



# Work Experience and Volunteer Procedure (Internal)

Council Policy <input type="checkbox"/>	Internal Policy <input type="checkbox"/>	Guideline/Procedure <input checked="" type="checkbox"/>
Draft <input checked="" type="checkbox"/>	Final <input type="checkbox"/>	Version: 1.1
File ref: 200-HRR	Policy Section: HUM:GEN	
Date Adopted: January 2017	Review Date: January 2019	
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## 1. AIM

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The aim of this procedure is to detail the process for:

- Assessing and approving applications for project volunteer work and work experience placements
- Administering approved placements
- Providing inductions, training and support during the placement
- Resolving disputes that may arise during the placement

## 2. WORK EXPERIENCE PLACEMENTS

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### 2.1 ELIGIBILITY

The following persons are eligible to apply for a work experience placement with Council:

- A secondary student who is at least 14 years old
- A TAFE college student
- A university student for which work experience is a mandatory requirement to complete the course of study
- A person referred from an approved work experience referral agency (e.g. disability placement)

### 2.2 APPLICATION

The prospective volunteer will need to complete a *Work Experience Expression of Interest (200-HRF)* and return it to the HR team for assessment. The HR team will liaise with the relevant work group(s) to determine whether a work experience participant can be accommodated by the group at the requested time. The volunteer may be asked for work or character references before a placement is approved.

If it is agreed that the work placement can be accommodated a *Work Experience Placement Approval (201-HRF)* should be completed by the group manager who will nominate a supervisor, confirm the dates for the placement, sign the form and return it to the HR team with the Expression of Interest Form.

### 2.3 APPROVED PLACEMENT

#### 2.3.1 Agreement and Insurance

Relevant terms and conditions relating to the placement are to be agreed between Council and the volunteer's educational institution or program coordinator prior to confirmation of the placement.

Work experience placements are not to commence until the formal paperwork has been completed and relevant insurance details (e.g. personal injury, professional indemnity) have been provided to Council. A volunteer will not perform any work until insurance cover for the individual has been confirmed and placement paper work has been signed by all parties.

### 2.3.2 Participants under 18 Years of Age

Where the volunteer is under 18 years of age, the nominated supervisor will need to determine if a Working With Children check (Blue card) is required.

All paid employees, who present for work to undertake child-related employment or activities, require a Blue Card if their duties include, or are likely to include, providing services directed mainly towards a child or children, or conducting activities that involve contact with children for at least:

- Eight consecutive days, or
- Once a week, each week, for over four weeks, or
- Once a fortnight, each fortnight, over eight weeks, or
- Once a month, each month, over six months.

Volunteers under the age of 15 will not be engaged in any positions that have direct contact with animals.

### 2.3.3 Inductions

Inductions will include, but are not limited, to health, safety and wellbeing, harassment and discrimination in the workplace, privacy and any other important relevant subject matter as identified by the HR team or supervisor.

### 2.3.4 Confidentiality

Privacy requirements must be adhered to when dealing with records and any other information that is not available to the general public, which is obtained as a result of the placement. Prior to commencing work, volunteers will be required to sign a *Confidentiality Agreement - Work Experience (202-HRF)*.

## 2.4 NOMINATED SUPERVISOR RESPONSIBILITIES

Nominated supervisors are expected to provide adequate training to enable their volunteers to carry out their prescribed duties, and are required to:

- Advise other staff that a volunteer is expected and prepare a suitable workstation/area that the participant can have access to
- Arrange a PC log on and a security pass if required
- Maintain records relating to the volunteer and keep in a secure area
- Ensure attendance is recorded and maintained
- Immediately contact the relevant school/referral agency contact if the volunteer is absent from work, is injured or if there are any concerns during the work experience period
- If the individual is working with machinery or equipment, ensure that they are provided with the personal protective equipment and are supervised by a trained staff member
- Provide site induction on the first day
- Ensure the volunteer is aware of and adheres to Council policies and procedures (including Council values and Employee Code of Conduct)
- Ensure the volunteer is not subject to any form of discrimination, harassment, bullying or exploitation
- Provide tasks which are interesting and relevant to the volunteer's field of study/career interests. The purpose of work experience is to observe and learn. Volunteers are not to complete tasks that require extensive training or qualifications

- Provide supervision of the volunteer at all times
- Provide the volunteer with the details of the appropriate contact person in case of emergency or inability to attend work experience
- Ensure the volunteer is only engaged during ordinary working days and hours (Monday – Friday 6 am – 6 pm) and that they receive a minimum 30 minute break for any shifts longer than 5 hours
- Ensure the volunteer does not work beyond 7.6 hours per day or 38 hours per week
- Ensure the volunteer (if a student) does not work on a school day which the student is expected to attend
- Complete any evaluations or documentation required by the educational institution/community agency during the work experience period

## **2.5 VOLUNTEER RESPONSIBILITIES**

Volunteer responsibilities include:

- Attend the work site as scheduled and advise the contact person as early as possible in case of emergency or inability to attend work
- Wear apparel suitable for the work to be undertaken and in compliance with Council's Staff Uniform and Presentation Policy
- Provide PPE that is required to perform the tasks associated with the work experience, e.g. should safety boots be required these will need to be provided by the volunteer.
- Wear and use personal protective equipment (PPE) as required for the work to be undertaken
- If working with machinery or equipment, undertake all pre-start checks and safety requirements with a trained staff member
- Provide the nominated supervisor with all information necessary for the accurate completion of required records and timesheets
- Ensure any information not available to the general public, which is gained as a result of performing duties during the placement, is kept confidential
- Perform work in a safe and diligent manner, and request help and support as required.
- Comply with the Employee Code of Conduct and Council policies and procedures

## **3. COMMUNITY PROJECT PLACEMENTS**

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### **3.1 COUNCIL LIAISON**

From time to time Council will work with community based organisations on projects which add value to the community and Council assets. These projects will generally form part of a 'work for the dole' or disability support program.

The community based organisation will liaise with Council staff in determining suitable projects to be undertaken, estimated start and finish dates for the projects, contributions to be made by each of the parties for items such as materials, equipment and technical support and any other matters relevant to the successful completion of the projects.

### **3.2 RESPONSIBILITIES**

The community based organisation responsibilities include (but are not limited to):

- Identifying suitable volunteers to undertake the project
- Providing personal protective equipment (PPE) for volunteers
- Providing a site induction on the first day of work of each participant
- Ensuring suitable tools and equipment are provided to complete the project
- Providing suitable insurance cover, including personal injury for all project participants
- Providing full-time supervision and relevant training to all participants
- Ensuring all safety requirements, such as risk assessments and hazard management obligations, are enforced

Council responsibilities include:

- Providing safe access to the project site
- Providing initial safety induction for the site supervisor and participants
- Providing resources to enable the site supervisor to conduct subsequent safety inductions as required
- Providing advice and support in relation to safety matters as required during the project, when requested by the site supervisor

#### **4. GRIEVANCE PROCEDURE**

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Volunteers have the right to raise and have resolved any grievances they may have without fear of retribution. All grievances should be handled in a confidential and sensitive manner and whenever possible, resolved quickly.

Should a grievance or claim arise between volunteers or between a Council employee and volunteer or between a volunteer and a member of the public, the parties should confer in good faith with a view to resolving the matter by conciliation in accordance with the following procedure:

- Should any matter occur which is of concern to a volunteer, he/she should raise the matter with their nominated supervisor
- If the issue is not settled to their satisfaction, the volunteer may raise the matter with the group manager
- If the issue is still not settled to their satisfaction, the volunteer may raise the matter with the HR team
- If the issue is still not resolved, it may be referred to a member of the Executive Management Team for a final decision

#### **5. REVIEW**

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It is the responsibility of the Manager Organisational Development to monitor the adequacy of this procedure and recommend appropriate changes. This procedure will be formally reviewed every two years or as required by Council.

#### **6. SUPPORTING DOCUMENTATION**

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200-HRP Work Experience and Volunteer Policy  
200-HRF Work Experience Expression of Interest

201-HRF Work Experience Placement Approval  
202-HRF Confidentiality Agreement - Work Experience  
Employee Code of Conduct  
Who Needs a Blue Card (DET)