

Of Volunteers There is No End!

by Pam Zweck-Silcock

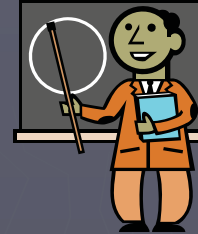


**Of Volunteers there is
no end!**



**ANZTLA Conference Immanuel College,
South Australia July 2013**

The presentation will include -



Definition of a Volunteer

Work Health & Safety Act 2012 and Volunteers

Volunteer Manager/Management tasks

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What's 'Special' about Volunteering in a Theological Library?

► Vocation

► Pastoral Care



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Volunteering Definitions

- ▶ Formal volunteering is an activity which takes place through 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

Volunteer Australia



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Who is a Volunteer?

- ▶ Who is a volunteer?
- ▶ A volunteer is a person who is acting on a voluntary basis (irrespective of whether the person receives payment for out-of-pocket expenses).
- ▶ [http://www.mccullough.com.au/icms_docs/122024_Construction - 29 March 2012.pdf](http://www.mccullough.com.au/icms_docs/122024_Construction_-_29_March_2012.pdf)

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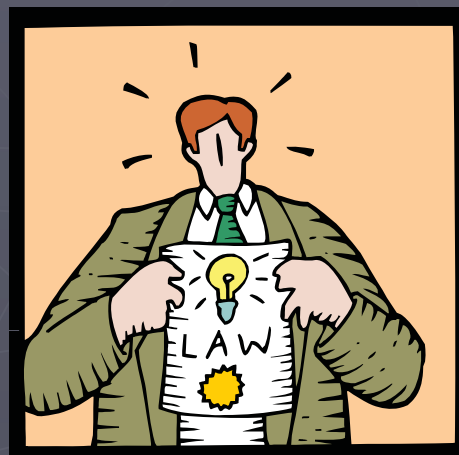
And another!

- ▶ To volunteer is to choose to act in recognition of a need, with an attitude of social responsibility and without concern for monetary profit, going beyond one's basic obligations
- ▶ Volunteerism is love made visible and it changes lives, changes communities and can change the world. And this, my dear friends, is what keeps us doing what we're doing and loving it passionately!

By the People by Susan J. Ellis and Katherine H. Campbell

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Legislation, Rules, Legislation and Compliance



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Harmonisation – Work Health & Safety Act 2012

- ▶ Safe Work SA provide a link to a fact sheet provided by Piper Alderman, regarding the implications for volunteers and volunteering under the changed legislation.
- ▶ http://yooyahcloud.com/VOLUNTEERSA/JrSquc/OHS_Harmonisation_Fact_Sheet.pdf

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WHS Act 2012 – who or what is a Volunteer?

- ▶ A volunteer is a person who is engaged to perform tasks on a voluntary basis, as required, without reward.
- ▶ Volunteers engaged by NFPs are deemed 'workers' for the purpose of the WHS legislation and will owe, and be owed, a duty of care.

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WHS Players

Person Conducting a Business or Undertaking

Officers

Workers, including volunteers



Person Conducting a Business or Undertaking (PCBU)

- An organisation
- Principal
- Board of Directors
- Executive Officer



Who is an Officer?

- ▶ Persons deemed an 'officer' will have a duty under the WHS legislation to exercise due diligence.
- ▶ This duty will exist irrespective of whether the officer is a **volunteer**, or in a paid position.
- ▶ An 'officer' for the purposes of the WHS legislation carries the same definition as 'officer' of a corporation under the *Corporations Act 2001*.

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Officer

- A director or secretary of the corporation
- A person who makes, or participates in making, decisions that affect the whole, or a substantial part, of the business of the corporation
- A person who has the capacity to affect significantly the corporation's financial standing



Corporations Act 2001

Volunteer Officer

- ▶ Can a volunteer be defined as an officer?
 - ▶ Yes.
- ▶ But if they are an officer of a PCBU, and are a volunteer, they must comply with the WHS duties of an officer.
- ▶ These duties are found at section 27 of the WHS Act

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Volunteer Officer

- ▶ The only distinction that is relevant for NFP officers is that a **volunteer officer** can not be prosecuted for a breach of their officer duties.
- ▶ A **volunteer officer** can however be prosecuted under the WHS legislation for failing to comply with their duty as workers

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WHS Act 2012 – responsibilities of volunteers (workers)

- ▶ Volunteers need to comply with the Work Health and Safety Act 2012.
- ▶ Volunteers in a workplace, must take reasonable care for their own health and safety, and ensure that their actions do not adversely affect others.

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Volunteer Association

- ▶ What is a volunteer association?
 - ▶ A volunteer association is a group of volunteers that has no paid employed persons.
- ▶ An association which doesn't employ workers is not regarded as a Person Conducting a Business or Undertaking (PCBU).

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PCBU – Volunteer Association

- ▶ When does a volunteer association become a PCBU?
 - ▶ As soon as a volunteer association employs a person to carry out work for the volunteer association, then the volunteer association becomes a PCBU and all of the duties relevant to a PCBU apply.

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Volunteer Protection Act 2001

- ▶ <http://www.ofv.sa.gov.au/favicon.ico>
- ▶ An all Australian Volunteer Protection Act is non-existent – under individual States and Territory
- ▶ -Harmonisation for the Volunteer Protection Act?



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Volunteer Management



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We can offer Volunteers a range of experiences including exhaustion, emotional overload, lack of support and stark terror!



Why a Volunteer Manager

- ▶ Risk management issues
- ▶ Enhancing volunteering experience
- ▶ Giving support
- ▶ Coordination
- ▶ Record keeping
- ▶ Creating new volunteer opportunities
- ▶ Orientation & Induction



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What's involved in Volunteer Management?

- ▶ Recruitment of volunteers
- ▶ Ensuring compliance of legal requirements
- ▶ Establishing and/or maintaining a database of volunteers
- ▶ Establish consistency of processes
- ▶ Orientation of new volunteers
- ▶ Establishing and and/or updating job descriptions for each volunteer role

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There's more!

- ▶ Establishing training and professional development to meet the needs of volunteers
- ▶ Acknowledging volunteers
- ▶ Establishing a volunteer page on institution's web site
- ▶ Conducting appraisals and reviews
- ▶ Anything else!

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Ensure Compliance of Legal Requirements

- ▶ National Standards
 - Work through each standard
- ▶ Police checks
- ▶ Other Acts relevant to volunteers
 - Volunteer Protection Act 2001
 - ALIA Statement
 - New Zealand's Best Practice Document
- ▶ Training
 - WHS
 - Safe Place
 - Mandatory Reporting/Child Safe Environment



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Recruitment of Volunteers

- ▶ Recruit volunteers locally
- ▶ Advertise for volunteers
- ▶ Ensure consistency of the recruitment processes
- ▶ Respond to direct volunteer enquiries
- ▶ Interview prospective volunteers



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Orientation for new Volunteers

- ▶ Orientation Pack
 - Mission Statement
 - Volunteer Policy
 - Registration and Agreement Form
 - WHS Legislation
 - Rights and responsibilities
 - Reporting channels
 - Behaviour guidelines
 - Disputes and Resolution Policy
 - Equal Opportunity Policy
 - Job Description
 - Privacy Policy



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Establishing and/or Maintaining a database of Volunteers

Include easy, accessible, information

- Training achieved
- Training needs
- Interests/Hobbies
- Professional development required/requested
- Anniversaries

Include additional information where appropriate

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Facilitating Training and Professional Development to meet needs of Volunteers

- ▶ Professional Development
 - Required for the particular role
 - Requested by volunteer
- ▶ Record renewal dates - database to generate renewal dates
 - Mandatory Reporting/Child Safe Environment
 - Safe Place
 - Police Checks
 - First Aid
- ▶ Training
 - As per Office of Volunteer and Volunteering SA
 - <http://www.volunteering.sa.gov.au/>



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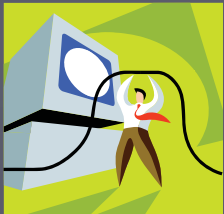


Acknowledging Volunteers

- ▶ Acknowledge
 - Birthdays
 - Anniversaries
 - Achievements
- ▶ Suitable ways to acknowledge
 - Web page
 - Certificates
 - Other
 - ▶ National Volunteer Day/International Volunteer Day
 - ▶ Morning Tea



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Volunteer Web Page

- ▶ Stories
- ▶ Photos
- ▶ Feature volunteers
- ▶ Acknowledge anniversaries and achievements
- ▶ Application/Interest link
- ▶ Events

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Resources

- ▶ **Volunteer forms and sample/templates policies, job descriptions, etc.**
- ▶ <http://www.ourcommunity.com.au/>
- ▶ **General information on a Volunteer Management Steps**
- ▶ <http://www.volunteerhub.com/tour/volunteer-management/volunteer-database/>
- ▶ **Volunteer Associations**
- ▶ http://www.volunteeringaustralia.org/html/s01_home/home.asp
- ▶ <http://www.volunteering.sa.org.au/>
- ▶ <http://www.ozvpm.com/>
- ▶ http://www.volunteeringnz.org.nz/wp-content/uploads/2012/11/2012_VNZBestPracticeGuidelines_webA3_v1.pdf
- ▶ **Volunteering in Faith Organisations Resources**
- ▶ <http://www.ozvpm.com/2005/05/01/lessons-from-the-pulpit//>

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Resources, Cont

- ▶ **Journals**
- ▶ *Australian Journal on Volunteering/Volunteering Australia*
- ▶ *Involve - sign up*
- ▶ [Australian Journal on Volunteering - Volunteering Australia](#)
- ▶ **Monographs** (all in Löhe)
- ▶ *Volunteer Management an essential guide/ Joy Noble, et al. Volunteering SA, 2nd ed., 2003*
- ▶ *Best of all: the quick reference guide to effective volunteer involvement/ Linda Graff, 2005*
- ▶ *Training lay leadership/ Guido A. Merkens , CPH, 1961*
- ▶ *Manage Volunteers/ Danny Slater, Community Services, TafeSA, 2008*
- ▶ *Volunteer management : a resource manual/ Margaret Curtis & Joy Noble, Volunteer Centre of South Australia, 1993*
- ▶ *National Standards for involving volunteers on not for profit organisation, Volunteering Australia*
- ▶ *Attracting and managing volunteers : a parish handbook*
- ▶ <http://www.ozvpmbookstore.com/>

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Resources, Cont.

► **Online Newsletter – OZVPM site –**

[OzVPM – Newsgroup](#)

Fact Sheets

[OFV Resources](#)

► **Data Management System**

<http://www.volunteer2.com.au/volunteer-impact-intro.asp>

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