



EDUCATION SECTOR

VOLUNTEER	Policy Reference No. 22	Version No. 5
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PURPOSE:

The Catholic Church Endowment Society Inc. (CCES) is committed to providing a safe work environment for all workers and others in our worksites. This procedure outlines the requirements to assist worksites in the management of their volunteers, in line with the minimum requirements of the Catholic Church Exempt Licence structure.

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

RESPONSIBILITIES:

OFFICERS:

An officer of an organisation, volunteer or paid, must exercise due diligence to ensure that the organisation complies with its health and safety duties. Officers are responsible for but not limited to ensuring workers (volunteers):

- are assessed for their suitability to roles or task expectations
- are inducted into their worksite and their specific role based on a position information description (PID)
- are provided with information, instruction and training in a language which is reasonable for the worker to understand
- are managed and supervised
- are recorded within the system including a 'sign in/sign out' process

As an officer, you must ensure:

- you acquire and keep up-to-date knowledge of work health and safety matters
- you have an understanding of the nature of the operations of the business or undertaking of the PCBU
- appropriate resources are available
- appropriate systems are in place for consulting, communicating and coordinating with the workers (volunteers)
- the provision and maintenance of a work environment without risks to health and safety
- the provision and maintenance of plant and structures and safety systems of work
- the safe use, handling and storage of plant, structures, substances
- the provision of adequate facilities for the welfare at work of workers (e.g. toilets, first aid facilities)
- the provision of information, training and instruction or supervision that is necessary to protect all persons from risks to their health and safety arising from their work.
- WHS is a standard agenda item on board meetings

VOLUNTEER OFFICERS:

Volunteer officers have a duty to exercise due diligence under the WHS Act. A volunteer officer is expected to comply with that duty, however cannot be prosecuted for failing to comply with that duty (see section 34(1) WHS Act).

To comply with this duty to exercise due diligence, volunteer officers must ensure the PCBU has appropriate systems of work in place and must actively monitor and evaluate health and safety management.

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VOLUNTEERS (WORKERS):

Volunteers are responsible for:

- following information, instruction and training provided.
- reporting hazards and/or near miss occurrences
- notifying management of any incidents
- provide the worksite with all necessary personal information and documentation to assist with safe management
- take reasonable care for your own health and safety
- take reasonable care to ensure you don't affect the health and safety of other people, for e.g. other volunteers, members of the public or clients you may be assisting
- carry out your tasks in a safe way
- follow the reasonable work health and safety instructions given to you by the organisation you volunteer for, and
- co-operate with the reasonable policies and procedures of the organisation you volunteer for that relate to work health and safety

ACTIONS:

Assessment/Suitability	Develop a range of criteria to match a range of tasks to be completed (Refer to Appendix 1) e.g. working on ladders ensure 3 points of contact at all times
Register	Develop and maintain a register that captures the following information: <ul style="list-style-type: none"> • full name/address/contact details • first language used if other than English • date of birth • commencement date • specific role/tasks to be undertaken • work location • known medical conditions (which may affect role) • qualifications/licences (copies retained) (Sample – Form 22(b))
Induction	Prior to or on the day of commencement: <ul style="list-style-type: none"> • provide an induction both to the site and their specific roles/tasks (refer Sample Form 22(d)) • 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
Information/Instruction	<ul style="list-style-type: none"> • Provide the necessary information and instruction to enable the volunteer to perform their role/tasks in a safe manner and in a language which is reasonable for them to understand. • The information may be through: <ul style="list-style-type: none"> - letters - newsletters - noticeboards - meetings - e-mails • Ensure when changes occur either in the workplace or in work practices that the volunteers are informed and provided with further instruction • Provide SOP's & Risk Assessments,(Refer - Event

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	Register/Working Bee Forms 22(c)) ensure they read, understand and agree to comply
Consultation	<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.
Volunteering in other peoples homes	<ul style="list-style-type: none"> • Information must be provided to the volunteers about the home they will be visiting before they go there. Information about specific hazards must be communicated to the volunteer for example there may be a dog at the house.
Training	<ul style="list-style-type: none"> • Provide opportunities for volunteers to attend training where relevant to their role/tasks as identified from the survey • Ensure specific training for any task with a known hazard associated with it
Supervision/Management	<ul style="list-style-type: none"> • Provide adequate supervision for all new volunteers or where a new task/procedure is introduced • Ensure close supervision is maintained when high risk tasks are being undertaken • 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
Documentation	<ul style="list-style-type: none"> • Ensure a system is developed and maintained to record hours of work i.e. sign-in/sign out • Maintain information relating to incidents/near miss or injuries • Emergency Contact Details: All volunteers are required to complete a form (refer to Form 22(e) Volunteer Emergency Contact Details)

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INFORMATION / INSTRUCTION:

All volunteers will be informed of the requirements associated with this procedure during induction. Those persons who have responsibility for coordinating or engaging volunteers as part of their role will be provided specific information, training and instruction in the requirements of this procedure.

MONITOR AND REVIEW:

This procedure will be monitored for compliance and effectiveness in accordance with Audit Procedure Document No 7, or at any time pursuant to either legislative or CCES policy change.

Review will be in consultation with Sector Forums at least 3 yearly.

RELATED DOCUMENTS

EXTERNAL

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

INTERNAL:

CCSM Document No. 1: Work Health & Safety and Injury Management Policy
CCSM Document No. 2: Accident / Incident / Near Miss Reporting
CCSM Document No. 5: Consultation
CCSM Document No.13: Induction & Training
CCSM Document No.14: Hazard Management Procedure

APPENDICES:

Appendix 1 – Flow Chart

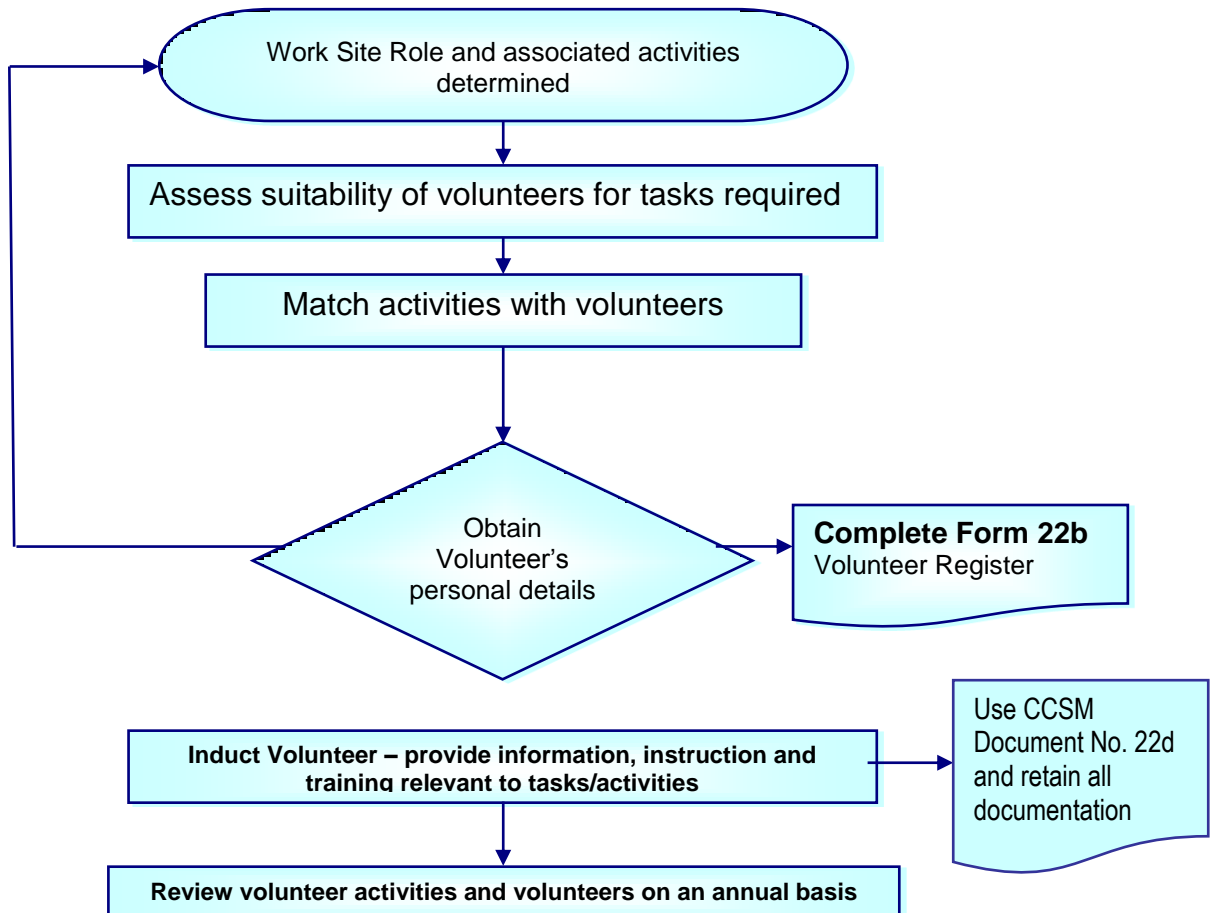
FORMS

Form 22a – Procedure Verification
Form 22b – Volunteer Register
Form 22c – Event Register/Working Bee
Form 22d – Volunteers WHS Induction
Form 22e – Emergency Contact Details Form

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APPENDIX No. 1

VOLUNTEER FLOWCHART





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PROCEDURE VERIFICATION

TARGET	MEASUREMENT	YOUR SCORE	ACTIONS
>75 % of all volunteers are inducted to their roles/responsibilities prior to commencing their role.	Look at site level documentation for previous 12 months		
100% of all volunteers are recorded on the volunteer register	Look at register and any other related documents on site e.g. training records, working bee, etc		
>60% of volunteers who undertake hazard related work activities have attended training relating to hazard management or risk assessments in the past three (3) years	Look at training records		
>75% of volunteers have been consulted on any work changes affecting their work OR information has been communicated to them where applicable	Look at minutes, e-mails, letters etc		
TOTAL			

Each verification question is scored out of 1.

If the target is being met to indicate that the procedure is in place and being complied with then a score of one (1) is obtained, if not the score is 0

Record completed procedure verification on Audit Tracking Tool (Form 7).

Verification completed by:

Signature:

Name: **Date:**

Manager:

Signature:

Name: **Date:**



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VOLUNTEER REGISTER

Name	Address	D.O.B	Start Date	Role / Tasks	Location	Qualifications / Licences

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Volunteers WHS Induction

Welcome to this organisation, we are committed to the health and safety of our community, and in particular we recognise the importance and safety of volunteers who undertake valuable work.

This organisation will ensure that volunteers are given the same consideration as workers under our Work Health and Safety Policy.

Volunteer Rights and Responsibilities

As a volunteer you have a number of rights you should be aware of:

- to work in a healthy and safe environment;
- to be provided with a job description that adequately describes your roles and responsibilities;
- be provided with an WHS induction prior to commencement as a volunteer;
- to be provided with sufficient information, instruction and training for you to perform your tasks safely;
- to be provided with adequate supervision.

As a volunteer you also have responsibilities to:

- work safely,
- not affect the safety of others,
- to observe all established Policies and Procedures,
- report any safety concerns.
- Attend mandatory notification as required
- Completed police check

There are a number of important points relating to safety within this organisation that you should be familiar with, these are:

- **Safe Work**
 - You are only asked to do work which you can perform safely. If you feel that you cannot do a job safely or have any safety issues please discuss with your Supervisor immediately.
- **Emergency Procedures**
 - Make yourself familiar with the emergency evacuation plan for the area you are working. In an emergency proceed via the safest route to the nearest emergency exit on the emergency evacuation plan.
 - Should there be a need to evacuate a building, proceed via the safety route directed on the nearest emergency evacuation plan.
 - In the case of a fire call fire services on 000. Do not re-enter the building until instructed to do so by the person in charge (Fire Warden).
 - If you are in charge of an activity, you must organise the evacuation of people you are responsible for from the building, and check that all persons are accounted for.
- **Reporting**
 - Should you see a hazard, or you are aware of something that might injure you or someone else, or you are involved in an injury, incident or near miss, please report the matter immediately to your Supervisor.



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- **First Aid**
 - First aid kits are located(insert)
- **Equipment**
 - This organisation provides equipment for your use. Volunteers are discouraged from bringing equipment from home. However, should this be necessary the equipment must be in safe working order.
- **Chemicals**
 - You must only use chemicals supplied by this organisation. The chemicals used by this organisation have been assessed for risk prior to use. Make yourself aware of the location of material safety data sheets prior to use. If you have any concerns or require personal protective equipment to use any of these products please discuss with your Supervisor.
- **Working Alone**
 - For safety reasons volunteers are discouraged from working alone.
- **Drugs and Alcohol**
 - Whilst on duty should not be consuming drugs or alcohol or in such a state to endanger themselves or that of others
- **Vehicles**
 - If you use your car as part of your volunteer duties, please ensure that your car is roadworthy and that seat belts are fitted and worn. Current drivers licence required.
- **Housekeeping**
 - Please leave the work areas clean and tidy. These buildings are used by a variety of people and may include children, elderly and disabled. You may need to make special allowances for these people e.g. not leaving obstacles in walkways.
- **Amenities**
 - Location of drinking water
 - Suitable bathroom facilities for Volunteer use

***This organisation places great value on the work done by volunteers.
We aim to ensure that volunteers work in a safe environment and
in a safe manner. Please help us to do so by reporting any
hazards or safety issues to the Supervisor.***

Please sign that you have read and understood this safety induction

Name: _____

Address: _____

Post Code: _____

Date of Induction: / /

Signature:..... **Signed copy to be kept on file.**



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EXAMPLE EMERGENCY CONTACT DETAILS

Complete details of emergency/next of kin contacts in Australia must be left on file. Such information will not be accessed unless and until there is a situation requiring medical care and/or evacuation.

NAME OF VOLUNTEER:

NEXT OF KIN:

NAME	
DAYTIME CONTACT	
AFTER HOURS CONTACT	
MOBILE NUMBER	
RELATIONSHIP	

OTHER EMERGENCY CONTACT:

NAME	
DAYTIME CONTACT	
AFTER HOURS CONTACT	
MOBILE NUMBER	
RELATIONSHIP	

MEDICAL CONDITIONS:

Please list any medical conditions you may have that may affect your ability to work.

Date completed: