

# Illawarra Shoalhaven Joint Organisation Policy Manual

## Volunteers Policy



## 1. Purpose

The Illawarra Shoalhaven Joint Organisation (the ISJO) recognises the significant contribution of volunteers within our community.

The ISJO will on occasions access the support of volunteers in the delivery of its programs to our Member Councils and wider stakeholder community.

This document is designed to provide guidance on how volunteers should be engaged, inducted and managed.

## 2. Scope

This Policy applies to people who volunteer their services to our organisation.

This policy does not apply to students on formal vocational placements organised by the NSW Department of Education or a tertiary education institution.

## 3. Principles

The principles of volunteering at the ISJO are:

- Volunteering is undertaken freely and by choice
- Volunteering is an inclusive activity open to all who are able and suitable
- Volunteers contribute their time, effort, knowledge and skills and develop formal and informal networks while gaining experience in the delivery of regional programs
- Volunteers are to be provided with appropriate induction, training, instruction and supervision to undertake volunteer activity
- Volunteers are to be provided with a healthy and safe working environment
- Volunteers are not to be placed in roles that were previously held by paid employees or have been identified previously or currently as paid jobs
- Volunteers are not to be required to take up additional work during industrial disputes or employment shortages
- Volunteers are not to be used in positions of responsibility for security issues and / or health and safety issues.

## 4. Procedures

The following procedures are designed to ensure that the ISJO's volunteers are appropriately recruited, screened, inducted and supervised in a way that ensures they operate within the ISJO's legislative, policy and procedural frameworks.

### Engaging a Volunteer

Volunteers are managed locally by the relevant business unit and are engaged with the approval of the business unit manager. The relevant business unit manager will determine if their unit can accommodate and supervise a volunteer and will allocate a supervisor responsible for the volunteer(s).

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|----------------|-------------------|------------------|-----------------------|--------------|-----------------|
| Document Name: | Volunteers Policy | Author:          | Roger Stephan         | Approved by: | Chief Executive |
| Date:          | 30 July 2024      | Review Date      | Annually on 30 June   | Doc ID:      |                 |
| Version:       | 1                 | Amendment notes: | New standalone policy |              |                 |

## Recruiting and onboarding a Volunteer

Prior to the recruitment / engagement of a volunteer the business unit manager must specify what pre-employment checks are required for a volunteer to work in their unit including Criminal Checks and Volunteer Working With Children Checks (see below). These checks must be sighted by the business unit manager before the volunteer commences work with the ISJO.

Volunteers are to be onboarded and their records including any background checks are to be retained in the ISJO's central recruitment and personnel files (managed, in 2024, by ISJO's Manager Finance and Administration).

## Inducting a Volunteer

Upon commencement volunteers must be made aware of the ISJO's key policies, procedures, Code of Conduct and other relevant obligations through an induction program which is to be coordinated by the host business unit.

A template induction program will be developed and maintained (in 2024 by the CEO) and must be tailored to the individual volunteer activity. Induction must include work health and safety training relevant to the nature of the volunteer activity.

## Supervising Volunteers

Business unit managers must ensure appropriate levels of supervision, training and management are provided to volunteers. Volunteers should receive regular feedback and acknowledgement but are not formally performance managed.

Business unit managers will also ensure regular support is provided to volunteers and ensure all volunteers have a healthy and safe workplace.

## Ceasing of Volunteer Arrangements

A volunteer arrangement can be ceased by a volunteer or the ISJO at any time. Business Unit Managers should request one week's notice and will attempt to give the same notice period depending on the circumstances. All volunteers must return any property and files (electronic or otherwise) belonging to the ISJO prior to leaving.

Volunteers are expected to act in accordance with relevant ISJO's policies, procedures, Code of Conduct and Child Safe Code of Conduct. If any volunteer acts in a manner which does not uphold these standards, the volunteer arrangements with the ISJO may be terminated. Business unit managers should seek the advice of the CEO if needed.

## Provision of Insurance

The ISJO provides volunteers with public liability cover and personal accident cover. Details of insurance cover can be obtained from the ISJO's Risk Management Unit (in 2024 the Manager Finance and Administration).

## Use of Vehicles

Any volunteer who is required to operate an ISJO vehicle as part of their volunteering duties must provide the business unit manager with proof of their current driver's licence. A copy of the driver's licence is also to be placed in the volunteer's file (see above).

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If using a private vehicle as part of their volunteer role a volunteer must provide evidence of relevant motor vehicle third party and comprehensive insurance details. Copies of this documentation are also to be filed.

Volunteers are responsible for any parking or traffic offences they commit by not complying with NSW road laws. The ISJO will not provide reimbursement for any such fines.

In all instances, relevant provisions of the ISJO's Motor Vehicle Policy apply to volunteers using ISJO vehicles.

### **Bikes including eBikes**

Any volunteer users of ISJO bikes or eBikes bike users must:

- Comply with all procedures and directions in the ISJO's Motor Vehicle Policy that relate to bikes or eBikes
- Perform all relevant safety checks before beginning to cycle and immediately report any operational defects, faults or problems to the relevant Business Unit Manager who will then determine repair and replacement options
- Adhere to road rules. Bike riders are personally responsible for any breaches or offences committed
- Wear safety apparel as required by law (helmet) and covered in, closed-toe suitable footwear
- Return bikes and accessories to the place of pick up at the end of a use period
- Secure bikes and accessories (including removal of lights where these are not fixed to the bike) when parking in public places
- Ride only on roads, smooth tracks and trails and in accordance with the directions of the Business Unit Manager
- Not misuse or wilfully damage equipment and facilities.

Use of an ISJO owned eBike on a public road by a person under eighteen (and who does not have a valid Driver's Licence) is forbidden.

### **Reimbursement of Expenses**

Volunteers who regularly provide their time may be reimbursed agreed personal costs incurred by the volunteer providing the:

- Expenses are being claimed with prior approval by the relevant business unit manager including:
  - Motor vehicle expenses
  - Public transport costs which do not include public transport from home to the volunteering activity or the return trip home
  - In limited circumstances parking fees, and
  - Other approved program and project costs which may be incurred from time to time.
- Cost was incurred on behalf of the ISJO while carrying out the ISJO's activities. This cost must be demonstrated by supporting documentation (most typically, electronic or printed receipts).
- Reimbursement has no connection to the volunteer's income-producing activities or services

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rendered to the ISJO in a professional or commercial capacity, and

- Payment does no more than reimburse the volunteer for expenses actually incurred or to be incurred.

### Provision of Non-Cash Benefits

In some circumstances, the ISJO may provide volunteers with reasonable non-cash – and on occasions – cash-like benefits such as meals, clothing and other token items of recognition.

Any such gifting must be undertaken in accordance with the ISJO’s Gifts and Benefits Policy and other related policies.

### Responsibilities

Business Unit Managers will:

- Ensure appropriate levels of supervision, support and management are provided
- Appoint volunteers in accordance with the principles of anti-discrimination and equal employment opportunity
- Provide a safe workplace for all volunteers
- Ensure relevant background checks, including criminal check and Volunteer Working with Children Checks are specified at the time that a volunteer position is created and undertaken before a volunteer is engaged
- Ensure there is no conflict of interest between the volunteer’s personal interest both pecuniary and non-pecuniary, their supervisor’s personal interests both pecuniary and non-pecuniary and the ISJO’s volunteering activities
- Provide a general induction and activity specific training where appropriate
- Provide information on the ISJO’s Work Health and Safety procedures including correct use of personal protective equipment (PPE) as required
- Inform volunteers of their responsibilities
- Maintain a full and accurate record of volunteers in accordance with the ISJO’s relevant policies including its Privacy Management Plan.
- Arrange / ensure insurance coverage for volunteers in accordance with legal requirements. Advice on such requirements should be obtained from (in 2024) the ISJO’s Manager Finance and Administration.

### The CEO and central administration will:

- Provide sufficient oversight of volunteer procedures as appropriate
- Ensure the maintenance of records of all volunteer information in the ISJO’s records management systems
- On occasions where it is deemed appropriate, verify Working With Children Checks
- Provide content and advice for volunteer induction.

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## Volunteers will:

- Follow the reasonable directions of their supervisor
- Comply with the ISJO's values, policies, procedures and Code of Conduct
- Comply with the ISJO's Work Health and Safety guidelines including correctly wearing / using personal protective equipment (PPE) when provided / issued
- Perform volunteer activities in accordance with the agreed role description and working arrangements
- Attend induction and participate in training activities as required
- Manage information and data in compliance with the ISJO's Records Management Policy and Privacy Management Plan
- Arrive on time and report their absence from volunteer work as soon as possible to their supervisor to ensure that alternative arrangements may be made
- Promptly report to their supervisor existing issues in relation to, or any changes to licences, health or personal circumstances that might impact on their capability to effectively perform a volunteer role
- Ensure all media enquiries are directed to the ISJO's CEO. Volunteers are not authorised to answer any questions or make any comments to the media.
- Before commencing work, provide a current volunteer Working with Children Check clearance and date of birth for verification, where this has been identified as a requirement of the role in accordance with the ISJO's Child Protection Policy and Procedures.
- Provide, where possible, one week notice of an intention to cease volunteering with the ISJO

## 5. Definitions

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| Volunteer            | A person who gives their time to the ISJO without financial remuneration and for the benefit of the community at the direction of ISJO employees.   |
| Conflict of Interest | A conflict of interests exists where a reasonable and informed person would perceive that a volunteer and / or business unit supervisor could be influenced by a private interest when carrying out their volunteering or supervision roles (Refer to Code of Conduct). |
| Benefit              | A benefit includes instances of preferential treatment, hospitality, privileged access or favours offered in relation to work activities. Examples include invitations to sporting, cultural and social events  |
| Cash-like gift       | A cash-like gift includes, but is not limited to, gift vouchers, lottery tickets, credit cards, debit cards with credit on them, prepayments such as phone or internal credit, membership or entitlements to discounts.   |

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