



CITY OF HOBART

VOLUNTEER MANAGEMENT SYSTEM MANUAL

October 2017



City of **HOBART**

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INTRODUCTION

About the City of Hobart

Hobart was incorporated as a City in 1864 by Royal Proclamation. Its role is to provide services and infrastructure to the community across fifteen (15) suburbs in the capital city of Tasmania.

City of Hobart manages:

- buildings and planning services
- local roads, footpaths, kerb and guttering
- traffic and road safety
- parking – on street (metered and unmetered) and car parks
- environmental health, including immunisation
- animal control
- waste collection and management
- public toilets
- parks, gardens, playgrounds, sportsgrounds, venues and hire
- community development, festivals and events
- fire management.

As at 30 September 2017, the City employs 739 personnel in various capacities. The City recognises the value and importance of volunteering and sees increased levels of volunteering as one of the key components of a cohesive and harmonious community. The City engages approximately 680 volunteers through six (6) different programs. Volunteer involvement is integral to the delivery of these programs.

Definition of volunteering:

“Volunteering is time willingly given for the common good and without financial gain”.

Volunteering Australia - volunteeringaustralia.org/

City of Hobart Volunteer Programs

For information about volunteering opportunities at the City of Hobart, visit the website and [Volunteering with the City of Hobart brochure](#) available on-line and at City of Hobart centres, including the Hobart Council Centre, Mathers House and Youth Arts and Recreation Centre.

Background

The City has long engaged volunteers in the delivery of some of its services and programs. In 2006, the City of Hobart created a Volunteering Policy which provided a guide and some policies and tools to assist volunteer program coordinators within the organisation. However, it was considered that a more comprehensive approach was required across the organisation to engage and manage volunteers effectively and to a high level.

A Best Practice Volunteer Management Framework, developed in line with Volunteering Australia *National Standards for Involving Volunteers in Not for Profit Organisations*, was approved by the City's Executive Leadership Team (ELT) in November 2012.

The Volunteer Management System (VMS) Manual, which had been developed in line with the framework and through consultation with key internal stakeholders, was adopted by ELT in August 2013. The manual, which comprises policies and procedures linked to the national standards, aims to provide a consistent resource for volunteer program coordinators to use to ensure:

- a high level of practice for the effective management of volunteers
- a safe working environment for volunteers
- volunteers are treated fairly and with respect, and that they are valued and appropriately recognised for their contribution to the City
- appropriate opportunities are available for volunteers to learn new skills
- the management of volunteers and volunteer activities is consistent with relevant legislation.

The manual demonstrates a clear commitment to support volunteers and is an important reference and resource for volunteer program coordinators and staff working with volunteers. (A copy of the manual is available for volunteers to view and access at all City Centres and offices and on the City [website](#)).

In 2016 Wise Lord Ferguson Accounting and Advisory was engaged to undertake a comprehensive audit of the City's Volunteer Management System, in line with Volunteering Australia *National Standards for Volunteer Involvement*, which came into effect in April 2015. One of the audit recommendations identified a need for a 'shared leadership and ownership' model and consequently an Operational and Governance Model (Appendix D) was developed, approved and adopted. The model identifies the People & Capability Unit as the owner of the VMS, and the Manager People & Capability as the officer with the delegated responsibility for the overall strategic and operational delivery of the VMS across the organisation, supported by a Key Managers Action Group.

A number of other actions that have been developed in response to the audit recommendations, including the update of the VMS in line with the 2015 Standards.

The City's response to the audit recommendations has strengthened its commitment to volunteer involvement more widely across the organisation.

Implementation

City of Hobart staff lead and promote a positive culture towards volunteering and undertake the tasks required for the involvement of volunteers through utilisation of the VMS - at both the corporate and program levels.

Volunteer involvement responsibilities are documented through program role descriptions, delegation authorities and policies and procedures outlined in this manual.

Each volunteer program has a suitably qualified and experienced program coordinator directly responsible for the management of volunteer involvement. Staff are provided with training, supervision and resources to effectively undertake this role. Volunteer management responsibilities are incorporated in the staff member's position description and annual performance review to ensure responsibilities for leading and managing volunteer involvement are defined, supported and reviewed.

In order to demonstrate the value, intent, purpose and commitment to involving volunteers and how volunteers help to achieve the organisation's purpose, goals and objectives, reporting on volunteer performance and volunteer contribution is formally reported annually to the Aldermen, and to the community through the City of Hobart Annual Report.

The Volunteer Management System (VMS)

To ensure effective and high level management of volunteers involved in City programs, the VMS manual comprises policies and procedures for each of the eight standards in Volunteering Australia's *National Standards for Volunteer Involvement* (April 2015) listed below.

1. Leadership and management
2. Commitment to volunteer involvement
3. Volunteer roles
4. Recruitment and selection
5. Support and development
6. Workplace safety and wellbeing
7. Volunteer recognition
8. Quality management and continuous improvement

A number of City of Hobart policies and procedures apply directly to volunteers as well as employees, contractors and other workers. Where relevant, there is an electronic link to the City policy or procedure. An electronic copy can be found on the City of Hobart Business Centre (CBC) website. This is a controlled document, therefore it is important to refer to the website for a current version of the document if referring to a hard copy.

The VMS also incorporates a volunteer charter (see following page), which contributes to good governance and the health, safety and wellbeing of volunteers in the workplace. The charter explains what volunteers can expect from the City of Hobart. Equally the charter describes what the City expects from its volunteers.

CITY OF HOBART VOLUNTEER CHARTER

Volunteers can expect the City of Hobart to:

- involve volunteers in meaningful and worthwhile tasks
- recognise the different roles of volunteers and paid staff
- provide and maintain a safe and healthy work environment
- assess volunteer skills to match tasks with expectations, interests and time commitments
- respect and acknowledge the contribution of volunteers
- provide an agreed level of supervision, support, resources, instruction and training
- maintain effective dialogue and build trusting relationships with volunteers
- provide adequate formal and informal channels of communication for positive and constructive feedback, consultation and the exchange of relevant information
- provide personal accident and public liability insurance.

The City of Hobart will expect volunteers to:

- work as part of the City of Hobart team and demonstrate professional behaviour towards City staff, other volunteers and the community
- respect and maintain confidentiality and privacy
- comply with the City's work health and safety requirements and to wear any personal protective equipment provided
- have a clear understanding of the duties of the role and follow specific instructions, requirements, policies and guidelines and take reasonable care of themselves and others
- undertake appropriate orientation and training relevant and necessary to the volunteer role
- recognise and not exceed individual physical and skill limits
- provide feedback and constructive comment aimed at improving City of Hobart's management of volunteer activities.

1 LEADERSHIP AND MANAGEMENT

1.1 Volunteer Management Policy

Purpose

To ensure the effective management of City of Hobart volunteers.

Application

This policy applies to all City of Hobart volunteers and the Volunteer Management System Forum members.

Policy

The General Manager has delegated the Manager People & Capability with overall responsibility for the implementation, review and effective management of the City's Volunteer Management System, established in line with Volunteering Australia's *National Standards for Volunteer Involvement 2015*.

The Volunteer Management System Forum members will lead and promote a positive culture towards volunteering ensuring the aims and values of volunteer involvement are promoted within the Council.

The volunteer program coordinators or other designated staff will be responsible for everyday management and supervision of volunteers in their program/s.

City of Hobart will ensure all those with Volunteer Management responsibilities are appropriately skilled and resourced in accordance with organisation staff policies and procedures.

Appropriate resources for volunteer management will be part of annual budget allocations.

The Manager People & Capability, in consultation with volunteer program coordinators will ensure appropriate policies and procedures are in place to inform and direct all aspects of volunteer management and volunteer operations.

All policies and procedures relating to volunteer management will be developed, monitored and reviewed in accordance with the Procedure for Development and Review of Volunteer Management System Policies and Procedures and will have a specified review cycle as noted in each policy.

How many hours can a volunteer work?

Some volunteer roles require an ongoing involvement by a volunteer on either a weekly, fortnightly or monthly roster, while other volunteer roles require a concentrated, short-term period of long hours, in the case of event or episodic volunteering.

Typically volunteers **should not work more than a maximum of 16 hours per week per program**. If a role requires many hours, the program should consider involving more than one volunteer for that particular role. Refer to the specific program for more information and guidance.

Responsibility

The General Manager, Manager People & Capability, relevant directors, unit and group managers, volunteer program coordinators and/or supervising staff.

Related Documents

- Allocation of Resources for Volunteer Management System Procedure
- The *National Standards for Volunteer Involvement*
- Integrated Management System Organisational Policy

Monitoring and Evaluation

Identified Risks and Controls

Inadequate Volunteer Management System could result in a safety risk and dissatisfaction.

Key Performance Indicators/Measures

All volunteer programs are assigned a volunteer program coordinator.

Amendment Table

DATE OF ISSUE	DESCRIPTION OF CHANGE
August 2013	New policy

Records

Supervision form and attendance register

Relevant Legislation

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

Approved	General Manager	Signature	
Review	Four years	Next Review Date	August 2018

1.2 Participation Policy

Purpose

City of Hobart is committed to a work environment where volunteers are included, informed, consulted and have the opportunity to provide feedback.

Application

This policy applies to all City of Hobart volunteers.

Policy

City of Hobart will ensure an environment that provides for regular, clear and open communication, which is professional, respectful and mutually beneficial.

Volunteer program coordinators will ensure a communicative and collaborative environment, in line with the City's Values and Code of Conduct, and may designate responsibilities to supervising staff.

Where issues arise, volunteers will be informed and consulted as appropriate. In some instances a more collaborative approach may be taken to identify possible solutions.

Volunteers may be given opportunities to participate in and provide input into all relevant review processes and amendments to the Volunteer Management System Manual where changes identified may impact on their role.

The volunteer program coordinators are responsible for ensuring volunteer understanding and clarification on any matter relating to communication.

Communication will occur via informal and/or formal methods, as reflected in other volunteer policies as listed on the next page, but is not limited to:

- induction, orientation and training
- direct supervision and observations
- conversations during volunteering
- feedback on the job
- feedback from customers and fellow volunteers (peer)

The volunteer program coordinators network will communicate with each other as required to share information, provide peer support, identify issues and develop collaborative responses and deliver cross-program promotional initiatives where possible.

To raise the profile of volunteer involvement, staff will communicate within the City to reaffirm the work performed by volunteers and their invaluable contributions. This will

be achieved by reporting in the City of Hobart Annual Report, at the annual forum and to the Executive Leadership Team and Council on an annual basis.

Responsibility

Volunteer program coordinators and their managers, supervising staff and/or volunteers with a supervisory role.

Related Documents

- Volunteer Supervision and Feedback Policy and Procedure
- Volunteer Induction and Orientation Policy and Procedure
- Volunteer Grievance and Dispute Resolution Policy and Procedure
- Volunteer Counselling and Discipline Policy and Procedure
- Volunteer Training and Development Policy and Procedure
- Volunteer Recognition Policy and Procedure
- Volunteer Documentation and Records Policy and Procedure
- Quality Management and Continuous Improvement Policy
- Procedure for Review of the Volunteer Management System and Policies and Procedures
- Privacy Policy

Monitoring and Evaluation

Identified Risks and Controls

Poor communication could result in dissatisfied volunteers and performance issues.

Key Performance Indicators/Measures

Appropriate and regular communication relevant to the program is carried out professionally.

Amendment Table

DATE OF ISSUE	DESCRIPTION OF CHANGE
August 2013	New procedure
July 2017	Amendments

Records

Volunteer Registration Form, Annual Feedback Form and Role Description.

Relevant Legislation

- The Work Health and Safety Act 2012
- The Work Health and Safety Regulations 2012
- Work Health and Safety Consultation, Cooperation and Coordination

Approved	General Manager	Signature	
Review	Five years	Next Review Date	July 2022

1.3 Volunteer Attendance Records Policy and Procedure

Purpose

To detail the process to record volunteer attendance.

Application

This policy and procedure applies to all City of Hobart volunteers.

Policy

All volunteers shall note attendance whether on premises or in the course of duties authorised by the City of Hobart, in accordance with the Work Place Health and Safety Policy and Procedure (6.2).

This is to ensure that City has an accurate record of volunteer hours worked for statistical collection purposes for emergency evacuation procedures and any potential claims under the City's Personal Accident and Insurance Policy.

Records of attendance may inform Volunteer Management System Manual audits and review processes, risk management, service delivery and volunteer recognition.

Procedure

Attendance at City of Hobart's premises must be noted either in an attendance register or in a relevant **Activity Record Form** or **monthly contact sheet**.

Volunteer programs will have different systems to record volunteer attendance and specific program procedures will be covered with all volunteers during induction.

Responsibility

The volunteer program coordinator's managers, volunteer program coordinator and/or supervising staff.

Related Documents

- Volunteer Induction and Orientation Policy and Procedure
- Volunteer Counselling and Discipline Policy and Procedure
- Volunteer Documentation and Records Policy and Procedure
- Work Place Health and Safety Policy and Procedure
- Privacy Policy

Monitoring and Evaluation

Identified Risks and Controls

Hours are not included in City's statistics and Work Health and Safety implications.

Key Performance Indicators/Measures

All volunteer hours are recorded accurately.

Amendment Table

DATE OF ISSUE	DESCRIPTION OF CHANGE
August 2013	New policy and procedure

Records

Activity Record Form, Volunteer Statement of Attendance.

Approved	General Manager	Signature	
Review	Five years	Next Review Date	August 2018

1.4 Risk Management Policy and Procedure

Follow this [link](#) or refer to the Integrated Management System Organisational Policy (City's policy on quality, safety, environment and risk management) on the Council Business Centre (CBC).

Procedure:

Risk Assessment and Management

Strategy:

Refer to this [link](#) for the Risk Management Strategy and Action Plan.

1.5 Volunteer Documentation and Records Policy and Procedure

Purpose

To outline the need for accurate documentation and appropriate storage of documents involved in the delivery of services by volunteers.

Application

This policy and procedure applies to all volunteers as access to, generation and storage of accurate records and documents is vital to the efficient operation of the City of Hobart.

Policy

It is the responsibility of all volunteer program coordinators to ensure that all necessary documentation is completed, including documentation completed by volunteers. The records are to be maintained in good order and condition. Official records must not be damaged, altered or destroyed without the approval of the volunteer program coordinator and/or their direct manager.

As part of the induction process all volunteers will be adequately briefed in documentation and record-keeping requirements and processes.

Examples of records and documents may include:

- volunteer personal records
- project or work-related documents and materials
- minutes from meetings and reviews
- reference materials, resources and presentations
- reporting back on participation in training, conferences and events
- volunteer attendance records
- monthly statistics and reports
- statement of attendance

All records and documents generated by volunteers will be treated and stored according to the Privacy Policy and Records Management, Documentation Change Control and Data Security Policies and Procedures.

Procedure

All volunteers are to be briefed at the earliest opportunity appropriate to the program, regarding record-keeping and documentation requirements. At any time volunteers may seek clarification or advice regarding documentation and recording processes.

Records Management

All organisation records made by any staff member in the course of her or his duties are considered to be confidential and must not be divulged or released to unauthorised persons without authorisation from the volunteer program coordinator.

All organisation records must be appropriately protected at all times from unauthorised access, damage and loss. Where possible, all records storage areas are to be secure with access only provided to authorised personnel.

Data Security

Access to organisation data will be based on what is necessary for volunteers to perform their work functions, and back-ups of data will occur as per the Data Security Policy and Procedure.

Laptop computers will only be taken off-site on a needs basis. When off-site, laptops will be kept securely and access restricted to the volunteer in question. Passwords for access to the City's server and relevant computer drives are provided to maintain security protocols; use of these passwords and access to business information are strictly controlled.

Responsibility

The volunteer program coordinator and/or supervising staff, the volunteer program coordinator's manager and volunteers.

Related Documents

- Volunteer Supervision and Feedback Policy and Procedure
- Volunteer Induction and Orientation Policy and Procedure
- Access to Volunteer Personal Records Policy and Procedure
- Privacy Policy
- Data Security Policy and Procedure
- Documentation Change Control Policy and Procedure
- Records Management Policy and Procedure

Monitoring and Evaluation

Identified Risks and Controls

Accurate records are not kept.

Key Performance Indicators/Measures

All records kept accurately and in order

Amendment Table

DATE OF ISSUE	DESCRIPTION OF CHANGE
August 2013	New policy and procedure

Records

Activity record form

Relevant Legislation

- The Work Health and Safety Act 2012
- The Work Health and Safety Regulations 2012
- Work Health and Safety Consultation, Cooperation and Coordination
- Archives Act 1983

Approved	General Manager	Signature	
Review	Five years	Next Review Date	August 2018

1.6 Access to Volunteer Personal Records Policy and Procedure

Purpose

To define the policy and procedures to apply with respect to access to personal files for City of Hobart volunteers.

Application

This policy and procedure applies to all City of Hobart volunteers.

Policy

The City, through the volunteer program coordinator, will establish and maintain information personal files for each individual volunteer on commencement of volunteering with the City.

The terms of the City's '*Privacy Policy*' will be observed in respect of information stored on a volunteer's personal file.

The personal file will consist of a hard copy personal file, and where necessary, an electronic personal file.

Where a third party is responsible for managing volunteers, the City of Hobart must also maintain information personal files for each individual volunteer. The third party is to follow and adhere to all relevant volunteer policies and procedures.

Procedure

Documentation relating to volunteer performance and other Volunteer Management System matters will be kept in the volunteer's personal records. These **will** include:

- registration form (including contact details, emergency contact number/s and next of kin)
- National Police check, Working with Vulnerable People Registration and referee reports where required
- attendance records.

Other documentation **may** include:

- statement of attendance
- supervision and feedback documentation
- participation in training
- volunteer recognition and feedback
- grievances
- counselling or disciplinary issues and actions

- exit interviews.

Storage and Security

The hard copy volunteers' personal files are stored as follows:

- current volunteers - in a secured place
- former volunteers – in a locked strongroom or in archives

The electronic volunteer's personal files may be retained on the divisional drive.

Volunteers may request access to their own personal record from the volunteer program coordinator, who is responsible for **updating** and storing personal files.

All information is to be kept confidential according to the City's Privacy Policy.

Information should only be provided to relevant staff for the purpose for which it is intended.

Responsibility

The volunteer program coordinator's manager, volunteer program coordinator and/or supervising staff.

Related Documents

- Volunteer Supervision and Feedback Policy and Procedure
- Volunteer Recruitment Procedure
- Volunteer Screening Procedure
- Volunteer Selection Procedure
- Volunteer Documentation and Records Policy and Procedure
- Volunteer Registration Form
- Privacy Policy
- Data Security Policy and Procedure
- Organisation Records Management Policy and Procedure

Monitoring and Evaluation

Identified Risks and Controls

If relevant volunteer information is not accessible, this could have consequences, particularly in the event of an emergency.

Key Performance Indicators/Measures

Relevant information is maintained on the volunteer's personal file in a timely and efficient manner.

Amendment Table

DATE OF ISSUE	DESCRIPTION OF CHANGE
August 2013	New policy and procedure

Records

Volunteer Registration Form, Activity Record Form.

Relevant Legislation

- The Work Health and Safety Act 2012
- The Work Health and Safety Regulations 2012
- Work Health and Safety Consultation, Cooperation and Coordination
- Privacy Act 1988
- Personal Information Protection Act 2004

Approved	General Manager	Signature	
Review	Four years	Next Review Date	August 2018

1.7 Privacy Policy

Follow this [link](#) for the Privacy Policy and this [link](#) for the Confidential Information Policy. Or refer to the CBC, People & Capability Policies and Procedures section.

2 COMMITMENT TO VOLUNTEER INVOLVEMENT

2.1 Allocation of Resources for Volunteer Management System Policy

Application

This policy applies to the General Manager, Manager People & Capability, volunteer program coordinator and relevant staff members.

Policy

The General Manager will approve appropriate levels of resourcing for the effective implementation of the City of Hobart's Volunteer Management System, in consultation with the Manager People & Capability and volunteer program coordinators.

It is the responsibility of the volunteer program coordinators, in conjunction with Manager People & Capability to prepare program budgets for Volunteer Management for approval and sign-off by the relevant manager, in accordance with City's Policies and Procedures.

Volunteer Management System resources may include, but are not limited to, designated Volunteer Supervisors, resources to implement and review Volunteer Management System policies and procedures, resourcing of volunteer roles, professional development and training, volunteer recognition and administrative requirements.

Volunteers will undertake voluntary roles with the City only where budget allocation for Volunteer Management and resourcing of volunteer roles has been approved.

Related Documents

- Volunteer Management Policy
- Quality Management and Continuous Improvement Policy
- Procedure for the Review of the Volunteer Management System and Policies and Procedures
- City of Hobart staff policies and procedures

Monitoring and Evaluation

Identified Risks and Controls

If resources are not adequately allocated then volunteer program coordinators and volunteers may not be appropriately supported and volunteer numbers may decrease.

Key Performance Indicators/Measures

Volunteer program coordinators are recruited.

Amendment Table

DATE OF ISSUE	DESCRIPTION OF CHANGE
August 2013	New policy

Records

- Program budget

Relevant Legislation

- The Work Health and Safety Act 2012
- The Work Health and Safety Regulations 2012

Approved	General Manager	Signature	
Review	Three years	Next Review Date	August 2018

2.2 Volunteer Reimbursement Policy

Purpose

To describe City of Hobart's policy on the reimbursement of volunteers' out-of-pocket expenses.

Application

This policy applies to all City of Hobart volunteers.

Policy

By volunteering with the City of Hobart, volunteers make significant contributions in terms of time, expertise and endeavour. The City does not offer compensation or remuneration to volunteers for these contributions.

City of Hobart will however offer to reimburse reasonable out-of-pocket expenses incurred by volunteers in connection with travel and approved projects, not including loss of personal income. Volunteers have the right to be informed of their entitlements regarding the reimbursement of legitimate expenses. This will usually occur at induction.

A reasonable budget may be allocated each financial year to cover anticipated claims.

The volunteer program coordinator will determine which activities associated with voluntary work will be eligible for reimbursement of expenses. This may require some consultation with the Manager People & Capability.

Some claims may need to be negotiated in advance. Where a volunteer expects to incur considerable expense in undertaking voluntary work, the nature and extent of the expenses should be discussed with the volunteer program coordinator and agreement reached before proceeding.

Maximum amounts for reimbursement of expenses incurred in voluntary work will be reviewed annually.

Individual programs will have specific guidelines for claims and will develop specific procedures in relation to reimbursement for out-of-pocket expenses.

Responsibility

The Manager People & Capability, volunteer program coordinator and/or supervising staff.

Related Documents

- Volunteer Induction and Orientation Policy and Procedure
- Volunteer Grievance and Dispute Resolution Policy and Procedure
- Volunteer Documentation and Records Policy and Procedure
- Staff Grievance Policy and Procedure
- Risk Management Policy and Procedure
- Privacy Policy
- Purchasing Policy

Monitoring and Evaluation

Identified Risks and Controls

Volunteers not aware of reimbursement process may be out-of-pocket.

Key Performance Indicators/Measures

All volunteer out-of-pocket expenses are reimbursed within the agreed timeframe.

Amendment Table

DATE OF ISSUE	DESCRIPTION OF CHANGE
August 2013	New policy

Records

Volunteer Registration Form, Reimbursement Form

Approved	General Manager	Signature	
Review	Five years	Next Review Date	August 2018

2.3 Volunteer Reimbursement Procedure

Application

This procedure applies to all volunteers; its responsibility lies with the General Manager, volunteer program coordinator and supervising staff.

Procedure

Planning for Volunteering-Related Costs

Each volunteer role and associated activities will be analysed for risk, including financial costs. Strategies will be developed in accordance with the City's Risk Management Policy and Procedure. All potential financial costs and relevant reimbursement will be communicated to the volunteer and communicated in volunteer inductions.

Approval and Administration

Where possible, volunteers must seek approval from the volunteer program coordinator or supervising staff before incurring costs. The volunteer program coordinator will advise the volunteer as to the method of purchase and reimbursement and provide a reimbursement claim form.

All claims for reimbursement, accompanied by receipts, or completed claim or travel forms are to be made on the approved Reimbursement Claim Form within one month of the expenses being incurred.

Refer to individual programs procedures guidelines for specific parameters around how to claim and maximum payment conditions.

The volunteer program coordinator is responsible for all enquiries regarding reimbursement and will seek further clarification as needed from the volunteer and/or supervising staff to inform decisions regarding approval of reimbursements. Concerns or disputes over reimbursement will be addressed in line with the Volunteer and Staff Grievance and Dispute Resolution Policies and Procedures.

Travel

Travel reimbursement for approved volunteer work with the City may be offered to volunteers as part of their duties, for example bus fares or travel to and from home, or to a client's home for specific programs. Limits on weekly travel reimbursement will be outlined in the specific volunteer program policies and procedures and will be covered during induction.

Parking

Reimbursement may be offered for parking fees covered above while working on site, or when the volunteer is off site doing work for the City of Hobart, provided no suitable alternative parking is available.

Service Delivery Resources

Volunteers need prior approval from the volunteer program coordinator or supervising staff regarding appropriate purchase or reimbursement procedures for items, which may include stationery and associated equipment and entry fees to events and conferences.

Documentation and Storage

All information regarding individual volunteers and their reimbursement claims will be kept confidential and stored in accordance with the Volunteer Documentation and Records Policy and Procedure and Privacy Policy.

Related Documents

- Volunteer Induction and Orientation Policy and Procedure
- Volunteer Grievance and Dispute Resolution Policy and Procedure
- Use of Motor Vehicles for Volunteers Policy
- Volunteer Documentation and Records Policy and Procedure
- Reimbursement Claim Template
- Petty Cash Policy and Procedure
- Staff Grievance Policy and Procedure
- Risk Management Policy and Procedure
- Privacy Policy

Monitoring and Evaluation

Identified Risks and Controls

Volunteers are out-of-pocket and the program is not accurately reporting the value of the program.

Key Performance Indicators/Measures

All volunteers are reimbursed appropriately, correctly and in line with established time frames.

Amendment Table

Date of Issue	Description of Change
August 2013	New procedure

Records

Reimbursement Claim Form

Approved	General Manager	Signature	
Review	Five years	Next Review Date	August 2018

2.4 Volunteer Telephone Policy and Procedure

Purpose

To define City of Hobart's policy on the appropriate use of telephones.

Application

This policy and procedure applies to all City of Hobart volunteers.

Policy

The City telephone system is provided for business uses. However, it is recognised that the need sometimes arises for volunteers to make or to take phone calls of a personal nature.

Volunteers must ensure that personal calls whilst volunteering must be kept to minimum – whether the calls are on the City's phones or the volunteer's own mobile phone.

Volunteers must ensure that personal phone calls do not adversely affect their work and become a performance issue that will need to be addressed.

A City of Hobart mobile phone will be available for volunteers to use for specific programs if required. Volunteer program coordinators will be responsible for ensuring volunteers complete any relevant documentation before loaning the phone to the volunteer.

Volunteers who are issued with a mobile phone in accordance with these policy provisions are entitled to limited, reasonable use of the phone for private purposes and calls.

- In respect of such use, volunteers should be aware that under the City's mobile phone plan, calls and SMS messages from a City mobile phone to another City mobile phone are free. Calls or SMS messages to other mobile phones or to a landline will result in a charge to the mobile phone making the call.
- Volunteers should also be aware that use of City issued mobile phones is monitored. Individual usage levels are reported to Directors monthly. Any concerns with respect to the level of use of a City-issued mobile phone will be taken up with the volunteer concerned by the volunteer's Volunteer Programs Coordinator. The Director Corporate Services is authorised to make a determination as to what constitutes an acceptable or excessive level of personal use.
- Repeated or persistent excessive private use of a City-issued mobile phone by a volunteer will be regarded as a disciplinary matter and will result in disciplinary action.

Volunteers must also ensure that their phone calls do not become a problem for others in the workplace. When making or taking phone calls in the workplace, whether of a business or personal nature, volunteers should be respectful of others and ensure that the tone and volume of the conversation does not:

- offend other volunteers and paid staff
- adversely impact on the performance of work by volunteers and paid staff
- unnecessarily distract other volunteers or employees.

Volunteers must not use a City-issued mobile phone for the following purposes or in the following ways for either business or private usage:

- any way that would violate the City's privacy policy
- in respect of use associated with the internet, email or social media applications
- private business activity
- illegal or fraudulent activity
- whilst driving unless in conjunction with an appropriate hands-free car kit.

Volunteers should also ensure that in any phone calls made or taken that they do not make any comments or statements that are abusive, threatening, violent, racist or of a sexual nature or that would otherwise represent a breach of other City of Hobart policies, procedures and legislation as listed below.

Breaches of a serious nature, and in particular any breach that constitutes a violation of any State or Federal legislation may result in the volunteer services being terminated.

Responsibility

The volunteer program coordinator and/or supervising staff are responsible for the implementation of this policy.

Related Documents

- Volunteer Induction and Orientation Policy and Procedure
- Volunteer Grievance and Dispute Resolution Policy and Procedure
- Volunteer Documentation and Records Policy and Procedure
- Code of Conduct
- Equity and Discrimination in the Work Place Policy
- IT and Computer Usage Policy
- Social Media Usage Policy
- Risk Management Policy and Procedure
- Privacy Policy
- Staff Grievance Policy and Procedure

Monitoring and Evaluation

Identified Risks and Controls

Volunteers may misuse the telephones.

Key Performance Indicators/Measures

Telephone calls are kept to a minimum and used appropriately.

Amendment Table

DATE OF ISSUE	DESCRIPTION OF CHANGE
August 2013	New policy and procedure

Relevant Legislation

- Work Health and Safety Act 2012
- Fair Work Act 2009
- Right to Information Act (Tas) 2009
- Anti Discrimination Act (Tas) 1998
- Privacy Act 1988

Approved	General Manager	Signature	
Review	Five years	Next Review Date	August 2019

3 VOLUNTEER ROLES

3.1 Volunteer Role Description Development Policy and Review Procedure

Purpose

To ensure volunteers are engaged in meaningful roles which contribute to the organisation's purpose, goals and objectives.

Application

This policy and procedure applies to the development and review of roles for all City of Hobart volunteers.

Policy

Volunteer resources enhance and expand the City's capacity to deliver some of its programs to achieve organisational goals and objectives.

A volunteer role will be developed when an activity, task or project has been identified as suitable and appropriate to be undertaken by a volunteer.

As a general rule, volunteer tasks complement existing City work and **do not** replace the services provided by paid staff. A climate of mutual respect and confidence is encouraged between paid and volunteer staff, with each understanding and appreciating the role and responsibilities of the other.

All volunteer roles will be comprehensively analysed for risk in accordance with the Risk Management Policy and Procedure.

All volunteer roles will have an associated **role description** (refer to Appendix A for the Role Description template), detailing all aspects of the role, including, but not limited to the following:

- key areas of responsibility including expectations
- supervisory and support arrangements
- lines of accountability and communication
- hours of volunteering.

The volunteer program coordinator is responsible for ensuring role descriptions are developed and current for each volunteer role.

Volunteer role descriptions will provide the basis for all aspects of volunteer recruitment, selection, induction and performance management.

The volunteer program coordinator is responsible for interpretation and clarification of any part of the volunteer role descriptions.

All volunteer roles and role descriptions will have the approval of the Manager People & Capability.

Procedure – Role Review

Volunteer role descriptions will be defined, documented and communicated and regularly reviewed; this may be as part of the volunteer feedback process, and/or upon feedback to the volunteer program coordinator or at the program policy and procedure review.

Where proposed amendments to the role description may change, with input from volunteers and employees, the essential nature of the role including any necessary skills or knowledge, the volunteer program coordinator has responsibility to determine whether the role may need to be amended.

The volunteer and supervising staff may be consulted in the review process and provided with a copy of the new role description. Concerns or issues are to be raised with the volunteer program coordinator and will be addressed in line with the Volunteer and Staff Grievance and Dispute Resolution Policies and Procedures.

If, during the course of a feedback meeting, a need to review the role description is identified, the volunteer program coordinator will inform the Manager People & Capability.

All volunteer role descriptions and amendments will be stored in accordance with the Volunteer and Staff Documentation and Records Policies and Procedures.

Responsibility

The Manager People & Capability, volunteer program coordinator and designated staff.

Related Documents

- Risk Management Policy and Procedure
- Volunteer Recruitment Procedure
- Volunteer Screening Procedure
- Volunteer Selection Procedure
- Participation Policy
- Volunteer Documentation and Records Policy and Procedure
- Quality Management and Continuous Improvement Policy
- Volunteer Role Description Template
- Documentation Change Control Policy and Procedure

Monitoring and Evaluation

Identified Risks and Controls

A volunteer commencing a role without knowledge of the role description.

Key Performance Indicators/Measures

Every volunteer role has a role description and it is reviewed annually.

Amendment Table

DATE OF ISSUE	DESCRIPTION OF CHANGE
August 2013	New policy and procedure

Records

Volunteer Registration Form, Role Description

Relevant Legislation

- Industrial Relations

Approved	General Manager	Signature	
Review	Four years	Next Review Date	February 2019

4 RECRUITMENT AND SELECTION

4.1 Volunteer Recruitment Procedure

Application

This recruitment procedure applies to all City of Hobart volunteer applicants.

Procedure

All applications will be processed in line with the same recruitment procedures for any volunteer role with City of Hobart.

Role Description

Once a suitable volunteer role is identified through a planned approach, a role description must be prepared for approval by the Manager People & Capability before advertisement, in accordance with the Role Description Development and Review Policy and Procedure. The selection must be fair and based on the skills and experience required for performance in the role.

Recruitment Strategies

There are a number of ways City of Hobart can actively recruit volunteers, including:

- volunteers with specific interest, knowledge, and skills or attributes relevant to the role, and consistent with anti-discrimination legislation, may be approached by the volunteer program coordinator or designated staff
- a volunteer role may be advertised with approval from the volunteer program coordinator's manager
- unsolicited approaches from potential volunteers to the City, e.g. through Volunteer Tasmania's Volunteer Connect service.

Contact Person

The volunteer program coordinator or designated staff will be the contact person for any role in the program and has the responsibility to advise potential applicants about the role.

Application processes

1. Where City of Hobart has a volunteer role available, general enquiries will be forwarded to the contact person, who is to contact the individual within two working days.

2. Applications for advertised roles will be forwarded to the relevant volunteer program coordinator.
3. Where the City has no volunteer roles, general enquiries will be referred to the Senior Administrative Support Officer People & Capability for follow-up.

The City of Hobart, through the relevant program, will acknowledge receipt of applications and will advise the volunteer applicant of further processes including timeframes. Volunteer applications will be stored in accordance with the Volunteer Documentation and Records Policy and Procedure and Privacy Policy. Volunteers will then be screened and selected in accordance with the Volunteer Screening and Selection Policies and Procedures.

Related Documents

- Volunteer Screening Procedure
- Volunteer Selection Procedure
- Volunteer Role Description Development Policy and Review Procedure
- Volunteer Documentation and Records Policy and Procedure
- Role Description
- Privacy Policy

Monitoring and Evaluation

Identified Risks and Controls

A volunteer is not suitable for a dedicated role.

Key Performance Indicators/Measures

Staff respond to applicants within three working days of enquiry.

An increase of volunteers within each program.

Amendment Table

DATE OF ISSUE	DESCRIPTION OF CHANGE
August 2013	New procedure

Records

Volunteer Registration Form.

Approved	General Manager	Signature	
Review	Three years	Next Review Date	August 2020

For available volunteer roles, the contact person will distribute to each individual within three working days an information pack containing a role description, general information about the City of Hobart, a Registration Form (if required), a Police Check or Working with Vulnerable People Application Form and other information deemed appropriate for the role. All volunteers must complete a Registration Form **before** commencement.

4.2 Volunteer Screening Procedure

Application

This screening procedure applies to all City of Hobart volunteer applicants.

Procedure

Screening processes are applied to volunteer roles to help maintain the safety and security of service users, employees, volunteers and the organisation.

All volunteer applications and parts thereof will be treated and stored in accordance with the Volunteer Recruitment Procedure, Volunteer Selection Procedure, Documentation and Records Policies and Procedures and the Privacy Policy. All staff involved in the screening process will treat each volunteer application in accordance with the Code of Conduct.

Feedback on the screening process and determinations will be made available to applicants upon request.

Volunteer Application

Evidence of capability to undertake the role will be considered in screening volunteer suitability. All applicants must be able to meet the requirements detailed in the volunteer role description. In addition to a completed registration form, screening should be undertaken through one or more of the following:

- an application letter
- an interview / meeting
- referee reports
- a trial in the volunteering role

A National Police Check is required for all **new** volunteers over the age of 16 for all programs.

The three noted below may apply to specific programs and **must** be carried out if relevant to the role:

- Working with Vulnerable People registration (dated within the previous 12 months) or completed mandatory application
- a Statutory Declaration for overseas residents
- a medical check

Guidelines are applied to determining the types of convictions or disciplinary actions that preclude people from becoming volunteers, and to informing people about how their personal history may be used for decision making.

Where there is unsatisfactory, or no evidence, the volunteer application will be considered unsatisfactory and the individual will be notified as outlined below under “Unsatisfactory Screening”.

As a duty of care to workers, the City of Hobart requires National Police Checks from all new employees and volunteers. Although the legislation includes exemptions for undertaking Working with Vulnerable People registration, the City includes these checks for the following reasons:

- due diligence and ethics
- corporate responsibility
- accountability to the Hobart community, including ratepayers who fund a large part of City of Hobart activity

National Police Check

All programs require new volunteers to have a current National Police Check. Although if volunteers are participating in a one-off activity or on a short-term basis a National Police Check is not required. Note: short-term equates to three volunteer sessions over a six month period.

Applicants will submit to the City either a copy of a recent National Police Check (undertaken within previous 12 months) or a completed National Police Check application form along with photocopies of required identification documentation. **The City is responsible for sending out application forms and for receipt of and payment for each National Police Check.**

The volunteer program coordinator will decide, in consultation with the Manager People & Capability, if the police check received is satisfactory as per the Volunteer Recruitment Procedure and Volunteer Selection Procedure. The National Police Check will be photocopied and the original returned to the individual with notice of acceptance or rejection. The photocopy will be signed and dated by the volunteer program coordinator and stored as outlined in the Volunteer Documentation and Records Policy and Procedure (1.5).

Working with Vulnerable People Registration

For programs that involve children such as the Youth Arts and Recreation Centre and some Bushcare activities, volunteers over the age of 16 will need to provide a current card (dated within the previous 12 months) or apply for a Registration to Work with Vulnerable People card. The City is responsible for payment for applying for new Working with Vulnerable People cards.

The Working with Vulnerable People card will be scanned and the original returned to the individual. The photocopy will be signed and dated by the volunteer program coordinator and stored as outlined in Policy and Procedure (1.5) as above.

The volunteer program coordinator will forward a copy of the registered details to the Manager People & Capability who will confirm that the volunteer has recorded the City of Hobart as part of their registered details at the [Department of Justice](#). The Manager People & Capability will notify the volunteer program coordinator when the registration is to be renewed and if the registration is withdrawn for any reason.

The volunteer program coordinator, in consultation with the Manager People & Capability, has discretion as to whether volunteers may begin working with the City whilst the Working with Vulnerable People and Police Checks are being processed, or only once a Police Check or Working with Vulnerable People card has been received, depending on the nature of the volunteer role. Volunteers can complete a statutory declaration to cover them until their Working with Vulnerable People registration is processed.

Medical Check

In some circumstances, for specific volunteer roles, volunteers **may** be required to undergo a medical check with their own General Practitioner (GP) to ensure they have the capability to perform the volunteer role and associated tasks outlined in the Volunteer Role Description.

If a volunteer's health condition has significantly changed since commencement, or if a volunteer has undergone surgery, the volunteer program coordinator **may** ask the volunteer to defer volunteering and request a medical check by their doctor.

In either case, the volunteer program coordinator will provide the volunteer with a Volunteer Role Description to present to the doctor to ensure the volunteer is capable of performing all tasks.

The volunteer will be notified within 48 hours of the assessment. If the medical report received is satisfactory, a commencement or re-commencement date will be agreed upon. If the report is unsatisfactory, the volunteer program coordinator will provide possible alternative volunteer opportunities depending on the volunteer's willingness and capability to undertake a different volunteering role.

Completed medical reports will be stored on the volunteer's personal file in line with the Volunteer Documentation and Records Policy and Procedure.

Formal Interview

Some programs may require a formal interview. Where an interview is required for a specific program, the volunteer program coordinator **may** nominate a selection panel who has knowledge of the work area, an understanding of the volunteer work to be performed and knowledge of the Volunteer Screening Procedure and Volunteer Selection Procedure. The selection panel may consist of the volunteer program coordinator and one or more relevant staff and/or volunteer.

The panel will ensure applicants are invited to participate in an interview no less than 5 days before a scheduled interview time and are clearly advised of the date, time

and place. Panel members will arrange a set of questions to be asked of each applicant based on the role requirements. The panel chairperson is responsible for ensuring the panel members are familiar with the merit principle and understand the role to be filled.

The interview must be carried out in an appropriate setting where interruptions will not occur and privacy is assured. The selection panel will document each applicant's responses ready for selection. Depending on the volunteer role requirements the selection panel may choose to shortlist interviewees further for National Police or Working with Vulnerable People checks and referee checks, or may forward all applications for further screening.

The interview format may be adapted to a more, or less, formal structure as appropriate in relation to the volunteer role requirements. The volunteer program coordinator may use discretion in inviting applicants to a less formal meeting. Standard interview questions will be used with all applicants to ensure a fair and regulated process.

Referee Reports

Upon completion of the interview, or after a more informal meeting, the volunteer program coordinator or designated staff **may** contact each applicant's nominated referees with a set of standard questions as appropriate to the role and will record the responses on the Referee Check form. The responses may form part of the volunteer selection process dependent on the requirements of the volunteer role and at the volunteer program coordinator's discretion. Completed referee forms will be stored as outlined above and will be made available to all applicants upon request.

Trial in the Volunteering Role

A volunteer program coordinator **may** request volunteers to undergo a trial for a specific volunteer program before officially commencing a role. Volunteers may also prefer to participate in a trial before a commitment is made.

Before the trial, the volunteer must be inducted in accordance with the Volunteer Induction and Orientation Policy and Procedure with a condensed adapted induction and orientation delivered if appropriate. If the volunteer continues in the role after the trial (three volunteer sessions over a six month period), a more comprehensive induction and orientation will be given if the full version was not carried out previously.

The volunteer and volunteer program coordinator can negotiate the timing before commencement and discuss the outcome after the agreed trial period.

Satisfactory Screening

Where the volunteer application screening is deemed satisfactory, the volunteer application and all associated screening information will be considered for selection by the volunteer program coordinator.

Unsatisfactory Screening

If the application or any part of the screening process is deemed unsatisfactory, the applicant will be notified within 48 hours of the decision being made.

Related Documents

- Volunteer Recruitment Procedure
- Volunteer Selection Procedure
- Volunteer Induction and Orientation Policy and Procedure
- Volunteer Documentation and Records Policy and Procedure
- Privacy Policy
- Staff Data Security Policy and Procedure
- Code of Conduct

Monitoring and Evaluation

Identified Risks and Controls

A volunteer is not suitable for a dedicated role.

Key Performance Indicators/Measures

All new volunteers are screened appropriately and thoroughly according to role.

Amendment Table

DATE OF ISSUE	DESCRIPTION OF CHANGE
August 2013	New procedure
July 2017	Amendments

Records

- Registration Form
- Interview or meeting notes
- National Police Check
- Working with Vulnerable People Registration
- Referee report
- Medical check
- Trial record

Relevant Legislation

- The Work Health and Safety Act 2012
- The Work Health and Safety Regulations 2012
- Anti-Discrimination Act 1998 (Tasmania)

Approved	General Manager	Signature	
Review	Three years	Next Review Date	August 2020

4.3 Volunteer Selection Procedure

Application

This procedure applies to all City of Hobart volunteer applicants.

Procedure

The City of Hobart will select volunteers who are suitably qualified and experienced and who have the competence and appropriate qualities to undertake the role within the City, based on information collected throughout the registration, recruitment and screening stages. Volunteer selection processes, including collection and storage of information, will occur in accordance with the Volunteer Recruitment Procedure and Volunteer Screening Procedure.

Appointment

The volunteer program coordinator will determine the successful applicant for the role based on the application and screening processes.

Newly appointed volunteers will be contacted by the volunteer program coordinator or a designated staff member regarding a mutually convenient time for the volunteer to commence work and undergo induction. The terms and conditions of the appointment will be set out in a volunteer agreement as outlined in the Volunteer Induction and Orientation Policy and Procedure. Post-selection feedback will be provided upon request.

Related Documents

- Volunteer Recruitment Procedure
- Volunteer Screening Procedure
- Volunteer Induction and Orientation Policy and Procedure
- Volunteer Documentation and Records Policy and Procedure
- Privacy Policy
- Staff Data Security Policy and Procedure

Monitoring and Evaluation

Identified Risks and Controls

A volunteer is not suitably appropriate to undertake the role.

Key Performance Indicators/Measures

All new volunteers have the necessary skills and competence to undertake the role.

Amendment Table

DATE OF ISSUE	DESCRIPTION OF CHANGE
August 2013	New procedure

Records

Volunteer Registration Form

Approved	General Manager	Signature	
Review	Three years	Next Review Date	August 2018

5 SUPPORT AND DEVELOPMENT

5.1 Volunteer Induction and Orientation Policy and Procedure

Purpose

To define City of Hobart's induction and orientation process for all new City volunteers, appropriate to the program area in which they will be working.

Application

This policy and procedure applies to all City of Hobart volunteers.

Policy

All new volunteers with the City will be provided with an induction and orientation to the organisation and program area as soon as possible upon commencement.

The volunteer program coordinator or supervising staff will ensure the induction and orientation process is implemented in line with the; Induction and Orientation Guideline and Checklist for Coordinators and Corporate and Program packs, and stored at the program level.

Volunteer inductions will be conducted by the volunteer program coordinator or supervising staff, who will introduce volunteers to the work environment and the necessary resources to perform their role. The induction and orientation may include setting of performance indicators and the development of a work plan for the role and/or project.

Volunteers currently in other volunteering roles within City of Hobart may participate in an adapted induction and orientation process at the discretion of the volunteer program coordinator.

Volunteer participation in an induction and orientation will be recorded in accordance with the City's Privacy Policy and Volunteer Documentation and Records Policy and Procedure.

Procedure

The volunteer program coordinator or supervising staff will be responsible for the, implementation of volunteer inductions and orientations.

Planning

Volunteer inductions and orientations must be undertaken and documented on the Volunteer Induction and Orientation Guideline and Checklist to ensure coverage of all topics and resources.

Induction and Orientation Sessions

Induction and orientation sessions are to be scheduled as soon as possible upon commencement. Should an induction and orientation session **not** be conducted on commencement, a volunteer registration form and signed volunteer agreement must be completed before commencement in the volunteer role.

Completed and signed induction and orientation checklists will be stored in the volunteer's personal file in line with the Volunteer Documentation and Records Policy and Procedure.

Induction and Orientation Information Package

All new volunteers will be provided with an induction and orientation package, which will include information that covers the key aspects of volunteering with City of Hobart, as noted in the information package Table of Contents. If a volunteer is currently in other volunteering roles within the City, they may participate in an adapted induction and orientation process based on the new role description, at the discretion of the volunteer program coordinator.

Responsibility

The volunteer program coordinator and/or supervising staff.

Related Documents

- Volunteer Documentation and Records Policy and Procedure
- Volunteer Induction and Orientation Guideline and Checklist for Coordinators
- Work Health and Safety Policy and Procedures
- Privacy Policy
- Occupational Health and Safety Policy and Procedure
- Staff Records Management Policy and Procedure
- Staff Data Security Policy and Procedure

Monitoring and Evaluation

Identified Risks and Controls

Appropriate and timely induction is necessary for the safety of volunteers.

Key Performance Indicators/Measures

All volunteers inducted within their third volunteer rostered session with the City.

Amendment Table

DATE OF ISSUE	DESCRIPTION OF CHANGE
August 2013	June 2013 New procedure

Records

Volunteer Registration Form, Role Description, Volunteer Induction and Orientation Guideline and Checklist, Volunteer Agreement

Relevant Legislation

- The Work Health and Safety Act 2012
- The Work Health and Safety Regulations 2012
- Work Health and Safety Consultation, Cooperation and Coordination
- How to Manage Work Health and Safety Risks
- First Aid in the Work Place

Approved	General Manager	Signature	
Review	Two years	Next Review Date	August 2018

5.2 Volunteer Supervision and Feedback Policy and Procedure

Purpose

To ensure volunteers are provided with supervision, feedback and support that enables them to safely and effectively carry out their duties, as detailed in their role description.

Application

This policy and procedure applies to all City of Hobart volunteers.

Policy

In line with the Participation Policy, the City of Hobart will ensure an environment that provides for regular, clear and open communication that is professional, respectful and mutually beneficial.

Volunteer program coordinators are expected to communicate regularly with volunteers with respect to their performance and progress to ensure that:

- volunteers are recognised positively for good performance as it happens or shortly after
- volunteers are made aware of instances of unacceptable performance as it happens or as soon as practicable
- training requirements are proactively managed
- feedback from volunteers is used to inform improvements to volunteer involvement
- changes to the involvement of a volunteer are undertaken fairly and consistently.

Responsibility for supervision will be written into every volunteer role description, as outlined in the Role Description Development and Review Policy and Procedure.

The supervisor will ensure they are available for consultation and / or collaboration when required. The appointed supervisor will be aware of all activities undertaken by the volunteer that are related to their work at the City.

Discussions will be held with individuals and/or teams of volunteers on achievements and areas for development and satisfaction with their role, the work environment and operations to inform all aspects of continuous improvement.

Volunteer program coordinators will decide whether informal or formal feedback is the most appropriate relevant to the volunteer role and program. Informal feedback may be the most suitable way to manage a large number of volunteers, or if volunteer participation is short term.

Regular supervision meetings **may** be built into the volunteer's schedule in accordance with the below, should formal supervision be undertaken.

Where appropriate, a formal feedback meeting is expected to be conducted annually and scheduled at a mutually convenient time.

Volunteers **may** undergo a review meeting with supervising staff three months after commencement in a role to ensure suitability for both the volunteer and the City. This will be determined at the program level.

Where issues arise, volunteers will be informed, and consulted as appropriate regarding potential solutions. Volunteers will be given opportunities to participate in and provide input into review processes where changes identified may impact on their role.

Volunteers leaving City of Hobart programs will be supported, where possible, through the exit process including a formal exit meeting or interview.

All details regarding supervision will remain confidential in accordance with the [Privacy Policy](#) and will be stored in volunteer personal records in accordance with the Volunteer Documentation and Records Policy and Procedure.

Procedure

The volunteer program coordinator will decide on the most appropriate type of supervision and the supervisor and support contacts for each volunteer (if this is someone other than the Coordinator), taking into consideration the skills required for the task; health and safety matters; and the volunteer program.

Informal Feedback

Informal types of feedback may include:

- direct supervision and observations
- conversations during volunteering
- feedback on the job, perhaps through mentoring or buddy system
- meeting collectively with a small group of volunteers
- feedback from customers and fellow volunteers (peer).

Some volunteers may approach their supervisor and seek feedback on their performance through a more formal approach.

Formal Feedback

Formal supervision / feedback provides the volunteer and supervising staff with an opportunity to discuss the following in a more formal setting:

- update personal record eg. medical, contact details and emergency contacts

- check if National Police Check, and if relevant, the Working with Vulnerable People Registration and / or Medical Check is current
- progress against agreed outcomes
- volunteer satisfaction with the role, service delivery and workplace
- positive and constructive feedback including customer and staff satisfaction
- review the volunteer role description for currency and relevance
- identify performance strengths and areas for development
- address issues or raise concerns and actions taken
- identify professional development goals and achievements
- suggest improvements or new initiatives

The feedback session should follow an open-ended discussion format whilst using pre-determined questions to guide discussion regarding volunteer performance.

Before the Meeting

The volunteer program coordinator or supervising staff should schedule a mutually convenient time with the volunteer for a meeting and provide an Annual Feedback form and a copy of their role description before the meeting.

Prior to formal feedback, the volunteer should be advised that they should read through the role description to identify any areas of work/responsibilities and/or performance they wish to discuss during the feedback conversation. These may be areas where the volunteer identifies the need for further training or support, or areas where they feel a change may be needed in organisational practice and/or in work requirements. Volunteers should also consider other matters they wish to raise.

Documentation

Volunteer program coordinators are expected to ensure that:

- information on the volunteer registration form and role description is reviewed and updated if necessary
- during the meeting, each party's responses will be noted on the feedback form, ready for documentation and review
- both the volunteer and supervising staff will review the final feedback form to ensure agreement
- when both parties are satisfied with its accuracy, both will sign and date the form which will then be filed in the volunteer's personal record
- the feedback form may be consulted as necessary during the year and at the next feedback to evaluate progress in meeting any plans or goals set.

Volunteer Supervisor

On occasions, it may be appropriate for volunteers to act as leaders to supervise other volunteer/s. This will be reflected in their role description, as they hold

additional responsibilities to most other volunteers. The volunteer program coordinator will ensure the volunteer supervisor is adequately briefed, trained and supported to undertake supervision responsibilities. Refer to the specific program for detailed information.

Working alone

In some programs, volunteers may work alone. It is important that the volunteer is provided with clear direction and regular contact is provided by the volunteer program coordinator or supervisor. If supervisors cannot be present, the volunteer program coordinator will need to develop a supervision roster so that each volunteer/group is supervised on a regular and equitable basis. For safety reasons, individual volunteers should be encouraged to work with at least one other person where possible.

Volunteer program coordinators should refer to their specific program Working Alone Policy in this situation.

All written records will be made available to the volunteer and checked for accuracy before they are filed in the volunteer's personal record.

Absence of a Direct Supervisor

Where a supervising staff member is absent, the volunteer program coordinator becomes directly responsible for volunteer supervision and may appoint another staff member or volunteer. Depending on the specific volunteer program, if the new supervision and management arrangements mean the supervising staff member and the volunteer are not working from the same office or site, the volunteer program coordinator will decide the appropriateness of the volunteer role continuing and for how long.

If appropriate supervision and management is not available, the volunteer will be informed of the situation and asked to suspend work until the difficulty has been resolved.

Absence of a Volunteer Program Coordinator

As everyday supervision and management of volunteers is the responsibility of designated supervising staff, a short absence of the volunteer program coordinator is deemed to cause minimal inconvenience unless they are the direct supervisor. In the case of an extended absence, the volunteer program coordinator will allocate specific tasks, if possible, to other staff to ensure the continuing effective management of volunteers.

Where an extended absence of the volunteer program coordinator is not planned, the volunteer program coordinator's manager will review volunteer management tasks and enquiries at the earliest opportunity to identify those requiring urgent attention. Responsibility for the performance of these tasks will then be allocated as deemed appropriate.

Exit Process

Where volunteers cease volunteering with the City of Hobart and notice is given, the volunteer program coordinator or supervising staff will plan ahead for the volunteers' absence to ensure all open or running activities and operations are delegated and supervised where possible.

Supervising staff may undertake an exit meeting or interview with volunteers to gain feedback regarding their experiences and satisfaction in volunteering with the City of Hobart.

Volunteers will be given the Exit Interview template to note responses before the meeting and discussion will be documented and checked by both the volunteer and supervising staff for accuracy.

The exit interview document will be stored in the personal volunteer records and feedback used for continuous improvement.

Responsibility

Volunteer program coordinator's manager, volunteer program coordinator and/or paid and unpaid supervising staff.

Related Documents

- Participation Policy
- Volunteer Grievance and Dispute Resolution Policy and Procedure
- Volunteer Documentation and Records Policy and Procedure
- Volunteer Role Description
- Exit Interview Template
- Privacy Policy
- Volunteer Supervision and Feedback Policy and Procedure
- Role Description Development and Review Policy and Procedure
- Volunteer Training and Development Policy and Procedure
- Volunteer Recognition Policy and Procedure
- Volunteer Documentation and Records Policy and Procedure
- Quality Management and Continuous Improvement Policy

Monitoring and Evaluation

Identified Risks and Controls

If a volunteer is not appropriately supervised an injury or incident may occur.

A volunteer may be dissatisfied and leave the program.

Volunteers not performing to agreed outcomes.

Key Performance Indicators/Measures

Volunteers are appropriately supervised and communicate they are well supported.

All feedback meetings are conducted as agreed.

Amendment Table

DATE OF ISSUE	DESCRIPTION OF CHANGE
August 2013	New policy and procedure
July 2017	Amendments

Records

Supervision form and Annual Feedback form.

Role Description.

Relevant Legislation

- The Work Health and Safety Act 2012
- The Work Health and Safety Regulations 2012
- Work Health and Safety Consultation, Cooperation and Coordination
- Public Liability Insurance Policy

Approved	General Manager	Signature	
Review	Four years	Next Review Date	August 2021

5.3 Volunteer Training and Development Policy and Procedure

Purpose

To demonstrate the provision of a work environment supportive of volunteer learning and development.

Application

This policy and procedure applies to the training and development of all City of Hobart volunteers.

Policy

City of Hobart will ensure a work environment for all volunteers that supports a learning and development culture as part of its commitment to continuous improvement. The volunteer program coordinator is responsible for promoting the skills and knowledge development of volunteers and may designate responsibilities to supervising staff.

All volunteers will be appropriately trained to perform their roles as specified in their role description. Additional to general training provided for all volunteers, the volunteer program coordinator may provide opportunities for training to develop individual and team strengths, to address performance gaps or weaknesses, and to ensure safe working practices and volunteer satisfaction.

A reasonable level of volunteer training and development will be provided for through the corporate training budget. Individual volunteer programs may provide additional resources for training and development.

Procedure

Role Assessment

Every volunteer role description within the City will be examined by the volunteer program coordinator or designated staff as part of the regular review process to determine specific skills and training required for a volunteer to adequately perform the role.

Training Needs Assessment

If a volunteer is selected for a role and does not have all the necessary skills to undertake the role, the volunteer program coordinator or designated staff may conduct a training needs analysis with the volunteer. This will be used to inform the development of a training plan to address identified skills gaps. The training to acquire those skills will be facilitated by the City as soon as possible. Any training

needs or issues discussed will be recorded on the Feedback Proforma as outlined in the Volunteer Supervision and Feedback Policy and Procedure.

Volunteer performance will also be monitored through supervision, and supervising staff will provide feedback to volunteers to inform their professional development.

Where appropriate, formal feedback of volunteer performance will include a discussion about what training, if any, could assist the volunteer in effective service delivery, as well as the volunteer's skills and knowledge development goals and achievements.

Training Information and Requests

Information on upcoming training and development opportunities will be communicated to all volunteers, and volunteers will be encouraged to share any information on upcoming training with their team. Any **relevant** skills and knowledge development offered to paid staff will also be offered to volunteers where possible.

The process for training requests is provided in form 10.11. The form which is required to be completed is found at 10.10.

Volunteers will be encouraged to share key learnings from the training with other staff and volunteers and staff.

Responsibility

The volunteer program coordinator and/or supervising staff and the Principal Advisor People & Capability.

Related Documents

- Allocation of Resources for Volunteer Management System Policy
- Volunteer Supervision and Feedback Policy and Procedure
- Participation Policy
- Volunteer Documentation and Records Policy and Procedure
- Quality Management and Continuous Improvement Policy
- Skills Development Request Form

Monitoring and Evaluation

Identified Risks and Controls

Volunteers are not adequately trained for their tasks.

Key Performance Indicators/Measures

All volunteers are appropriately trained for their role.

Amendment Table

DATE OF ISSUE	DESCRIPTION OF CHANGE
August 2013	New policy and procedure

Relevant Legislation

- The Work Health and Safety Act 2012
- The Work Health and Safety Regulations 2012
- Work Health and Safety Consultation, Cooperation and Coordination
- How to Manage WHS Risks
- Managing Noise and Preventing Hearing Loss at Work
- Managing Risks of Hazardous Chemicals in the Work Place

Approved	General Manager	Signature	
Review	Four years	Next Review Date	August 2018

6 WORKPLACE SAFETY AND WELLBEING

6.1 Code of Conduct

Follow this [link](#) or refer to the Code of Conduct on the Council Business Centre (CBC), People and Capability's Policies and Procedures section.

6.2 Work Place Health and Safety Policy and Procedure

Follow this [link](#) or refer to the Council Business Centre (CBC), Information Management System section.

6.3 Volunteer Insurance Policy

Purpose

To outline City of Hobart's insurance cover for volunteers.

Application

This policy applies to all City of Hobart volunteers.

Policy

The City is committed to providing a fulfilling and beneficial volunteering experience for all of its volunteers. In meeting this commitment the City considers it important to ensure that should volunteers injure themselves or cause a loss or damage to a third party that they are provided with the protection of insurance in order to minimise any personal financial impact.

The City commits to having in place a **Personal Accident and Sickness Policy** which will provide cover for volunteers of the City. This policy will be subject to conditions and limitations which may vary from time to time.

The City also maintains a **Professional Indemnity Policy** which provides cover in respect to sums which may become legally liable to pay by way of compensation in respect of personal injury and damage to property.

It should be noted that both these policies are subject to a number of conditions and limitations contained within those policies, which are subject to change from time to time.

Volunteers are not covered by the ***Workers Rehabilitation and Compensation Act 1988*** and are therefore not entitled to workers compensation in respect of any injury suffered whilst working as a volunteer.

Responsibility

Principal Advisor Risk and Audit Systems, volunteer program coordinator's managers, volunteer program coordinator and/or supervising staff.

Related Documents

- Activity Record Form Template
- Volunteer Statement of Attendance Form
- Group Personal Accident and Sickness Policy
- Public Liability Insurance Policy

Monitoring and Evaluation

Identified Risks and Controls

If volunteers do not note their hours at each volunteer shift as proof of attendance the insurance policy may not cover them.

Key Performance Indicators/Measures

All volunteers record their attendance at volunteer shifts

Amendment Table

DATE OF ISSUE	DESCRIPTION OF CHANGE
August 2013	New policy
August 2017	Amendments

Approved	General Manager	Signature	
Review	Two years	Next Review Date	August 2019

6.4 Volunteer Incident Reporting Policy

Follow this [link](#) or refer to the Council Business Centre (CBC), Management System section.

Volunteers will have access to the same post-incident debriefing and support provided to employees.

6.5 Equity and Discrimination in the Work Place Policy

Follow this [link](#) or refer to the Equity and Discrimination in the Work Place Policy on the Council Business Centre (CBC), People & Capability Policies and Procedures section.

6.6 Equipment, Hazardous Materials and PPE for Volunteers Policy

Purpose

To provide guidance on the appropriate use of tools and equipment, hazardous substances and Personal Protective Equipment (PPE) to minimise risks associated with hazards that cannot be effectively controlled by other methods.

Application

This policy applies to all City of Hobart volunteers.

Policy

Given all programs involving volunteers will have different requirements with regard to tools, equipment and PPE, Volunteer program coordinators will need to develop specific requirements for each role. They **must** refer to the National Standard 4 – Work and the Workplace for more detailed information and guidance.

Along with appropriate information, instruction, training and supervision needed to ensure their health and safety while participating in volunteer activities, volunteers will be provided with appropriate equipment to undertake their role safely.

Volunteer program coordinators **must** refer to the City's Personal Protective Equipment (PPE) Safety Management Standard on the CBC, follow this [link](#), and specific volunteer program policies and procedures for more detailed information and guidance. These include tools and equipment, hazardous substances – chemicals, pesticides and herbicides.

Responsibility

The Volunteer program coordinator and supervising staff.

Related Documents

- Personal Protective Equipment (PPE) Policy
- Regulation 17 & 19 and Division 5. Safety Management Standards “Eyesight Conservation”, “Hazard Management”, “Incident / Accident Investigations”, “Noise & Hearing Conservation” and Safe Work Standards “Job Safety Analysis (JSA)”, “Sun Safety”

Monitoring and Evaluation

Identified Risks and Controls

If volunteers are not provided with the adequate and relevant training and PPE their safety could be compromised.

Key Performance Indicators/Measures

No incidents occur. Appropriate training and PPE is provided.

Amendment Table

Date of Issue	Description of Change
August 2013	New policy

Relevant Legislation

- The Work Health and Safety Act 2012
- The Work Health and Safety Regulations 2012
- Work Health and Safety Consultation, Cooperation and Coordination
- How to Manage WHS Risks
- Managing Noise and Preventing Hearing Loss at Work
- Managing Risks of Hazardous Chemicals in the Work Place
- Volunteering Australia *National Standards for Involving Volunteers*

Approved	General Manager	Signature	
Review	Annual	Next Review Date	August 2018

6.7 Volunteer Grievance and Dispute Resolution Policy and Procedure

Purpose

The purpose of this policy is to detail a process to be followed for resolving issues, problems and concerns raised by volunteers working in City of Hobart programs in order for those issues to be managed fairly, sensitively and expeditiously for all parties.

Application

This policy and procedure applies to all City of Hobart volunteers.

Policy

A grievance is a concern or complaint about a matter related to work, including volunteer work that is covered under the definition of discrimination, harassment or workplace bullying. An issue can be about any act, behaviour, omission, situation or decision which someone thinks is unfair or unjustified.

- The City is committed to protect staff and volunteers from any victimisation or repercussions for reporting issues in good faith.
- Concerns should be raised as early possible or practicable.
- Issues should be treated seriously, expeditiously, sensitively and as close as possible to their source, having due regard to procedural fairness, confidentiality and potential for victimisation.
- All parties are required to participate in the grievance and resolution process in good faith.

Procedure

Any issue, problem or concern should, in the first instance, be raised as soon as reasonably practicable with the volunteer program coordinator or supervising staff. If there is a valid reason why that would not be appropriate (for example, if the matter concerns the volunteer's supervisor) the matter should be raised with the volunteer program coordinators or Manager People & Capability.

1. If the matter cannot be resolved at the level at which it is raised, then it will be progressively referred to the next higher level of management until a satisfactory resolution is achieved.
2. Ultimately, if necessary, the matter may be referred to the General Manager for decision.
3. Adequate records must be kept at every stage of the process eg. file notes.
4. Volunteers are encouraged to raise and seek to have resolved any issues, problems or concerns through this procedure. Volunteers must not be unreasonable or vexatious in their use of this procedure.

5. Volunteers will not suffer any penalty or detriment simply by reason of having raised an issue, problem or concern. Although, if volunteers are vexatious in their use of this procedure there may be a consequence depending on the circumstances.
6. Supervisors must ensure that matters raised by volunteers receive due attention and are dealt with fairly and expeditiously.
7. To the extent that it is consistent with the process of resolving an issue, problem or concern, appropriate confidentiality will be maintained.

Equity and Discrimination in the Workplace

The procedure for the investigation and resolution of workplace equity, harassment and discrimination complaints is set out in the City's HR Policy and Procedure "*Equity and Discrimination in the Workplace*".

Public Interest Disclosures

The procedure for the reporting and investigation of disclosures of improper conduct by the City or employees (including volunteers) are set out in the HR Policy and Procedure "*Public Interest Disclosures*".

Exit Process

Where volunteers cease volunteering with the City of Hobart and notice is given, the volunteer program coordinator or supervising staff will plan ahead for the volunteer's absence to ensure all volunteer activities and operations are delegated and supervised where possible.

Supervising staff or other staff may undertake an exit meeting or interview with the volunteer to gain feedback regarding their experiences and satisfaction in volunteering with the City.

Volunteers will be given the exit interview template to note responses before the meeting and discussion will be documented and checked by both the volunteer and supervising staff for accuracy.

The exit interview document will be stored in the volunteer's personal record and feedback used for continuous improvement.

Responsibility

The General Manager, Deputy General Manager, Manager People & Capability, volunteer program coordinators' managers, volunteer program coordinator and/or supervising staff.

Related Documents

- Volunteer Management Policy
- Work Place Health and Safety Policy and Procedure
- Volunteer Counselling and Discipline Policy and Procedure

- Volunteer Documentation and Records Policy and Procedure
- Staff Grievance Policy and Procedure
- Staff Occupational Health and Safety Policy and Procedure
- Equity and Discrimination in the Work Place Policy and Procedure
- Public Interest Disclosures Policy and Procedure
- Privacy Policy

Monitoring and Evaluation

Identified Risks and Controls

Issues and problems are not resolved in an appropriate or timely manner.

Key Performance Indicators/Measures

Issues and problems are resolved. Volunteer retention levels.

Amendment Table

DATE OF ISSUE	DESCRIPTION OF CHANGE
August 2013	New policy and procedure

Records

Activity Record Form, Volunteer Statement of Attendance.

References

- Hobart City Council Enterprise Agreement 2008 (or its successor) – *Prevention & Settlement of Disputes* clause.
- The Hobart Aquatic Centre Agreement 2006 (or its successor) – *Prevention & Settlement of Disputes* clause.
- The Tasmanian Travel & Information Centre Enterprise Agreement 2009 (or its successor) – *Dispute Resolution* clause.
- People & Capability Policy and Procedure “*Equity and Discrimination in the Workplace*”.
- People & Capability Policy and Procedure “*Public Interest Disclosures*”.
- Safety Management Standard “*Dispute Resolution*”.

Relevant Legislation

- The Work Health and Safety Act 2012
- The Work Health and Safety Regulations 2012
- Work Health and Safety Consultation, Cooperation and Coordination

Approved	General Manager	Signature	
Review	Five years	Next Review Date	August 2018

6.8 Volunteer Counselling and Discipline Policy and Procedure

Purpose

The purpose of this policy and procedure is to clearly outline the processes required of City of Hobart where disciplinary action needs to be taken with a volunteer/s.

Application

This policy and procedure applies to all City of Hobart volunteers.

Policy

City of Hobart is committed to utilising a disciplinary process that is fair and expedient. The City also acknowledges the importance of procedural fairness where disciplinary processes are used and will follow the principles of natural justice. Volunteers have the right to a fair hearing and the City has a duty to act fairly.

The City also acknowledges people may have issues that could affect the performance of their volunteer role in the workplace. There are a range of behaviours and circumstances that could affect a volunteer's work performance.

Whilst both counselling and disciplinary processes aim to solve workplace issues, volunteers should be aware that a disciplinary action may result in termination of their role with the City. For this reason, volunteers will always be invited to bring a support person to any disciplinary process.

When a performance issue is first identified, the process of **counselling** is used to make changes or to solve workplace issues before they escalate into major performance issues. For less serious performance issues, a telephone conversation with the volunteer may be the most appropriate approach, depending on the nature of the circumstances.

If appropriate, during a counselling process, a review meeting may be set and performance expectations clearly documented and reviewed at an agreed time.

If a situation has not been resolved through counselling, or serious misconduct occurs, a more formal **disciplinary** process may be initiated.

Disciplinary action may be used where:

- there has been a breach of City of Hobart's policies, rules or regulations
- performance does not meet an acceptable level
- conduct is unacceptable; or
- ongoing unacceptable performance or conduct has not been resolved through informal processes.

In some situations, due to the seriousness of the behaviour or incident, it may not be possible for City of Hobart to allow the volunteer to continue their tasks. In these situations suspension or termination may be immediate, although an interview may be required to establish the facts of the situation.

The following may constitute serious misconduct and hence warrant instant termination of the volunteer's services:

- physical violence on City of Hobart's premises or abuse of employees or volunteers
- conduct which could harm the health or safety of staff, volunteers or the general public
- theft of any organisation property or funds
- willful damage of any organisation property
- serious neglect of duty (this may include behaviour or lack thereof that results in a risk or actual harm to others)
- conduct that may injure the reputation of the City
- failure to comply with a reasonable or lawful direction by supervisor
- harassment of any employee, volunteer or client particularly in relation to race, gender, sexuality or religion
- intoxication through alcohol or other substances during working hours
- falsification of any organisation records for personal gain or on behalf of any other employee or volunteer
- serious breach of confidentiality
- conviction of an offence which renders the volunteer unfit for work
- any other matter considered to be misconduct that justifies summary termination of services in common law.

Where there is impending termination of services for a volunteer as a result of an ongoing disciplinary process or where instant termination of services is required, the General Manager will be informed.

All processes will be confidential and documented, and copies of documentation will be provided to the volunteer. All warnings, interviews, reviews and outcomes during the counselling and disciplinary processes will be documented and stored in the volunteer's personal record.

Procedure

For less serious misconduct, behaviour or incident, it is at the discretion of the volunteer program coordinator, in consultation with their direct manager to select the most appropriate type of counselling and disciplinary process.

All counselling and discipline processes should occur with the permission of the volunteer program coordinator's manager. After consultation and direction from the

Manager, any **serious** counselling and discipline processes should occur only with the permission of the Manager People & Capability.

This does not include advice, correction, and debriefing in everyday supervision but refers to serious or out-of-the-ordinary matters, which will be the responsibility of the immediate supervisor in consultation with the volunteer program coordinator, and/or their direct manager.

Suggested methods and steps for Counselling or Discipline

Once the need for a counselling or disciplinary process has been identified, the following steps should occur.

Informal Processes

For less serious misconduct and/or performance issues the following processes are recommended:

- in the first instance, the volunteer program coordinator may choose to simply speak with the volunteer at the time of the incident, away from other volunteers, staff and the public
- if more appropriate, the volunteer program coordinator may telephone the volunteer and discuss the behaviour issue and circumstances. If the matter is then resolved at this time, no further action is required. This informal disciplinary process should however be recorded on the volunteer's personal file
- depending on the circumstances, the volunteer may be asked to suspend their role and consider moving to another volunteer role within the City, if one is available and/or practicable.

Formal Processes

Meeting

Before Meeting

The volunteer must be advised in writing before the counselling or disciplinary meeting takes place. This should detail:

- the reason for the meeting and contain any written documentation or allegations
- advice of the option of a support person to attend
- advice of any possible outcomes from the meeting such as a warning or termination.

It is preferable to give at least 24 hours notice before the interview time; however the volunteer may negotiate a different time, including an earlier time.

During Meeting

- During a counselling or discipline meeting, the relevant City officer should reiterate the concerns, alleged incident or issues. The volunteer should then have an opportunity in the meeting to provide an explanation for their behaviour or conduct. The volunteer may request additional time to prepare their case; alternatively the City may suspend the interview at this point if further investigation is required. In these cases a further meeting will be scheduled.
- In some situations the City may deem it necessary to suspend the volunteer until a further meeting has occurred.
- Where a disciplinary process may lead to termination of services, this will be conducted by the volunteer program coordinator's manager with the Manager People & Capability.
- All counselling and disciplinary meetings will be documented on the **Counselling and Discipline Interview Guide**.

Warnings

The City of Hobart will use a system of warnings before a termination of services, except where gross misconduct has occurred. All warnings will be made in writing following a counselling or disciplinary interview. Warnings will clearly identify the misconduct or poor performance. The warning may also state termination of services may occur if the behaviour in question continues. Volunteers will receive up to two written warnings before a final warning, depending on the severity of the incident or issue. Where the disciplinary process has progressed to a point where termination of services is possible, the City will advise the volunteer of the seriousness of the situation and possible outcomes.

Immediate Termination of Services

Where serious misconduct has occurred it may not be necessary or appropriate to go through the above steps. Volunteer program coordinators should seek the advice of the Manager People & Capability with regard to any disciplinary process that may lead to immediate termination of services. Where this occurs, written formal notification will be issued by the Manager People & Capability and a copy given to the volunteer.

Documentation

All processes must be documented and signed by the volunteer and Volunteer program coordinator or supervising staff and filed in the volunteer's personal record. Where a warning has been given this will also be included in the documentation. Although the counselling process is not as formal as the disciplinary process, it is important that a record of the interview be kept. A copy of all documentation will be provided to the volunteer.

Responsibility

The General Manager, Deputy General Manager, Manager People & Capability, the volunteer program coordinator's manager, volunteer program coordinator and/or supervising staff.

Related Documents

- Volunteer Management Policy
- Volunteer Supervision and Feedback Policy and Procedure
- Participation Policy
- Volunteer Grievance and Dispute Resolution Policy and Procedure
- Volunteer Documentation and Records Policy and Procedure
- Feedback Proforma
- Counselling and Discipline Interview Guide
- Privacy Policy

Monitoring and Evaluation

Identified Risks and Controls

Disciplinary action undertaken outside of the process may result in legal action against the City and damage to the City of Hobart's reputation.

Key Performance Indicators/Measures

Disciplinary action is undertaken in accordance with this process.

Amendment Table

DATE OF ISSUE	DESCRIPTION OF CHANGE
August 2013	New policy and procedure

Records

Activity Record Form, Volunteer Statement of Attendance.

Relevant Legislation

- The Work Health and Safety Act 2012
- The Work Health and Safety Regulations 2012
- Work Health and Safety Consultation, Cooperation and Coordination

Approved	General Manager	Signature	
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Review	Five years	Next Review Date	August 2018
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6.9 Use of Motor Vehicles Policy for Volunteers

Purpose

To describe City of Hobart's policy on volunteers using their own vehicles.

Application

This policy applies to all City of Hobart volunteers who drive vehicles **as part of their volunteer role**.

Policy

This policy does not include the use of City of Hobart vehicles. This may change subject to a review. In the interim, refer to the Council Vehicles – Terms & Conditions of Use Policy and Procedure on the CBC, follow this [link](#).

Volunteers **may** need to drive their own vehicle whilst performing volunteer duties for some specific City programs.

General Driver Responsibilities

- Volunteers undertaking driving as part of their duties must possess a valid, current and appropriate driver's licence, have Third Party or Comprehensive Insurance and the vehicle must be registered.
- The volunteer's private vehicle must be in a roadworthy condition for the duration of the volunteering period and the vehicle must be driven with due care and attention and the prevailing road and traffic rules must be observed.
- The vehicle must not be driven with a breath alcohol level that exceeds allowable limits or in contravention of the prevailing laws with respect to drugs other than alcohol.
- Hand-held mobile phones must not be used whilst driving.
- Keys must not be left in the ignition and the vehicle must be locked when not in use.

Volunteers must notify the volunteer program coordinator should the conditions of their licence change for any reason.

The volunteer program coordinator shall sight and copy the driver's licence of all volunteers using their vehicle for volunteer duties.

Process

Volunteers will lodge claims for reimbursement of travel allowance, in line with program procedures by completing a kilometreage claim form and lodgment with the volunteer program coordinator.

Other out-of-pocket expenses, with prior approval, are to be submitted on a separate claim form.

Motor Vehicle Incidents

Volunteers must report any incidents or near hits in relation to their vehicle use to their volunteer program coordinator or supervisor as soon as possible.

Volunteers shall be covered by **their own insurance policy and Motor Accidents Insurance Board (MAIB)**. Details of all incidents and emergencies involving volunteers will be recorded by the volunteer program coordinator and/or supervisor and reported to the People & Capability Unit.

Reimbursement for Vehicle Use

Where a volunteer is required to use her or his own vehicle for City of Hobart business, the volunteer shall be paid a vehicle allowance, out of the program budget or Grant, in accordance with the going rate paid to staff as stated in the Hobart City Council Industrial Agreement. Prior approval is required from the volunteer program coordinator and/or supervisor in relation to costs associated with reimbursement with driving a private vehicle for expenses such as mileage.

With prior approval by the volunteer program coordinator and/or supervisor, all travel expenses incurred reasonably by a volunteer in the course of her / his duties shall be reimbursed by the City upon presentation of appropriate documentation.

Responsibility

The volunteer program coordinator, supervising staff and the volunteer program coordinator's manager are responsible for the implementation of this policy.

Related Documents

- Volunteer Induction and Orientation Policy and Procedure
- Volunteer Reimbursement Policy and Procedure
- Work Place Health and Safety Policy and Procedure
- Volunteer Incident Reporting Policy

Monitoring and Evaluation

Identified Risks and Controls

A volunteer using their vehicle for volunteering duties without permission.

Key Performance Indicators/Measures

The general driver responsibilities are carried out and the volunteer program coordinator copies all relevant volunteer drivers licence.

Amendment Table

DATE OF ISSUE	DESCRIPTION OF CHANGE
August 2013	New policy

References

People & Capability Policy “*Code of Conduct*” – which prohibits the use of City vehicles for private purposes where the volunteer has no entitlement to private use of a City-provided vehicle.

Relevant Legislation

- The Work Health and Safety Act 2012
- The Work Health and Safety Regulations 2012

Approved	General Manager	Signature	
Review	Annual	Next Review Date	August 2018

6.10 Sun Safety Policy

Follow this [link](#) for the Sun Safety Policy or refer to the Council Business Centre (CBC), Management System section.

General Disclaimer

The Bushcare and Still Gardening Programs have more detailed Sun Safety guidelines for their volunteers, due to the specific requirements of their programs.

7 VOLUNTEER RECOGNITION

7.1 Volunteer Recognition Policy

Purpose

To describe the City of Hobart's understanding of, and commitment to recognition and how volunteer contribution is valued, appreciated and acknowledged.

Application

This policy and procedure applies to all City of Hobart volunteers.

Policy

At both the corporate and program levels, the City will informally and formally recognise, acknowledge and affirm the value of volunteers who are involved in the delivery of City of Hobart programs.

Volunteer acknowledgement will be appropriate to the volunteer role and respectful of cultural values and perspectives.

During the induction process, volunteers will be informed about how their contributions benefit the organisation, services users and the community.

Volunteer recognition will be planned and evaluated and resources allocated in the corporate and relevant volunteer program budgets.

Part of the recognition process is to ensure that people at all levels of the organisation are informed of, and can articulate, the organisation's reasons and benefits for involving volunteers.

To raise the profile of volunteer involvement, staff will communicate within the City to reaffirm the work performed by volunteers and their invaluable contributions.

Recognition at the **program** level may take the form of, but is not limited to the following:

- acknowledgement in reports and/or program newsletters and other communication materials
- special volunteer recognition events, including the City's Volunteer Recognition Program
- recognition of personal milestones such as birthdays and anniversaries
- personal thank yous
- participation opportunities in events, conferences, seminars etc
- leadership and training opportunities

- provision of references upon request
- years of service recognition which may include certificates, badges etc.

The volunteer program coordinator is responsible for developing a recognition process suitable to their program.

At a **corporate** level, volunteer acknowledgement will include:

- City of Hobart Annual Report
- annual reporting to ELT and the Council
- annual VMS forum
- National Volunteer Week and International Volunteer Day activities
- media releases and public communications

In addition to other recognition activities, volunteers will be invited to attend festive and recognition occasions hosted by the City. Some specific events may invite only two volunteer representatives to attend on the program's/group's behalf.

The Manager People & Capability is responsible for a corporate recognition program, in consultation with the Key Managers Action Group.

Responsibility

The Manager People & Capability, volunteer program coordinators and/or supervising staff.

Related Documents

- Volunteer Supervision and Feedback Policy and Procedure
- Participation Policy
- Volunteer Attendance Records Policy and Procedure
- Volunteer Training and Development Policy and Procedure
- Volunteer Documentation and Records Policy and Procedure

Monitoring and Evaluation

Identified Risks and Controls

Lack of recognition could result in dissatisfied volunteers who may leave the program.

Key Performance Indicators/Measures

A volunteer recognition plan. Volunteers adequately and regularly recognised.

Amendment Table

DATE OF ISSUE	DESCRIPTION OF CHANGE
August 2013	New policy and procedure
July 2017	Amendments

Records

Media releases.

Approved	General Manager	Signature	
Review	Two years	Next Review Date	July 2019

8 QUALITY MANAGEMENT AND CONTINUOUS IMPROVEMENT

8.1 Quality Management and Continuous Improvement Policy

Purpose

To articulate City of Hobart's position on continuous improvement for all aspects of the Volunteer Management System, policies and procedures, as well as performance outcomes and resource allocation at the system and program levels.

Application

This policy applies to all volunteer programs and the Volunteer Management System.

Policy

City of Hobart is building a corporate culture of quality and customer care that is responsive to business and community expectations, encourages a supportive and participative work environment for its volunteers and employees, and promotes improvement of its work practices.

In support of these principles of continuous improvement, the organisation has an Integrated Management System (IMS) comprising quality, safety and environmental management. The City has also adopted the Business Excellence Framework, a leadership and management approach to creating an environment for continuous improvement.

The City is committed to improving its performance well into the future. The Council will manage our environmental impacts to prevent or minimise pollution and impacts on visual amenity, air, water, land and cultural and heritage values.

In line with the City's commitment to Business Excellence and its Integrated Management System Organisational Policy, follow this [link](#), the City will ensure that the highest possible standards of service delivery and job satisfaction are maintained through planned, systematic reviews of the Volunteer Management System, policies and procedures, performance outcomes and resource allocation.

City of Hobart will focus on both short-term and long-term quality improvement including achievement of service delivery outcomes and everyday functions and operations.

Volunteers will be encouraged to provide feedback about their role and input into relevant operational and strategic processes via supervising staff. Volunteers may

elect to maintain anonymity with regard to feedback and suggestions for improvement, in line with the Privacy Policy.

Continuous improvement processes may include, but are not limited to, the following:

- feedback and information is regularly sought from City of Hobart's relevant stakeholders including clients, volunteers, employees and supervising staff
- creating a work environment which encourages volunteers to provide feedback, suggest and initiate new ideas, both formally and informally
- adequate resources being provided for formal reviews, consultations and audits of volunteer performance, service delivery outcomes and compliance, and management systems
- regular reviews of every volunteer role including the suitability and sustainability being retained as a volunteer role
- collection and analysis of data from multiple sources eg surveys, solicited and unsolicited feedback, service quality audits, impact reporting and monthly reporting and statistics

All authorised improvements will be implemented in a planned, timely and effective manner.

Changes made to relevant aspects of the Volunteer Management System Manual will be communicated to all volunteers and other stakeholders affected by the change in line with the Participation Policy.

Both the Volunteer Management System and individual volunteer programs will require specific risk registers.

Responsibility

The General Manager, Quality and Risk Coordinator, relevant Group/Unit Managers, volunteer program coordinators and supervising staff.

Related Documents

- Volunteer Management Policy
- Volunteer Supervision and Feedback Policy and Procedure
- Participation Policy
- Volunteer Training and Development Policy and Procedure
- Volunteer Documentation and Records Policy and Procedure
- Procedure for Review of the Volunteer Management System and Policies and Procedures
- Risk Management Policy and Procedure
- Business Excellence Framework
- Privacy Policy

Monitoring and Evaluation

Identified Risks and Controls

If the formal continuous improvement process is not undertaken this could result in compromised service delivery and volunteer and staff satisfaction.

Key Performance Indicators/Measures

Improvements have been implemented and feedback and consultation has occurred.

Amendment Table

DATE OF ISSUE	DESCRIPTION OF CHANGE
August 2013	New policy and procedure

Records

- Annual Feedback Form

Approved	General Manager	Signature	
Review	Three years	Next Review Date	August 2019

8.2 Procedure for Review of the Volunteer Management System and Policies and Procedures

Application

This procedure applies to the Volunteer Management System and policies and procedures. Responsibility lies with the Quality and Risk Management Coordinator, General Manager, Deputy General Manager and the Manager People & Capability.

It is linked to the Quality Management and Continuous Improvement Policy, as a defined continuous improvement process.

Procedure

The Manager People & Capability in consultation with the volunteer program coordinators, will conduct reviews of the Volunteer Management System as required to ensure:

- effectiveness of the system in achieving stated objectives
- compliance with documented policies and procedures
- alignment with the National Standards
- all policies and procedures will have a designated review date and volunteers may be invited to contribute to the review process

The Volunteer Management System Manual, which incorporates all Volunteer Management policies and procedures, will be regularly reviewed. The Manager People & Capability will ensure that reviews of Volunteer Management System policies and procedures are conducted on or before the date set for all policies and procedures.

Note: The **program** specific policies and procedures should be developed and reviewed by the volunteer program coordinators, in consultation with the Manager People & Capability.

Data will be collected and collated from multiple sources which may include, but is not limited to:

- informal and formal feedback including compliments and complaints, from volunteers, supervising staff and customers
- records of reviews of existing policies and procedures
- responses from questionnaires given to relevant stakeholders
- supervision, feedback meetings and exit interviews
- suggestions for improvement
- focused questions /conversations with volunteers and supervising staff

- records from volunteer work areas, operations and processes.

The volunteer program coordinator will collect and collate relevant data with recommendations for improvements to be forwarded to the Manager People & Capability. The Manager People & Capability will meet with volunteer program coordinators to discuss and outline any changes required.

The Manager People & Capability, has the responsibility to effect and review agreed changes and will communicate the outcomes with relevant staff.

Development and Review - Policies and Procedures

The Manager People & Capability is responsible for drafting new or amended policies and procedures, in consultation with volunteer program coordinators, and may designate responsibility to an appropriate staff member in accordance with the Volunteer Management Policy. The designated staff member may consult with relevant staff members and other stakeholders including, but not limited to, supervising staff and volunteers.

Policies and procedures will be circulated at least a fortnight before the review to allow for due consideration. Comments will be collated by the Manager People & Capability and forwarded to all volunteer program coordinators and relevant staff before the review.

Discussion of comments and the final review will be conducted at a working group meeting, comprising volunteer program coordinators and/or other designated staff. Final decisions will be the responsibility of Manager People & Capability and all policies and procedures must be approved by the General Manager before implementation.

Any new policies or procedures which require implementation, or existing policies and procedures to be changed, can be processed on an ad-hoc basis outside of this review process if necessary.

Communication and Documentation

All new and amended policies and procedures will be:

- authorised by the General Manager
- included in existing Volunteer Management System Manual and induction manuals
- stored centrally in an updated Volunteer Management System Manual on the Council Business Centre (CBC).

Version control will be detailed in Appendix B to the Volunteer Management System Manual.

Outdated policies and procedures will be stored for reference purposes on the People & Capability computer drive and TRIM system.

Communication of new or amended policies and procedures will occur as soon as practicable in accordance with the Participation Policy, Quality Management and Continuous Improvement Policy for Review of the Volunteer Management System and using a range of channels including, but not limited to, face to face, induction, ongoing training, meetings, newsletters or emails.

Related Documents

- Volunteer Management Policy
- Risk Management Policy and Procedures
- Volunteer Supervision and Feedback Policy and Procedure
- Participation Policy
- Volunteer Training and Development Policy and Procedure
- Volunteer Documentation and Records Policy and Procedure
- Quality Management and Continuous Improvement Policy
- Privacy Policy

Monitoring and Evaluation

Identified Risks and Controls

If not reviewed the effectiveness of the system will not be measured and the system may not be improved effectively.

Key Performance Indicators/Measures

The volunteer program coordinators comply with all policies and procedures and provide feedback when changes and/or improvements are evident.

Amendment Table

DATE OF ISSUE	DESCRIPTION OF CHANGE
August 2013	New procedure

Records

Annual Feedback form, Supervision form and any suggestions, compliments and complaints.

Approved	General Manager	Signature	
Review	Annual	Next Review Date	August 2018

9 MISCELLANEOUS POLICIES AND PROCEDURES

9.1 Volunteer Gift Policy and Procedure

Purpose

To outline the process with respect to offers of gifts, hospitality and/or entertainment or other benefits to City of Hobart volunteers from other organisations or from individuals, and in particular to specify the circumstances in which the acceptance of such offers would be inappropriate.

Application

This policy and procedure applies to all City of Hobart volunteers.

Policy

A volunteer of City of Hobart must not ask for or otherwise solicit any gift, hospitality and/or entertainment or any other benefit from any organisation or individual that could in any way be related to or be reasonably construed as related to their role with the City.

Volunteers of the City may occasionally be offered a gift, hospitality, entertainment or other benefit by an external organisation or an individual. Except where the offer is associated with City sponsorship or support to an organisation or individual (see 3 below), should a volunteer receive such an offer, whether or not it should be accepted is a matter for the volunteer to determine. In making such a judgment, the volunteer is required to consider the following issues:

- what is the reason for the offer being made and whether it is reasonable, valid and/or legal?
- is anything expected of the volunteer in respect of their role with the City in return?
- could the offer be categorised as an inducement for the delivery by the volunteer in respect of their role with the City of a particular service, behaviour or outcome or to otherwise improperly influence the volunteer?
- could the offer represent a conflict of interest for the volunteer or the City - either in real terms or as may be perceived by others, particularly those outside of the City?
- is it an unusually expensive offer or one that is out of proportion to the circumstances or situation in which it is being offered or the reason for which it is offered?

- is it an offer that is inappropriate in any other way?

Procedure

- If the answer to any of the above questions is yes – then the volunteer is to politely refuse the offer.
- In particular, a volunteer is not to accept a gift, hospitality and entertainment or any other benefit offered that could cause pressure on the volunteer's judgment, or could be seen to be a conflict of interest, or could damage relationships with others. Volunteers must avoid any possibility of a conflict of interest arising in respect of their role. This is a requirement of the City's Code of Conduct (4.13). It must be borne in mind that, even if the volunteer knows the gift will not affect their judgement or otherwise improperly influence them in their role with the City and the execution of their duties, it may not appear that way to others and may leave the City of Hobart and the volunteer open to criticism.
- If a volunteer is sent a gift in the mail, the volunteer should report it to their volunteer program coordinator who will determine, in consultation with the volunteer program coordinator's manager:
 - a. Whether the gift should be returned with a polite note; or*
 - b. That it would be reasonable or appropriate under the particular circumstances to accept the gift on the City's behalf and advise the donor accordingly, with thanks.*
- If the volunteer is in any doubt about gifts, hospitality and entertainment or any other benefits offered, the volunteer should consult their volunteer program coordinator.
- Where a volunteer is offered a gift, hospitality, entertainment or other benefit by an external organisation or an individual, and that offer arises or results from, or is associated with the City having provided sponsorship or other tangible support to the organisation or individual concerned, the offer must be reported by the volunteer to the volunteer program coordinator, who shall report it to their Manager, who shall determine the response to the offer. The volunteer must not personally accept the offer.
- Any gift, hospitality and entertainment or other benefit accepted by a volunteer must be communicated to the volunteer program coordinator or supervisor with the following details to be provided:
 - date the gift is received or is to be used (i.e. the event date)
 - description of the gift
 - provider of the gift
 - actual or estimated value of the gift

The volunteer program coordinator then provides the information to the City Support Unit to record on the gifts register, which is presented to the General Manager each quarter for review.

- A breach of the terms of this policy may result in disciplinary action being taken against the volunteer concerned. In cases of repeated breaches, or

where there is a breach of such significance as to warrant such action, the volunteer's services may be terminated.

Responsibility

The volunteer program coordinator and/or supervising staff and volunteer program coordinator's managers are responsible for the implementation of this policy / procedure.

Related Documents

- Gifts, Hospitality & Entertainment and Other Benefits
- Gift register

Monitoring and Evaluation

Identified Risks and Controls

A volunteer accepting a significant gift and not reporting it to the volunteer program coordinator.

Key Performance Indicators/Measures

All major gifts are reported and recorded on the gift register.

Amendment Table

DATE OF ISSUE	DESCRIPTION OF CHANGE
August 2013	New policy and procedure

Relevant Legislation

In addition to the above policy provisions, volunteers should note that section 339(4) of the Act makes it an offence for an volunteer to procure the doing, or not doing, of anything by the City to gain, directly or indirectly, an advantage or to avoid, directly or indirectly, a disadvantage for:

- the volunteer;
- a close associate of the volunteer; or
- a member of the volunteer's family.

The Act specifies a maximum fine in respect of the offence.

Approved	General Manager	Signature	
Review	Four years	Next Review Date	August 2019

9.2 Social Media Policy

Follow this [link](#) or refer to the City's Social Media Usage on the Council Business Centre (CBC), People & Capability Policies and Procedures section.

9.3 IT and Computer Usage Policy

Follow this [link](#) or refer to the IT and Computer Usage Policy on the Council Business Centre (CBC), People & Capability Policies and Procedures section.

9.4 Privileged Information – Use and Disclosure Policy

Follow this [link](#) or refer to the Privileged Information – Use and Disclosure on the Council Business Centre (CBC), People & Capability Policies and Procedures section.

10 APPENDICES

Appendix A – Templates and Forms

10.1 Key Documents Checklist

Following is a list of key documents relevant to the manual. Documents highlighted below are included in Appendix A as example templates.

SECTION	DOCUMENT
Introduction	Volunteer Charter
1 Leadership and Management	Risk Register Proforma – follow this link for sample
	Volunteer Statement of Attendance
2 Commitment to Volunteer Involvement	Reimbursement Claim Template
3 Volunteer Roles	Volunteer Role Description Template
4 Recruitment and Selection	Volunteer Recruitment Plan (<i>to be developed</i>)
	Volunteer Registration Form
	National Police Check Application, follow this link
	Working with Vulnerable People Registration, follow this link
	Record of Volunteer Conversation/Registration
	Referee Check Template
	Volunteer Induction and Orientation Guideline and Checklist for Coordinators
Volunteer Agreement	
5 Support and Development	Training Request Process for Volunteers
	Skills Development Request Form
	Feedback Proforma
	Annual Feedback Form
	Sample Volunteer Letter of Thanks
	Exit Interview Template
	Certificate of Appreciation (<i>in development</i>)
Recognition of Volunteer Service Certificate (<i>in development</i>)	
6 Workplace Safety and Wellbeing	Hobart City Council WHS and Emergency Procedures, follow this link
	Incident and Near Hit Report, follow this link
	Activity Record Form
	Counselling and Discipline Interview Guide

SECTION	DOCUMENT
7 Volunteer Recognition	Media Release Agreement
8 Quality Management and Continuous Improvement	Suggestion Form – follow this link for the Voice

10.2 Volunteer Statement of Attendance

This is to certify that _____

has held a volunteer role/volunteer roles within the City of Hobart from

<insert date> _____ until *<insert date>* _____

This role/These roles have included:

<insert name/s of volunteer roles> _____

<insert volunteers name> was involved in a volunteer role for approximately
_____ hours/week/month

Please phone for further information.

Name: _____

Role held: _____

Contact number: _____

Signed: _____

Volunteer Program Coordinator

Date: _____

10.3 Reimbursement Claim Template

NAME		DATE	
PROGRAM			

DATE	TYPE OF EXPENDITURE	AMOUNT \$
Total Authorised Expenditure		\$

The above statement represents an accurate account of my expenses in carrying out my assigned volunteer duties. Receipts are attached for specific items.

Signature
of Volunteer: _____ Date: _____

Approved for reimbursement: _____

Signature of Volunteer
Program Coordinator: _____

Date: _____

Reimbursement received by Volunteer:

Signature of
Volunteer: _____ Date: _____

10.4 Volunteer Role Description Template

Volunteer Role Description

Title	<i>The official title for the volunteer</i>
Responsible to	<i>Line of reporting / accountability</i>
Volunteer Hours	<i>Specify the time commitment, hours of operation and/or duration</i>
Location	<i>Specify the location/s where the volunteer will work</i>
Expectations	<i>The key duties expected of the volunteer and overall responsibility within the role, and its relevance to any particular projects/areas of work</i>
Personal Attributes	<i>List the key personal qualities expected of the role</i>
Knowledge and Experience	<i>This may include any essential or desirable requirements including skills, understandings and experiences</i>

10.5 Volunteer Registration Form

Please Note: If Volunteers are under 18 years of age, a parent or guardian must complete the sections below and will maintain responsibility whilst the Volunteer is present during Volunteering activities.

PERSONAL DETAILS – MANDATORY			
Title	Mr / Mrs / Ms (circle one)		
	First name		
	Surname		
Home address			
		Postcode	
Postal address			
Phone		Mobile	
Email			Preferred contact method
Date of birth		Date of application	
Do you speak languages		Are you a permanent resident of Australia	
EMERGENCY CONTACT DETAILS PRIMARY CONTACT – MANDATORY			
Name			
Relationship			
Address			
Phone Number			
EMERGENCY CONTACT DETAILS SECOND CONTACT			
Name			
Relationship			
Address			
Phone Number			

MEDICAL INFORMATION – MANDATORY							
Do you have an existing medical disability / condition / injury? (including allergic reactions) Please detail							
Do you take any medication that may affect your volunteer work? Please provide details							
VOLUNTEER POSITION							
Please provide details of the program or specific volunteer role(s) that you are interested in (in order of preference, if more than one)							
Program Area		Location			Volunteer Role		
SKILLS AND QUALIFICATIONS							
Knowledge and experience							
Current Drivers Licence		YES	NO	If yes please list number			
AVAILABILITY TO VOLUNTEER							
No. hours/week				Start Date			
Preferred Days Please circle	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Preferred Time/s							

EMPLOYMENT AND/OR VOLUNTEERING HISTORY		
Have you worked/volunteered for the City of Hobart before?	YES	NO
If yes in what capacity and when? _____		
Have you, or do you currently volunteer for other organisations?	YES	NO
If yes please specify		
NEWSLETTER – BUSHCARE VOLUNTEERS ONLY		
On a quarterly basis The City provides Bushcare Volunteers with a schedule of upcoming Bushcare Program activities, the Bandicoot Times (the program’s newsletter) and the Bush Adventure Program calendar.		
Would you like this information forwarded to you? (Please circle your preferences)	YES	NO
	Post	or Email
REFEREES		
Please provide the contact details of two people who are not family members and who are willing to act as referees for your chosen voluntary role. One referee is mandatory and a second is optional.		
Referee 1 - Mandatory Name	Relationship	How long have you known this referee?
Phone	Mobile	Email
Referee 2 - Optional Name	Relationship	How long have you known this referee?
Phone	Mobile	Email
HOW DID YOU BECOME AWARE OF THE VOLUNTEERING OPPORTUNITIES AT THE CITY OF HOBART?		
Friend	Newspaper	Other

Thank you for registering to become a volunteer with the City of Hobart.

You will be advised if a suitable volunteer placement is available.

**Please forward your completed registration form to:
City of Hobart, GPO Box 503 Hobart TAS 7001 or via email at:**

volunteering@hobartcity.com.au

DATE	
SIGNATURE	
SIGNATURE	

Parent/Guardian

A copy of this form is to be retained by the supervisor on the personal file and a copy forwarded to the Senior Administrative Support Officer People & Capability

10.6 Record of Volunteer Conversation / Registration

Interviewer: _____ Date: _____

Volunteer: _____ Telephone: _____

Review of registration form

Discuss information provided on registration form and make any necessary changes.

Comments:

Other questions relevant to placement

1. What attracted you to the City of Hobart? Is there a particular aspect of our work that interests you?

2. Why have you chosen to volunteer? What would make you feel you have achieved your goal?

3. What have you enjoyed most about previous work opportunities? (both paid and unpaid)

4. Tell me a bit about any particular skills, hobbies or interests you have. What do you believe is the most important thing you can offer the City?

5. What do you expect of this volunteer role?

6. How would you like to be supported and supervised?

7. What questions do you have about the City of Hobart?

Discuss roles available and check interest, qualifications and availability. List possible appointments:

COMPLETE AFTER MEETING - Assessment

Appearance (appropriate to role):

Professional Acceptable Unacceptable

Reactions to questions:

Open, helpful, interested Unsure, confused Evasive

Manner:

Confident, friendly, pleasant Shy, reserved
 Unsure, withdrawn, moody Aggressive, antagonistic, suspicious

Interpersonal skills:

At ease with new situation Relatively at ease
 Anxious Uncomfortable

Physical ability:

Recommended action:

Roles to be offered:
1. _____
2. _____

Second meeting needed
 Hold in reserve for role of: Is this a viable option for the volunteer?
1. _____

2.

Can a new role be created?

1.

Refer to (within org):

1.

Not suitable for the organisation at this time

Refer to:

Volunteer Referral Service

10.7 Referee Check Template

Name of volunteer		Date	
Name of referee		Telephone	
Name of person responsible			

Introducing the Purpose of the Call

Briefly cover the following to ensure that the referee is comfortable about discussing the applicant:

- Your name
- Name of organisation
- Name of applicant and permission given to call
- Confirm that applicant has been advised of this
- Conversation will take about 10 minutes
- Can be deferred at their convenience
- Information given will be strictly confidential
- Description of the volunteer role

Suggested Questions for Reference Check:

1. How long, and in what capacity have you known the applicant?
2. Could you give me three words which describe the applicant?
3. How well would you say the applicant relates to people?
4. Specifically, how well would you say the applicant relates to (the client group)?
5. What would you say are the relevant competencies of the applicant?

10.8 Volunteer Induction and Orientation Guideline and Checklist for Coordinators

Introduction:

- Welcome and thank the volunteer/s for choosing City of Hobart
- Do introductions if more than one volunteer is being inducted
- Explain the purpose of the induction
- Explain that the Council has a Volunteer Management System, which applies to all Council volunteer programs (it is available online and at Council Centres on request)
- It includes a range of policies, some of which will be covered in some detail in the induction, while others will be included in the corporate and program induction and orientation pack which they will be given during or after the induction.

Before the tour:

1. Program information Date completed.....

- Provide information about the program
- Explain how the program fits within the Unit, Division and the Council more generally
- Refer to the two organisation charts - general and specific to Division.

2. Role description Date completed.....

- Explain the role (the volunteer must fully understand the role)
- Give an overview of other roles in the program, if relevant

3. Police Check viewed and filed if required Date completed.....

4. Working with Vulnerable People check viewed and filed if required Date completed.....

5. Volunteer Charter Date completed.....

- Give a copy of the Charter (in corporate pack) and read through together
- Explain that confidentiality and WH&S will be covered in more detail later in the induction.

6. Confidentiality Date completed.....

- Discuss how and why the Council stores volunteer's personal information
- Discuss how volunteers are expected to treat confidential information they encounter as part of their duties
- Provide a program specific example.

7. Record of attendance process Date completed.....

- Explain importance of and how to document record of attendance (show form/attendance book; whatever is relevant to the program)
- Explain when and how to inform supervisor of inability to attend/leaving early.

8. Supervision Date completed.....

- Give a copy of the Purpose and Policy sections from *2.5 Volunteer Supervision Policy and Procedure*, and read through together
- Explain how supervision works in the program.

9. Introduction and tour of work site:

Introduction of other staff and volunteers	Date completed.....
Provision or organisation of uniforms, name badges, PPE	Date completed.....
Use of equipment – phones, photocopier, garden or kitchen equipment etc	Date completed.....
Evacuation process; emergency response; First Aid	Date completed.....
Location of toilets	Date completed.....
Parking	Date completed.....
Location of kitchen/tea and coffee facilities	Date completed.....
Phone system	Date completed.....
Stationery supplies	Date completed.....

After the tour:

10. Code of Conduct Date completed.....

- Confirm that the Council has a Code of Conduct
- Explain how this differs from specific policies
- Inform volunteer that it is currently focussed on paid employees, but that it is about to be updated
- Advise volunteer that Volunteer Charter and Volunteer Agreement cover some aspects of the Code of Conduct
- Use some examples that make the Code of Conduct relevant to the program
- Show the Code of Conduct summary from the Induction and Orientation Pack.

11. Workplace Health & Safety Date completed.....

- Explain that volunteers are included in the WH&S legislation, as it covers anyone being 'directed to undertake a task'
- The legislation places obligations on everyone involved – in different way.

- The specifics that need to be covered include the following. Note that not all will be relevant to the program; some may have been covered on the site tour, however important examples should be given that are relevant to the program.
 - General Duty of Care considerations, ie nothing you do (or don't do) should cause harm to you, others or the environment
 - Site control and supervision
 - Safe Work Method Statements / Safe Operating Procedures, if in use. If not, explain how the work is undertaken / controlled
 - Incident and Hazard / Near Hit reporting (Plus a copy of *4.6 Volunteer Incident Reporting Policy* is in the Induction & Orientation Pack)
 - Emergency response arrangements, including First Aid coverage
 - PPE
 - Basic manual handling considerations
 - Sun Safety
 - Alcohol / drugs and smoking
 - Chemical management, including where Safety Data Sheets are held
 - Environmental protection – Council activities are to do no harm to the environment, eg spills of chemicals
 - General housekeeping.

12. Reimbursement of Out of Pocket Expenses

Date completed.....

- The policy indicates that the council offers to reimburse reasonable out-of-pocket expenses incurred by volunteers in connection with travel and approved projects, not including loss of personal income
- Explain how the policy applies in the program
- Note that a copy of the policy is provided in the Induction and Orientation Pack.

13. Volunteer Insurance

Date completed.....

- The Council has in place a Group Personal Accident Policy
- The Council also maintains a Public Liability Policy
- Volunteers are not covered by the *Workers Rehabilitation and Compensation Act 1988*
- Any specific queries relating to insurance should be referred to the Council's Manager Legal & Governance for advice.

14. Additional policies

Date completed.....

Encourage the volunteer to read the below as soon as they can

- Volunteer Gift Policy (in the Induction & Orientation pack)
- Volunteer Counselling and Discipline Policy (in the Induction & Orientation pack)
- Training and Development Policy in the Induction & Orientation pack
- Equity & Discrimination in the Workplace
- Grievance and Dispute Resolution

Other relevant corporate policies – Equipment, Hazardous Materials and PPE; Telephone; Motor Vehicle Usage; Sun Safe; Social Media; IT & Computer Usage; Privileged Information –

Use & Disclosure.

Coordinators will need to identify which of these corporate policies are relevant to their program; some will need to be explained, others could go in the pack, or the volunteer could be told that these policies, along with others in the VMS not directly relevant to volunteers, are available on request.

15. Program specific policies Date completed.....

Discuss any policy that is relevant specifically to the program.

16. Volunteer Agreement Date completed.....

- Read through together and discuss if necessary

16.1 Volunteer Photo Permissions

- Draw attention to and discuss the final point of the volunteer agreement
- Inform volunteer that if they elect **not** to allow the City of Hobart permission to use their image, this decision can be reversed for special occasions (group photos) without the need to sign another form. Inform the volunteer that they must make a selection on the agreement document.

Volunteer and Coordinator/ Supervisor both to sign	
.....	
Volunteer	Date
.....	
Coordinator / Supervisor	Date

10.9 Volunteer Agreement

I, _____

- agree I have been shown and will abide by the Volunteer Charter, which includes my rights and responsibilities as a volunteer with City of Hobart.
- agree to abide by the City's Code of Conduct and to represent the organisation in a positive way.
- will not take illegal drugs or consume alcohol, or be under the influence of same, whilst engaged in volunteer activities.
- give permission for City of Hobart to maintain on file, my personal information, relevant to my voluntary duties, which may be accessed by relevant staff members of the organisation in the case of an emergency. I understand this information will not be given to any other person or agency unless I give my specific permission.
- agree that any confidential or sensitive information (for example, relating to City of Hobart management, the structure of its business, personnel, policies, strategies or aspects of its future activities) which I may become aware of during the course of volunteering with City of Hobart will not be divulged or discussed with any unauthorised person, volunteer, staff member or other organisation.
- agree to follow grievance procedures as set out by the City.
- agree to support a non-discriminatory and harassment-free work environment.
- agree to treat clients, staff and volunteers with respect, courtesy and consideration.
- agree to participate in essential orientation and ongoing training arranged by City of Hobart as required.
- verify I have received all documents in the Volunteer Induction and Orientation Kit.
- agree to work as part of a team.
- agree to sign the Attendance Register at each volunteering session.
- agree to inform the volunteer supervisor / volunteer program coordinator if I am unable to attend a rostered session.
- agree to inform the volunteer program coordinator if I am unable to continue as a volunteer.
- agree to a 3 month review of the volunteer role, where required, leading to a mutual evaluation of the suitability of the role for me.
- agree to maintain a current drivers licence and third party or comprehensive insurance if I am required to use my own vehicle for volunteering purposes.
- hereby authorise/do not authorise (strike whichever does not apply) the City of Hobart and their licencees and associates permission to use my image/s ; and/or the reproduction of any or all images in any form or composite representation by the City and its licencees and associates without further compensation to me. I agree that all images shall remain the property of the City of Hobart in all forms and understand that it is my responsibility to remove myself if I do not wish to appear in photographs.

Name and signature of volunteer

Date:

Name and signature of staff member

Date:

10.10 Training Request Process for Volunteers

1. A training need is identified for the volunteer.
2. The volunteer program coordinator (VPC) seeks advice from Learning & Development (L&D) on a suitable training provider and their contact details as required.
3. A Skills Development Request form is completed by the VPC and sent to L&D for approval.
4. The Principal Advisor L&D approves the application.
5. The L&D administrative assistant emails the VPC and advises that the application has been approved.
 - The L&D administrative assistant saves the Skills Development Request and any other associated documentation in the L&D S Drive Volunteer folder.
 - L&D forwards the signed approved Skills Development Request to the VPC. The signed form will then be returned to the L&D area together with the invoice once it has been received.
6. The VPC contacts the training provider and books the training for the volunteer.
 - The VPC liaises with the volunteer to ensure suitable times are selected.
 - The VPC advises the volunteer of the selected time for their training.
 - All skill development/training queries from volunteers must go directly to the VPC.
 - The VPC ensures that the volunteer attends the training.
 - The VPC ensures the volunteer's training has been marked as attended or not attended on the volunteer's personal file.
 - Training invoices should be made out to the program responsible for booking the training.
 - The VPC collates the training provider invoice with the original booking and Skills Development Request, making sure all details are correct. These are then submitted to L&D, including the invoice.
 - Where a volunteer is unable to attend the training for any reason, the VPC will advise the training provider.
 - Where a volunteer does not attend training that has been booked for them, the relative area may be charged for the training, although L&D will discuss this with the VPC.
7. The VPC will be responsible for ensuring certificates arrive and are placed/scanned on the volunteer's personal file.

10.11 Skills Development Request Form

This form is to be used for training to be paid for through the Learning and Development / staff/volunteer Budget. For training expenses paid for through the Program budget, refer to the specific volunteer program.

Parts A & B of this form to be **completed by the volunteer and volunteer program coordinator** for any training request.

As defined in form 8.10.1, this form is **then forwarded to the Principal Advisor People & Capability** in the HR Unit, along with any related materials or information.

NOTE: All training must be pre-approved by the Principal Advisor People & Capability for expenditure.

A. VOLUNTEER DETAILS & TRAINING NEED	
Volunteer Name	
Division/Unit	
Name and Job Title of Supervisor	
Supervisor contact phone no	
Describe the type of training required (Attach copy of course outline/flyer if available)	
Has the training been booked?	
Is this outcome part of the Feedback process?	Feedback / Other
Duration of Training	
If you are aware of a course/provider that may best meet this need, please give details (attach any related information)	
Job Number	Estimated Course Cost \$
Has discussion already been established with HR training staff about this training? If yes, name of HR contact person	
Special needs to be taken in the delivery of training <i>e.g. physical disability, language, literacy and numeracy, dietary requirements</i>	
If there are related expenditure items requested, please indicate below	
Travel Allowance \$	Accommodation \$
B. RECOMMENDED	
Supported by Unit Manager / Director Name: Date:	

C. TRAINING APPROVAL

This section to be completed by HR (Learning and Development) in consultation with the volunteer program coordinator and Unit/Group Management and volunteer

Training Course Name		
Time / Date		
Provider		
Venue / Location		
Job Number		Course Cost \$
Travel Allowance	\$	Accommodation \$
Course requires prepayment ie. purchase order?	YES / NO	
Course Code (<i>People One</i>)	Course Descriptor (<i>People One</i>)	
Licence	Statement of Attainment	
Training only	Not yet competent	
Evaluation required	Yes / No	
Approved by: <i>Principal Advisor People & Capability</i>	<i>(Signature)</i>	
Name:		
Date:		

10.12 Feedback Proforma

Volunteer Name: _____

Role: _____

1. Progress of service delivery activities

2. Positive and constructive feedback including customer and staff satisfaction

3. Issues raised and actions taken

4. Training requested

5. Volunteer performance and achievements

6. Suggestions for improvement

The volunteer and supervisor should sign the form below.

Signature of
Volunteer: _____ Date: _____

Signature of
Supervisor _____ Date: _____

Name and Title

10.13 Annual Feedback Form

Current Role Description attached

Volunteer Name: _____

Date Commenced: _____

Role: _____

1. What has been done well

2. Volunteer satisfaction with the role, service delivery and the workplace

3. Review of the volunteer role description for currency and efficiency

4. Identify performance strengths and areas for improvement

5. Address issues or raise concerns

6. Identify any training or development you believe would be useful over the next 12 months

8. Suggest improvements or new initiatives

9. Other comments

On completion of the feedback both the volunteer and the supervisor should sign the form below.

Signature of
Volunteer: _____ Date: _____

Signature of
Supervisor _____ Date: _____

Name and Title _____

Review Date: _____

10.14 Sample Volunteer Letter of Thanks

To be placed on City of Hobart letterhead

(Address)

(Date)

Dear (enter name)

Thank you very much for the time and energy you have contributed in your voluntary role with the City of Hobart to assist us in delivering quality services.

Your contribution has made a difference to our team and customers. The role played by volunteers is an important component of the services we offer to our community.

(Comment on the particular role played by the volunteer)

Thank you again. We greatly appreciate your involvement with the City of Hobart.

Yours sincerely

(Name)

Volunteer Program Coordinator

City of Hobart

10.15 Exit Interview Template

The success of our volunteer programs is important to us and we are constantly striving to improve the opportunities we can make available to people who want to volunteer with the City. As one of our valued volunteers who is now moving on, we would appreciate your help in learning how we might do better. Please be as open and honest as you can in answering the following questions. The information you provide will be considered strictly confidential but will be used to ensure that others who volunteer with the City of Hobart will benefit from your experience.

1. How long have you volunteered with the City of Hobart?

2. What type of volunteer work did you undertake while you were with us?

3. Why are you leaving? Please tick all reasons that apply.

- | | | |
|--|--|--|
| <input type="checkbox"/> Tasks completed | <input type="checkbox"/> Didn't like job/tasks I was given | <input type="checkbox"/> Need a change |
| <input type="checkbox"/> Moving away from area | <input type="checkbox"/> Didn't feel welcome | <input type="checkbox"/> Bored |
| <input type="checkbox"/> Moving to paid work | <input type="checkbox"/> Other commitments | <input type="checkbox"/> Ill health |
| <input type="checkbox"/> Other | <hr/> | |

4. What did you like best about volunteering with us?

5. What would you change, or what suggestions do you have for improving our volunteer effort?

6. How do you rate your volunteer experience with us?

- | | | | | |
|-----------------|---|---------|---|------------------|
| Of little value | | Average | | Great Experience |
| 1 | 2 | 3 | 4 | 5 |

Thank you for taking the time to complete this form and for the personal time and effort you have offered to help in the community. Please accept our appreciation for your help in assisting us to help others.

10.16 Activity Record Form Template

Please sign in and out each time you volunteer for the City of Hobart. It is a legal requirement for insurance cover, safety and Work Place Health and Safety (WHS).

LOCATION:.....

DATE	NAME	START TIME	FINISH TIME	HOURS	DESCRIPTION OF WORK	SIGNATURE OF VOLUNTEER

10.17 Counselling and Discipline Interview Guide

Before the meeting is scheduled with the volunteer, discuss the issue with the Manager People & Capability. Below are guidelines for discussion. **Notes from the interview need to be recorded on a file note and forwarded to the Manager People & Capability to be filed by the People & Capability Unit.**

CONFIDENTIAL

Volunteer Name: _____

Date: _____

Volunteer Program Coordinator Name:

1. Ask the volunteer if they know why the meeting is being held.
2. If not known, provide the volunteer with an outline of the issue.
3. Discuss their version of events.
4. Are they aware of the relevant policies and procedures which apply.
(Identify the relevant policy and procedure/s as a prompt).
5. What does the volunteer think are the consequences of their actions.
6. Any other issues or concerns.
7. Next steps (if required).

10.18 Media Release Agreement

The City of Hobart produces publications and runs public awareness campaigns from time to time for the purpose of publicising the programs and services of the City.

Achieving these purposes may involve the production and distribution of promotional material by the City through such media as:

- external publications such as newspapers and magazines
- posters, brochures, booklets and displays
- television and radio segments or advertisements
- internet sites (namely City of Hobart website and social media portals)

For the purposes of the *Privacy Act 1988*, these are defined as generally available publications.

Acknowledgement and consent

I give permission for photographs, video footage, audio or print in which I appear to be used for the publications and public relations activities noted above. In particular, I note that this may include use in print and electronic media, including the internet.

Full name

Signature

Date

Address

Home phone

Mobile/work phone

10.19 Definitions

Agreements means the Hobart City Council Enterprise Agreement 2010, also known as the HCC Agreement, (or its successor), the Hobart Aquatic Centre Agreement 2006, also known as the THAC Agreement, (or its successor) and the Tasmanian Travel & Information Centre Enterprise Agreement 2009, also known as the TTIC Agreement (or its successor).

Benefit includes any form of loan, free or subsidized travel and/or accommodation, a free or subsidised service provided to a volunteer or free or subsidised use of any facility or equipment.

Hobart City Council refers to **City of Hobart**.

Employee includes supervisors or managers.

Gift means any item gifted or provided to a volunteer at no charge.

Hospitality and entertainment includes free or subsidised meals, free or subsidised tickets to sporting events or concerts, films or shows, golf days, attendance in sponsors facilities including boxes or marquees at sporting events or other entertainment.

Hospitality and entertainment does not include attendance at functions or events that an officer is required to attend in performing their role for the City or that is otherwise a recognised part of the officer's normal work function, duties and responsibilities or where the officer is officially representing the City.

Incident is any unplanned, unexpected event that endangered or had the potential to endanger the health and safety of a person in a City of Hobart workplace or caused or had the potential to cause damage to property. Incidents include "near hits.

Near Miss an event or occurrence that did not result in injury or damage, but had the potential to do so.

Personal Protective Equipment (PPE) refers to protective clothing, helmets, goggles, or other garments or equipment designed to protect the wearer's body from injury.

Standards means the Volunteering Australia's National Standards for involving volunteers in Not for Profit Organisations (2001). The eight (8) standards guide volunteering 'best practice' in the management of volunteers.

See the **National Standards for Volunteer Involvement** follow this [link](#) to the Volunteering Australia website for the Glossary of Terms.

Appendix B - Version Control Table

VERSION CONTROL DATE OF ISSUE	DESCRIPTION OF CHANGE
August 2013	New issue
June 2015	Amended issue
March 2017	Amended issue
October 2017	Amended issue

Appendix C - Review Table

The reviews will be staggered according to the table below:

POLICY / PROCEDURE		TIMING (or as required)	REVIEW DATES
1.1	Volunteer Management Policy	Four years	August 2018
1.2	Participation Policy	Five years	July 2022
1.3	Volunteer Attendance Records Policy and Procedure	Five years	August 2018
1.5	Volunteer Documentation and Records Policy and Procedure	Five years	August 2018
1.6	Access to Volunteer Personal Records Policy and Procedure	Four years	August 2018
2.1	Allocation of Resources for Volunteer Management System Policy	Three years	August 2018
2.2	Volunteer Reimbursement Policy	Five years	August 2018
2.3	Volunteer Reimbursement Procedure	Five years	August 2018
2.4	Volunteer Telephone Policy and Procedure	Five years	August 2019
3.1	Volunteer Role Description Development Policy and Review Procedure	Four years	August 2019
4.1	Volunteer Recruitment Procedure	Three years	August 2020
4.2	Volunteer Screening Procedure	Three years	August 2020
4.3	Volunteer Selection Procedure	Three years	August 2018
5.1	Volunteer Induction and Orientation Policy and Procedure	Two years	August 2018
5.2	Volunteer Supervision and Feedback Policy and Procedure	Four years	August 2021
5.3	Volunteer Training and Development Policy and Procedure	Four years	August 2018
6.3	Volunteer Insurance Policy	Two years	August 2019
6.6	Equipment, Hazardous Materials and PPE for Volunteers Policy	Annual	August 2018
6.7	Volunteer Grievance and Dispute Resolution Policy and Procedure	Five years	August 2018
6.8	Volunteer Counselling and Discipline Policy and Procedure	Five years	August 2018
6.9	Use of Motor Vehicles Policy for Volunteers	Annual	August 2018
7.1	Volunteer Recognition Policy and Procedure	Two years	July 2019
8.1	Quality Management and Continuous Improvement Policy	Three years	August 2019
8.2	Procedure for Review of the Volunteer Management System and Policies and Procedures	Annual	August 2018
9.1	Volunteer Gift Policy and Procedure	Four years	August 2019

Appendix D – Governance Model

