



# VOLUNTEER POLICY AND PROCEDURE



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# VOLUNTEER POLICY AND PROCEDURE



## Part 1 Volunteer Policy

### 1. Introduction

- Recognise and value the substantial and ongoing contribution made by volunteers and voluntary groups to the quality of life of the citizens of Maribyrnong.
- Manage and support Council volunteers in accordance with the National Standards for Involving Volunteers in not-for-profit Organisations.
- Work in partnership with community groups, the business sector and relevant stakeholders to develop volunteering opportunities, promote volunteering, raise the profile of Volunteerism and facilitate access to information about volunteering opportunities.

### 2. Rationale

Council acknowledges that volunteers contribute to the political, social, economic, environmental and cultural well-being of the community by:

- Strengthening community cohesion, social wellbeing, and trust.
- Expanding the ability of the community to respond to the needs of its citizens and provide a range of services and activities.
- Engaging the community in protecting local resources, improving the physical environment and support for environmental issues.
- Encouraging understanding of, and acceptance of, culture, diversity and difference.

It is acknowledged that there has been a growth of volunteers across Council programs and this policy includes clear procedures and processes to support volunteering.

Council believes that volunteers are a key resource in the achievement of our vision for our community. The importance of volunteers is demonstrated in a key action related to volunteering and community participation and building a stronger community. Council will continue to support, facilitate and implement Community Capacity and Community Building.

Support for Council volunteers and the development of volunteering within the City of Maribyrnong will enhance Council's vision of building a stronger, sustainable and healthy community for future generations.

### 3. Definition of Volunteering

This volunteer policy acknowledges the importance of volunteering to a diverse, vibrant, cohesive and sustainable community. Furthermore, the aim of policy is to formalise the commitment of Council to supporting:

- Volunteers who assist in the provision of Council services and programs, and the volunteer based clubs, groups and organisations (community groups) who provide services to the people of Maribyrnong.

In accordance with the National Standards for Involving Volunteers in Not-For-Profit Organisations, Council adopts as its definition of volunteering:



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*Formal volunteering is an activity that takes place in not for profit organisations or projects and is undertaken:*

- *to be of benefit to the community and the volunteer;*
- *of the volunteer's own free will and without coercion;*
- *for no financial payment, and*
- *in designated volunteer positions only.*

Council volunteers include:

- Volunteers who are members of Council managed Advisory Groups such as the Public Art Advisory Panel, the Disability Advisory Committee and the Footscray Reference Group.
- Volunteers who participate in Council managed projects and events such as Freeza Program Events.
- Volunteers who are members of Committees of Management which operate Council venues such as the Yarraville Users Group or supported activities such as Senior Citizens Groups, Kindergarten Committees of Management, and Neighbourhood Houses.

Council volunteers do not include:

- Volunteers involved in Work for the Dole initiatives
- Volunteers involved in not-for-profit and/or non-government organisations delivering
- Services within Maribyrnong, unless they are part of partnership program

## **4. Guiding Principles for Volunteer Programs and Activities**

Within volunteer programs:

Council supports the principle that volunteers are managed, supported and resourced in accordance with the National Standards for Involving Volunteers in not-for-profit organisations, developed by Volunteering Australia.

Council acknowledges the principle that volunteer initiatives require a commitment to resourcing and that it can play a dual role of supporting volunteers who assist in the provision of Council services and programs, and play a leadership role of developing volunteering within the City of Maribyrnong.

Council advocates strongly that volunteer or unpaid positions not be used to replace paid positions.

In relation to Council's role in developing volunteering within the City of Maribyrnong, Council through its Volunteer Policy will work to:

- Join in partnership and collaboration with community groups, the business sector and other relevant stakeholders to further develop volunteering opportunities, promote volunteering, raise the profile of volunteerism, and facilitate access to information about volunteering opportunities.



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- Facilitate access for community groups (and their volunteers) to information, expert advice, training and resources.
- Advocate on matters related to volunteering and volunteers.

## 5. Policy Guidelines

### Best Practice Standards

As volunteers are a key resource, Council will aim to achieve best practice standards in volunteer management. Hence, management of Council's own volunteers will be further developed to meet the National Standards for Involving Volunteers in Not-For-Profit Organisations, developed by Volunteering Australia, which are designed to:

- Ensure that volunteers are protected and not exploited;
- Provide healthy and safe working environments for volunteers;
- Ensure volunteers know what their role is;
- Encourage organisations to develop and maintain a comprehensive 'program' for managing volunteers; and
- Help organisations involve and retain volunteers.

Council recognises the nine standards to follow are:

#### 1. Policies and Procedures

That policies and procedures are in place in all areas, which directly or indirectly affect volunteers and their work. This would include for e.g. a procedure requiring volunteers working with clients or as part of service delivery to undergo a police check.

#### 2. Management Structures

That resourcing is necessary to support the efficient management of volunteers.

#### 3. Administrative Systems

That effective administrative systems are necessary to ensure the volunteer program operates efficiently and that the privacy and rights of volunteers are not compromised.

#### 4. Role Statements

That volunteer roles are identified and translated into role statements, which ensure the aims and objectives of Council are being met, the rights of residents and volunteers are protected, and the boundaries between paid and unpaid roles are delineated.

#### 5. Volunteer Recruitment

That a clearly planned and documented recruitment strategy supported by policy and procedures is necessary.

#### 6. Selecting Volunteers

That volunteers are interviewed and selected in a fair, open and equitable manner.

#### 7. Orientation, Education and Training

That volunteers are provided with orientation, education and training programs where necessary that meet the information and skill requirements of the volunteer role.



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## **8. Recognition, Support, Supervision and Monitoring**

That recognition, support, supervision and monitoring of volunteer activity appropriate to the range and level of volunteer involvement is provided.

## **9. Planning and Education**

That planning, evaluation and continuous improvement occur in its volunteer program to ensure effective outcomes for clients, volunteers, paid employees and the broader community.

## **6. Statement of Commitment to Council Volunteers**

**In order to enhance the volunteers' experience and comply with legislation and duty of care, Council will aim to:**

- Interview and employ volunteers in accordance with anti-discrimination and equal opportunity legislation.
- Provide volunteers with orientation and training.
- Provide volunteers with a healthy and safe workplace.
- Provide appropriate and adequate insurance coverage for volunteers and ensure they understand the coverage provided for them.
- Not place volunteers in roles that were previously held by paid employees or have been identified as paid jobs.
- Differentiate between paid and unpaid roles.
- Define volunteer roles and develop clear role statements.
- Provide appropriate levels of support and management for volunteers.
- Provide volunteers with a copy of policies pertaining to volunteers.
- Ensure volunteers are not required to take up additional work during industrial disputes or paid employees shortages.
- Provide all volunteers with information on grievance and unsatisfactory performance policies and procedures.
- Acknowledge the rights of volunteers.
- Inform volunteers of their responsibilities as volunteers and ensure that their work complements but does not undermine, the work of paid employees.
- Offer volunteers the opportunity for professional development within the scope of their role.
- Reimburse volunteers for out of pocket expenses as agreed.
- Treat volunteers as valuable team members, and advise them of opportunities to participate in decision-making; and
- Acknowledge the contributions of volunteers.

## **7. Rights and Responsibilities of Council Volunteers**

**Volunteers assisting in the provision of Council services have the right:**

- To work in a healthy and safe environment.
- To be interviewed and engaged in accordance with equal opportunity and antidiscrimination legislation.
- To be adequately covered by insurance.
- To be given accurate and truthful information about Maribyrnong City Council.
- To be reimbursed for reasonable out-of-pocket expenses as agreed.



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- To be given a copy of Maribyrnong City Council's Volunteer Policy and any other relevant Policies and procedures.
- Not to fill a position previously held by a paid worker.
- Not to do the work of paid employees during industrial disputes.
- To have a role statement and agreed working hours.
- To have access to a grievance procedure.
- To be provided with an orientation to Maribyrnong City Council and the specific service for which the volunteer is working.
- To have personal and confidential information dealt with in accordance with the Information Privacy Act 2000 (Vic) and the Health Records Act 2001 (Vic), in particular the Information Privacy Principles and the Health Privacy Principles contained in these Acts.
- To be provided with sufficient training to perform their role.

## **Volunteers assisting in the provision of Council services have a responsibility to:**

- To respect and adhere to Council policies and procedures.
- To ensure a safe working environment for other volunteers paid employees, clients and members of the public.
- To provide truthful and accurate information to Council employees, other volunteers and community members
- To perform volunteer activities in accordance with the agreed role statement and working arrangements.
- To treat Council, personal and confidential information in accordance with the Privacy Act 2000 (Vic) and the Health Records Act 2001 (Vic), in particular, the Information Privacy Principles and the Health Privacy Principles contained in these Acts.
- To attend orientation and other training activities as required.

## **8. Role of Council in Developing Volunteering**

Maribyrnong hosts a myriad of clubs, groups and community organisations and each add to the diversity and sustainability of community life. Every aspect of community life is enhanced by the efforts of community groups including: sporting activities, recreation and leisure pursuits, the environment, the arts, culture and heritage, education, childcare, community safety, emergency relief, social clubs and the care of the aged and of people with a disability.

Many of these community groups are managed exclusively by volunteers and the services of the groups are delivered by volunteers.

Council acknowledges and supports its role in developing volunteering within the City of Maribyrnong. Council, through its Volunteer Policy will work towards further developing this role with an aim to:

- Provide leadership and support to volunteer based community groups.
- Promote and encourage volunteering to the community and to the business sector.
- Raise the profile of volunteerism and of the work of voluntary community groups.
- Work in partnership and collaboration with community groups, the business sector and other relevant stakeholders to further develop volunteering opportunities.
- Advocate on matters related to volunteering, such as the establishment and ongoing funding of a Volunteer Resource Centre for the Western Region.



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- Establish and maintain a system of reward and recognition of the contribution made by volunteers and voluntary groups.
- Facilitate access for community groups to information, expert advice, and training to further develop their leadership, management and operational skills.
- Ensure community groups have access to Council resources and facilities on a fair and equitable basis.

## COUNCILS VISION

*A diverse, vibrant, and proud city focused on people-based places, environmentally sustainable practices, and opportunities to enhance community health and wellbeing through education, responsive services and participation in community life.*

## VALUES – THE MARIBYRNONG WAY

Staff at Maribyrnong City Council will be guided in their behaviour and conduct in the delivery of its services by the values listed below:

### **Respect**

*This includes the promotion of: inclusiveness, empathy, communication, good will.*

### **Integrity**

*This includes the promotion of: honesty, loyalty, ethical behaviour, trustworthiness.*

### **Courage**

*This includes the promotion of innovation, considered risk, creativity, problem solving, initiative, accountability, responsibility.*

## OUR PRINCIPLES AND VALUES

Council's most important role is to govern for everyone. Therefore, we will provide local leadership and govern based on a set of guiding principles and values that are at the core of all our activities.

### **Active Engagement and Inclusion**

Council will actively engage and encourage diverse local communities and individuals to participate in the life, activities and decision making in the City.

### **Advocacy**

Council will strive to bring the needs, strengths and opportunities of our diverse community to the attention of government, business and other organisations, to have them acted upon in the interests of the community.

### **Equality**

Everyone will be treated equally and awarded every human right and responsibility.



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## ***Equity and Accessibility***

Council will work to make the City a fair place by addressing people's restrictions or barriers to accessing to services, opportunities and resources.

## ***Partnership***

Council will seek to strengthen the trust and confidence of our community partners. We will work closely with groups, organisations and communities to achieve a shared vision.

## ***Public Service***

Council takes its obligations of working for the community seriously. Council will strive to ensure all activities are planned, designed and implemented in the public interest by balancing and responding to changing needs, strengths and opportunities in a manner that is sustainable.

## ***Respect***

Council will be respectful and treat with dignity all people, ideas, beliefs and lifestyles.

## ***Transparency and Accountability***

Council will ensure all its processes, decisions and actions are carried out in an honest and transparent manner, and are open to regular public monitoring and scrutiny.

## **REFERENCES**

Equal Opportunity Act (Vic) 1995  
Racial and Religious Tolerance Act (Vic) 2001  
The Wrongs Act 1958  
Health Records Act 2001  
Information Privacy Act 2000  
Occupational Health & Safety Act, 2004  
MCC Motor Vehicle Use Policy  
MCC OHS Policy and Procedure  
MCC Recruitment and Selection Policy  
MCC Respect in the Workplace Policy  
MCC Vehicle Use Policy  
MCC Incident Management Policy & Procedure  
MCC Police Check Policy  
MCC Working with Children Check Policy  
National Standards – Volunteering Australia

## **ACCOUNTABILITIES**

### **Managers, Coordinators and Supervisors**

- Provide a safe and healthy workplace as far as is practicable for volunteers to perform their role for Council.
- Provide volunteers with induction and ongoing supervision.
- Provide volunteers with all necessary safety information, instruction, personal protective clothing and equipment.
- Provide training to volunteers where required.



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- Treat volunteers as valuable team members, inform and consult them on matters that affect their work and acknowledge their contributions.
- Report incidents involving volunteers to Organisational Development.

## Organisational Development

- Provide advice to departments engaging volunteers on the requirements in Councils' Police Check and Working with Children Check policies (e.g. - working with children, elderly or frail, handling cash or significant access to confidential and sensitive corporate memory)
- Ensure an appropriate level of insurance coverage for volunteers engaged by MCC.
- Provide guidance to supervisors in developing and assessing safe work procedures for volunteer roles.
- Retain confidential volunteer documents according to privacy principles. E.g., registration form, confirmation of police check form etc)

## Volunteers

- Comply with all relevant Council policies and procedures.
- Work in a safe manner at all times.
- Provide truthful and accurate information to Council employees, other volunteers and community members.
- Perform volunteer activities in accordance with the agreed role statement and working arrangements.
- Treat Council, personal and confidential information in accordance with the Privacy Act 2000 (Vic) and the Health Records Act 2001 (Vic), in particular, the Information Privacy Principles and the Health Privacy Principles contained in these Acts.
- Attend orientation and other training activities as required.

## Part 2 Volunteer Procedure Guidelines

Consistent with Council's explicit commitment to maintain best practice standards in volunteerism these guidelines identify the roles and responsibilities of employees engaging volunteers and the processes required to meet the minimum standards.

## PROCEDURES

### Role statement

The supervisor will develop a role statement that clearly outlines the volunteer role and the expectations of Council.

The role statement confirms the understanding that volunteers are engaged for specific tasks. It ensures that all volunteers are clear about what is expected of them in their role. (See Role Statement template - Appendix 3) If the role is very short term, like a tree-planting day for example, the tasks will be listed in the registration form. Longer-term placements and roles that are more complex require a more extensive role statement. Therefore, use the template in appendix 3 in addition to the registration form.



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## Registration Forms

Volunteers will be required to complete a registration form (Appendix 2) for all placements with Council.

It is the responsibility of the volunteer to advise the supervisor of any change of address, phone number, or other relevant information.

## Selection and Appointment

People expressing an interest in a volunteer role with Council will complete a registration form and be given a role statement for the role they are interested in. The role details may be listed on the registration form or within a stand alone volunteer role statement. This will depend on the duration and complexity of the role.

Prospective volunteers will be required to meet with the Supervisor of the Department and depending on the duration and complexity of the volunteer engagement, may be required to attend an interview.

At the time of the interview, volunteers will be given information about the role and any associated conditions required for the placement.

Applicants who do not meet the selection criteria may not be accepted for the role and will be advised of the outcome.

Once selected the supervisor will ensure that the following documents are provided to Organisational Development before appointment:

1. Registration form
2. Role Statement (if required, can alternatively be noted on the registration form)
3. Copy of a Working with Children Check (where applicable)
4. Confirmation of a police check form, where applicable (see police check policy)
5. If driving a Council or personal vehicle for Council business, a copy of a drivers licence.

Organisational Development will retain these records.

Supervisors should give volunteers a copy of the registration form and role statement.

## Reference and Police Checks

Where a Police Check or working with children check is required, please refer to Councils' Police Check and Working with Children Policies.

If required, the prospective volunteers' referees may be contacted to confirm the person's identity, skills and attributes.

If the Police Check confirms a criminal record, the Supervisor will assess the suitability of this volunteer for the role in question.



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If a volunteer does not consent to a police check, (where required), he/she shall not be eligible to work in this area of Council.

If required, the relevant department will meet the cost of the Police Check.

## **Equal Opportunity**

Maribyrnong City Council is committed to creating a culture that promotes dignity, mutual respect, acceptance, co-operation and productivity among all people. Council is also committed under the Respect in the Workplace policy, Diversity policies and Action Plans to respect and embrace the different cultures, languages and religions of our diverse employees and communities in all Council's operations. Prospective volunteers are protected under the Equal Opportunity Act 1995 when applying for a role within Council.

## **Insurance**

Council's Public Liability/Professional indemnity and Personal Accident insurance extends to volunteers undertaking tasks for Council. Volunteers are not entitled to Workers Compensation under the Accident Compensation Act 1985, but have limited benefits under the Council's personal accident insurance. On request, Council will provide detailed information on insurance coverage for volunteers.

Council holds insurance to cover the loss of 'no claim bonus' or 'insurance excess' up to a maximum as stated in the policy for accidents in private vehicles whilst performing Council business. To be eligible to claim under this policy the vehicle must be comprehensively insured. MCC will not incur any costs for uninsured vehicles, or claims for lost personal property including loss from private or council vehicles.

## **Induction and Training**

The Supervisor will arrange an induction to the organisation and relevant training including training on safe work procedures.

## **Support and Supervision of Volunteers**

Supervisors will supervise volunteers as they would employees and be available on a day-to-day basis whilst they undertake their role.

## **Reimbursement of Expenses**

A volunteer is entitled to claim for expenses whilst performing the assigned duties. Prior approval must be obtained from the Supervisor for reimbursement of any expense incurred.

The Supervisor will advise volunteers of those expenses that will be reimbursed, and the procedure for claiming such expenses. Appropriate records and/or receipts will be kept and given as supporting evidence for any claims for reimbursement of expenses to the Supervisor.



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## **Confidentiality**

Volunteers working with Council services must keep all privileged information in relation to Council, other employees and clients confidential. However, information affecting the health and safety of clients, employees or others including members of the public shall be reported to Council.

## **Gifts**

Volunteers are discouraged from accepting gifts from clients. It is Council policy not to accept gifts from any person, organisation or body for any duties performed whilst being engaged by Council.

## **Driving**

Volunteers may need to drive either their own vehicle or a Council vehicle whilst performing Council business. MCC vehicle use policy outlines all the requirements for using private vehicles.

The vehicle must be in a roadworthy condition for the duration of the volunteering period and the vehicle must be driven in a safe and competent manner. Volunteers undertaking driving as part of their duties must possess a current driver's licence, have comprehensive insurance and the vehicle must be registered.

The Supervisor shall site a driver's licence. Volunteers must notify the Supervisor should the conditions of their licence change for any reason.

Prior approval is required from the Supervisor in relation to costs associated with reimbursement with driving a private vehicle for expenses such as road toll charges and mileage.

## **Incidents**

Volunteers must report incidents to their Supervisor as soon as possible.

Volunteers shall be provided with MCC Incident Management policy and Motor Vehicle Use policy. Details of all incidents and emergencies involving volunteers will be recorded by the Supervisor and reported to Organisational Development.

## **Occupational Health and Safety**

Volunteers, in the same way as Council employees, are entitled to work in an environment that is safe. Supervisors are responsible for providing volunteers with the OHS policy and procedure, other relevant safety policies and safe work procedures where applicable. Volunteers shall follow all safe work procedures and seek instruction when required.

## **Absences**

Volunteers must report their absence from work as soon as possible to their Supervisor to ensure that alternative arrangements may be made.



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## Grievance Procedure

Volunteers have the right to raise and have resolved any grievances they may have without fear of retribution. All grievances shall be handled in a confidential and sensitive manner and where possible, resolved quickly.

The following procedure will apply:

1. Should any matter occur which is of concern to a volunteer, he/she shall raise the matter with their immediate Supervisor.
2. If the issue is not settled to their satisfaction, the volunteer may raise the matter with their Direct Manager.
3. If the issue is still not settled to their satisfaction, the volunteer may raise the matter with the General Manager.

## Feedback and Recognition

The performance of all volunteers will be regularly reviewed on an informal basis. Regular supervision will allow ongoing review of a volunteer's performance, role satisfaction and provide an opportunity for the volunteer to give feedback to the Supervisor.

## Unsatisfactory Performance

In the event a volunteer's work is not up to standard, deviates from principles and goals of the service, contravenes the rights and responsibilities of volunteers or places a client/ employee or any other person at risk:-

- The volunteer's direct Supervisor will discuss the issue with the volunteer and establish the appropriate standard of conduct with the volunteer.
- A written record of the meeting is to be kept of the issues discussed and the agreed strategies to support the volunteer to improve their performance. The volunteer will receive a copy.
- Deliberate or negligent acts that grossly endanger the safety of others, abuse of a member of the public, misconduct in public, public behaviour or making statements, which are likely to discredit Council, or other similar incidents may result in cessation of the volunteer arrangement immediately.
- In the event that a volunteer believes that their placement has been terminated unfairly, the volunteer can raise their grievance with the manager of the business unit.

## Media Protocols

Council policy states that only authorised personnel will provide comment to the media. All media inquiries must be directed to the Media and Communications Coordinator. If this person is not available, an appropriate person will be appointed as media liaison at the time of the event. Under no circumstances should the volunteer offer to answer any questions or comment in any way.



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## **Cessation of Volunteering Arrangement**

Cessation can occur by either party giving one week's notice or by mutual agreement by both parties. All volunteers are to return any materials, files (electronic or otherwise) etc belonging to the Council prior to leaving.

## **APPENDICES**

Appendix 1      **Maribyrnong City Council Volunteer Involvement Decision Making Tree**

Appendix 2      **Maribyrnong City Council Volunteer Registration Form**

Appendix 3      **Volunteer Role Statement Template**

## **SIGN OFF**

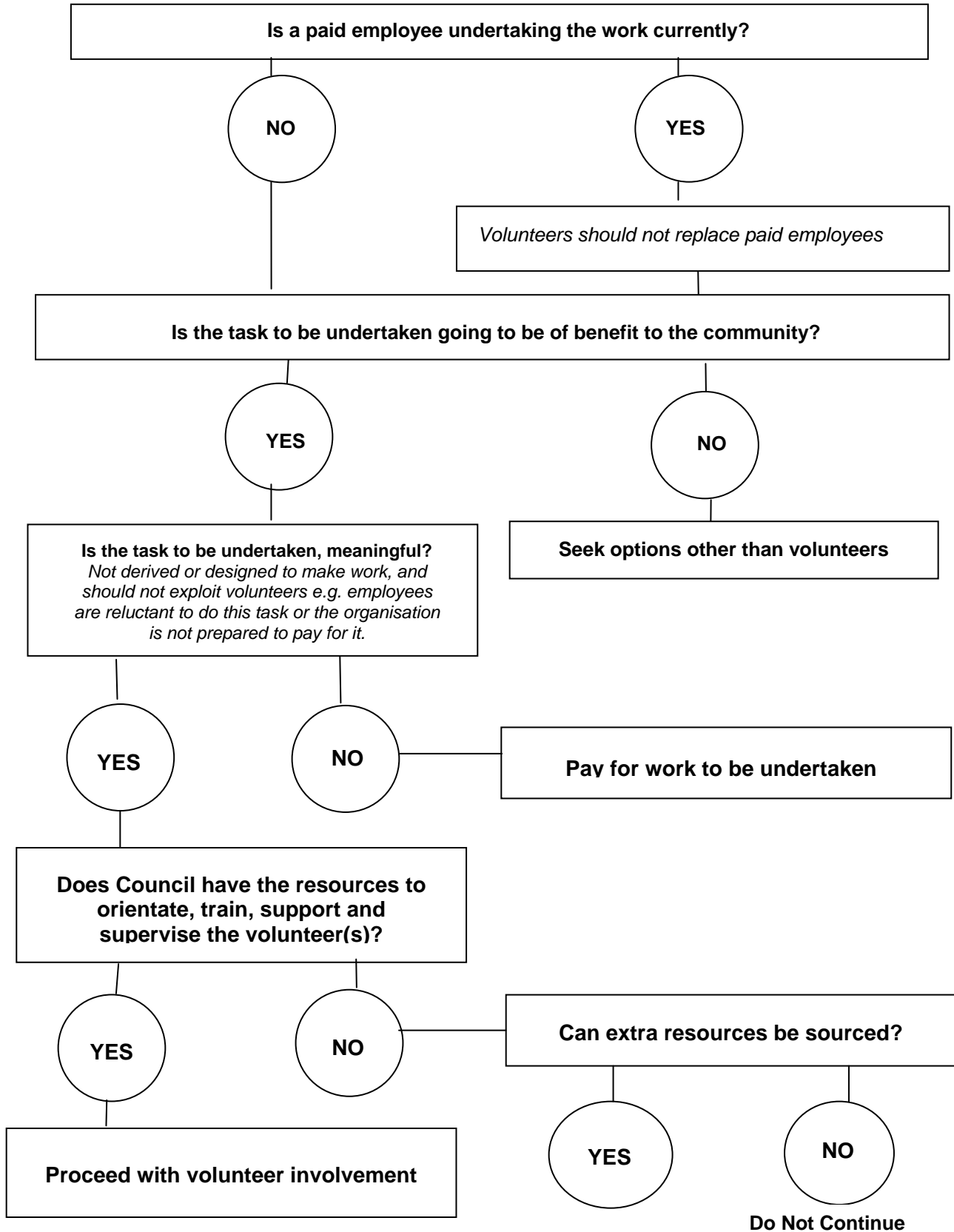
Signed:

Date:

Date for review:

Responsible officer:

## Appendix 1: Volunteer Involvement Decision Making Tree





# VOLUNTEER POLICY AND PROCEDURE



## Appendix 2: Maribyrnong City Council Volunteer Registration Form


<b>Maribyrnong City Council Volunteer Registration Form</b>		
<b>Applicant's Name</b>		
<b>Contact Details (Phone, Mobile, Email)</b>		
<b>Role Title including key tasks</b>		
<b>Reporting to:</b>		
<b>Hours and days of the week. Please indicate period of placement and MCC location.</b>		
<b>Do you have your own transport?</b>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<b>Do you have a current driver's licence? Make a copy of the drivers licence if driving is part of the volunteer role.</b>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<b>Do you have Comprehensive Motor Vehicle Insurance Cover? (If applicable)</b>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<b>Do you have any pre existing medical conditions or special needs that may affect the type of work you do as a volunteer?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <b>If so, please outline condition/s and restrictions on work.</b>		
<b>Person to contact in an emergency. (Name and phone)</b>		
<b>Name and phone number of two Referees:</b>		
<p><b>As a volunteer the following conditions apply:</b></p> <ul style="list-style-type: none"> <li>No payment will be made to you by Council.</li> <li>Only while you are assisting Council in the abovementioned clearly defined volunteer role, and while your assistance is approved and/or known by Council, you may be covered for Public Liability Insurance.</li> <li>While acting as a volunteer, a limited personal accident insurance cover will be affected by Council subject to the terms and conditions of the policy.</li> <li>Should any incident or near miss (resulting in injury or damage to property or any other parties) occur to you while you are acting as a volunteer of Council, you must notify your Supervisor immediately, or as soon as practicable.</li> <li>Maribyrnong City Council will not cover costs incurred by volunteers driving private vehicles or uninsured vehicles, comprehensive car insurance is recommended.</li> </ul>		
<b>I confirm that I have read and understand the abovementioned conditions</b>	<b>Signature:</b> _____ <b>Date:</b> _____	
<b>Date of Commencement:</b> <b>Please note:</b> Send copies of Registration form, Completed Role Statement, Copy of Drivers Licence if required, where applicable copy of working with children check and/ or confirmation of police check form to Organisational Development.		



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## Appendix 3: Volunteer Role Statement Template

<b>MARIBYRNONG CITY COUNCIL VOLUNTEER ROLE STATEMENT</b> 	
<b>POSITION:</b>	
<b>DEPARTMENT:</b>	
<b>LOCATION:</b>	
<b>REPORTS TO:</b>	
<b>HOURS OF DUTY:</b>	
<b>ROLE DURATION:</b>	
<b>PRIMARY OBJECTIVE OF POSITION:</b>	
<b>DUTIES AND RESPONSIBILITIES:</b>	<p>Adherence to the Victorian Occupational Health and Safety Act of 2004 and Council's Occupational Health and Safety policies.</p> <p>It is important that Volunteers consider their own safety and the safety of those around them while at work. This includes following health and safety guidelines and procedures and using protective clothing or equipment provided, when required. Volunteers must immediately report any injury, near miss, damaged equipment or any other hazard observed in the workplace.</p> <p>Practice Council's Equal Opportunity, Harassment and Bullying principles by treating fellow volunteers, employees and our customers fairly and equitably and without discrimination, harassment or bullying.</p> <p>Promote a positive image of the council to members of the public through professional standards of personal presentation and through the provision of services/advice in a courteous and efficient manner.</p>
<b>KEY TASKS</b>	1.