



SFC VOLUNTEER POLICY

Last updated: August 2025

Policy number	03	Version	1
Drafted by	Jennifer Waithman	Approved by Board on	26 th August 2025
Responsible person	Amy Friesen & Sam Gould	Scheduled review date	26 th August 2026

1. Volunteer Policy and Guidelines

Responsible Party	Screen Fraser Coast (SFC) Management Committee
Link to Strategic Plan:	Build community capacity by creating opportunities for involvement or enjoyment that enable people to share their skills and knowledge.
Statutory Authority:	Anti-Discrimination Act 1991 Work Health and Safety Act 2011

Objective:

This policy will provide information to volunteers who are contributing their time and efforts to perform a voluntary service to SFC. Guidelines have been established in the areas such as volunteer selection criterion, health requirements and insurance of volunteers.

SFC is appreciative of all the great work that volunteers undertake, and the following guidelines will remind volunteers of their respective responsibilities as well as the responsibilities of SFC.

Policy Information:

1. Definitions of Volunteers

A volunteer is someone who performs a service out of his/her own free will without payment – sometimes referred to as formal volunteering.

SFC is engaging two kinds of volunteers:

- a. Volunteers who periodically participate in an activity, for example a working bee; and
- b. Volunteers who participate on a regular basis in volunteering work with Screen Fraser Coast.

The difference between members of a community organisation and volunteers

A ‘member’ of a not-for-profit organisation has certain rights and obligations set out in the organisation’s rules or constitution (for example, the right to vote at an AGM, attend meetings and access information) and in legislation.

As soon as an organisation asks a member to do something outside their role as a member, the person may be considered a volunteer (as well as a member). This has legal implications:

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- certain laws apply to volunteers (that may not apply to members), and
 - insurance may apply to volunteers and members in a different way.
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Procedure:

2.1 General Volunteer Positions

SFC will identify the opportunities able to be made available to volunteers and will promote these via its website and various volunteering platforms. Volunteer duty statements outlining the duties to be performed will be authorised by the Executive Committee (EC)/Volunteer Coordinator and made available to people interested in volunteering.

People may offer to volunteer for a long-term role as previously identified and/or on a short-term basis for specific events or activities.

2.2 Applications

Applications must be made on the Volunteer Application Form and include all required detail.

Applications received will be tasked to the EC/Volunteer Coordinator for consideration in relation to opportunities existing, taking into account the current workload, availability for supervision and training, and the requirement for assistance within the particular program area at the time.

Where a suitable position is available the EC/Volunteer Coordinator will undertake an assessment of the applicant's suitability for the specified role. This assessment will include consideration of risks associated with the role and duties to be performed. An interview will be arranged with the applicant to discuss the position requirements and assess the applicant's capacity to complete them.

SFC reserves the right to not accept an application where the EC/Volunteer Coordinator determines that a suitable position is not available, or the applicant is considered unable to meet the position requirements. Volunteers will be informed in writing of the outcome of their application. Acceptance letters will include details of the volunteer engagement, including the name and contact details of the designated supervisor, a copy of the volunteer position description, detailing the main role and duties to be performed, and the volunteer handbook.

Completed application forms for applicants offered volunteer positions will be entered in the SFC volunteer database. The original signed form will be registered in a confidential file. As the database contains personal information access will be provided to only the EC/Volunteer Coordinator.

2.3 Pre-Employment Screening and Reference Checks

Where appropriate for the duties of the volunteer position SFC may undertake a police check, and may request the names of referees who can be contacted to verify the applicant's identity, skills and attributes.

2.4 Induction

Upon commencement of duties volunteers will be required to undertake an induction to ensure they understand their rights and responsibilities in relation to their role. Inductions will include information relating to:

- Workplace health and safety;
- SFC's Code of Conduct and values;
- The role of volunteers;

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- Program specific information relating to the volunteer's work area; and
- Relevant policies and procedures.

The induction will be provided by the EC/Volunteer Coordinator.

Volunteers will be required to complete and sign the Volunteer Induction Acknowledgement Form, also to be signed by the EC/Volunteer Coordinator and recorded in the volunteer database.

Volunteers will also be given a site-specific safety induction prior to commencing duties, as required.

2.5 Volunteer Hours

The hours of work to be performed by adult volunteers will be by way of mutual agreement between SFC and the volunteer. For volunteers under the age of 18 years, hours of work will be in accordance with the *Child Employment Act and Regulation 2006*. *On each occasion work is performed volunteers are required to complete the volunteer work register.*

2.6 Volunteer Identification

For identification purposes the EC/Volunteer Coordinator will provide each volunteer with a 'volunteer badge' and/or other alternative form of identification where required.

2.7 Supervision of Volunteers

Volunteers will be provided with an appropriate supervisor who is a SFC EC and/or a designated Volunteer Coordinator. Work undertaken by a volunteer must be supervised either directly by an onsite supervisor, or indirectly where the supervisor is aware of the work being carried out.

2.8 Tools and Personal Protective Equipment (PPE)

As part of the risk assessment process the EC/Volunteer Coordinator will identify any PPE and tools which may be required for the projects and/or activities being undertaken by volunteers. All SFC supplied tools and PPE provided will be registered on the Volunteer Tool and Protective Equipment Register.

Volunteers are required to wear appropriate PPE as provided while undertaking duties.

In some instances, it will be necessary for volunteers to supply their own PPE, such as broad brimmed hats, appropriate footwear, long sleeved shirts, sunglasses and sunscreen. Volunteers will be notified of such requirements by the EC/Volunteer Coordinator prior to commencing duties.

Volunteers are not to use their own tools, machinery or equipment unless it has been inspected and certified by a duly authorised and/or qualified person. All tools and equipment inspections and certifications are to be recorded on the Volunteer Tool and Protective Equipment Register.

The supervisor must not allow work to commence unless the appropriate PPE is being used and any tools, machinery and equipment are safe and fit for purpose.

2.9 Training and Development

Volunteers will be provided with appropriate on the job training to enable them to undertake the required duties. Volunteers may be required and/or interested in undertaking training relevant to their roles. All training requests need to be documented by the EC/Volunteer Coordinator and that all training undertaken is recorded in the volunteer database.

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2.10 Performance

Volunteer performance will be monitored by the supervisor and any issues promptly identified, recorded and addressed in line with principles of natural justice.

2.11 Complaints and Grievances

The raising of complaints and grievances must be in accordance with the Code of Conduct. Volunteer complaints and grievances will be managed in accordance with SFC's Grievance Policy.

2.12 Termination/Cessation of Engagement

SFC has the right to terminate a volunteer engagement should the volunteer's performance or conduct fail to comply with SFC's values, policies and procedures or places another person at risk; or if suitable volunteer work is no longer available. The EC/Volunteer Coordinator is responsible for terminations.

A volunteer has the right to withdraw from their engagement at any time.

Volunteers who wish to terminate their voluntary engagement with SFC are requested to notify their supervisors and complete the Volunteer Cessation Form which will be filed for removal of details from the volunteer database. All identification and other material provided to the volunteer as part of their engagement is to be returned to SFC prior to leaving

2.13 Volunteers for Short Term/One-off Events

It is recognised that part of this procedure may not be applicable to people who volunteer for short term/one-off events that SFC may stage. With such events SFC will ensure that prior to engaging in any duties volunteers are:

- Provided with information about the activity and duties to be performed.
- Advised of relevant workplace health and safety requirements; and
- Registered as a volunteer for the event.

3. Fitness for Duties

SFC has the sole responsibility in the selection of the person to carry out volunteer work. Volunteers must disclose any medical condition they have that could affect their duties with SFC.

All permanent volunteers, including existing volunteers, may be asked to undertake a health assessment by their doctor, prior to commencing volunteer work with SFC.

All other volunteers are required to advise SFC of any serious health conditions via the Volunteer Medical-In-Confidence form.

4. Health and Safety Compliance

Volunteers are required as far as reasonably practicable to exercise reasonable care to prevent personal injury and damage to property. Only volunteers that have completed their induction are permitted to work and must take all such reasonable precautions and measures to ensure that all premises and equipment is maintained in a safe and sound condition. All volunteers must comply with statutory obligations and/or regulations imposed by any public authority for the safety of person or property.

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The volunteer must follow SFC's Induction Policy, Safety Policy and associated procedures as well as instructions from SFC which apply to the tasks they have volunteered to perform. The volunteers are requested to perform the tasks they have volunteered to perform with due care, skill and diligence. SFC will ensure as far as is practicable that volunteers are not exposed to risks to their health and safety arising from the workplace.

The volunteer must tell SFC or his/her supervisor:

- if they have any concerns about the work they are undertaking or the working conditions; and
 - as soon as practicable if they incur any injury and follow the incident reporting procedure.
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5. Ethical Behaviour and Teamwork

The volunteer must not incur expenditure on behalf of SFC or make statements on behalf of SFC.

SFC is committed to upholding the right of privacy of all individuals who have business dealings with the SFC and will take the necessary steps to ensure that any information that customers share remains confidential. Each volunteer has an obligation to uphold this policy and ensure any personal information that comes to their attention is kept strictly confidential.

Teamwork is highly valued and it is important that volunteers work as a team, as well as respect the functions and requirements of the EC, committee members, and future paid SFC employees.

6. Insurance Information

Volunteer workers who are registered with SFC are covered within the terms and conditions of the SFC's Public Liability insurance policy for third party personal injury or damage to property caused by an occurrence in connection with the business of the SFC. The Volunteers are also covered under SFC's Personal Accident policy (subject to terms and conditions of the policy).

Volunteers' own motor vehicles are not covered under SFC's insurance policy and therefore SFC strongly recommends that all volunteer staff using private vehicles have their own comprehensive motor vehicle insurance cover. Volunteers should note that the SFC does not pay insurance costs for private vehicles. SFC will not cover costs incurred by volunteers driving their own vehicles.

SFC is unfortunately unable to accept any volunteers over the age of 80 as per the instructions of SFC's insurer. SFC also cannot accept volunteer workers under the age of 18.

Any injury which occurs while the volunteer is travelling to and from work is not covered by SFC insurance, unless the injury occurs during a deviation from the normal route made at the request or direction of SFC.

7. Review Timelines

This procedure will be reviewed when any of the following occur:

6.1 The related information is amended or replaced; or

6.2 Other circumstances as determined from time to time by the EC/Volunteer Coordinator.

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