



Whitehorse
Manningham
Libraries


Volunteer
Handbook



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PURPOSE

This handbook provides direction for all registered volunteers of Whitehorse Manningham.

It is also intended as a source of information for potential new volunteers and those volunteering on an ad-hoc basis.



MESSAGE FROM THE CEO

Thank you for registering your interest to become a volunteer at Whitehorse Manningham Libraries.

Volunteers play an important role in the delivery of library services. Many of our programs and events would not be possible without the support and skills of our volunteers.

Whitehorse Manningham Libraries is committed to making the volunteer experience a positive one and recognises that the reasons why people choose to volunteer with us are many and varied. Our framework for volunteer management and programs is informed by the National Standards of Volunteer Involvement and the four year Library Strategic Plan.

This handbook provides volunteers with:

- ▶ Expected standards of conduct
- ▶ Relevant policies and guidelines
- ▶ Contact points through the library service

I would like to thank you for your time and service to the community.

Sally Both
Chief Executive Officer



WHAT IS VOLUNTEERING?

Volunteering Australia defines volunteering as 'time willingly given for the common good and without financial gain.'

Whitehorse Manningham Libraries provides structured volunteering opportunities that are confirmed through position descriptions and formal agreements. There are both ongoing volunteer opportunities and also from time to time special once-off volunteer programs.

All WML volunteers are required to adhere to organisational policies and procedures and are subject to the same rules and regulations as paid employees.

All volunteer positions are designed to enhance core library programs and services and do not replace paid workers.



WHY VOLUNTEER AT WML?

Volunteering has benefits to you, the library and your local community. The reasons why people choose to volunteer are varied but it can be a great way to:

- ▶ Make a difference to your community by sharing your skills and experience
- ▶ Connect and increase your sense of belonging
- ▶ Meet new people and gain new skills
- ▶ Keep your mind active and increase your sense of worth

WHO CAN APPLY FOR A VOLUNTEER ROLE AT WML?

In order to be covered by the Corporation's insurance policy all volunteers must be aged 18 to 90 years of age. Unfortunately we are unable to accept any volunteers that fall outside this age range.

There are some volunteer roles that have a minimum age requirements.

In approved circumstances volunteers under the age of 18 may be accepted. Written consent of a parent or guardian is required before they can engage in any volunteer activity.



EXPECTATIONS

When taking on a volunteer role you are expected to:

- ▶ Sign a position description which outlines the tasks associated with the role
- ▶ Follow Library policies and procedures
- ▶ Attend training when required – both induction and ongoing training opportunities are available. Some training may be compulsory in order for WML to meet legislative requirements to provide a safe and healthy workplace.
- ▶ Be reliable and commit to your volunteering role
- ▶ Provide as much notice as possible before taking leave
- ▶ Take direction from your assigned supervisor
- ▶ Contribute to a safe and healthy workplace
- ▶ Update your contact details when they change



In return WML will:

- ▶ Provide clear guidelines on your role and activities
- ▶ Assign you a supervisor who is available for support
- ▶ Provide you with training when required
- ▶ Respect your right to refuse tasks that you may feel are beyond your capabilities
- ▶ Provide you with a safe and respectful work environment
- ▶ Listen to your feedback and suggestions regarding your volunteer duties
- ▶ Acknowledge volunteers through an annual gathering
- ▶ Store all volunteer records securely in line with the Public Records Act
- ▶ Reimburse approved out of pocket expenses

HOW TO APPLY FOR A VOLUNTEER ROLE AT WML

Vacancies for volunteer positions are advertised on the library website: <https://www.wml.vic.gov.au/About/Jobs-Volunteering/Volunteering>

Applications for volunteer roles will only be accepted when a position is advertised. In instances where applications exceed the number of positions available your details may be kept on file for a period of 6 months and you may be contacted if further vacancies arise.

Applicants are required to fill in an online form or follow enquiry instructions.

Shortlisted applicants will be contacted to arrange an interview time with library staff.

If you are successful at the interview stage you will be asked to complete a Police Check, Working with Children Check and induction training prior to commencement.





COMPLIANCE CHECKS

WML is committed to providing a safe and secure environment for its employees, volunteers, visitors and library users. For this purpose and to minimise the risk of fraud, crime and damage to Corporation property and/or reputation, all positions are subject to a satisfactory Police Check and Working with Children check prior to commencement and at regular intervals throughout engagement with the Corporation.

Working with Children Check

Upon completion of a successful interview you will be required to provide evidence of a Working with Children Check or proof that the application process has commenced. All volunteers must apply for their own WWCC online. There is no charge associated with a volunteer check. Assistance is available from library staff if required.

To obtain a WWCC follow these steps:

Go to: <http://www.workingwithchildren.vic.gov.au/>

Click on Applications – Apply for a Check

The following organisational details will be requested in your application

- ▶ Whitehorse Manningham Libraries
- ▶ Address: PO Box 3083 Nunawading 3131
- ▶ Occupational Field #52

The Department of Government Services mails a copy of your WCCC to WML for our records.

You are also able to apply for a WCCC via the Services Victoria App.

Checks are required to be renewed prior to their expiry date.

Police Check

Upon completion of a successful interview, WML will organise an appointment for you to complete a Police Check and will provide you with instructions on the documentation required. All costs associated with the check are met by WML.

It is not possible to commence your volunteering role until a satisfactory check has been received. WML reserves the right to withdraw a volunteer from their volunteering activities based on an unsatisfactory check.

Volunteers must advise their supervisor immediately if they have been charged with a criminal offence of any type or if they have been found guilty of a criminal offence of any kind.

Volunteers are required to renew their Police Check every three years.





INSURANCE

Volunteers are covered by WML's personal accident (up to 90 years of age) and public liability insurance policies.

Volunteers must be registered and undertaking an official organised activity. Any claim against an insurance policy must be put in writing and submitted to the Manager Finance. There is no coverage if the claim is due to personal negligence or criminal misconduct.

Injuries sustained in a motor vehicle accident whilst driving during volunteer activities will be covered by the Transport Accident Commission not WML's accident insurance.



PRIVATE VEHICLE USE

Some volunteer roles require the use of a private vehicle. Where this is the case the following applies:

- ▶ The volunteer will hold a current valid driver's licence
- ▶ The volunteer will be responsible for ensuring that the car is in a roadworthy condition, registered and insured
- ▶ Fuel costs may be reimbursed to the volunteer upon submission of the applicable claim form and approved by their supervisor
- ▶ Reimbursement of travel expenses will not include travel from a volunteer's home to the place where they undertake their volunteer activities, nor their return home.

GRIEVANCES

If you have any concerns throughout your tenure as a volunteer please contact your supervisor. If the issue is unable to be resolved in the first instance, it may be escalated to the Manager Library Operations. All matters will be treated confidentially.

ENDING YOUR VOLUNTEERING ROLE

You may withdraw from any volunteering program at any time. Wherever possible it would be appreciated if you could provide us with 4 weeks' notice so we can find a replacement.

In instances of misconduct or a breach to the Code of Conduct, WML has the right to end the engagement of a volunteer.





VOLUNTEER PROGRAMS AND SERVICES

WML we offers a range of volunteer run services and programs to the community. These include the following:

Home Library Service

The WML Home Library Service delivers library material to people who are unable to visit the library. Our volunteers deliver and pick up library materials for patrons from individual homes or group facilities such as retirement villages and aged care facilities. The program fosters community involvement and social inclusion, while acting as a link between the Library and local community members.

Conversation Buddies Program

The Conversation Buddies program is offered to those in the local community for whom English is not their native language. It involves matching Adult English Learners with English speaking members of the community in order to provide support through the delivery of informal instruction and discussion to encourage their reading, spoken and aural comprehension of English.

Story Circle Program

The WML Outreach Storytelling Program provides adults, generally in aged care facilities, with the opportunity to interact socially and cognitively through a planned storytelling session. Volunteers develop storytelling kits, including stories, jokes and creative displays and perform the story at a facility in hope to reduce social isolation in aged care facilities and retirement villages. Confident volunteer storytellers are also recruited to assist in the delivery of the program.

Conversation Circle Program

The Conversation Circle Program provides an opportunity for the culturally and linguistically diverse community of Whitehorse and Manningham to practise their general English language skills in a relaxed, friendly and safe environment. The program is run by volunteers and helps to foster social interaction in a group setting, whilst giving adults who are learning English a chance to practise their speaking and listening skills.

Friends of the Library

Engage in library fund raising activities including book sales, and planned events as determined through discussions and meetings with the Library staff.

POLICIES

It is an expectation that all volunteers adhere to WML policies and procedures. In the following pages you will find the Code of Conduct and Volunteer Policy. Further policy information is available on the library website <https://www.wml.vic.gov.au/About/Reports-Plans-Policies>



CODE OF CONDUCT

The following Code of Conduct is applicable to all WML employees and volunteers.

1. INTRODUCTION

The Local Government Act 1989 (“the Act”) requires the Corporation to develop, adopt and disseminate a Code of Conduct to employees. Pursuant to Section 95 of the Act Whitehorse Manningham Regional Library Corporation (WMRLC) staff must, in the course of their employment:

- a.* act impartially;
- b.* act with integrity including avoiding real or apparent conflicts of interest;
- c.* accept accountability for results; and
- d.* provide responsive service.

It is expected that all WMRLC employees act in accordance with these principles, those contained in the Enterprise Agreement, Staff Handbook, all relevant policies and standards pertaining to employment and comply with all relevant laws and regulations.

2. OBJECTIVE

This Code of Conduct is designed to assist all WMRLC employees in the performance of their duties and to understand their responsibilities when working with the Corporation, the community and other Corporation employees. It is important that all Corporation employees comply with the Code.



For the purposes of this Code “employee” includes:

- a.* full and part-time employees;
- b.* temporary and casual employees;
- c.* volunteers;
- d.* contractors undertaking work for the Corporation; and
- e.* work experience and industry placements.

In accordance with Section 76C of the *Local Government Act 1989*, standards of conduct for members of the Corporation’s governing body are outlined in the Code of Conduct of Library Board Members.

3.1 VALUES

The values of WMRLC are:

- ▶ Respect - treating everyone with respect, dignity and courtesy
- ▶ Collaboration - working together to achieve better outcomes
- ▶ Integrity - being open, honest and accountable
- ▶ Curiosity - being open to learning and exploring ways to improve
- ▶ Agility - being flexible and adaptable to change



3.2 The following principles guide employees when providing library services, conducting Corporation business and working together:

Customer centric

Striving to achieve the best customer experience

Wellbeing

Supporting positive mental and physical health

Inclusive

Providing equitable and accessible services to a diverse community

Responsive

To evolving community needs and expectations


4.1 STANDARDS OF CONDUCT

All employees are expected to demonstrate the following conduct standards.

4.2 Performance of duties

Whilst on duty all employees are expected to:

- a. adhere to their rostered and authorised hours of work;
- b. not absent themselves from duty without specific approval;
- c. ensure that their standard of work reflects

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- favourably both on them and the Corporation;
 - d. ensure that their work performance or official conduct is not adversely affected by alcohol, drugs or other substances;
 - e. focus their time and attention to their work duties; and
 - f. refrain from performing private business during work time.


4.3 Compliance with Lawful Orders

Employees must comply with any lawful direction given to them by any person having the authority to do so. If employees have concerns about such directions, they should contact their immediate supervisor.

4.4 Health, Wellbeing and Safety

To maintain the health, safety and well-being of employees and the public, all employees are expected to comply with Occupational Health and Safety legislation, regulations, policies, guidelines and standard operating procedures at all times.

The Corporation is committed to providing and maintaining a workplace and service environment that is free of discrimination, bullying and harassment, where all are treated equally and with respect and dignity. All employees are expected to comply with Equal Opportunity and Bullying legislation, regulations, policies and guidelines.



4.5 Child Safety

The Corporation is committed to the protection, safety and wellbeing of children. In accordance with the Corporation's Child Safe Policy and Reportable Conduct Policy all employees must:

- ▶ Treat children and young people with dignity and respect;
- ▶ Take reasonable steps to ensure the safety and protection of children and young people;
- ▶ Not engage in any unlawful behaviour or misconduct with a child or young person;
- ▶ Report to police on 000 if a child is believed to be at immediate risk;
- ▶ Report any incidents involving children through the Corporation's incident reporting systems and Reportable Conduct procedures;
- ▶ Respond quickly, fairly and transparently to any serious complaints made by a child, young person or their parent / guardian;

4.6 Impartiality

Employees, when undertaking Corporation duties, are expected to remain politically neutral.

Employees should refrain from promoting personal political, social or religious beliefs to other employees or anyone else they encounter in the course of their duties with the Corporation.

Employees should refrain from publicly expressing personal views or judgments on Corporation policies and practices.

4.7 Media relations

Employees should not make statements to the media about Corporation business but are to refer all enquiries from the media to the Chief Executive Officer, or delegated officer, for coordination of a response (including requests for information or to take part in a photograph).

5. Conflicts of Interest

A conflict of interest occurs when one set of interests is in conflict with another set of responsibilities. A conflict of interest may or may not involve financial gain for the person or persons involved. Employees must avoid any real or apparent conflicts of interest when performing Corporation duties.

Employees are expected to disclose to the Chief Executive Officer, or delegated officer, any interests or relationships which might be in conflict with their public, volunteer or professional duties with the Corporation. The Chief Executive Officer shall disclose any conflicts of interest to the Library Board or appropriate Council officer.

- a. Employees must ensure that there is no conflict or incompatibility between their personal interests, whether financial or non-financial, or duties to other organisations and the impartial



fulfillment of their public or professional duties.

- b.* Employees must inform the Chief Executive Officer in writing of any actual or intended business arrangements, paid or unpaid private work or outside employment that could impact or could be perceived to impact upon, the activities of the Corporation or on the ability of the employee to undertake their duties with the Corporation.
- c.* Employees must inform the Chief Executive Officer in writing of any community or volunteer activities which could reasonably lead to an actual or perceived conflict of interest.
- d.* Employees involved in enforcing Corporation regulations or undertaking recruitment or similar activities must inform their supervisor and/or disqualify themselves from dealings which involve someone who is known to them, including friends and relatives.


6. PERSONAL BENEFIT

Personal benefit is when someone gains an advantage because of their position with the Corporation.

6.1 Use of confidential information

Corporation employees must not:

- a.* use confidential information for their own or any other person's advantage;
- b.* discuss, distribute or allow to be communicated to another person any 'confidential' information,



where marked as such or which by its content could reasonably be considered to be of a 'confidential' nature;

- c. act with any bias or in a way that is not in the public interest;
- d. cause harm or damage to any person, body or the Corporation.

6.2 Improper or Undue Influence

No Corporation employee is to use their position to influence Board members, the public, or other Corporation employees in order to gain an improper advantage, either financial or otherwise, for themselves or for any other person or group.

6.3 Gifts

Corporation employees 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.

6.4 Fraud and Corruption

The Corporation is committed to the minimisation of fraud and corruption. All employees are expected to conduct themselves with honesty and integrity at all times and to behave in accordance with the Corporation's Fraud Policy.

Any employee who knows of, or has good reason to suspect fraud, corrupt, criminal or unethical conduct (by another employee, Board member or customer) is encouraged to report it.


The Protected Disclosures Act 2012 provides protection to those who make disclosures in accordance with the Act. The Corporation's Protected Disclosures Procedures outlines the system for reporting disclosures of improper conduct or detrimental action by the Corporation or its employees.

7. DEALING WITH CORPORATION PROPERTY AND RESOURCES

7.1 Use of Corporation property and resources

As a general rule, employees must:

- a. be honest when using Corporation facilities, funds, staff, resources, motor vehicles, equipment and intellectual property, and not misuse them or permit their misuse by any other person or body;
- b. use Corporation resources effectively and economically in the course of their duties; and

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- c. not use Corporation facilities, property or resources for private use or gain, unless authorised to do so.

Specifically, when any of the following resources are supplied to individual employees, those individuals are obligated to comply with the Corporation's polices for use. These resources are:

Library Collections	Refer to the Staff Handbook
Electronic communication	Corporation Electronic Communications Policy
Credit Cards	Refer to the Credit Card Policy

Employees should ensure that they operate within the limitations of the delegations and authorities assigned to them. When engaging contractors or purchasing goods, employees must comply with the Corporation's Procurement Policy and procedures.

7.2 Handling and use of information

Employees handling personal information, especially information falling within the scope of the Privacy and Data Protection Act 2014 and Health Records Act 2001, are required to comply with the Corporation's Privacy Policy.

8. Breaches Of The Code

Breaches of this Code may result in disciplinary action being taken following the Corporation's Disciplinary Procedure as outlined in the Staff Handbook.

Procedures for resolving disputes are outlined in Clause 9 of the Enterprise Agreement.

9. Related WMRLC Documents

- a.* WMRLC Enterprise Agreement
- b.* Staff Handbook
- c.* Employee Position Descriptions and Performance Standards
- d.* Customer Service Policy Manual
- e.* Corporation Electronic Communications Policy
- f.* Privacy Policy
- g.* Bullying and Occupational Violence in the Workplace Policy
- h.* Equal Opportunity Policy
- i.* Occupational Health and Safety Policy
- j.* Protected Disclosures Act 2012 and Procedures
- k.* Fraud Policy
- l.* Credit Card Policy
- m.* Procurement Policy
- n.* Code of Conduct for Library Board Members
- o.* Child Safe Policy
- p.* Reportable Conduct Policy
- q.* Volunteer Policy

10. REVIEW

This Code will be reviewed as required.



VOLUNTEER POLICY

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:

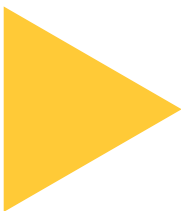
- ▶ Assist and enhance library services
- ▶ Provide an opportunity to build relationships between community members
- ▶ Foster and enhance community spirit
- ▶ Provide opportunities for volunteers to achieve personal goals
- ▶ Strengthen community cohesion, social wellbeing and trust

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.

Reimbursement of expenses is via an electronic direct debit transfer to a nominated bank account.

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.



[illegible]



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