

Volunteers Procedure (21)



Catholic
Safety & Injury
Management
South Australia



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1. PURPOSE

To establish a consistent approach for the engagement and management of volunteers.

2. SCOPE

This procedure applies to all workers under the Catholic Church Endowment Society Inc. (CCES). This procedure does not apply to students on placement.

3. DEFINITIONS

Definitions can be found on the [Catholic Safety & Injury Management Website](#).

3.1. Information

For the purpose of Work Health & Safety (WHS) a volunteer is deemed by legislation to be a worker.

4. RESPONSIBILITIES

Specific responsibilities for carrying out certain actions required by the CCES, have been allocated to position holders within the organisation. Such responsibilities are consistent with the obligations that the legislation places on officers, managers, supervisors, workers, and others in the workplace.

Responsibility, authority, and accountability processes have been defined in [Responsibility, Authority & Accountability Procedure \(12\)](#), and summarised in:

- [Responsibility, Authority & Accountability Matrix – Workers \(025G\)](#);
- [Responsibility, Authority & Accountability Matrix – Managers & Supervisors \(023G\)](#);
- [Responsibility, Authority & Accountability Matrix – Officers \(024G\)](#); and
- [Work Health & Safety and Injury Management Policy](#).

You are required to familiarise yourself with this procedure to understand the obligations that you may have in relation to its implementation and to carry out your assigned actions and responsibilities.

This Procedure is to be read in conjunction with your Organisational Policies and / or Procedures.

5. PROCEDURE

5.1. Volunteer Role Identification

The process for the creation of Volunteer roles differs from the creation of a paid role in that it can occur when:

- the organisation is approached by a volunteer / external body; or
- the organisation identifies a need for a volunteer.

Managers should identify the need for volunteers within their sites. Consideration should be given to:



- assessing if the role / needs is suitable for a volunteer or should it be a paid role.
- identifying the extent, the role adds value to the program and opens new possibilities in a way that paid roles do not.
- the resources and capacity to support, manage and supervise the volunteer(s).
- the use of volunteers must be approved by the responsible person.

5.2. Recruitment

The recruitment process for volunteers should align with the recruitment processes for individual sites.

5.2.1. Recruitment for One off Events

One off event must be approved by the responsible person of the site.

Depending on the size of the event it is recommended to establish a steering committee to coordinate the development of the event and the requirements of volunteers.

Prior to the event it is necessary to plan, identify and develop the following for volunteers:

- recruitment / advertising process.
- process for screening potential volunteers.
- description of roles required for the event.
- number of volunteers required (to match role and purpose identified).
- supervision and management responsibilities.
- risk assessments of the upcoming event.
- development of emergency procedures.
- first aid requirements.
- hazard reporting process.
- safety data sheet, chemical storage, and access.

All offers of a volunteer position are conditional upon:

- completion of a pre-employment / volunteering declaration.
- submission of a Police Check / Working with Children Check or Vulnerable Persons Check and any other background checks as required.
- subsequent clearance of the above check(s).

Prior to the event the [Working Bee Form \(067F\)](#) or equivalent must be completed.

5.3. Induction, Training & Ongoing Development

To ensure that volunteers understand their role, the activities they are involved with, what is expected of them and that they have the knowledge and skills needed to carry out their duties safely and effectively, each new volunteer must receive:

- site induction.
- compulsory training identified for volunteers.



- any additional training relevant to their volunteer role.
- WHS & IM Policy.

5.3.1. Site Induction

Site induction is to be completed within two weeks of commencement and is to be provided by the Manager or other delegate from the site and will include:

- tour of the site.
- WHS issues (e.g., Emergency plans and evacuation procedures, hazards related to the site(s)).

[Volunteer WHS Induction \(063F\)](#) and [Volunteer Safety Handbook \(018G\)](#) or equivalent can be used.

5.3.2. Compulsory Training & Education

In addition to induction, all volunteers may be required to attend specific compulsory training. Managers are responsible for identifying additional compulsory education and training relevant to their position. This will depend on the nature of the work and the volunteer's duties.

5.3.3. Ongoing Training & Education

Sites will provide opportunities for volunteers to undertake training and education as appropriate according to need and availability.

5.3.3.1. Re-Induction

Volunteers are to be re-inducted to coincide with their working with police check / children check / vulnerable persons check renewals and / or if there has been a significant change(s) to the workplace.

5.3.4. Training Records

Managers are responsible for ensuring a record of all volunteer's training attendance is maintained, either electronic or paper based.

5.4. Consultation

Volunteers must be consulted as per workers consultation process. Refer [Consultation & Communication Procedure \(5\)](#).

5.5. Supervision / Management

Managers or delegate must:

- determine who is responsible to manage the volunteer(s).
- provide supervision for all volunteer(s) in line with the risk of the task / duties to be carried out.



- revise levels of volunteer(s) skills / competency on a regular basis to minimise the likelihood of incident / injury.
- ensure a system is developed and maintained to record hours of work (e.g., sign-in / sign-out).

5.6. Incident Management

All incidents involving volunteers must be reported and investigated as per [Incident Reporting and Investigation Procedure \(2\)](#), and Catholic Safety & Injury Management must be contacted for all notifiable incidents (e.g. admission to hospital, electric shock etc.).

5.7. Records

Documents used to manage Volunteers as prescribed by this procedure will be produced in a format that allows tracking for verification and review and be in accordance with requirements detailed in the [Document Control Procedure \(22\)](#).

5.7.1. Personnel Files

Electronic or paper-based personnel files will be used to maintain personnel information on each volunteer. The information maintained in the file will include:

- all recruitment documents
- other notes, correspondence, or records relevant to the volunteers work.
- training records.

5.7.2. Volunteer Register

A [Volunteer Register \(068F\)](#) or equivalent will be maintained and as a minimum include:

- full name / address / contact details
- commencement date.
- emergency contact.
- specific role / task(s) to be undertaken.
- copies of qualifications / licences.

date of induction. The register is to be reviewed as a minimum every twelve (12) months for accuracy of information.

5.8. Review

This procedure will be subject to a planned review by the document owner in accordance with the requirements outline in [Document Control Procedure \(22\)](#).

Other methods for reviewing and evaluating the performance of this procedure will include:

- audit activity.
- investigations.
- performance reports.



6. RELATED SYSTEM DOCUMENTS

6.1. Policies & Procedures

- Consultation & Communication Procedure (5)
- Document Control Procedure (22)
- Incident Reporting and Investigation Procedure (2)
- Induction & Training Procedure (13)
- Hazard Management Procedure (14)
- Responsibility, Authority & Accountability Procedure (12)

6.2. Forms & Tools

- Volunteer Process Flowchart (040T)
- Volunteer Register (068F)
- Volunteer Safety Handbook (018G)
- Volunteer WHS Induction (063F)
- Working Bee Event Form (067F)

7. REFERENCES

Legislation and other requirements related to this procedure are defined in [Group Legal Register \(010T\)](#) which can be accessed via the Catholic Safety & Injury Management website.

7.1. Internal Resources

- Responsibility, Authority & Accountability Matrix – Managers & Supervisors (023G)
- Responsibility, Authority & Accountability Matrix – Officers (024G)
- Responsibility, Authority & Accountability Matrix – Workers (025G)

7.2. External Resources

[SafeWork SA Event Safety](#)

8. AUDITABLE OUTPUTS

The following examples of records will be used to verify implementation of this procedure:

- Training records.
- Volunteer Register.
- Risk assessments (e.g., working in people's homes, working bee / event register etc.).



9. VERSION CONTROL & CHANGE HISTORY

Version	Approved by	Approved Date	Reason for Development of Review	Next Review Date
V5	Sector Forums	April 2013	Legislation New WHS Act	2016
April 2015 – Document consolidated across CCES sectors				
V1	Executive Manager CSHWSA	20/09/2015	Procedure consolidation & review from audit	2018
V2	Executive Manager CSHWSA	20/06/2019	Review from Audit	2021
V3	Executive Manager CSHWSA	22/01/2021	Review from Self Insurance Audit, Reformatted template.	2024
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