

VOLUNTEER HANDBOOK





Devonport City Council Volunteer Handbook

Welcome!

Thank you for your interest in volunteering your time, skills and knowledge with Devonport City Council.

Volunteers make an important contribution to the activities and services of Council and to the community. Council is committed to providing a safe and enjoyable environment for volunteers and making sure volunteers are prepared for their role.

This Handbook provides information about Council's Volunteering Policy and Procedures to help make your volunteering experience safe, productive and enjoyable.

As a volunteer you have the right to:

- be placed according to your abilities.
- be provided with documentation explaining the tasks to be performed.
- be provided appropriate induction, training, equipment and resources.
- have a designated supervisor.
- work in a healthy, safe environment.
- a workplace free of discrimination, harassment, bullying and violence.
- access Council's policies relating to your work
- have your confidential and personal information securely managed.
- be provided with feedback and training as required by your role

As a volunteer you are responsible for:

- maintaining the same standards of professionalism, confidentiality, courtesy, and respect as employees (see Council's [Staff Code of Conduct Policy](#)).
- respecting Council's values and complying with policies and procedures.
- taking reasonable care for the health and safety of yourself and others.
- Treating all volunteers, staff and customers with consideration and respect, free from discrimination.
- undertaking inductions and training relevant to your volunteer role.
- honouring commitments, undertaking your assigned duties responsibly, following all reasonable instructions.
- working in a constructive and cooperative manner with Council staff, other volunteers and the community.

Council has the right to:

- make decisions regarding volunteer roles.
- expect you to perform your tasks to the best of your ability
- expect you to conduct your duties with respect and courtesy towards all customers, staff and volunteers.

Council has the responsibility to:

- involve volunteers in meaningful and worthwhile tasks
- provide appropriate supervision, instruction, training support, and resources.
- treat you with respect, fairness and dignity in accordance with Council's [Staff Code of Conduct Policy](#).
- provide adequate insurance coverage for you.



- provide a safe and healthy working environment.
- recognise and acknowledge your contribution.

Council Values

Our core values capture those things which we believe are already valued and promoted in the organisation but have the potential to make Council an even better organisation.

CHAMPION and respect one another. We respect and cheer on one another, working together to serve the community.

DEDICATION to our customers and community. We are driven to understand the needs of our customers so we can connect them to the right solutions.

PIONEER positive improvement. We chase innovation and improvement, so we can keep getting better.

Personal Attributes

Volunteers are expected to consistently display the following personal attributes.

Ethics, values & integrity – Maintain high standards of ethics and integrity, treat everyone equitably and fairly, and observe all Council policies and procedures.

Commitment and enthusiasm – Demonstrate enthusiasm and commitment to high standards.

Innovation – Demonstrate a commitment to continuous improvement of service delivery. Anticipate potential problems and seek support to avoid them.

Working with others – Respect others; recognise and value the diversity of other people; be aware of the impact of your actions on other people.

Professional behaviours – Consistently project a professional and customer service focused attitude and behaviour.

Volunteering with Council

Becoming a volunteer

To become a volunteer with Council you will need to complete a [Volunteer Registration Form](#) to confirm your interest.

If there is a role available, you will have an interview (this can be quite informal). We may contact your referees to ask them about your skills and attributes.

If there is a volunteer role that suits your skills and interests, you will need to complete an online safety induction and sign a confidentiality agreement.

Depending on the volunteer role you are interested in, you may need to complete a National Police Check and a Working with Vulnerable People Registration. Council will reimburse the application costs if you need to apply for these checks. You will need to inform Council if your status changes after these checks have been done.

When you commence your volunteering role your supervisor will give you an orientation to your workplace. Your supervisor will explain the tasks you will be doing, how to do them safely and any other procedures relevant to your role. The tasks you are expected to perform will be given to you in writing.



If you have any questions about your role or Council's policies and procedures, you should discuss them to your supervisor.

Code of Conduct

You must show the same level of professionalism, confidentiality, courtesy, and respect as employees in accordance with Council's [Staff Code of Conduct Policy](#); which explains the standards of behaviour the community can reasonably expect you to demonstrate in the performance of your duties and functions. Additionally, it outlines the commitment of all workers including volunteers to creating and maintaining a Child Safe Organisation.

Complaints

If you are unhappy about something at Council related to your volunteering role you can make a complaint. There is a formal process for responding to your complaint.

Ending your volunteer role

When you wish to end your volunteering role, please give your supervisor as much notice as possible. Council has the right terminate your role.

Fair treatment in the workplace

Council aims to create a working environment which is free from discrimination and harassment where all workers are treated with dignity, courtesy and respect. You are not to participate in any discriminatory behaviour during the course of your duties as a volunteer, or in connection with your role as a volunteer for Council.

Fit for work

Volunteers must not report for duty while affected by alcohol or other drugs (including intoxication, withdrawal or 'hangover' effects). Random alcohol and other drug testing will be conducted from time to time.

Insurance

Council has insurance policies that apply to volunteers aged between 16-90 years when your volunteering activity is approved and/or known by Council. If you are conducting work for other voluntary organisations on Council land then Council's insurance coverage does not apply.

Council does not provide insurance for vehicles owned by volunteers.

Personal Information and Privacy

You will need to sign a confidentiality agreement prior to starting your new role. As a volunteer, you may have access to privileged information. This information must not leave the Council property and not be disclosed to any person, except as part of your official duties. You may be required to collect and/or use the personal information of customers. This information must not be shared or disclosed, in any format to anyone outside of your Council team.

Reimbursement of expenses

With agreement from your supervisor, expenses you have paid in connection with your volunteer role, including parking or public transport costs, will be reimbursed by Council.

Work Health & Safety



Council is committed to providing a workplace that minimises risks to health and safety; and protecting workers' (including volunteers') health, safety, mental and social wellbeing.

Council's [Health and Safety Policy](#) applies to volunteers. Volunteers have a duty to take reasonable care under the *Work Health and Safety Act 2012*. Therefore, you are expected to:

- Take reasonable care for your own health and safety; and the health and safety of others
- Comply with reasonable instructions as much as you are reasonably able to
- Cooperate with any reasonable Council policy or procedure
- Report any risk or hazard you identify to your supervisor

If an incident (resulting in injury or damage to property or any other parties) or near hit happen to you while you are volunteering with Council, you must tell your supervisor as soon as you can. An incident report should be submitted as soon as possible.

Workers Compensation

Volunteers are not covered under Council's Workers Compensation Policy for loss of wages or medical expenses due to an injury.

If you are injured during the course of volunteering you must complete an incident report. Your supervisor can help you to fill in the report.

Rehabilitation due to injury or illness | Return to Work

If a volunteer is absent for more than two weeks, contact Human Resources per Council's Rehabilitation Policy to assess return-to-work needs. If not fully cleared, and a graduated return is possible, a meeting will evaluate risks and ensure activities align with medical restrictions.

Volunteer Checklist

- Read this handbook
- Complete your Volunteer Registration Form
- Complete a National Police Check (if required for your role)
- Complete a Working with Vulnerable People Registration (if required for your role)
- Complete a Volunteer Safety Induction
- Complete an induction of your workplace
- Receive your Volunteer Role Statement

Thank you for your interest in volunteering with Devonport City Council.

Please contact council@devonport.tas.gov.au (or if you are a current Council volunteer ask your supervisor) if:

- you would like a copy of policies or procedures that apply to your role
- you have questions about any of Council's volunteering policies