



# GEELONG REGIONAL LIBRARY CORPORATION

## VOLUNTEER HANDBOOK

### Policy & Guidelines

<b>Policy and Guideline Name</b>	<b>Volunteer Handbook Policy and Guidelines</b>
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<b>Related Policies /</b>	GRLC OHS Policy
	GRLC OHS Policies and Procedures
	GRLC Police Records/Working with Children Policy
	GRLC Social Media Policy (draft)
	GRLC IT Security Policy
	GRLC Equal Opportunity Policy
	GRLC Discrimination and Harassment Policy (includes Sexual Harassment)
	GRLC Media Relations Policy

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## **Section 1 Context and Policy Statement**

### **Purpose**

The Geelong Regional Library Corporation (GRLC) believes that encouraging volunteer involvement in library projects and activities can deepen understanding of what twenty first century libraries do and build networks of advocates and supporters. With volunteers, library services can be energised and enhanced and we can reach more people.

This handbook makes explicit the arrangements the GRLC will put in place to support the volunteer experience.

### **Context**

The GRLC provides library and information services to residents and visitors across the Geelong region on behalf of our four member councils: Borough of Queenscliffe, City of Greater Geelong, Golden Plains Shire and Surf Coast Shire.

Our vision is for “A strong vibrant connected community, enriched by reading, empowered by learning and inspired by information and ideas’. We provide free, universal access to lifelong learning through our network, which includes a central library, 15 community libraries, Community Library Service, two mobile libraries and our website. As a service we encourage and facilitate the free exchange of ideas and information as vital action for a democratic society. We support the right of all community members to read, learn and grow. We promote and deliver for free universal access to information, ideas and works of the imagination. We encourage involvement from the broadest spectrum of users. Community needs, aspirations and diversity are the key drivers for the way we shape and deliver our service.

### **Scope**

The GRLC Volunteer handbook provides a comprehensive overview of the terms by which volunteers engage with the GRLC. These terms will be applied consistently across the organisation, irrespective of the volunteering activity being undertaken. Program specific information is not included in the handbook; it will be provided by volunteer supervisors for particular programs or activities. This handbook will also assist staff in the engagement and development of volunteers working on programs and activities.

The handbook references a number of other GRLC policies where more detailed information on particular matters can be found. These policies can be provided to volunteers as requested and required for specific programs or activities.

### **Volunteer Policy Statement**

By engaging volunteers the GRLC can improve community understanding of what modern libraries do, build community connections and achieve more. The best way for volunteers to make a contribution to our library services is within well-structured programs that meet organisational needs.

All volunteers will be recruited through transparent processes and be given a description of their role, rights and responsibilities before they commence with the organisation. Volunteers will be provided with appropriate training, supervision and a safe working environment.

Volunteering is not a substitute to paid work, and volunteers do not replace paid workers nor constitute a threat to the job security of paid workers.

### **Definition of Volunteering**

Volunteering is time willingly given for the common good and without financial gain (Volunteering Australia).

## **Volunteer opportunities at the GRLC**

Our libraries provide a number of opportunities for volunteering which include work in the Heritage Centre, Community Library Service, events and special programs. GRLC will continue to explore opportunities to expand volunteer involvement in activities like tours, Friends Groups, computer coaching, peer to peer learning groups using new technologies, homework clubs, learning and practicing English and many more. Information about volunteering opportunities will be promoted on the GRLC's website.

## **Section 2 – GRLC Volunteer Guidelines**

### **1. Best Practice Standards**

Volunteers are a valued resource at GRLC so we aim to achieve best practice standards in volunteer management, in line with the 2015 Australian National Standards for Volunteer Involvement. These standards 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.

The standards cover: leadership and management of volunteer programs, volunteer roles and responsibilities, recruitment and support, safe work practices, review and continuous improvement.

### **2. Rights and Responsibilities of Volunteers**

**As a volunteer you have the right to:**

- Work in a healthy and safe environment
- Be interviewed and engaged in accordance with equal opportunity and anti-discrimination legislation
- Accurate and truthful information about the organization for which you are volunteering
- Be given a copy of the organizations volunteer policy and any other policy/procedures that affect your role
- Not to fill a role previously held by a paid worker
- Have a role description and agreed hours of contribution
- Be provided with orientation to the organization and the role
- Be acknowledged for your contribution
- Have your confidential and personal information dealt with in accordance with the principles of the Privacy Act 1988, and
- Be provided with appropriate training and support to carry out your role.

**As a volunteer you have the responsibility to:**

- Be reliable
- Respect confidentiality
- Carry out the role specified in the role description
- Be accountable for your actions
- Undertake training as required by the organization
- Ask for support when you need it
- Let the organization know as early as possible if you are unable to attend
- Be courteous to patrons, staff and other volunteers
- Raise any issues you may have with the organization and not denigrate the organization to patrons, staff and other volunteers

- Give notice before you leave the organization
- Value and support other team members and act with integrity and honesty
- Treat all people with courtesy and respect even when disagreeing with their views
- Recognise there are legitimate differences in opinions, race, culture, religion, language, gender and abilities and act to prevent offence or embarrassment being caused
- Be committed to the work and act in the interest of the GRLC as a whole.

## **Rights and Responsibilities of GRLC**

### **The organization has the right to:**

- Make decisions about appropriate placement of its volunteers
- Review volunteer performance according to organizational policies and procedures
- Expect volunteers to perform the given tasks to the best of their ability, be prompt and reliable
- Expect from volunteers, respect and courtesy towards all patrons, other volunteers and paid staff
- Set the parameters and guidelines of the volunteer work roles
- Release a volunteer who is not appropriate for the volunteer tasks.

### **The organization has a responsibility to:**

- Provide a clear outline of duties
- Provide orientation and necessary training
- Set clear lines of communication about complaints and conflict resolution procedures
- Provide safe, healthy working conditions
- Include volunteers in relevant decision making processes
- Provide supervision and support
- Provide emergency procedures guidelines
- Provide required documentation relating to the volunteer work to be undertaken.

## **3. Recruitment & Volunteering**

### **Recruitment**

Potential volunteers will be provided with relevant information about the GRLC, the volunteer role and the recruitment and selection process relating to the role they are interested in. Information about volunteer roles will be available on the GRLC website and by contacting relevant GRLC staff.

Volunteers will be selected in a non-discriminatory manner in line with GRLC's policies and procedures, taking into account a volunteer's ability and suitability to perform duties, as well as any site or program specific requirements.

Potential volunteers may be required to meet with the Volunteer Supervisor, and/or attend an information session and interview.

When required, volunteers will be given information about the role and any associated conditions required for the placement (i.e. Police or Working with Children's Checks).

Applicants who do not meet the selection criteria may not be accepted for the role and will be advised of the outcome and, where appropriate, advised of any other suitable opportunities.

If required, a prospective volunteer may be asked to provide referees. These referees will be contacted to confirm the person's identity, skills and attributes.

### **Police Checks and Working with Children Checks**

A Police Check and a Working with Children Checks will be required for all volunteers with GRLC. It is essential that these checks are processed before commencing a role at GRLC. Copies of the checks will be placed on the volunteers personnel file and volunteers will be reimbursed for the cost of the checks.

For more information about what is required prospective volunteers are advised to review the Victoria Police website and the Working With Children Check websites. For information about renewal timelines and disclosure of criminal records guidelines volunteers can refer to the GRLC Police Records/Working with Children Policy.

### **Induction**

All volunteers will be given an induction at the commencement of their role by the relevant supervisor. This will include a site specific induction and orientation, and completion of GRLC Volunteer Workplace - OH&S Induction checklist – (Appendix 7) and General Induction Checklist (Appendix 8). Once completed, these checklists sit in the volunteer's personnel file.

The induction will include an overview of the Volunteer handbook, and any specific program requirements including tasks to be undertaken, equipment to be used and procedures. Volunteers will also be provided information about management and supervisory arrangements along with an introduction to members of the team. Volunteers will be required to sign the Volunteer Agreement (part of the Volunteer Application Form) confirming their willingness work within the GRLC's volunteer guidelines as expressed in this document and commit to the requirements of the role.

The induction process will also include reference to GRLC Occupational Health & Safety Policy, Discrimination & Harassment Policy and the Equal Opportunity Policy.

### **Absences**

If expecting to be absent from a scheduled duty, volunteers must inform their Volunteer Supervisor as far in advance as possible so that alternative arrangements may be made. Continual absenteeism will result in a review of the volunteer's role.

### **Reimbursement of expenses**

Volunteers should obtain *pre approval* from their Volunteer Supervisor before incurring expenses for which they later seek to be reimbursed (Appendix 3 - Approved Reimbursement Claim). Volunteers will be required to provide relevant tax invoices/receipts to their Volunteer Supervisor, and need to be aware that reimbursement may not be possible on the spot.

### **Insurance**

A volunteer is covered for Public Liability Insurance and Personal Accident Insurance when they are in an authorised volunteer role at the GRLC (under arrangements with the City of Greater Geelong subject to the terms and conditions of the policy). Coverage will be provided when the volunteer is engaged in their appointed role on the day/s and at the time that is agreed and approved by the Volunteer Supervisor. It is critical that the volunteer sign in on the days and times that they are engaged, and the Volunteer Supervisor maintain sign



in and sign out sheets for this purpose. The acceptance of any insurance claim will be at the discretion of insurance company providing the coverage. A copy of the policy summary is available on request. Volunteers are encouraged to have their own private health insurance and ambulance cover.

### **Gifts**

Volunteers are discouraged from accepting gifts from patrons unless the gift is of a small, modest kind such as a box of chocolates and refusal is likely to cause embarrassment or offence. Gifts that may result in personal financial benefit must be declined politely and reported to your supervisor.

Please inform the Volunteer Supervisor of any gifts or offers that may have been made to you. Details will be recorded on your personnel file and any additional steps will be taken in consultation with you Volunteer Supervisor.

### **Concerns or Grievances**

Volunteers are encouraged to raise any concerns or grievances about their work, patrons or their supervisor, initially with the staff/patron involved, aiming for a quick and friendly resolution. If the matter requires further attention you can choose to discuss the concern with the Volunteer Supervisor or the Manager, Human Resources.

### **Exiting a volunteer program**

On ceasing to volunteer with GRLC, volunteers will be required to return any GRLC equipment or documents, including uniforms and badges, within a reasonable length of time. Volunteers will be properly thanked and their contributions acknowledged. If possible volunteers will be invited to participate in an exit interview (Appendix 4 - Volunteer Exit Interview).

### **Vehicle use**

For specific programs volunteers may agree to drive their own vehicle as part of their volunteer role. Drivers must have a current Victorian Drivers Licence and the vehicle being used must be roadworthy and be comprehensively insured. Your Volunteer Supervisor will provide program specific driving information and documentation if and when required. Prior approval is required from Volunteer Supervisor in relation to reimbursement of any driving expenses.

## **4. Safety in the Workplace**

GRLC complies with all occupational health and safety legislation (including Sexual Harassment legislation that applies to volunteers), and ensures all buildings and grounds are safe for patrons, staff and volunteers. For your safety and the safety of others as a volunteer you need to be aware of Occupational Health and Safety procedures, and it will be your responsibility to undertake tasks in accordance with any safety guidelines you are given. This will be part of your induction prior to your commencement.

### **Looking After Yourself**

Staying healthy while you are volunteering is important. There are a variety of ways you can ensure you feel up to the tasks. These include making sure you look after yourself both at work and at home. The following are a few tips:

- Ensure you are in the right volunteer role.
- Establish your personal priorities.
- Avoid over commitment of your time.
- Move on or change roles when your role is no longer fulfilling.
- Accept that there are some things you may not be able to change.
- Seek help from others when you need it.

- If your volunteer role is stressful, debrief with your workplace supervisor, it may not be the right role for you.
- Don't be afraid to take time off from your role if you are sick or need a break.
- Have fun and remember to laugh!

### **Incidents**

If you are involved in any accident or incident or incur an injury, while undertaking your volunteer role at GRLC you must fill in an Incident Report Form (Appendix 6), and forwarded to your Volunteer Supervisor immediately. Any health and safety issue a volunteer notices should be brought the attention of a staff member or Volunteer Supervisor as soon as possible.

At the end of this section there is a list of reference legislation and GRLC internal policies that relate to safety in the workplace. Specific information that relates to your role will be noted in your role description and included in the induction and orientation processes.

## **5. Privacy & Confidentiality**

### **Privacy**

Your privacy and that of everyone in the organization, is protected under the Privacy Amendment Act 2000 and the *Privacy and Data Protection Act 2014*.

You are obliged to keep confidential information obtained that relates to personal and private data of individuals. Do not divulge or seek personal information from other colleagues, unless it is of mutual consent and outside of your volunteering environment.

You will be advised of what sort of personal information is held, its purpose, how it is collected, stored, used and disclosed and how to access your information. Information about volunteers such as contact details will not be given out without the permission of the volunteer.

If you have any questions, please contact your Volunteer Supervisor.

### **Confidentiality**

Volunteers are required to respect the confidentiality of GCLC information. As a volunteer you may have access to personal information about patrons/customers. Under common law people have the right to have their confidentiality respected and can pursue legal action if a significant breach of confidentiality occurs.

No information about patrons/customers, including their identity, should be given to any person or agency outside of the GRLC without the permission of the organization and the patron. These matters should be discussed with your Volunteer Supervisor.

Volunteers should not during their time with the GRLC or after leaving the organization disclose or use any confidential information about a patron/customer, fellow volunteer or co-worker.

At times discussions may occur about a patron/customer. Sharing of information should be limited to those with whom there is a need to discuss such details, and who are authorised to receive patron/customer information. This may include your Volunteer Supervisor, or relevant library staff. Consideration should also be given to the privacy of the environment.

For further information regarding Privacy/Confidentiality practices within the GRLC please ask your Volunteer Supervisor.

### **Volunteer Record Management**

A confidential personnel record will be maintained for each GRLC Volunteer. The record will include personal and contact information as well as information on roles performed, training

undertaken, event attendance and performance review. This record shall be updated at least twice yearly and will be maintained in a secure place accessible to only the Volunteer Supervisor, and other authorised personnel. Volunteers have the right to access their personnel record at any time upon request to the Volunteer Supervisor, and other authorised personnel.

### **Retention and Disposal of Volunteer Records**

The standards for the retention and disposal of files are the same for employee and volunteer.

Records documenting the engagement of volunteers will be destroyed 7 years after the role has ended and if the individual was not exposed to hazardous materials. This includes personal details and agreed undertakings relating to conditions of engagement and details of work performed.

Records documenting the recruitment process including recruitment campaigns will be destroyed 2 years after administrative use has concluded. This includes make-up of interview panels and the interview and referee questions. Records documenting the management of unsolicited applicants will be destroyed 6 months after receipt.

## **6. Development and Performance**

### **Support and development**

The skills of a volunteer will be assessed in light of the responsibilities and tasks of the volunteer role. Where assistance with skill development is required this may take the form of training (internal or external), demonstration or mentoring.

### **Feedback and review**

Feedback for volunteers and for supervisors helps us achieve to outcomes we seek and makes expectations clear. Good communication is a two way process and feedback can take the form of a regular meeting times, formal reviews, completion of a Feedback Form (Appendix 10 – Volunteer Feedback Form) or informal and incidental feedback that may be provided in conversations or emails. A record will be kept of all formal reviews.

### **Unsatisfactory Performance**

In the event a volunteer's work is not;

- up to standard or
- is inconsistent with the values and goals of the GRLC or
- does not meet the terms of the Volunteer Agreement and guidelines or
- places a client/ employee/volunteer or any other person at risk

The volunteer's supervisor will discuss the issue with the volunteer as soon as possible and make clear 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 be put in place to assist the volunteer to improve their performance. The volunteer will receive a copy of the record. If the performance does not improve the volunteer agreement will cease.

Deliberate or negligent acts that grossly endanger the safety of others; where there is abuse of a member of the public; misconduct in public; public behaviour or statements which are likely to discredit GRLC, or other similar incidents the volunteer arrangement may be ceased immediately.

## **7. Media**

### **Media Protocols**

Only authorised personnel will provide comment to the media. All media inquiries must be directed to the Volunteer Supervisor. If this person is not available, forward enquiries to GRLC General Enquiries. Under no circumstances should the volunteer offer to answer any questions put by the media or comment on behalf of GRLC.

### **Social Media**

The GRLC acknowledges that volunteers, acting as private citizens, use social media and may develop and share content related to their volunteering work, as well as their personal lives.

Where a volunteer is using social media in a private capacity but is recognisable as a volunteer with GRLC, or they are actively promoting library services and events, the GRLC will require that any information posted be done so in accordance with the GRLC Social Media Guidelines and is lawful, accurate and respectful, and does not do damage to the GRLC's reputation or bring it into disrepute.

When GRLC volunteers are interacting on social media the following guiding principles should be applied:

- Respond to others' opinions respectfully and professionally
- Be considerate and fair
- Take care not to contravene any responsibilities undertaken as a GRLC volunteer
- Do not use social media to harass, bully, intimidate or cause injury to another person
- Do not knowingly post inaccurate information
- Do not criticize customers, colleagues or the GRLC
- Do not upload images of clients, patrons or colleagues without their consent
- Do not tag images of clients, patrons or colleagues without their consent

## **8. Volunteer Appreciation and Recognition**

Whilst it is acknowledged that volunteers give freely of their time, GRLC appreciates work of its volunteers. Formal and informal recognition of volunteers is made through a range of measures. These may include:

- Special status
- Invitations to special functions
- Morning and afternoon teas
- Website articles
- Volunteer Week celebrations
- Acknowledgement from CEO
- Recognition or milestone certificate, card and/or gift

### **Reference**

- Equal Opportunity Act 2010 (Vic)
- Age Discrimination Act 2004 (Cth)
- Sex Discrimination Act 1984 (Cth)

- Occupational Health and Safety Act 2004 (Vic)
- Working With Children Act 2003 (Vic)
- Wrongs Act 1958 (Cth)
- Privacy and Data Protection Act 2014 (Vic)
- Victorian Child Safe Standards (DHHS)
- Disability Action Plan (DHHS)
- Australian National Standards for Volunteer Involvement

**Internal – NB some of these policies are currently under review**

- GRLC Police Records/Working with Children Policy
- OH&S Policy
- Social Media Policy
- Telecommunications Policy
- Equal Opportunity Policy
- Discrimination and Harassment Policy (includes Sexual Harassment)

# APPENDICES (Templates and Forms)

## 1 - Volunteer Application Form

Thank you for expressing interest in applying for a volunteer role with the Geelong Regional Library Corporation (GRLC). It would be appreciated if you could take the time to complete sections 1, 2, 3 & 4.

1. Personal Details		
Title:	Surname:	First Name/s:
Preferred Name:		
Address:		
Suburb:		Post Code:
Postal Address (if different to the above):		
Suburb:		Post Code:
Daytime Phone:		Mobile Phone:
Email:	Date of Birth <i>(for insurance purposes only):</i>	
2. Areas of Interest		
<p>Volunteer role you are interested in? Please tick box.</p> <p><input type="checkbox"/> Community Library Service Volunteer</p> <p><input type="checkbox"/> Word for Word Festival Volunteer</p> <p><input type="checkbox"/> Heritage Centre Volunteer</p> <p><input type="checkbox"/> Other.....</p> <p>Are you interested in being contacted for additional volunteer working including special events? Yes / No</p> <p>Why are you interested in volunteering at the GRLC?</p>		
<p>What skills and/or experience can you bring to this role? (Please attach other details and/or relevant information):</p>		
<p>Do you speak, read or write a language other than English? If so, please list them:</p>		

### 3. Availability – For Current or Future Volunteering

Please tick which days of the week, frequency and times you are available:

Frequency:      Weekly      Fortnightly      Monthly      Other (please specify):

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Morning							
Afternoon							

### 4. Supporting Documents and Checks

A National Police Records Check and Working with Children Check are required to become a GRLC volunteers. Please complete information below.

Do you have a Working with Children Check?    Yes / No

If not, are you in the process of obtaining one? Yes / No

If you already have a Working with Children Check, please provide Card number (for status check) and expiry date.

Are you happy to undertake a Police Check?    Yes / No

### 5. Ability to Volunteer

Do you have any impairment or condition that could be aggravated by doing the tasks listed in the Role Description?    Yes / No (please circle)

Details:

### 6. Volunteer Agreement

I am familiar with and understand the content of the GRLC Volunteer Handbook, including my rights and responsibilities as a GRLC volunteer. I am willing to abide by GRLCs' policies and guidelines, and commit to the requirements of the role as described in the role description.

Signature:

Date:

### 7. Emergency Contact Details

In case of an emergency it is essential that all volunteers list an emergency contact.

Name:

Relationship:

Address:

Daytime Phone:


Mobile Phone:


## 2 - Volunteer Role Description template


GRLC Volunteer Role Description	
<b>Volunteer Role:</b>	
<b>Department:</b>	
<b>Location:</b>	
<b>Reports to:</b>	
<b>Volunteer Hours:</b>	
<b>Role Duration:</b>	
<b>Training Required:</b>	
<b>Responsibility to:</b>	<ul style="list-style-type: none"> <li>• Work within the GRLC Volunteer Handbook policies and guidelines.</li> <li>• Whilst it is important that GRLC provides a safe work environment, it is also important that Volunteers consider their own safety and the safety of those around them while at work.</li> <li>• Act courteously and respectfully to all staff, patrons and volunteers.</li> <li>• Promote a positive image of the corporation to patrons through conduct, speech and personal presentation.</li> <li>• Act in the interest of the corporation.</li> </ul>
<b>Essential Skills:</b>	
<b>Key Tasks:</b>	<ol style="list-style-type: none"> <li>1.</li> <li>2.</li> <li>3.</li> <li>4.</li> <li>5.</li> </ol>




### 3 - Approved Reimbursement Claim

 <b>Volunteer Pre-Purchase</b> <b>Approved Reimbursement Claim</b> Please attach original receipt/s	
ITEM	
REASON	
PROGRAM	
AMOUNT	\$ ____:____
APPROVAL	<i>Date:</i>
	<i>Volunteer Supervisor</i>
VOLUNTEER'S NAME	
	<i>Date:</i>
<i>SIGNED</i>	

 <b>Volunteer Pre-Purchase</b> <b>Approved Reimbursement Claim</b> Please attach original receipt/s	
ITEM	
REASON	
PROGRAM	
AMOUNT	\$ ____:____
APPROVAL	<i>Date:</i>
	<i>Volunteer Supervisor</i>
VOLUNTEER'S NAME	
	<i>Date:</i>
<i>SIGNED</i>	

 <b>Volunteer Pre-Purchase</b> <b>Approved Reimbursement Claim</b> Please attach original receipt/s	
ITEM	
REASON	
PROGRAM	
AMOUNT	\$ ____:____
APPROVAL	<i>Date:</i>
	<i>Volunteer Supervisor</i>
VOLUNTEER'S NAME	
	<i>Date:</i>
<i>SIGNED</i>	

 <b>Volunteer Pre-Purchase</b> <b>Approved Reimbursement Claim</b> Please attach original receipt/s	
ITEM	
REASON	
PROGRAM	
AMOUNT	\$ ____:____
APPROVAL	<i>Date:</i>
	<i>Volunteer Supervisor</i>
VOLUNTEER'S NAME	
	<i>Date:</i>
<i>SIGNED</i>	

**4 - Volunteer Exit Interview Form**

Volunteers withdrawing from the Geelong Regional Library Corporation (GRLC will be invited to attend an Exit Interview with the Volunteer Supervisor and/or complete a confidential form.

Thank you for your contribution to GRLC as a volunteer. We would appreciate you taking the time to provide us with some feedback. Your responses will help to guide future contributions by volunteers to the service.

Name	
Length of time as a GRLC volunteer	
Have you found your work as a volunteer satisfying? Yes/No Please comment:	
What skills did you use or learn?	
Did you feel there was sufficient support for you as a volunteer? Yes/No Please comment:	
What resources (e.g., training) assisted you in your work?	
I would have been able to make a better contribution as a volunteer if...	
The highlights of this volunteer experience have been...	
The experience might have been improved by...	
I would like to be considered as a GRLC volunteer again in the future? Yes/No	
Please keep my details on a contact list for information about volunteer events and activities: Yes/No	
Are there any other comments you would like to make?	

Name of Volunteer \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_/\_\_\_/20\_\_\_

### 5 – GRLC Volunteer Log Sheet

Volunteers are asked to record hours each time they volunteer.

Volunteer Workplace:						
Date	Name (print)	Program	Date	Time Out	Time in	Number of hours

## 6 – Incident Report Form (Access GRLC Forms)

## 7 – GRLC Volunteer Workplace - OHS induction checklist

This checklist is to be completed by the supervisor with all staff/volunteers working at that branch/workplace for the 1<sup>st</sup> time. Completed checklists should be filed at the relevant Branch or in volunteers' details file.

**Branch/Workplace:** \_\_\_\_\_

**Volunteer:** \_\_\_\_\_

**Volunteer Coordinator/Supervisor:** \_\_\_\_\_

### Emergencies

- Location of nearest fire exits
- Emergency alarm system for the building
- Requirements of staff to assist with emergency evacuations/shared building requirements
- Location of emergency resources – evacuation kits, evacuation plans, phone numbers etc
- Location of the emergency assembly points
- Location of 1<sup>st</sup> aid kits
- Incident reporting: method of reporting injuries, illness, hazards, etc
- Blood spill policy
- Sharps disposal
- Disaster kit

### Volunteer Safety

- Location of panic alarms
- Secure areas – eg lockable rooms where volunteers can be secure in a dangerous situation and phone police.
- Procedure for volunteers to exit the building after evening shift (as applicable)
- Parking areas (as applicable)

### General Information

- Manual handling principles
- Setting up workstation and exercises for volunteers
- OHS noticeboard and OHS representatives
- Process to raise an OHS issue and/or incident
- Location of relevant information
  - Policies & procedures found on website/workplace noticeboard/.....
  - Branch / workplace contact names and phone numbers

**Volunteer signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

## 8. GRLC Volunteer Workplace - General Induction Checklist

### Welcome and introduction to other volunteers and staff in program area

- Introduction to the worksite and volunteer workplace
- Any modifications to the workplace (ie. adapting a work station)
- Log Sheet (Appendix 5)
- GRLC – staff/volunteer amenities ( inc. location of toilet), location of staffroom (for breaks)
- Special access requirements ( ie staff room / toilets)

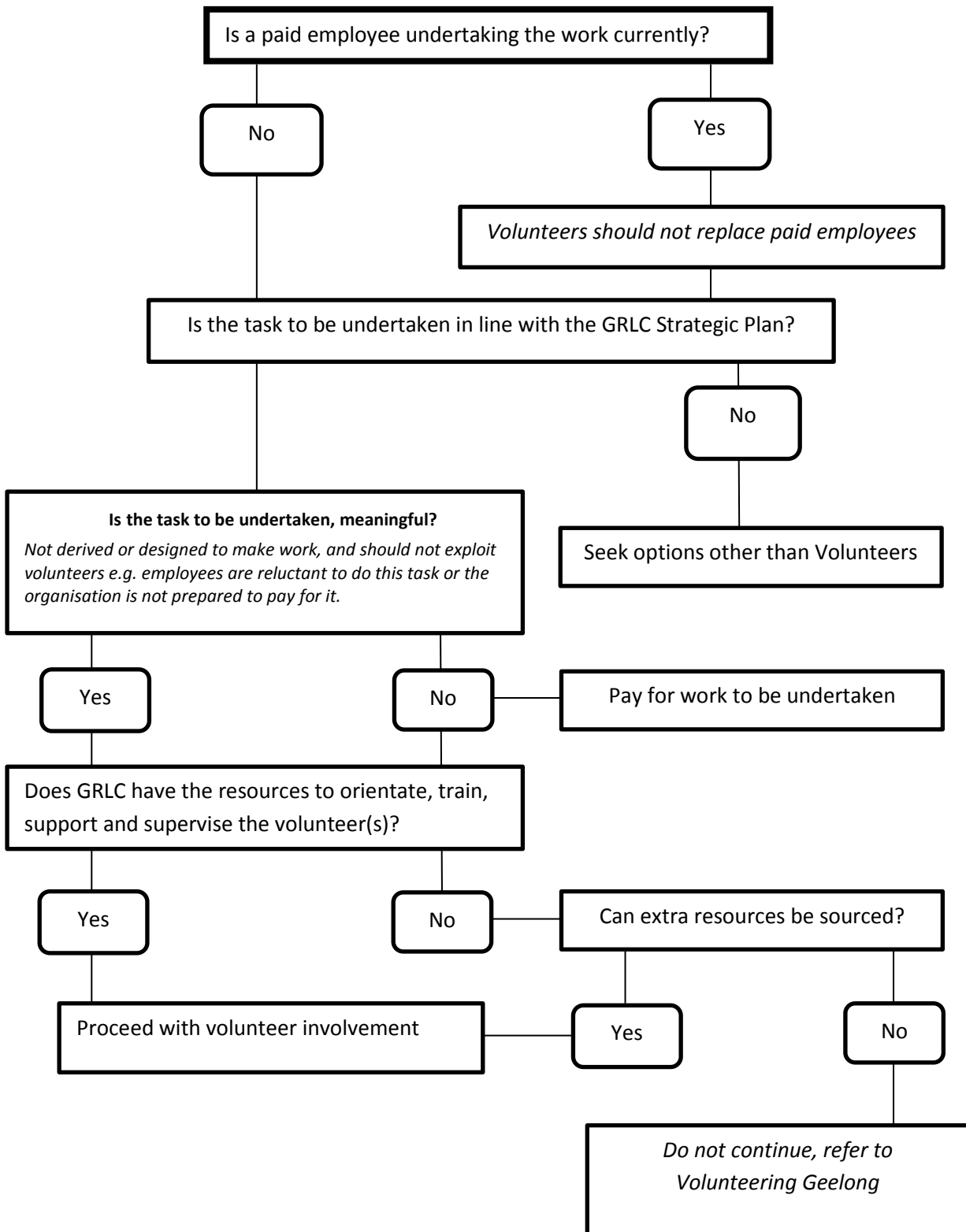
### GRLC – information about

- Information provided on GRLC website (inc. GRLC Annual report, vision, mission & goals )
- Introduction to Organisational Structure and lines of authority
- Volunteer Handbook – what it is, contents, location
- Rights and responsibilities as a volunteer at GRLC – refer to Volunteer Handbook
- Privacy – refer to Volunteer Handbook
- GRLC Contact list: if not able to attend, who to contact
- Updates to Working with Children Check if required (notify Department of Justice of new volunteer workplace via [DoJ website](#))
- Reporting incidents – see OHS checklist
- Reference - OHS checklist / WorkSafe Vic. /Officewise guide to health & safety in office
- Regular breaks and stretching

### Program and task specific information

- What is the program/project: Aims and objectives
- What is required of the volunteer (as per role description)
- Relevant passwords

## 9 – GRLC Volunteer Involvement Decision Making Tree



## 10 – GRLC Volunteer Feedback Form

In order for GRLC to continue to improve our volunteer program, we need to know how you feel about the part you play in the organisation. Your response will be confidential.

There is no need to add your name. Thank you for your support.

Please return your completed questionnaire to \_\_\_\_\_

**Name:** (optional).....

**Email/Phone:**(optional).....

*Please circle the number that best reflects your response to the question from 1 for poor to 5 for excellent.*

**1) How would you rate the administrative aspects of becoming a volunteer with this organisation?**

Poor            1                    2                    3                    4                    5    Excellent

Comment:

---

---

**2) Do you find your volunteer role rewarding?**

Poor            1                    2                    3                    4                    5    Excellent

Comment:

---

---

**3) Do you feel that you are a valuable part of the team?**

Poor            1                    2                    3                    4                    5    Excellent

Comment:

---

---

**4) Are you fully informed at all times?**

Poor            1                    2                    3                    4                    5    Excellent

Comment:

---

---



**5) How do you rate the physical conditions in which you do your voluntary work?**

Poor            1                    2                    3                    4                    5    Excellent

Comment \_\_\_\_\_  
\_\_\_\_\_

**6) Do you receive adequate support in your role?**

Poor            1                    2                    3                    4                    5    Excellent

Comment \_\_\_\_\_  
\_\_\_\_\_

**7) How would you rate the effectiveness of training in which you have participated?**

Poor            1                    2                    3                    4                    5    Excellent

Comment \_\_\_\_\_  
\_\_\_\_\_

**8) Are there any aspects of your role in which you would like more support/training?**

Please list \_\_\_\_\_  
\_\_\_\_\_

**9) What do you enjoy most in your volunteer work?**

Please list \_\_\_\_\_  
\_\_\_\_\_

**10) Any other comments?**

\_\_\_\_\_  
\_\_\_\_\_

Date Developed	_____	Signed	_____
	_____		_____

## Appendix 11 – Key register

Geelong Library and Heritage Centre

Leave Key ring on

1. Clip
2. Remove keys by pressing in the 2<sup>nd</sup> Key ring
3. The barrel Separates

### Volunteer swipe:

(access Level 4 Headquarters for Staff Room / Toilets)

Including FM (x), SKM (x),

Please record the following details each and every time this set of keys is borrowed

Date	Name (print)	SIGN when you've returned it.