card Number: Expiry Date:

Emergency contact details:

As this form also collects the personal information of an individual you have nominated as your emergency contact, under Lithgow City Council privacy obligations, you are required to obtain the consent of the nominated individuals for the collection of their personal information in this form.

Name:

Relationship:

Daytime contact number:

Employment Status:

Please select your employment status (select more than one if applicable)

☐ Full time ☐ Part time ☐ Studying ☐ Unemployed ☐ Retired ☐ Currently volunteering

Availability:

Please indicate when you are available for volunteer work (select more than one if applicable)

☐ Weekdays ☐ Weekends ☐ Public Holidays ☐ Night time

Work areas:

Please select your preferred area/s of work:

<input type="checkbox"/> Art Gallery	<input type="checkbox"/> Environment	<input type="checkbox"/> Libraries
<input type="checkbox"/> Events	<input type="checkbox"/> Tourism/ Visitor	<input type="checkbox"/> Sport/ Recreation
<input type="checkbox"/> Museum	<input type="checkbox"/> Community and Culture	<input type="checkbox"/> Other
<input type="checkbox"/> 355 Committee	<input type="checkbox"/> Bushcare Group	

Supporting information:

What made you decide to volunteer?

--

Health and fitness:

Please provide details of any disabilities, medical conditions or allergies that we should be aware of:

--

Skills and abilities:

Please list any skills and abilities you have in any of the areas below. Include information even if you think it may not be relevant – you never know what might be useful.

Formal qualifications:

--

Languages:

--

Business/ administration:

--

Computer skills:

--

First Aid:

--

Cash handling:

--

Public speaking:

--

Hospitality:

--

Marketing:

--

Trades:

--

Teaching:

--

Research:

--

The Arts:

--

Museums:

--

Tourism:

--

Events:

--

Libraries:

--

Garden/Environmental Activities:

--

Please Provide 2 Referees:

Name:

Name:

Contact Details:

Contact Details:

Phone:

Phone:

Applicant signature:

Signature:

--

Date:

--

Office use only

Date received: _____ Dept: _____ Contact Date: _____

Interview Date: _____ Induction Date: _____ Start Date: _____

Notes: _____

Privacy Statement

Lithgow City Council is collecting your personal information for the purpose of maintaining volunteer rosters and teams. The collection of this information is authorised under the Local Government Act 1983. Your information will not be given to any other person or agency unless you have given us permission or we are required by law.

VOLUNTEER ROLE STATEMENT & AGREEMENT

Applicant Details



Name:

Postal address:

Daytime contact number:

Mobile Number: Date of birth:

Email address:

Protective Tools and Equipment to be provided:

(Refer Council SWP Personal Protective Equipment)

Tool/s Equipment	Personal Protective Clothing	Personal Protective Equipment
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

Please advise the following competencies have been sighted and captured within Council Corporate Record System

Drivers Licence Class: No.: Expiry Date:

White Card (WorkCover Construction Induction Card) Card No.:

Traffic Control Colour: Certificate No.: Expiry Date:

Other:

Other:

Other:

Other:

Other:

Expected Commencement Date:

Supervisor/ Coordinator:

VOLUNTEER FILE MANAGEMENT:

The following Documentation is attached for recording within Council Corporate Record System

Signed Initial Volunteer Application

Induction Attendance

Medical Confirmation

Volunteer Required Tools and PPE

SWMS needed and Completed Training Needs Analysis (attached)

Volunteer Proof of competencies confirmed

Applicant Declaration:

I _____ of _____
_____ NSW ()

Herewith agree to work as a volunteer with Lithgow City Council situated at Lithgow NSW and confirm I have received and understand the following conditions

- I agree to Lithgow City 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 the Lithgow City Council
- I agree to conduct myself under the guidance and supervision of council Supervisor/ Coordinator for the area of work I am applied
- I agree to use the tools and protective equipment provided specified in this application with particular emphasis to the SWMS instructions provided.
- I agree to abide by Lithgow City Council WHS Policy and Procedures at all times and further I will report any issue regard WHS to my allocated Supervisor/ Coordinator using council Hazard Report Form.
- I understand that the 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 using council Incident Notification Form.
- I am willing to undertake any training deemed necessary by council in relation to my volunteering role to ensure that I comply with all council Policies and legislative obligations by council.
- I understand that as a volunteer I am expected to maintain the same standards of confidentiality, courtesy and organisation discipline as council paid workers
- I agree to conduct myself in a constructive and cooperative way with council Staff, and will comply with any safety and environmental procedures or policies currently in place.
- I understand that I am volunteering my services to council and will not receive any remuneration for my services, and that I will inform the council when I no longer wish to be considered for further volunteering services
- I will inform the council if I have any illnesses or take medication which may affect my ability to perform my volunteering work in a safe and proper manner.

SIGNED VOLUNTEER: _____ **Date:**/...../.....

**SIGNED SUPERVISOR/
COORDINATOR:** _____ **Date:**/...../.....

SIGNED AND REGISTERED IN COUNCIL CORPORATE RECORD SYSTEM

OD Officer: _____ **Doc No.:** _____ **Date:**/...../.....

Annexure D

Training Needs Analysis



	Induction	First Aid	Warden Training	General Emergency	Manual Handling Awareness	Risk Management For Supervisors	Chemical & Equipment Awareness	Contractor Management	Duty of Care	WHS Committee Training	Cert IV in WHS	
Senior Manager												
Frontline Manager												
Employee												
WHS Officer												
First Aider												
Emergency Warden												
WHS Committee Member												
Contractor												
Volunteer	X			X	X		X		X			
Visitor												

Annexure E
Volunteer Induction Checklist



Name:	
Job Title:	
Signature:	
Date:	
Function:	

A	POLICY	Yes
	The council Risk Management Policy (WHS) Where it is located and can it be accessed	
B	EMERGENCY PROCEDURES	
	The Local Emergency procedures, relevant to the building, including safe fire evacuation explained.	
C	ACCIDENTS & INCIDENTS Reporting	
	The local system for reporting and recording accidents, incidents, near-misses and instances of occupational ill-health	
D	COUNCIL HEALTH AND SAFETY CONTACTS	
	<p>The names and details of Work Health and Safety contacts within the council;</p> <ul style="list-style-type: none"> • Supervisor in charge: _____ • Area Health and Safety Representative: _____ • First Aid Location: _____ 	
E	INFORMATION AND ADVICE	
	<p>Where to obtain health and safety information, advice and guidance</p> <ul style="list-style-type: none"> • Council intranet system • Council safety notice boards in each work area 	
F	REPORTING PROCEDURE	
	The appropriate mechanisms for raising any health and safety concerns within the premises and for reporting accidents and injuries to relevant personnel	
G	ADDITIONAL INFORMATION	

Annexure F Expense Reimbursement

EXPENSE/ PETTY CASH REIMBURSEMENT



CREDITOR NO _____

COST ACCOUNT NO _____

To be completed for ALL Expense reimbursements – **RECEIPTS MUST BE ATTACHED**

I..... declare that the expense of \$

datedwas incurred by me for the following purpose (**specify details**)

ACCOMODATION/ MEALS

.....
.....
.....

FUEL

KLMS Travelled Engine Capacity() < 2.5 litres @ 64c
per klm

KLMS Travelled Engine Capacity () > 2.5 litres @ 73c
per klm

EDUCATIONAL

.....
.....
.....

PHONE

(0)..... Mobile

OTHER

.....
.....
.....
.....
.....

.....
EMPLOYEE SIGNATURE

.....
DATE

.....
APPROVING MANAGER

**FORM MUST BE COSTED AND AUTHORISED BEFORE PAYMENT CAN BE
PROCESSED**

Annexure G

VOLUNTEER ATTENDANCE REGISTER.

Volunteer Sign On and Off Register.



VOLUNTEERS NAME	LOCATION	DATE/TIME ON	DATE/TIME OFF	CONTACT DETAILS

LITHGOW CITY COUNCIL CONFLICT RESOLUTION/ GRIEVANCE PROCEDURES AND RECORD

Every effort should be made to resolve any matter raised by any council worker (including volunteer), within 3 days of notification

The section below is not compulsory, action will be taken without contact name or contact details as set out and volunteers will be collectively informed of the outcome of this conflict inquiry by the Group Manager In an open forum

Name: _____

Date:/...../.....

Location: _____

Signature: _____

In order to expedite the matter at hand could you please identify the nature of the Conflict in principle.

- | | | |
|---|---|--|
| <input type="checkbox"/> Harassment General | <input type="checkbox"/> Sexual Harassment | <input type="checkbox"/> Discrimination (ethnic) |
| <input type="checkbox"/> Job Location | <input type="checkbox"/> Job Facilities | <input type="checkbox"/> Management attitude |
| <input type="checkbox"/> Work Practices | <input type="checkbox"/> Work Health and Safety (WHS) | <input type="checkbox"/> Other (Specify) |

Additionally could you identify if you wish to make a formal CONFLICT application or discuss the matter/s by phone, direct contact or any other medium of your convenience

- | | | | |
|--|-----------------------------------|---|---------------------------------------|
| <input type="checkbox"/> Formal conflict application | <input type="checkbox"/> By phone | <input type="checkbox"/> Direct Contact | <input type="checkbox"/> Other medium |
|--|-----------------------------------|---|---------------------------------------|

Nature of Conflict/ dispute summary: _____

Submission Date:/...../.....

LITHGOW CITY COUNCIL

Step towards Resolution of Conflict Resolution/ Grievance

Records of Interview with Group Manager – Volunteer

Date:/...../..... Time:am/pm

Resolved: ☐ No ☐ Yes

GM Signature when resolved: _____

Date: .../.../.....

Volunteer Signature when resolved: _____

Date: .../.../.....