



SHIRE OF VICTORIA PLAINS

VOLUNTEER PROCEDURES

Implemented 2021

Introduction

To facilitate the operation of the insurance for volunteers, LGIS asks Local Governments to take particular actions to ensure that any insurance claims for injuries are managed appropriately. This includes:

- ❑ Maintaining a register of volunteers recording the date, start and end times and nature of any work performed for the organisation;
- ❑ Completing a documented risk assessment on the site where the work will be performed and on the work to be undertaken. All hazards should be identified, assessed and controlled in accordance with the hierarchy of controls;
- ❑ Ensuring that volunteers are provided with and wear appropriate protective equipment and clothing;
- ❑ Ensuring volunteers are under the direction and supervision, where practicable of a Local Government staff member;
- ❑ Ensuring volunteers do not attempt to undertake work that is beyond their capabilities;
- ❑ Ensuring volunteers hold suitable licenses and qualifications for any work requiring such;
- ❑ Ensuring volunteers undergo an induction process that covers the policies and practices of the organisation appropriate to their tasks and duties. The process should include emergency and safety procedures and principles of safe work practice for the tasks required of the volunteers.



Office Use Only				
Responsible Officer	Office Manager			
Relevant policy	To Be Adopted			
Relevant delegations				
Initial adoption by Senior Management Team	Date	TBA	SMT Decision #	
Last reviewed	Date	N/A	SMT Decision #	
Next review due	Date	February 2026		



Volunteer Application Form

Personal Details

Family Name: First Name:

Preferred Name:

Street Address:

Suburb/Town: State: Post Code:

Email Address:

Home Phone: Mobile: Work:.....

Emergency Contact

Name:

Phone: Relationship

Do you have a current Driver's Licence?: YES NO Circle appropriate Car Manual Automatic Circle appropriate

Other (e.g. Heavy Vehicle).....

Volunteer Position

Please provide details of the program or specific volunteer role(s) that you are interested in (in order of preference if there are more than one)

Program/Activity (e.g. Library)	Location	Volunteer Role

Availability to Volunteer

No. Hours/Week: Start Date:

Preferred Days:	Monday am <input type="checkbox"/> pm <input type="checkbox"/>	Tuesday am <input type="checkbox"/> pm <input type="checkbox"/>	Wednesday am <input type="checkbox"/> pm <input type="checkbox"/>	Thursday am <input type="checkbox"/> pm <input type="checkbox"/>	Friday am <input type="checkbox"/> pm <input type="checkbox"/>	Saturday am <input type="checkbox"/> pm <input type="checkbox"/>	Sunday am <input type="checkbox"/> pm <input type="checkbox"/>
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Skills and Qualifications

Formal Qualifications:
(E.g. Diploma, Degree, Trade Certificate etc.)

Other Training/Certification:
(E.g. First Aid, Advanced Driving etc.)

Computer Skills:
(E.g. Word, Excel, PowerPoint etc.)

Referees

Please provide the contact details of two people who are not family and who are willing to act as a referee for your chosen voluntary work position. This should be person(s) that you have known for at least two years.

Referee 1 Name: Relationship:.....

How long have you known this referee? Phone: Mobile:.....

Email:

Referee 2 Name: Relationship:.....

How long have you known this referee? Phone: Mobile:.....

Email:

Referees

This section of the application form must be completed by all applicants 16 years of age and under.

Parent/Guardian's Name: Relationship to Applicant:.....

Email: Phone: Mobile:.....

I give permission for the applicant to work as a volunteer for the Local Government

Parent/Guardian's Signature: Date:

Medical Information

Under the WA OSH Act 1984 Local Government has a duty of care to ensure the safety and health of any members of the public that have access to Local Government sites – this includes volunteers. Answers to the following questions will ensure that you are engaged for voluntary work that is appropriate to your fitness for work and ensure the safety and health of those in our volunteers care.

Do you have any existing medical disability, condition, allergy or injury?

.....

How serious is the condition if aggravated?

Potentially life threatening

Could require medical treatment (Doctor, Hospital etc.)

How could we recognise if your condition has recurred or been aggravated?

.....

When was your most recent episode?

.....

What is the management plan to minimise the condition?

.....

What is the emergency plan if serious aggravation does occur?

.....

Declaration

I agree to comply with the following terms and conditions that refer to my participation in all voluntary work for Local Government.

- I am applying for volunteer work.
- I agree to maintain the highest standards of confidentiality with respect to any information obtained during the course of my volunteer work.
- I shall respect the rights, feelings and property of all others associated with my volunteer work.
- I declare that the information contained in this application is true and correct.
- I understand that I may be required to undergo an interview and selection process, undertake a reference check and background check (National Police Clearance and/or Working With Children Check etc.)
- I understand that I will be required to undertake an Induction and/or training program prior to my commencement.
- I will not smoke, consume or store alcohol or illicit drugs while working voluntarily on site.
- I shall cooperate with the Project Manager/Volunteer Coordinator to ensure a safe, healthy and hygienic team environment.

Signature: Date:

Acknowledgement of Undertaking the Volunteers Safety Induction

Name of Volunteer:

Date of Commencement Date Safety Induction Program Undertake:

I agree to comply with the following terms and conditions that refer to my participation in all voluntary work for Local Government.

- Suitable clothing to be worn and use of specific Personal Protective Equipment (PPE) (e.g. enclosed footwear, hat and long sleeves if working outdoors during hot weather)
- Hazards associated with the work
- Location of first aid kit and contact emergency numbers
- Location of Incident Report Forms
- Relevant Occupational Safety and Health Procedures
- Volunteers are not to undertake the work without completing the required OSH training for the task.

Volunteer's Signature: Date:

Representative's Signature: Date:

Confidential Criminal Screening Declaration

I:

of

.....

.....

Declare that I have no criminal convictions recorded against me through crimes against people or property.

I give leave to the Local Government to request Police Clearance if they believe that this is necessary.

Name:

Signed: Date:

Local Government Volunteer

Name:

Witnessed: Date:

Area Co-ordinator

Office Use Only beyond this page



Initial Induction into Local Government – Interview/Induction Checklist

Tick box once completed

- Explained content of the Induction Kit
- National Police Clearance/Working With Children Check – ID photocopied
- Overseas Visitors – Copy of Medical Insurance required
- Copy of Medicare Card
- Provide department background information – give service brochure
- Provide department Coordinator and Supervisor contact details
- Explain booking procedure for RAC Assessment for own or Local Government vehicles (if driving is required for the job)
- Give invitation to training opportunities letter
- Provide Local Government Grievance Procedure and EAP details
- Provide and discuss Position Description (to be discussed with Supervisor)
- Provide details of any IT requirements
- IT Policy to be read and signed off by volunteer
- Confirmation of availability and discuss initial probation period and/or wait list
- Discuss required dress code (e.g. covered shoes, name badge etc.)
- Orientation of OSH department
- OSH Induction to be conducted, Assessment to be completed and returned to Supervisor
- Discuss optional mileage and public transport reimbursements
- Discuss department recognition of volunteer events
- Provide a Statement of Service after 5 months
- Opportunity for questions

Agency Name

- Vehicle Insurer notification – handbook sample letter
- Copy of current Vehicle Insurance certificate/front and back



Occupational Safety and Health Site Induction

Occupational Safety and Health Policies and Procedures

Tick box once completed

- Explain general duty of care requirements for both the employer and volunteers as members of the public
- Provide a copy of the Accident and Incident Reporting Policy, Accident and Incident Reporting Procedure, Accident and Incident Report Form and explain these documents
- Provide a copy of the Hazard Reporting Policy, Procedure and Form and explain these documents
- Provide a copy of the Job Safety Analysis (JSA)/Safe Work Method Statement (SWMS) Form and explain these documents
- Provide a copy of the Bullying and Harassment Policy and Procedure and explain these documents
- Provide a copy of the Grievance Policy and Procedure and explain these documents
- Provide a copy of the Training Policy and Procedure and explain these documents
- Provide a copy of the Fitness for Work Policy and Procedure explain this document
- Provide information on the Employee Assistance Program and explain the process for engagement
- Provide a copy of the Emergency Evacuation Procedure and explain this document
- Discuss the process for Resolution of OSH Issues
- Discuss the importance of and how to complete the Volunteer Sign In Register

Occupational Safety and Health Policies and Procedures

Tick box once completed

- Location of Emergency Evacuation Procedure and Diagram
- Location of Muster Point
- Location of Fire Fighting Equipment
- Introduction to Fire Wardens
- Location of First Aid Kit and explain expectations of use
- Introduction to appointed First Aid Officers
- Location of amenities including toilets, hand washing facilities, kitchens etc.
- Location of Accident/Incident Report Forms, Hazard Report Forms, JSA's/SWMS's
- Location of OSH documentation
- Orientation of specific equipment and substances to be used

Occupational Safety and Health Volunteer Requirements

Tick box once completed

- Volunteer to be trained in JSA's/SWMS's for the tasks involved for the volunteer work. The JSA/SWMS or other training should consider the following types of hazards:

- Electricity
- Hazardous Substances
- Manual Tasks and Ergonomics
- Mobile Plant
- Traffic Management
- Plant and equipment
- Working from Heights
- High Risk Construction Work
- Slips, Trips and Falls
- Asbestos
- Noise
- Infectious Disease
- Working Alone
- Working in hot or cold conditions
- Orientation and training in the use of vehicles (includes all vehicles e.g. cars, buses etc.)
- Ensure all training is recorded and signed off by the volunteer
- Required Personal Protective Equipment for the work

Volunteer Sign: Date:

Inductor Sign: Date:



Volunteer Reference Check

Volunteer Reference Check

Volunteer Name:

Volunteer Position Applying for:

Referee's Name: Phone Work: Home:

1. In what capacity do you know the applicant?

2. How long have you known the applicant?

3. What are the applicant's most positive attributes?

.....

4. From your experience how would you describe their punctuality and reliability?

.....

5. On a scale of 1-10 (10 being excellent) how would you describe the applicants presentation?

Initiative

Personal presentation

Ability to follow directions

6. From your experience how would you describe the applicants possible areas of weakness/concern?

.....

.....

.....

7. Optional Department specific questions

8. Is there anything else you would like to add?

.....

.....

Staff Notes:

.....

.....

.....

..... Name of Staff

members obtaining reference Date:

.....



Private Vehicle Log Sheet

Please note authorisation of reimbursement requires that all details on this form to be completed.

Volunteer Name:

Please circle engine size: (1) Over 2600cc = 0.75c (2) 1601 – 2600cc = 0.74c (3) 1600cc & under = 0.63c

Odometer Reading Trip Start	Odometer Reading Trip End	Kilometres Travelled	Volunteer Department	Destination	Date of Journey
SUB TOTAL				Amount in dollars to be reimbursed	\$

Odometer Reading Trip Start	Odometer Reading Trip End	Kilometres Travelled	Volunteer Department	Destination	Date of Journey
SUB TOTAL				Amount in dollars to be reimbursed	\$

Signature Volunteer Supervisor: Date:

Signature Department Co ordinator: Date:

* N.B Department Coordinator to notify accounts dept of volunteer's name / date & full amount of reimbursement



Sample Volunteer Position Description

Position description

1. Title Volunteer Driver

2. Department/Section Community Services

3. Key Objective of Position

- To transport elderly rate payers to the local shopping centre once a week.
- To transport elderly citizens to the Seniors Centre and special events as requested.

4. Outcomes for the Position

- To encourage and assist the elderly clients to remain in their own homes.
- To encourage elderly clients to socialise within their community.

5. Volunteer Responsibilities

- Conform to the duty of care requirements ensuring their own safety and that of others through the prevention of any adverse acts or omissions.
- Must comply with the safety procedures and directions agreed between management, employees and volunteers.
- Must not wilfully interfere with or misuse items or facilities provided in the interests of safety and health of Local Government employees and volunteers
- Must report potential hazards and accidents/incidents to their supervisor.

6. Key Duties/Responsibilities

- Customer Service
- Respond to all telephone and counter enquiries for transport of the elderly clients and initiate appropriate action.
- Attend to transport bookings
- Maintain Local Government vehicle in a clean and proper manner.
- Maintain records of mileage and advise supervisor of service requirements.
- Maintain records of the number of clients transported.

7. Professional Development

- Discuss training needs at performance appraisals and attended training as requested by your supervisor.
- Attend staff meetings as directed

8. Responsible to Community Services Manager

9. Selection Criteria

- Current Drivers Licence
- Good verbal communications skills
- Police Clearance
- Knowledge of Council area desirable
- Experience with the elderly clients desirable

Signed: Date:

Manager/Supervisor: Date:



How to Develop a Position Description

A Volunteer Position Description is the process of describing and recording the basic elements of a specific position.

The general aims of a Volunteer Position Description are to:

- Document and clarify that this is a volunteer position and is not in breach of the volunteer policy.
- Define duties and responsibilities for current and prospective volunteers.
- Ensure that departmental objectives are reflected in the tasks being carried out.

Collect the following data

- What is the overall purpose of the volunteer position?
- What are the key tasks?
- Are they still necessary?
- Could any of the functions be done more appropriately as part of another job?
- What are the required skills and qualifications?
- Where does the volunteer position sit in relation to other positions?
- Review any previous position descriptions.
- What skills or training is required?
- Whom the volunteer will directly report to?

The Volunteer Position Description lists the position title, its objectives, organisational relationships, tasks, duties, responsibilities and performance standards. It is a fundamental human resource management tool, which establishes the requirements and parameters of the position for both the Volunteer and the Volunteer Supervisor or Manager.

Recruiting and retaining Volunteers is the same as recruiting paid staff. Volunteers give their time for many reasons, they want to be treated as equals, know what is expected of them and rewarded with job satisfaction.

Volunteer Position Descriptions should contain the following contents:

- The position title;

- The objective(s) of the position included in a short statement, both within the relevant Department/ Division and within the Local Government as a whole;
- The requirements of the position, including skills, knowledge, experience and qualifications/ training;
- The key duties and responsibilities of the position, usually listed in descending order of importance;
- The organisation relationships of the position such as which the position reports to, which position(s) it is responsible for, details of internal and external liaison;
- The extent of Local Government the position has;
- Essential and desirable selection criteria; and
- Last review date of the position description.

Following these guidelines will produce a document that clearly outlines the requirements of a position and will clarify the job functions for both existing and potential Volunteers.

Recruiting the most suitable Volunteer will be greatly assisted by the accurate specification of selection criteria for each position. Selection criteria allows Volunteers to see how they will be assessed and provides those responsible for selecting Volunteers with a clear outline of requirements for good and safe performance in the position.

Volunteers who will be working with children and youth are required to have a Working With Children Clearance.

Selection Criteria

The selection criteria for the job should comprise the skills, knowledge, experience, and qualifications required to do the job.

The selection criteria form the basis for the decision to choose one volunteer over another. The selection criteria should also identify the essential criteria as well as the desirable criteria.

Developing selection criteria facilitates a systematic approach to choosing the best person for the job it sets the standards which will be used to measure suitability. Selection criteria can also form the basis for questions that are asked at the interview stage. Selection criteria promote fair processes and the principles of equal opportunity.

Selection Criteria Checklist

- Include only those skills, qualifications and attributes, which are relevant to the position.
- Specify which skills and qualifications are mandatory, or essential to the job being done properly, and which are desirable but not essential.
- Do not use discriminatory language: it is illegal to specify selection criteria such as sex, race and marital status.
- Where relevant, be specific about tasks involved, such as ability to lift, use heavy equipment, so that people with disabilities are not misled regarding essential position requirements.
- Clearly and carefully specify any special skills required to do the job.



Shire of Victoria Plains Register of Volunteers

Public Liability and Personal Accident Insurance Purposes Only

Name	Address	Date of Birth	Council Department Responsible	Duties	Date Duties Undertaken	Hours Worked	Training Required	Date Training Completed
							Yes / No	
							Yes / No	
							Yes / No	
							Yes / No	
							Yes / No	
							Yes / No	

This spread sheet must be completed for all events where Volunteers will be utilised.

Personal Accident Insurance is restricted to Volunteers aged 16 - 90 years old only. There is limited cover for Volunteers aged 75 - 90.

Volunteers are only covered by the Shire's insurance policy if they are direct Volunteers of the Shire.

Any person who is performing duties for the Shire on behalf of a group eg Rotary Club, Schools, Scouts etc will not be covered by the Shire's Insurance Policy.

The Shire should request a Certificate of Currency for Public Liability Insurance and Personal Accident Insurance from any Organisation supplying Volunteers to ensure these Organisations carry adequate insurance and that the Shire is protected.

A copy of this completed form must be returned to the Shire Officer responsible for Insurance.

Completion of this form does not constitute insurance cover for these Volunteers - confirmation of cover must be gained from the Shire's Insurance Officer

Resources

LGIS Guide to Managing Volunteers in Western Australian Local Government