



**BYRON
SHIRE
COUNCIL**

Volunteer Induction Handbook

Section 355 Community Hall
Committee Members



TRADITIONAL HOME OF
THE BUNDJALUNG PEOPLE

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Fig.1 The majestic Cape Byron lighthouse

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This Volunteer Induction Handbook should be read in conjunction with
Council's Policies, Guidelines and Legislation.

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1. Welcome to Byron Shire

Welcome! Thank you for becoming a Council volunteer.

Byron Shire Council recognises that volunteers from the community make a valuable contribution. Through commitment and energy, volunteers enrich the fabric of the local community. Volunteers, while not considered to be employees of Byron Shire Council, are still owed a statutory duty while undertaking activities on behalf of Byron Shire Council.

This Volunteer Induction Handbook does not replace Council's Policies or Guidelines but has been designed to provide a brief understanding of your role.

A "volunteer" as defined in this handbook refers to volunteers engaged by a Committee of Council – in this case, Section 355 Committees and Boards of Management.

2. Volunteers' entitlements

- 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 the organisation for which you are working
- To be reimbursed for out-of-pocket expenses
- To not fill a position previously held by a paid worker
- To have access to a grievance procedure
- To be provided with an induction
- To have your confidential and personal information dealt with in accordance with the principles of the Privacy Act 1988
- To be provided with sufficient training to carry out your role
- To be invited to Council's training or workshops associated with the volunteer role, free of charge
- To be acknowledged of their contribution in an appropriate manner

3. Volunteers' limitations

- Are required to be approved by Council prior to commencement of the volunteer position
- Are required to perform their role in accordance with Council Guidelines, Statements, Policies and Procedures
- Are unable to receive a reward, discount or remuneration (i.e. a rate reduction) for volunteering
- Are unable to be engaged under the age of 18 or over the age of 90 years. (As they will not be covered by Council's insurer)
- Note that Council is unable to take responsibility for the maintenance, repair or replacement of private equipment used to carry out the role

4. Volunteer Registration

Volunteers must complete a Volunteer Registration Form and return this to Council before undertaking any volunteer work. This form will be provided during your induction.

5. How to become a Volunteer

Council advertises for volunteers via the Byron Shire Council website, as well as in the local newspaper when there is a need to fill vacancies.

Prospective volunteers may also nominate at any time via the online form and Council will assess these nominations as required.

6. Insurance

The following information is provided for volunteers registered with Council.

Property Insurance

Personal Effects

Council does not hold a policy for, nor does it cover, volunteers' personal effects such as tools, vehicles, jewellery, glasses etc

Public Liability

This insurance applies to third party liability for bodily injury and damage to property.

Whilst volunteering as authorised by Council and under the care and control of Council, Volunteers are generally protected against public liability claims under this policy. The cover does not extend to incidents where damage has been caused through wilful or deliberate acts or omissions or in relation to acts that are unlawful or not authorised by Council.

Councillors & Officers Liability Insurance

Volunteers engaged in Council activities **cover applies** with limitations for personal liability associated with wrongful acts or omissions (e.g., defamation, bullying, unfair dismissal, breaches of legislation); however, not where damage has been caused through wilful or deliberate acts, omissions, unlawful acts, or those not authorised by Council.

Personal Accident

Personal accident Insurance **cover applies** with limitations when volunteers are engaged by Council in, or on, activity connected with, or on behalf of, the Council.

Motor Vehicle

Volunteers' personal motor vehicles **are not covered** in any way including personal injury or property damage caused during journeys to or from a Council site or activity or whilst the vehicle is being used for purposes associated with the volunteering role.

If damage is caused or an incident arises, notify Council immediately.

All enquiries, please contact Council.

7. Work Health and Safety

Byron Shire Council is committed to providing a safe and healthy working environment for all workers, and other persons, so far as reasonably practicable. This will be achieved by Council, management, workers and volunteers all working together, following a program of health and safety activities and procedures which are funded, monitored, reviewed and audited to achieve best practice.

Volunteers are required to complete Work Health and Safety online training modules before undertaking volunteering duties.

Council's Work Health and Safety objectives are:

- a) To provide a safe and healthy work environment for all our Workers.
- b) To provide safe and healthy methods of work.
- c) To provide programs of health and safety activities and procedures which are continually updated and effectively carried out.
- d) To identify and eliminate or reduce hazards and risks to health and safety.
- e) To continually monitor and improve work health and safety.
- f) To provide education and training resources.
- g) To comply with all relevant laws, rules, standards and codes of practice.

Incident Reporting

All accidents, incidents, injuries and near misses must be reported to Council immediately by completing an Incident Notification Form. It is important to report everything no matter how small so Council can make improvements to minimise the risk of something similar reoccurring.

8. Smoke-free Policy

Smoking is prohibited in the following areas on Council land:

- a) within ten (10) metres of all children's playground equipment
- b) on all playing fields, sporting grounds and facilities (ie swimming pools, outdoor sports fields)
- c) at all events run or sponsored by Council
- d) in alfresco dining areas on public land
- e) within ten (10) metres of Council owned or managed buildings including balconies or covered areas of those buildings
- f) within all covered bus stops and taxi ranks
- g) within Council car parks

9. Responsible Behaviour and Code of Conduct

As a volunteer for Byron shire Council volunteers are expected to adhere to Council's Code of Conduct whilst conducting their duties.

All volunteers will be required to complete the Code of Conduct online training module before undertaking volunteering duties. Some of the topics covered include:

- No volunteer should be under the influence of illegal drugs or alcohol when volunteering
- Behaving in a responsible and reliable manner
- Adhere to the highest standards of honesty, integrity and confidentiality whilst representing Council

- Adhere to Council's acceptable use of social media
- Disclose any conflicts of interest which may have an impact on your obligations to Council
- Provide resignation in writing to Council, if applicable

10. Grievance / Complaints

A grievance is any type of problem, concern or complaint related to your voluntary work that may arise from an act, situation, decision, or omission which you consider to be unfair, discriminatory, or harassing.

Where feasible, it is encouraged to discuss your dispute with the concerned party. If this is not possible, there are several options for resolving a grievance. Always ensure a Council staff member is aware of the situation.

- Talk to a Council staff member and discuss the problem
- If you feel comfortable, discuss the problem with whoever is concerned
- Council will retain a record of the grievance for future reference and will implement a management plan if required.

All grievances will be dealt with the highest of confidentiality, impartiality, sensitivity and within a timely manner.

The Complaints Management Policy can be found on Council's website.

11. Legislation Compliance

Volunteers have a responsibility to comply with associated legislation which includes but is not limited to:

- Confidentially in accordance with the Privacy and Personal Information Protection Act 1998
- Work Health Safety requirements in accordance with WHS legislations
- Civil Liability Act 2002 No. 22 – Section 42 Principles concerning resources, responsibilities etc. of public or other authorities.

12. Forms and Templates

All forms and templates referred to in this document can be found on Council's website on the page entitled [Templates for Section 355 Committees](#).



BYRON
SHIRE
COUNCIL

**Council appreciates the efforts
of community members
who contribute to the betterment
of our Shire,
and acknowledges
the personal sacrifices
involved.**

Questions?

Contact the Community Development team on 02 6626 7000

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