

# VOLUNTEER PROCEDURE (22) V1

## PURPOSE

To provide guidance in the management of volunteers.

**NOTE: For the purpose of Work Health and Safety (WHS) a volunteer is deemed by legislation to be a worker.**

## RESPONSIBILITIES

**Persons Conducting a Business or Undertaking (PCBU) must ensure so far as is reasonably practicable:**

- a system is developed and implemented to manage and supervise volunteers
- volunteers are assessed for their suitability to roles or task expectations
- all volunteers are inducted into the worksite
- all volunteers are advised of their specific role and are provided a position description
- volunteers are provided with information, instruction and training in a language which is reasonable for them to understand
- consultation, cooperation and coordination occurs with all volunteers.

## Officers

Officers must exercise due diligence to ensure that the PCBU meets their responsibilities as above.

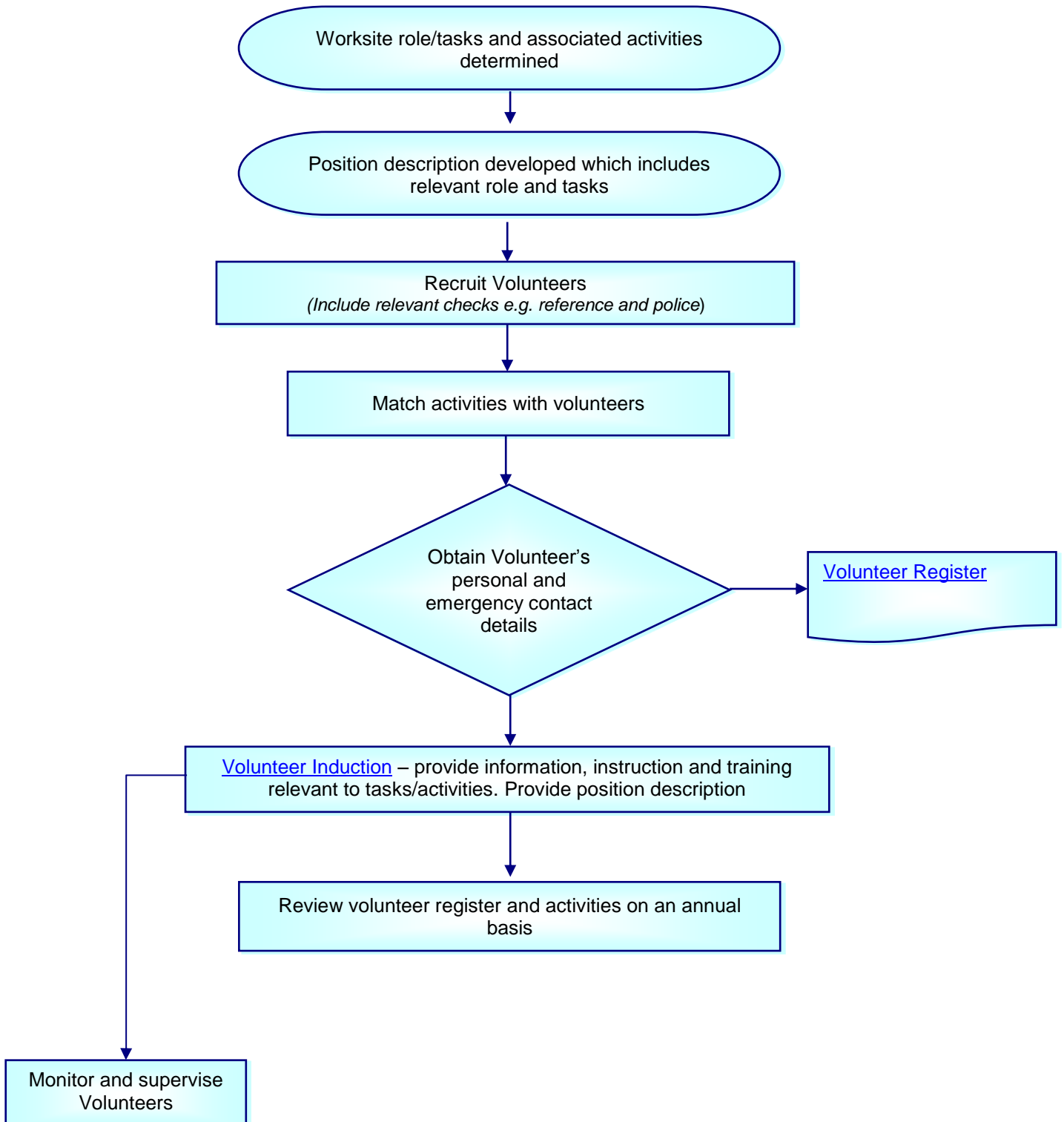
## Workers must:

- take reasonable care for their own safety and avoid adversely affecting the health and safety of others, through any act or omission
- comply with all reasonable instructions and procedures

## DEFINITIONS

Definitions of terms can be found on the Catholic Safety website or via this link [here](#).

VOLUNTEER FLOWCHART



**ACTIONS**

INFORMATION
<p><b>PARISH SECTOR: Catholic Archdiocese of Adelaide:</b> Please refer to the <a href="#">Diocesan Offices and Parishes Volunteers Policy</a>, Policy Number HRPOLI005 for further information on Volunteer Management.</p>

HAZARD IDENTIFICATION	
Assessment / Suitability	<p>Identify tasks that volunteers will be performing.</p> <p>Consider:</p> <ul style="list-style-type: none"> <li>• a list of basic tasks involved;</li> <li>• skills and experience needed to perform the role.</li> <li>• time required to do the work</li> </ul> <p>Develop a <a href="#">Volunteer Position Description</a>, including the skills and attributes required for the role/tasks to be performed.</p> <p><b>PARISH SECTOR:</b> This is not required for Volunteers in Ministry roles.</p>
Volunteers Personal Details	<p>Obtain volunteers personal details (including Emergency Contacts).</p> <p><b>EDUCATION SECTOR:</b> Refer to '<a href="#">CESA Screenings &amp; Recruitment Procedures for Applicants</a> – Appendix 3 Volunteer Details'</p> <p><b>PARISH SECTOR:</b> <a href="#">Volunteers Personal Details</a></p>
Register	<p>Develop and maintain a <a href="#">Volunteer Register</a> (or equivalent police check register) that captures the following information:</p> <ul style="list-style-type: none"> <li>• full name/address/contact details</li> <li>• date of birth</li> <li>• commencement date</li> <li>• specific role/tasks to be undertaken</li> <li>• work location</li> <li>• known medical conditions (which may affect role)</li> <li>• qualifications/licences (copies retained)</li> <li>• date of induction</li> </ul> <p>The register should be reviewed every 12 months for accuracy of information</p>

RISK ASSESSMENT	
Induction	<p>Prior to, or on the day of commencement:</p> <ul style="list-style-type: none"> <li>• <b>EDUCATION SECTOR:</b> provide an induction, both to the site and their specific roles/tasks (refer <a href="#">Volunteer Induction</a>). As part of the induction, Volunteers must be provided with a copy of the Education Sector Volunteer Engagement &amp; Induction Checklist (<i>currently in development</i>). To assist with volunteers working within the classrooms, the <a href="#">Classroom Volunteers Form</a> can be used.</li> <li>• <b>OTHER SECTORS:</b> may use the <a href="#">Sample Volunteer Code of Conduct</a></li> <li>• ensure that both the Supervisor and the volunteer signs and dates the document</li> <li>• provide a copy of the signed document to the volunteer</li> <li>• site to retain a signed copy in their system</li> </ul>

	<ul style="list-style-type: none"> <li>volunteers are to be re-inducted to coincide with their police check renewal and/or, if there have been significant changes to the workplace.</li> </ul>
Consultation	<p>Volunteers must be consulted. Refer to Consultation Procedure 5 for when consultation should occur.</p> <p>Suggestions on how you might consult with the volunteers include:</p> <ul style="list-style-type: none"> <li>Sending out regular newsletters via email which feature WHS news, information and updates</li> <li>Regularly updating the volunteer section of the noticeboard or website with information, including policies and procedures</li> <li>Having a 'suggestions' email box for workers, including volunteers to send suggestions about ways to work safely and other matters</li> <li>Holding regular 'toolbox talks' where specific health and safety topics relevant to the task at hand are discussed.</li> </ul>
Working Bees / Events	<p>A risk assessment must be completed and documented for any working bee and/or any event the workplace is conducting. <a href="#">Working Bee Form</a> and <a href="#">Risk Assessment</a> can be used. Volunteers must sign in / out for any event they are working at.</p> <p>Refer to Hazard Management Procedure 14 for guidance on conducting a risk assessment.</p>
Working in people's homes	<ul style="list-style-type: none"> <li>A risk assessment must be conducted for working in a private residence.</li> <li>Information must be provided to the volunteers about any hazards they may encounter eg. a dog at the house or access &amp; egress.</li> </ul>
<b>CONTROLS</b>	
Supervision / Management	<p>Worksites must determine who is responsible for overseeing the volunteers.</p> <ul style="list-style-type: none"> <li>Provide adequate supervision for all new volunteers or where a new task/procedure is introduced or for hazardous work.</li> <li>Review levels of skills/competency on a regular basis to minimise the likelihood of incident/injury.</li> <li>Where gaps are identified in an individual's skill or competency level, organise further instruction and training as required.</li> <li>Ensure a system is developed and maintained to record hours of work i.e. sign-in/sign-out.</li> </ul>
<b>INCIDENT MANAGEMENT</b>	
	<ul style="list-style-type: none"> <li>Worksites must report and investigate all incidents involving volunteers as per Incident Reporting &amp; Investigation Procedure 2</li> <li>Catholic Safety Health and Welfare must be contacted for all notifiable incidents (eg. admission to hospital, electric shock etc)</li> </ul>
<b>INFORMATION, INSTRUCTION AND TRAINING</b>	
Information / instruction	<p>Volunteers are to be included, where relevant, in discussions and celebrations.</p> <p>Volunteers must be provided with information and instruction to enable them to perform their role/tasks in a safe manner.</p> <p>Information must be provided in a language which is reasonable for them to understand.</p> <ul style="list-style-type: none"> <li>The information may be through: <ul style="list-style-type: none"> <li>letters</li> <li>newsletters</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>- noticeboards</li> <li>- meetings</li> <li>- e-mails.</li> </ul> <ul style="list-style-type: none"> <li>• Ensure when changes occur either in the workplace or in work practices that the volunteers are informed and provided with further instruction.</li> <li>• Site must provide SOPs and Risk Assessments (Refer to the <a href="#">Working Bee Form</a> and <a href="#">CSHW Risk Assessment Resource Page</a> for information). Ensure they read, understand and agree to comply.</li> </ul>
Volunteer Officers (Boards)	<p>The <a href="#">Work Health Safety (WHS) – Officer Information for Board Members</a> information sheet is to be provided to all board members and issued annually.</p> <p>Further information about Volunteer Officers can be found at:  <a href="http://www.safeworkaustralia.gov.au/sites/swa/about/publications/pages/volunteer-officers-and-their-duties-factsheet">http://www.safeworkaustralia.gov.au/sites/swa/about/publications/pages/volunteer-officers-and-their-duties-factsheet</a></p>
Training	<ul style="list-style-type: none"> <li>• Site must provide opportunities for volunteers to attend training where relevant to their role and/or task.</li> <li>• Ensure specific training is provided to volunteers for any task with a known associated hazard.</li> <li>• Conduct a Training Needs Analysis for volunteers every 3 years.</li> </ul>
<b>DOCUMENT CONTROL</b>	
	<ul style="list-style-type: none"> <li>• Site must retain all induction/training records.</li> <li>• Volunteers personal details form, and Emergency Contact Details form must be retained.</li> <li>• Refer to Document Control Procedure 24 for retention periods.</li> </ul>
<b>MONITOR AND REVIEW</b>	
	<p>This procedure will be monitored for compliance and effectiveness by Catholic Safety Health &amp; Welfare SA as per the Audit Procedure 7.</p>

## RELATED DOCUMENTS

### External Documents

SA Work Health and Safety Act 2012  
 SA Work Health and Safety Regulations 2012

### Internal Documents

Work Health & Safety and Injury Management Policy  
 Catholic Church Safety Manual Procedures 1-31  
 CESA Procedure for Engaging & Inducting Volunteers (*currently in development*)

## FORMS

[Volunteer Register](#)  
[Volunteers Personal Details](#)  
[Volunteer WHS Induction](#)  
[Classroom Volunteers Form](#)  
[Volunteer Position Description](#)  
[Sample Volunteer Code of Conduct](#)  
[Working Bee Form](#)  
[Risk Assessment](#)



**VERSION CONTROL AND CHANGE HISTORY**

Version	Approved By	Approved Date	Reason for Development of Review	Review Date
V5	Sector Forums	April 2013	Legislation New WHS Act	2016
<b>April 2015 – Document consolidated across CCES sectors</b>				
V1	Executive Manager CSH&W	September 2015	Procedure consolidation and review from audit	2018

Approved for Publication:  \_\_\_\_\_ Date: 10 September 2015 \_\_\_\_\_  
Kathy Grieve