



Volunteer Handbook



Welcome!

We would like to thank you for volunteering your time and expertise to the Flinders Council.

Volunteers are an important part of our organisation and we encourage local community members to participate in providing services to the community.

Flinders Council is committed to providing a safe and enjoyable environment for volunteers and ensuring that volunteers are prepared for what they are required to do.

This handbook provides you with supportive information to ensure your volunteering experience is safe, productive and enjoyable.

Your rights as a volunteer

A volunteer is a person who voluntarily offers themselves for a service or undertaking.

As a volunteer you have the right to:

- Work in a healthy, safe environment
- Be adequately covered by Council's insurance policies
- Be given information and access to Council's policies that affect your work
- Be able to raise any grievance or issue
- Be supported by Council
- Have your confidential and personal information managed in a sensitive manner that is in line with the Privacy Act 1998 (Cth) and the Personal Information Protection Act (Tas) 2004
- Have the equipment and resources to complete your duties
- Be provided with organisational orientation and OH&S Induction

Your responsibilities as a volunteer

You, as a volunteer, have a duty under the *Work Health and Safety Act 2012 (WHS Act)* to take reasonable care for your own health and safety. Accordingly, there are certain responsibilities you must meet in your role.

As a volunteer, you have a responsibility to:

- Complete a Volunteer Registration Form
- Ensure you are clear on what volunteer work Council has authorised you to do, as shown on your Volunteer Role Statement
- Carry out all your tasks in a safe way
- Follow the reasonable work, health and safety instructions given to you
- Adhere to the Council policies and procedures that affect your work
- Have adequate experience with, or have received training in the operation of any plant you are required to use in the course of your volunteering duties
- Adhere to all legislation relevant to your duties
- Immediately report any unsafe working conditions and potential hazards to your Council Volunteer Supervisor
- Immediately report any incidents, injuries or near misses
- Inform Council if you are unable to undertake your duties
- Communicate openly and honestly with those you volunteer with

Council's rights and responsibilities

Council has the right to:

- Make decisions regarding volunteer placement
- Review volunteer performance according to organisational policies and procedures
- Expect volunteers to perform their tasks to the best of their ability
- Expect volunteers to conduct their duties with respect and courtesy towards all customers, paid and voluntary staff

Council has the responsibility to:

- Provide adequate insurance coverage for volunteers
- Provide organisational orientation and necessary training
- Provide safe and healthy working conditions
- Provide supervision and support
- Provide required documentation relating to the volunteer work to be undertaken

Volunteering at Flinders Council

Orientation and Induction

If you are interested in volunteering for Council, you will firstly need to complete a Volunteer Registration Form to confirm your interest, and make an appointment with Council's Front Desk to complete a Volunteer Safety Induction.

If successful, a Volunteer Role Statement will be issued to you which will outline your scope of works and (if any) limitations.

When you commence your volunteering role with Council, any specific procedures relevant to your role will be conveyed to you, and any specific requirements will be documented on your Volunteer Role Statement.

If you have any questions about your role or Council's policies or procedures you should refer these to your Council Volunteer Supervisor.

Personal Information and Privacy

Any information about you collected by Council in the course of your volunteering will be kept private and confidential in accordance with Council's Personal Information Protection Policy, a copy of which can be obtained from Council upon request.

Resignations

Should you wish to end your volunteering service, please notify Council at your earliest convenience.

Work Health & Safety

Volunteers, along with employees and contractors, are now defined as "workers" in the *Work Health and Safety Act Tasmania 2012 (WHS Act)*.

Workers are covered by WHS laws. This means that a person who carries out work in any capacity for an organisation that employs paid staff and is not paid for their work is a volunteer worker and is covered by the WHS laws.

Workers, including volunteers, have a duty to take reasonable care. Therefore, you are expected to:

- Take reasonable care for your own health and safety
- Take reasonable care to make sure you don't affect the health and safety of others
- Comply, as much as you are reasonably able to, with reasonable instructions of Council
- Cooperate with any reasonable Council policy or procedure
- Report any risk or hazard you may identify during volunteering duties to your Council Volunteer Supervisor

Emergency evacuation plans and first aid kits are located in all Council owned facilities.

First aid kits are present in all Council owned facilities and vehicles.

Insurance

Flinders Council's Public Liability insurance coverage extends to volunteers. It is important to note that this coverage is specific and minimal, and it is expected that volunteers will take reasonable care for their own health and safety.

If Volunteers are conducting work for other voluntary organisations on Council land then this coverage does not apply.

Flinders Council does not insure personal vehicles owned by a volunteer. Please ensure that your vehicle is insured and registered.

Volunteers are not covered under Council's Workers Compensation Policy for loss of wages or medical expenses due to an injury.

Equity

Flinders Council aims to create a working environment which is free from discrimination and harassment where all workers are treated with dignity, courtesy and respect.

Volunteers are not to participate in any discriminatory behaviour during the course of their duties as a volunteer, or in connection with their role as a volunteer for Council.

Code of Conduct

Flinders Council has in place a Code of Conduct Policy which applies to volunteers, as well as staff and contractors. Volunteers must act with the highest standards of honesty and integrity and in a manner which is consistent with the Council's policies while they are volunteering, working, or representing Council at after-hours events or functions.

For full details please request a copy of the Flinders Council Code of Conduct Policy from your Council Volunteer Supervisor.

Grievances and Complaints

Flinders Council will make every effort to solve a grievance in a manner acceptable to all parties. If a grievance cannot be resolved informally you may make a formal complaint in writing according to Flinders Council's Issue Resolution Policy and Procedure.

Volunteer Checklist

- Read this handbook and agree to its terms?
- Completed your Volunteer Registration Form?
- Completed a Volunteer Safety Induction?
- Received your Volunteer Role Statement?

Thank you for donating your time to volunteering for Flinders Council. We hope that this handbook assists you with any questions you may have regarding your volunteering role.

For more information please contact:

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