

# ACT VOLUNTEER TERMS AND CONDITIONS

## **VOLUNTEER RESPONSIBILITIES**

The Volunteer will:

- Comply with Council's Code of Conduct, Volunteers Procedures, Work Health and Safety Policies, Issue Resolution Procedures and all relevant policies, protocols and procedures.
- Take direction from Supervisor and other staff.
- Positively interact with staff, other volunteers and the public.
- Understand and respect confidentiality.
- Work within role responsibilities and boundaries.
- Undertake all required training and formal instruction.
- Respect the privacy of council staff, other volunteers and the public.
- Support staff and other volunteers.
- Complete the sign on/sign off register whenever you are volunteering.
- Wear personal protective equipment when required.

## **VOLUNTEER RIGHTS**

The Volunteer has the right to:

- Be formally inducted into the role and site.
- Work in a healthy and safe environment.
- Have private and confidential information managed in accordance with the principles of the *Privacy and Personal Information Protection Act 1998* (PPIP Act).
- Be respected by staff, volunteers and clients.
- Have issues and concerns taken seriously.
- Be recognised for their contribution of time, knowledge, skills and experience.

## **SUPERVISOR'S ROLE**

Supervisors are responsible for:

- Inducting the Volunteer into the workplace.
- Ensuring the workplace is a safe and healthy environment.
- Directing Volunteer in his/ her role and providing a clear understanding of tasks and hours.
- Providing the Volunteer with all necessary training, guidance and supervision.

## **INDUCTION AND TRAINING**

The Council is committed to providing the Volunteer with the information, skills and support required to enable him/her to fulfill his/ her volunteer role safely and effectively.

The level of training and instruction required will depend on the area of responsibility. Your Supervisor will advise you of any formal training or instruction that you will need to undertake for your role. You must attend all required training.

## **VOLUNTEER HOURS AND ATTENDANCE RECORDS**

The Volunteer's hours of volunteering are negotiated between the Volunteer and the Supervisor before you formally commence your duties.

- The Volunteer must sign on and off on the Volunteer Register every time he/she performs volunteer role.
- The Volunteer may not always be able to meet his/her volunteering commitment because of holidays, illness or other responsibilities. If the Volunteer is unable to attend he/she will need to advise your supervisor as soon as possible.

## **DRESS CODE**

Volunteers are required to demonstrate a neat and appropriate standard of dress and wear volunteer identification at all times.

## **ACCIDENT INSURANCE**

The Volunteer is not covered by Worker's Compensation provisions.

The Volunteer is covered by Lake Macquarie City Council's personal accident insurance for workplace injury while engaged in a designated volunteer role.

The Volunteer must only engage in activities that he/she has been directed to undertake by the supervisor.

## **USE OF A PERSONAL VEHICLE**

Council does not provide motor vehicle insurance while the Volunteer is using a personal vehicle for volunteer duties.

It is your responsibility to maintain a current driver's licence and ensure your vehicle is registered and that you have an appropriate level of insurance coverage.

## **OUT-OF-POCKET EXPENSES**

You can only claim reimbursement for out-of-pocket expenses with prior approval from your Supervisor for the purchase(s). The cost of travel to and from the workplace will not be reimbursed.

## **DUTY OF CARE**

The Volunteer is bound by a legal duty of care to those who they work with and is responsible for carrying out his/her duties with due care for the safety and wellbeing of others.

The Volunteer will receive specific work health and safety instructions as part of the formal induction.

Any breach of work health and safety requirements could lead to the termination of the Volunteer's services no longer being required.

## **VOLUNTEER BEHAVIOUR**

When the Volunteer's behaviour is inappropriate the matter will be brought to the Volunteer's attention immediately.

The principles of procedural fairness will be applied. Procedures will be consistent, fair, transparent and equitable with the focus on encouraging good relationships.

Any action taken by Council will depend on each situation but may result in further action and/or cessation of the volunteer's services.

## **ISSUE RESOLUTION**

The Volunteer has the right to a fair hearing underpinned by the principles of:

- Confidentiality.
- Fairness.
- Timeliness
- Respect

## **MEDIA COMMENT**

The Volunteer must not make any comments to the media on behalf of Lake Macquarie City Council. Any requests for a press release, statement or comment must be referred to the Supervisor.

The Volunteer agrees to the above terms and conditions of volunteering with Lake Macquarie City Council.