



**FRANKSTON ARTS CENTRE
VOLUNTEER MANUAL
& APPLICATION**

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1. INTRODUCTION

The Volunteer Manual aims to facilitate the opportunities for volunteers involvement and to recognize the significant contribution made by volunteers to Council and the community. This manual sets out to provide easy to understand guidelines for the recruitment, placement, support and acknowledgment of volunteers, while providing information to volunteers on their role, rights and responsibilities within Frankston City Council.

2. RECRUITMENT, SELECTION AND PLACEMENT OF VOLUNTEERS

2.1 Who can become a volunteer

There are no restrictions on gender or race, but a volunteer must be aged over 16 years and under the age of 70 years. It is important that each volunteer find areas of work where they can learn, be effective and enjoy the experience. Council reserves the right of refusal. Only those volunteers considered most suitable to take on the work available at the time will be placed. Consideration of particular skills/interests/capabilities are all considered when placing volunteers.

All prospective volunteers need to complete and return the following documentation:

- Volunteer Application Form (Appendix 2.0)
- Statutory Declaration (Appendix 3.0)

2.2 Matching volunteers to jobs

In order to ensure that a volunteer is matched to the right role the volunteer must have a clear understanding of what the role involves, what skills will be required to undertake the role and what standards are expected (refer to appendix 1.0 for general position descriptions).

The position description is a brief written summary of the duties and responsibilities of volunteer duties and ensures the aims and objectives of the program are being met. It is not a detailed record of every task and duty but a focus of expected outputs of the role and protects the rights of the volunteers. Roles description will be forwarded to volunteers once rosters have been set.

The role description will include:

- Position summary
- Organisational relationships
- Key areas of responsibilities
- Skills required
- Date and time required

Unlike paid workers, volunteers do not work under an award system and do not enter into an agreement based upon the provision of labour for a prescribed payment, which is protected by law. However, volunteers do enter into a contract with Council where they agree to perform certain tasks, which are of benefit to the organization and the community.

2.4 Safety Information

Volunteers need to be alert to potential hazards. A hazard & risk assessment form will be forward to volunteers before each event. The hazard & risk assessment identifies all of the potential risks to festival patrons, staff and volunteers.

The safety of Festival patrons is of paramount importance hence the need for all volunteers to complete a Statutory Declaration.

Volunteers should give the organization's phone number as a contact and referral point for further requests. Volunteers should always refer any unusual circumstances or difficulties incurred during the volunteer duties to their coordinator/supervisor, in order that they may be investigated.

2.6 Pre Volunteer Placement Checks

Proof of identity	Drivers license, passport
Referee checks	All new volunteers will be asked to provide two personal referees which may be checked either over the phone or in person.
Drivers license/insurance cover	If volunteers are required to transport clients, the appropriate driver's license will need to be sighted, as well as comprehensive insurance cover.
Endorsed License	Drivers of community buses over 14 seats in capacity will need to produce an endorsed driver's license.
Statutory Declaration	Signed and returned along with application

2.7 Letter of appointment

Volunteer are officially Volunteers when they have received a letter of appointment confirming their role and starting date and times.

3. VOLUNTEER RIGHTS AND RESPONSIBILITIES

Before volunteers can understand what their rights and responsibilities are, we need to be clear about their definition. **Rights:** Can be defined as what is fair and just treatment or something to which we are entitled. **Responsibilities:** Are actions for which one is liable to be accountable, either legally or morally.

Volunteers have the right to:

- Job satisfaction and to be assigned a role which is worthwhile and challenging;
- Have support and respect from their supervisor and fellow volunteer and paid staff;
- Share appropriate responsibilities with fellow volunteers and paid staff;
- Receive all information to the task that will help them perform their role;
- Assist with developing new skills;
- Be involved in decision making as appropriate;
- Receive a clear role description;

- Receive on the job supervision;
- Be given protection, insurance while performing their role;
- Be trusted with confidential information that will help them to carry out their role more effectively;
- Ask for a new assignment when they are ready to move on;
- Be well briefed on the organization and informed of new developments;
- Know who they are accountable to, and to have clearly defined channels of communication;
- Know the reason why if they are deemed to be unsuitable for a task;
- Receive appropriate feedback on their performance;
- Expect that the person supervising them will not give out their personal details;
- Know what tasks they will be expected to perform and to say 'no' to unacceptable tasks;

Volunteers have the responsibility to:

- Notify their supervisor if they are unable to attend;
- Maintain strict confidentiality on all matters relating to their volunteer activities except in the case of child abuse or safety issues for the client or the volunteer;
- Provide feedback, suggestions and recommendations regarding their activities to the appropriate people;
- Treat the people with whom they are working with respect;
- Be themselves, not to become over-committed;
- Not allow their own problems to overshadow the volunteer program;
- Be honest, patient and non-judgmental;
- Comply with Council's occupational health and safety policies and practices to protect themselves, other volunteers, staff and clients;
- Comply with Councils policies, protocols and procedures particularly in regard to dangerous and emergency situations;
- Wear the name lanyard at all times when engaged in Council activities;

<h3>3.1 Volunteer Code of Conduct</h3>
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As a volunteer of Frankston Arts Centre I understand that I am not to:

- Carry out first aid duties or similar duties
- Interfere in family situations, or press my own view, religious or otherwise
- Accept or give gifts, other than gifts of nominal value (ie. flowers, chocolates)
- In the course of my volunteer role I will not drive under the influence of any drug which may impair my ability to drive
- In the course of my volunteer role I will not consume alcohol prior to or whilst driving vehicle

As a volunteer of Frankston Arts Centre I will:

- Agree to Frankston City Council's policy on volunteering
- Respect clients, other volunteers and staff members privacy and information concerning individuals will be treated as confidential, unless there are child abuse or safety issues for the client or the volunteer, when I will report issues to my co-ordinator/supervisor as a matter of urgency
- Have a non-judgmental approach
- Be reliable and committed to the program

- Be responsible for payment of parking or traffic infringement penalties incurred whilst driving as part of my volunteer role

4. INDUCTION TRAINING

Frankston Arts Centre is committed to providing appropriate induction training to volunteers. Induction is an important process so volunteers feel part of the team and know to whom they report and what is expected of them. During inductions, volunteers are taken through the venue, introduced to key staff and are briefed on any potential hazards and risks.

5. SUPERVISION OF VOLUNTEERS

It is the responsibility of the Volunteer Co-ordinator to ensure that all volunteers are:

- Inducted to the Frankston Arts Centre site;
- Allocated a position and receive a role description;
- Understand their role description, code of conduct, rights and responsibilities;
- Aware of grievance procedure and liability coverage;
- Provided with an opportunity to provide feedback;

6. LIABILITY COVERAGE OF VOLUNTEERS

6.1 Public Liability Insurance

Volunteers are covered under Council's Public Liability insurance policy while they are acting within the scope of their duties for and on behalf of Council. The policy covers the legal liability of volunteers to third parties resulting from personal injury and/or property damage claims subject to the policy terms, conditions and exclusions. Volunteers working on Council property but under the direction/control of community groups are not covered under liability policy as they are performing work for and on behalf of their particular group not Frankston Arts Centre.

6.2 Personal Accident Insurance

Work Cover does not cover volunteers; however, volunteers (over 16 years of age) are covered under Council's Personal Accident insurance policy whilst they are acting within the scope of their duties for and on behalf of Council. Cover is provided against accidental bodily injury or death (excluding any condition that is also a sickness) according to a Schedule of Capital Benefits and subject to the policy terms, conditions and exclusions.

6.3 Motor Vehicle Insurance

Council does NOT provide insurance cover for volunteers' private motor vehicles, so in the instance of any accident the volunteer's private motor vehicle will not be covered by Council or the third party's motor vehicle insurance. In the instance of any accident, Council will not pay any expenses.

In regards to Council owned motor vehicles, volunteers are covered whilst driving a Council owned vehicle provided it is being driven with Council's

authority on Council business and the volunteer holds a current Driver's License. Council must sight and take a copy of the volunteer's Driver's License.

7. DEALING WITH CLIENTS/PUBLIC

When dealing with clients and or the public, volunteers needs to be aware that they are representing Council and that any contact with the media is to be made at a Management level or through the public relations officer at Council. If volunteers are unsure of a situation they should always speak to their coordinator.

Volunteers working with clients should be aware of their personal boundaries as a volunteer. What support and services they provide to clients within their role as a volunteer and what is not within their role. Volunteers need to feel it is O.K. to say no. Volunteers are required to wear a name badge at all times.

7.1 Confidentiality

Volunteers need to be made aware that the privacy of clients, other volunteers and staff is of paramount importance.

7.2 Identification

Identification of volunteers is important for client safety therefore a name lanyard (that clearly states volunteer), which is provided by Council should be worn at all times. All volunteers are issued with a laminated name lanyard.

8. GRIEVANCE PROCEDURE

Principles:

- Any volunteer has the right to make a complaint or raise any issue of legitimate concern;
- All issues/complaints will be dealt with according to the type and degree of complaint;
- There is fair and prompt response to issues/complaints raised;
- Volunteers will be provided with information of the procedure to raise complaints;
- Issues/complaints will be dealt with in a confidential manner;
- Grievances and outcomes will be recorded. Where appropriate copies of written outcomes will be forward to relevant individuals;

Responsibilities of volunteers in the grievance procedure:

- Ensure that the issue/complaint is legitimate and is not based on personal bias or personal value judgments;
- The volunteer must raise issue as they arise with the Volunteer Co-ordinator. The Co-ordinator will endeavor to resolve the conflict;
- The complaint/issue should not be discussed with other volunteers or staff;
- The volunteer must be prepared to enter into discussion/negotiation to ensure a satisfactory outcome for the client and themselves.

Grievance Procedure

1. Initially, the volunteer should discuss the situation with their co-ordinator, clearly outlining the grievance and the proposed action(s) required to alleviate the situation.
2. The volunteer co-ordinator will then need to talk to the third party involved in the dispute to get his or her views.
3. The volunteer co-ordinator may then call a meeting between the parties to discuss/mediate a solution to the dispute.
4. If the grievance/dispute is of major consequence to councils reputation or has legal ramifications the volunteer co-ordinator should pass this information on to their immediate supervisor or Manager.

Disciplinary Counseling

Disciplinary Counseling is to identify and rectify inappropriate or unsatisfactory behavior in dealing with clients and or/staff, or other volunteers. There are three stages of disciplinary counseling:

First stage: Counseling should be undertaken if a co-ordinator notices minor lapses in attitude, performance or behavior by a volunteer working under their direction. First stage counseling is a form of action over and above normal co-ordinator/volunteer communication.

Formal Counseling: Focuses on more serious instances of inappropriate or unsatisfactory behavior e.g. the volunteer's refusal to carry out an instruction, verbal abuse of staff members, other volunteers, members of the public, or clients.

Warning Counseling: May be undertaken in cases of serious inappropriate behavior or behavior which could result in breaches of duty of care. (Duty of care simply refers to the amount of care that could reasonably be expected from a volunteer in the performance of their duties) Volunteers should be warned that further inappropriate behavior could lead to revocation of their appointment.

Dismissal may occur where a volunteer has grossly misused or taken advantage of their role as a volunteer. This would include any instance of using an I.D. card, or authority as a volunteer to achieve any benefit, privilege or participation in any activity outside authorized duties with Council, any may also include unauthorized advice or instruction to clients. Any breach in confidentiality or any other improper practice i.e. stealing from a client would also be grounds for dismissal.

9. SEXUAL HARASSMENT AND EQUAL OPPORTUNITY

Sexual harassment and equal opportunity are key areas of policy for Council's paid staff and volunteers. Sexual harassment and discrimination is considered unacceptable and should not be tolerated, this includes when working in clients homes. Volunteers can talk over issues with their co-ordinator or manager and the matter will be treated seriously and sympathetically and dealt with according to Council policy. Any concerns can be discussed with equal opportunity contact officers who have been trained as Contact Officer to assist in resolving issues of discrimination, harassment and bullying.

10. OCCUPATIONAL HEALTH AND SAFETY

Frankston Arts Centre is committed to providing a healthy and safe environment for staff and the public. If you are involved in any accident you

will be required to fill out an Incident Form and advise the Volunteer Co-ordinator.

11. ADDITIONAL INFORMATION

11.1 Timesheets

All volunteers must complete a volunteer register which they are required to sign both on and off. Please ensure that you do sign on and off while working at Frankston Arts Centre. The Volunteer register is the evidence needed to ensure you are covered under our volunteer insurance policy for accident or injury.

11.2 Clothing

Volunteers must wear comfortable clothing, enclosed shoes, a hat if working outside and be prepared for all weather conditions.

Appendices

1. VOLUNTEER POSITION DESCRIPTION

To be completed by FAC Arts Access Officer.

2. APPLICATION FORM

You can mail, fax or email this form to Cube 37, Frankston Arts Centre, PO Box 490, Frankston, VIC 3199. Fax: (03) 9784 1706 Email: artsaccess@frankston.vic.gov.au

YOU ARE OFFICIALLY A VOLUNTEER ONCE YOU HAVE RECEIVED A LETTER OF APPOINTMENT CONFIRMING YOUR ROLE, STARTING DATE AND TIMES.

Tell us about you:

(In confidence – Personal information collected will be used by Frankston Arts Centre solely for event volunteering purposes in accordance with the Privacy Act).

First Name: _____ Surname: _____ Title: _____

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Date of birth: ___/___/___ Age: ___ Gender: Female / Male

Please complete all details legibly. If you are a returning volunteer, we need to check our records against this form for changes. Please make sure our records are correct by filling in all details.

Address: _____

Suburb / Town: _____ State: _____ Postcode: _____

Phone: (h) _____ (w) _____ (M) _____

Email: _____ Do you regularly use your email: Yes / No

Emergency Contact Person: _____
Phone: _____

Drivers Licence No: _____ Expiry Date: _____ Passport No: _____

Medical conditions: _____

Special Requirements (e.g. wheelchair access): _____

3. STATUTORY DECLARATION

STATUTORY DECLARATION MADE IN VICTORIA

INSTRUCTIONS FOR COMPLETION OF STATUTORY DECLARATIONS

The form of statutory declaration for use in Victoria which was previously contained in the *Evidence Act 1958* has been abolished. There is now no prescribed form of statutory declaration.

1. The DECLARANT must sign the Declaration where indicated
2. The WITNESS before whom the Declaration is made must:
 - (a) complete the place (suburb or town) where the Declaration is made and the date thereof:
 - (b) sign where indicated and underneath her/his signature print the following:
 - (i) her/his full name:
 - (ii) her/his address:
 - (iii) her/his qualification:

As per, the *Magistrates Court Act 1989* any of the following persons may witness the signing of a statutory declaration within Victoria:

A Justice of the Peace or Bail Justice	A member or former member of either House of the Parliament of Victoria
A notary public	A member or former member of either House of the Parliament of the Commonwealth
A barrister and solicitor of the Supreme Court	A councillor of a municipality
A clerk to a barrister and solicitor of the Supreme Court	A town clerk or shire secretary
The Prothonotary or a Deputy Prothonotary of the Supreme Court	A dentist
The Registrar or Deputy Registrar of the Country Court	A veterinary surgeon
The Principal Registrar of the Magistrates' Court	A pharmacist
The Registrar or Deputy Registrar of the Magistrates' Court	A principal in the teaching services
The Registrar of the Probates or an Assistant Registrar of Probates	The manager of a bank
The associate to a Judge of the Supreme Court or of the Country Court	A member of the institute of Chartered Accountants in Australia or the Australian Society of Accountants or the National Institute of Accountants
The secretary of a Master of the Supreme Court or of the Country Court	The secretary of a building society
A person registered as a patent attorney under part XV of the <i>Patents Act 1953</i> of the Commonwealth	A minister of religion authorized to celebrate marriages
A member of the police force	A person who holds an office in the public service that is prescribed as an office which s.107 of the <i>Evidence Act 1953</i> applies
The Sheriff or a Deputy Sheriff	A fellow of the Institute of Legal Executives (Victoria)

VICTORIA
STATUTORY DECLARATION

I, _____ (full name*)
of _____
_____ (address)

do solemnly and sincerely declare:

THAT I do not have any criminal record, convictions, findings or guilt and/or pending charges against me in any Court or Tribunal and/or a sentence or penalty imposed by a Court of Tribunal on charges including (but without being limited to) behaviour involving abuse of children, violence, theft or dishonesty, violent crimes or possession of a drug, trafficking in drugs or similar offences in either Victoria, any other state of Australia or under Commonwealth law.

AND I acknowledge that this declaration is true and correct and I make it in the belief that a person making a false declaration is liable to the penalties or perjury.

DECLARED at _____ (location*)
in the State of Victoria on the _____ day
of _____ (month*), 200_____

(Signature of
Declarant)

Before me:

_____ (full name*)
_____ (address*)
_____ (occupation*)

(Signature of
Witness)

I give my permission allowing Frankston City Council to conduct a random Criminal Record Check for my involvement with the community in Frankston's major events.