

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.

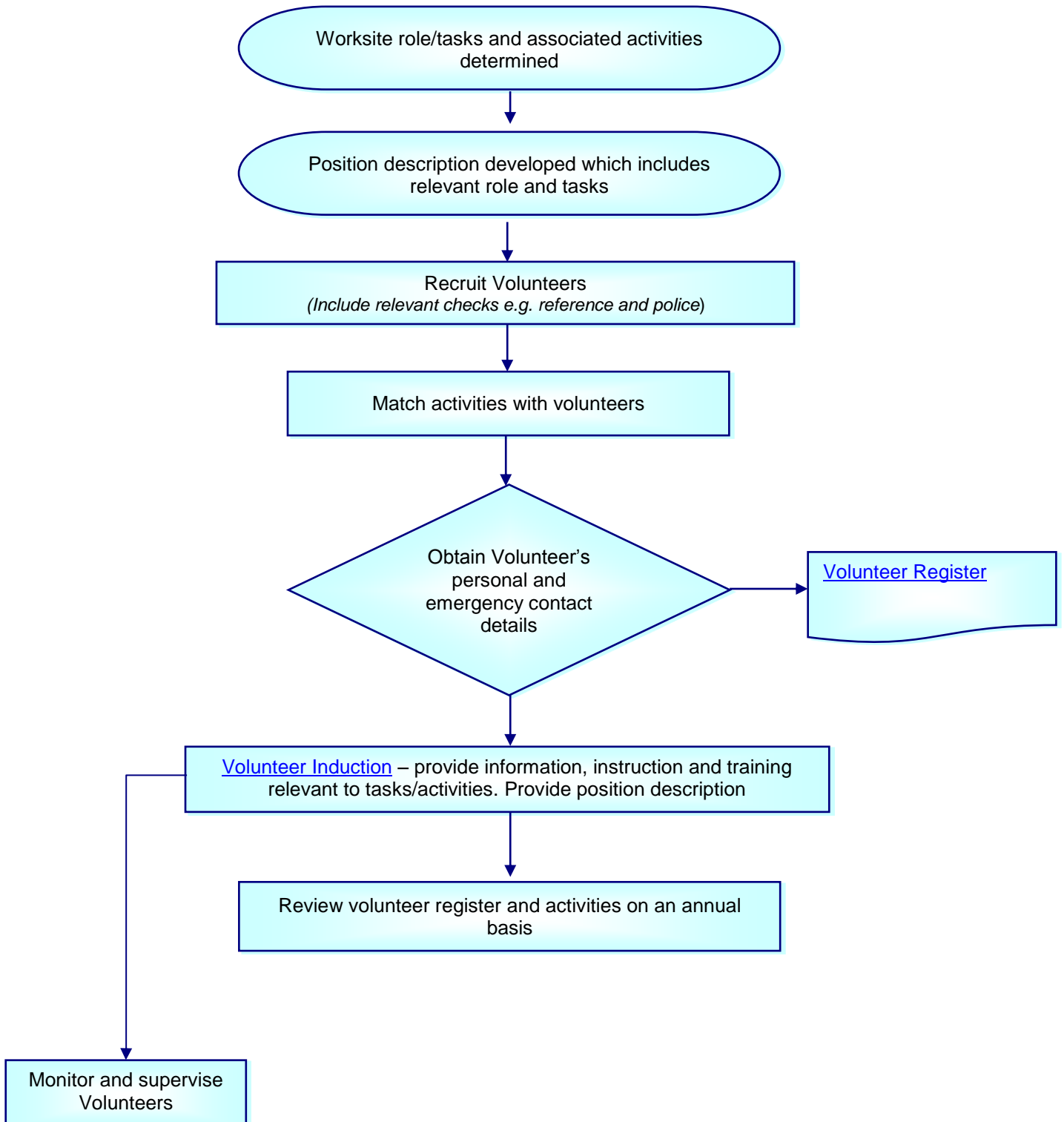
Workers must:

- 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>PARISH SECTOR: Catholic Archdiocese of Adelaide: Please refer to the Diocesan Offices and Parishes Volunteers Policy, 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"> • a list of basic tasks involved; • skills and experience needed to perform the role. • time required to do the work <p>Develop a Volunteer Position Description, including the skills and attributes required for the role/tasks to be performed.</p> <p>PARISH SECTOR: This is not required for Volunteers in Ministry roles.</p>
Volunteers Personal Details	<p>Obtain volunteers personal details (including Emergency Contacts).</p> <p>EDUCATION SECTOR: Refer to 'CESA Screenings & Recruitment Procedures for Applicants – Appendix 3 Volunteer Details'</p> <p>PARISH SECTOR: Volunteers Personal Details</p>
Register	<p>Develop and maintain a Volunteer Register (or equivalent police check register) that captures the following information:</p> <ul style="list-style-type: none"> • full name/address/contact details • date of birth • commencement date • specific role/tasks to be undertaken • work location • known medical conditions (which may affect role) • qualifications/licences (copies retained) • date of induction <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"> • EDUCATION SECTOR: provide an induction, both to the site and their specific roles/tasks (refer Volunteer Induction). As part of the induction, Volunteers must be provided with a copy of the Education Sector Volunteer Engagement & Induction Checklist (<i>currently in development</i>). To assist with volunteers working within the classrooms, the Classroom Volunteers Form can be used. • OTHER SECTORS: may use the Sample Volunteer Code of Conduct • ensure that both the Supervisor and the volunteer signs and dates the document • provide a copy of the signed document to the volunteer • site to retain a signed copy in their system

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

	<ul style="list-style-type: none"> - noticeboards - meetings - e-mails. <ul style="list-style-type: none"> • Ensure when changes occur either in the workplace or in work practices that the volunteers are informed and provided with further instruction. • Site must provide SOPs and Risk Assessments (Refer to the Working Bee Form and CSHW Risk Assessment Resource Page for information). Ensure they read, understand and agree to comply.
Volunteer Officers (Boards)	<p>The Work Health Safety (WHS) – Officer Information for Board Members information sheet is to be provided to all board members and issued annually.</p> <p>Further information about Volunteer Officers can be found at: http://www.safeworkaustralia.gov.au/sites/swa/about/publications/pages/volunteer-officers-and-their-duties-factsheet</p>
Training	<ul style="list-style-type: none"> • Site must provide opportunities for volunteers to attend training where relevant to their role and/or task. • Ensure specific training is provided to volunteers for any task with a known associated hazard. • Conduct a Training Needs Analysis for volunteers every 3 years.
DOCUMENT CONTROL	
	<ul style="list-style-type: none"> • Site must retain all induction/training records. • Volunteers personal details form, and Emergency Contact Details form must be retained. • Refer to Document Control Procedure 24 for retention periods.
MONITOR AND REVIEW	
	<p>This procedure will be monitored for compliance and effectiveness by Catholic Safety Health & 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
April 2015 – Document consolidated across CCES sectors				
V1	Executive Manager CSH&W	September 2015	Procedure consolidation and review from audit	2018

Approved for Publication:  _____ Date: 10 September 2015 _____
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