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## Volunteer Policy

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<b>Responsibility</b>	Manager Corporate Services

## INTRODUCTION

Whitehorse Manningham Libraries (WML) encourages and supports the involvement of volunteers in the delivery and enhancement of library services.

The Corporation acknowledges the significant contribution made by volunteers to library services and the local community. WML values the skills and experience that volunteers bring and the opportunities they provide to extend and enhance library services.

## PURPOSE

The purpose of this policy is to provide guidance to staff and volunteers of their responsibilities, ensuring volunteers are treated with respect, and that volunteer management is in line with legal requirements and Volunteering Australia's principles.

## SCOPE

This policy will apply to volunteers undertaking tasks on behalf of Whitehorse Manningham Libraries and employees responsible for supervising volunteers.

## OBJECTIVES

Whitehorse Manningham Libraries acknowledges the important part volunteers play in assisting to deliver services and programs to the community. Tasks carried out by volunteers are always appropriate to the volunteer role and do not displace or replace staff.

Volunteer roles may:

- Assist and enhance library services
- Provide an opportunity to build relationships between community members
- Foster and enhance community spirit
- Provide opportunities for volunteers to achieve personal goals
- Strengthen community cohesion, social wellbeing and trust

## **DEFINITIONS**

### **Volunteer**

In accordance with Volunteering Australia, formal volunteering is an activity which takes place through not for profit organisations or projects and is undertaken:

- to be of benefit to the community and the volunteer;
- of the volunteer's own free will and without coercion;
- for no financial payment; and
- in designated volunteer positions only.

## **RESPONSIBILITIES**

### **Whitehorse Manningham Libraries**

WML has a responsibility to:

- ensure volunteers are protected and not exploited
- provide healthy and safe working environments for volunteers
- ensure volunteers understand what their role is
- provide induction training and ongoing support to ensure volunteers can perform their work effectively
- provide volunteers with the opportunity to effect change in the provision of the service through their suggestions
- consult with volunteers on all matters that substantially affect the performance of their work
- screen all volunteers prior to commencement
- conduct police checks on all volunteers prior to commencement and at regular intervals (3 years)
- ensure all personal information relating to volunteers is stored securely
- ensure volunteers who work with children hold a current Working With Children Check.

### **Managers and supervisors**

Managers and supervisors have a responsibility to:

- provide supervision and direction to volunteers
- implement WML's volunteer policy and procedures
- provide induction and ongoing supervision
- work with volunteers in a professional and consistent manner
- provide volunteers with all necessary safety information and equipment

## **Volunteers**

Volunteers have a responsibility to:

- support the values and objectives of WML as stated in the Library Plan and Code of Conduct
- comply with all relevant WML policies and procedures; including the Code of Conduct, Equal Opportunity and Occupational Health and Safety Policies
- inform their supervisor of any absences; in advance if possible
- perform volunteer activities in accordance with the agreed position description
- adhere to agreed hours of voluntary work; or liaise with supervisor to arrange alternative hours
- wear their library volunteer name badge to identify themselves to patrons and library staff
- treat WML, personal and confidential information in accordance with the Privacy and Data Protection Act 2014 (Vic) and the Health Records Act 2001 (Vic)
- attend training when and as required
- provide feedback and input to their supervisor regarding their work with library patrons
- report any accident or injury, to their supervisor
- report information affecting the health and safety of patrons, employees or other members of the public to their supervisor
- treat children with respect and adhere to the Child Safe Policy and Reportable Conduct Policy

## **VOLUNTEER PROCEDURAL GUIDELINES**

Whitehorse Manningham Libraries has a commitment to maintain best practice standards in volunteering. These guidelines identify key processes involved in the recruitment, selection and management of volunteers.

### **1. Position Description**

All volunteer roles must have a position description, clearly defining the volunteer role and expectations of Whitehorse Manningham Libraries. A position description must be developed prior to any advertising for the volunteer role.

The position description must:

- confirm tasks
- outline the purpose of the role
- include an end date where the role is for a specific period of time
- provide clear expectations
- outline the responsibilities of the volunteer such as time commitment, service standards, training requirements and claiming expenses
- identify the supervisor of the role

Where a volunteer opportunity arises that is of a one off, or limited term nature a position description must be developed in consultation with the volunteer prior to commencement. Interview and assessment criteria are still applicable. Position descriptions will be reviewed and updated as required.

## 2. Recruitment and Selection

Volunteering opportunities are listed on the WML website under the Jobs and Volunteering section. All roles listed on the website have an accompanying position description and a link to the online form to register interest. All expressions of interest must be submitted online.

Applicants must be over the age of 18 and under the age of 90.

Processing submitted expression of interest forms:

- Forms will be electronically forwarded to the most appropriate person for the advertised role and filed electronically
- Applicants will be contacted and scheduled for an interview if initial expression of interest is compatible with the needs of WML
- All interviews must:
  - Include full details of the role, including provision of the position description
  - Provide information on the policies and procedures they will be required to abide by
  - Inform applicant of the requirement to have a Police Check prior to commencement. Refusal will result in application being rejected.
  - In accordance with the Child Safe Policy inform applicants that a Working with Children Check is required. Refusal will result in application being rejected.
  - Indicate how and when an applicant will be notified of the status of their application
- Assessment of interview
  - Applicants must be assessed in accordance with the selection criteria outlined in the position description
  - Successful applicants should be notified within 7 days of their interview and provided with all the relevant forms and checks required to be completed before commencement
  - Police checks will be carried out and paid for by WML
  - Working with Children Checks must be applied for by the applicant
  - Applicants who do not meet the selection criteria will not be accepted for the role and be advised of the outcome.
- Home Library Service volunteers who have been citizens or permanent residents of a country other than Australia at any time after turning 16 must make a statutory declaration stating that they have never:
  - a) been convicted of murder or sexual assault; or
  - b) been convicted of, and sentenced to imprisonment for, any other form of assault.

This statutory declaration is in addition to a current national police check, as this reports only those convictions recorded in Australian jurisdictions.

Once selected the supervisor of the applicant will ensure that the following documentation is forwarded to Corporate Services prior to appointment:

- Commencement Form
- Police Check confirmation which includes date carried out, with an All Clear, All States status – must be carried out and validated by WML
- Statutory Declaration where relevant (HLS volunteers only)

- Drivers licence number and expiry date where required for the role – original must be sighted by supervisor
- Working With Children Check registration number and expiry date, original must be sighted by supervisor; or evidence of a submitted application provided
- Signed Position Description

Letter of appointment

- A letter of appointment will be sent to the volunteer confirming role, start date, and name of supervisor.
- Where the arrangement is for a designated period of time this will be stipulated in the letter.

### **3. Induction, support, supervision and training**

The supervisor will arrange an induction to the organisation and relevant training, including training on safe work procedures.

Supervisors must be available to provide guidance and support as required to volunteers. If further training is required, this can be arranged through the Coordinator Operations Support.

### **4. Volunteer Register**

All commencement documentation must be stored electronically in the Corporation's electronic document and records management system. Details from the Commencement Form must be entered into the volunteer register, indicating the role they will be doing, their emergency contact and commencement date. In accordance with privacy legislation, the volunteer register must be securely stored and only accessible by staff who require the information.

### **5. Driving and Parking Permits**

Volunteers undertaking driving as part of their duties must possess a current Victorian Driver's License.

Volunteers are responsible for complying with parking regulations and for checking with branches for any changes in parking restrictions. Parking permits for Library car parks are available from Administration or the Home Library Services Department on request. It is the volunteer's responsibility to ensure they have a valid parking permit when using this car park. Volunteers incurring parking fines in breach of procedures are responsible for payment.

### **6. Insurance**

WML's insurance coverage extends to volunteers undertaking tasks for the Corporation. Volunteers are not entitled to Workers Compensation, but have limited benefits under the Corporation's personal accident insurance.

The Corporation has personal accident insurance. Volunteers are covered by the Corporation's policy. Please note the age restrictions on this policy. It is recommended that you have your own health insurance and vehicle insurance. The policy does not cover damage to property e.g. car damage in the event of an accident.

For further information on the Corporation's insurance policy, contact Manager Finance on 9896 4333.

## **7. Reimbursement of Expenses**

Volunteers may be entitled to claim for expenses whilst performing their assigned duties. Prior approval from the supervisor must be obtained for reimbursement of any expense incurred.

Volunteers using their own vehicle to deliver Home Library Service materials are entitled to a petrol allowance. Claim forms must be submitted at the end of the month, approved by the supervisor and sent to administration for processing.

## **8. Media Protocols**

All enquiries from the media are to be directed to the Marketing and Communications Officer.

## **9. Gifts**

In line with the Corporation Employee Code of Conduct, volunteers must not seek (directly or indirectly) any fee or reward for themselves or for another person or body for anything done by virtue of their employment with the Corporation.

A fee or reward is taken to mean any financial gain, gift, hospitality or any other benefit. Any gifts or other benefits (at a value of \$50 or above) that have been provided must be reported to the Manager Corporate Services for inclusion on the Register of Gifts and Other Considerations.

The acceptance of a gift of nominal value (less than \$50), such as a token of appreciation or minor hospitality is permitted in circumstances where there would be no suggestion of impropriety. In no circumstance must a gift of cash be accepted.

## **10. Confidentiality**

All volunteers must follow WML's Privacy Policy at all times, ensure that the personal information collected and held by the Corporation is protected from misuse, loss, unauthorised access, modification or disclosure. Corporation volunteers will only collect information directly relating to the services being provided to clients. Corporation volunteers will not disclose personal information to any person or organisation without written consent or unless prescribed by a lawful instruction.

No volunteer is to make a statement to the media and should refer all enquiries to their supervisor or the Marketing and Communications Officer.

## **11. Feedback and recognition**

All volunteers are recognised on an annual basis. Certificates of appreciation are presented to longstanding volunteers.

Supervisors should provide regular feedback to volunteers in relation to their role and gain insights into their work satisfaction levels. Volunteers meet with their supervisor for an annual review to allow for a more formal review of the volunteer's performance and job satisfaction.

## **12. Grievance Procedure**

As with employees, volunteers have the right to raise and have resolved any grievances they may have without fear of retribution. Grievances from volunteers are managed consistently, transparently, equitably and in line with principles of natural justice.

All grievances must be handled confidentially and in a timely manner.

The following procedure applies:

- Grievance issue should be lodged with their immediate supervisor
- If the grievance is with the immediate supervisor, it will be referred to the Manager Library Operations
- If the issue is not settled, the volunteer may raise the matter with the appropriate Divisional Manager
- Where an issue remains unresolved it may be referred to the Chief Executive Officer

### **13. Unsatisfactory Performance**

The performance of all volunteers will be regularly reviewed on an informal basis. Where a volunteer does not meet the standards required the following will apply:

- A meeting will be scheduled between the volunteer and the supervisor to outline the areas for improvement and expectations of WML
- The position description and code of conduct should provide the basis for any discussion
- A clear time line for improvement must be provided
- A written record of the meeting and the agreed strategies to support improvement is to be included on the volunteer's file. The volunteer must be provided with a copy.
- Deliberate or negligent acts that grossly endanger the safety of others, abuse of a patron, misconduct in public, or behaviour that may damage the Corporation's reputation may result in the immediate dismissal of the volunteer.
- Should a volunteer believe that their placement has been terminated unfairly, the volunteer is entitled to lodge a grievance.

### **14. Cessation of a Volunteering Agreement**

A volunteer's role may cease for the following reasons:

- Completion of project and volunteer no longer required
- Volunteer is no longer available and resigns
- Volunteer role is no longer required
- By mutual agreement
- Unsatisfactory performance

Where possible at least one month's notice should be provided by the party terminating the agreement.

### **RELATED CORPORATION DOCUMENTS**

Volunteer Recruitment Procedures Checklist

Employee Code of Conduct

Workplace Bullying and Occupational Violence Policy

Equal Opportunity Policy

Information Privacy Policy

Child Safe Policy

Reportable Conduct Policy

Occupational Health and Safety Policy

Induction Manuals

### **REVIEW**

This policy will be reviewed as required.