

Volunteer Handbook

August 2020



WELCOME TO FITZROY BASIN ASSOCIATION

Welcome to Fitzroy Basin Association Inc. (FBA). We consider our engagement with every individual to be an important factor in the success of our organisation. Our mission is to empower our region with the resources, knowledge and skills to maintain our natural assets for future generations. As a small organisation, volunteers are vital to supporting on-ground environmental projects, encouraging community participation in citizen science and in increasing awareness and best practice stewardship for land, waterways, species, habitats and ecosystems.

As a volunteer of FBA you are a valuable member of our team. We are appreciative of our volunteers, and we encourage the innovative and distinctive ideas that come from volunteer contributions. At FBA we endeavour to supply our volunteers with safe working conditions, ongoing support, an opportunity for learning and connecting with others, and clear direction. Combined with your co-operation, this should deliver positive results, opportunities and benefits to all parties.

FBA meets its obligations to volunteers and strives to fulfil its mission with the help of policies and procedures. While we understand that it can be difficult to know all of our policies and procedures, we do ask that you please familiarise yourself with these important documents, and that you make all possible efforts to adhere to them. The following policies and procedures are intended as a guide to make you feel as safe and comfortable as possible to work with us.

Further questions regarding volunteering for FBA should be directed to your supervisor or FBA's management team.

We trust that your experience with our organisation will be fulfilling and enjoyable.

ABOUT THIS VOLUNTEER HANDBOOK

This Volunteer Handbook is a summary of FBA's Policies & Procedures relative to engaging and managing Volunteers for Project works. This booklet is an essential resource offered to FBA's regular volunteers and to supervisors of both ad-hoc and regular volunteers to ensure that the time shared with FBA is a rewarding experience. FBA recognises its responsibility to keep volunteers safe and informed of changes that may affect them and intends to provide updates to keep this information current.

All volunteers are required to be familiar with and abide by the policies in this handbook; and all those with authority have a duty to care to administer these policies fairly and consistently and to enforce them when necessary. If you have questions about anything presented in this Handbook, please see your supervisor for additional information or request to speak to a member of FBA's management team.

NATIONAL STANDARDS OF VOLUNTEER INVOLVEMENT

FBA adheres to the national standards as stated by Volunteering Australia. There are eight standards addressing the key areas of volunteer involvement:

1. Leadership and management
2. Commitment to volunteer involvement
3. Volunteer roles
4. Recruitment and selection
5. Support and development
6. Workplace safety and wellbeing
7. Volunteer Recognition
8. Quality management and continuous improvement

For more information on these standards refer to: <https://www.volunteeringqld.org.au/resources/national-standards-for-volunteer-involvement>

INTRODUCTION TO VOLUNTEERING AT FBA

Volunteers provide FBA with general and specific skills and experience in areas including but not limited to land and water project management, revegetation programs, science, community events and office and finance administration. FBA appreciates and values the two-way relationship between the organisation and volunteers and is committed to offering volunteers with fulfilling work. FBA's volunteer program:

- ◆ Recruits and maintains volunteers to help achieve FBA's mission,
- ◆ Offers volunteers the opportunity to gain skills and or receive a worthy volunteering experience,
- ◆ Involves the community in an integrated natural resource management experience addressing local needs and issues,
- ◆ Promotes community awareness and participation in environmental improvement,
- ◆ Builds strong and connected communities; and
- ◆ Fosters diversity in all our work areas based on the belief that diverse cultural backgrounds, abilities, skills and perspectives will represent benefit for the organisation, our stakeholders and community.

INVOLVING VOLUNTEERS

To involve volunteers, FBA supports the following practices:

1. Provide volunteers with inductions, orientation and training,
2. Provide volunteers with a healthy and safe workplace,
3. Provide appropriate and adequate insurance coverage for volunteers,
4. Provide appropriate levels of support and management of volunteers,
5. Provide volunteers with a copy of policies pertaining to volunteering,
6. Acknowledge the contributions of volunteers,
7. Reimburse volunteers for approved out of pocket expenses incurred on behalf of FBA,
8. Treat volunteers as valuable staff members.

VOLUNTEER RIGHTS

As a volunteer you have the right to:

1. Receive adequate information about the task you are doing,
2. Be assigned a suitable project or task based on ability,
3. Have job supervision provided by a FBA designated staff member and/or contractor,
4. Receive respect and support from co-workers as well as recognition and feedback from your supervisor for your work,
5. Be reimbursed for out of pocket expenses, providing prior approval is obtained from your supervisor,
6. Request a reference from your supervisor when applying for a job, providing you have volunteered for FBA for a minimum of three months,
7. Provide feedback, suggestions and recommendations regarding your job, the project or the wider volunteer program,
8. Have access to a dispute resolution processes,
9. Have your personal details kept in a confidential manner,
10. Work in a safe and healthy environment,
11. Be provided with a place to work and suitable tools and materials and,
12. Be adequately insured.

VOLUNTEER RESPONSIBILITIES

As a volunteer you have the following responsibilities:

1. Sign and date FBA's volunteer sign on sheet, read and sign other induction documents provided to you
2. Keep FBA informed of changes of address and phone numbers,
3. Be responsible to and consult with your supervisor,
4. Ask for support when you need it,
5. Agree to do job training necessary to carry out your duties,
6. Abide by FBA's policies regarding work,
7. Not to spend money or order goods on behalf of FBA without prior approval,
8. Recognise the funding bodies as per your contract. To seek formal approval to speak to the media or publicly highlight an FBA project without prior approval by FBA
9. Show enthusiasm, loyalty, passion and believe in the work of the organisation,
10. Agree to work in a safe and healthy way and not jeopardise the health and safety of others,
11. Inform FBA of any pre-existing medical conditions or special needs that FBA should be aware of or that might affect your ability to undertake certain tasks,
12. Report any injury or near misses immediately to your supervisor,
13. Disclose, and take steps to avoid, any conflict of interest whether real or apparent.

VOLUNTEER ORIENTATION AND INDUCTION

The supervisor will have an orientation session with the volunteer to:

- ◆ Provide the volunteer with an official welcome to the organisation and education on the organisation's history and mission statement. Be introduced to staff and other volunteers and tour the facilities (eg fire exits, toilets) and project site (if relevant).
- ◆ Provide an overview of the skills and responsibilities required for the position. If special equipment is being used, the supervisor should teach the volunteer how to use it safely until the volunteer is appropriately trained and deemed competent in equipment usage.
- ◆ Share important information about volunteering at FBA:
 - Voluntary Workers Insurance (Certificate of Currency can be provided upon request)
 - Supervision and relevant contact details
 - Support
 - FBA Values and Code of Conduct
- ◆ Explain and provide access to FBA's suite of policies and procedures, relevant to the voluntary works. At a minimum, the following Policies shall be provided:
 - Workplace, Health and Safety (WHS) Policy
 - Human Resources Policy
 - Code of Conduct Policy
 - Anti-Discrimination and Equal Employment Opportunity Policy
- ◆ Conduct a safety briefing covering how the volunteer can protect him/herself and community members from danger and injury while representing FBA.

VOLUNTEER ORIENTATION AND INDUCTION FOR ONE OFF OR AD HOC VOLUNTEERS

For one off or ad hoc volunteers the orientation and induction needs to focus primarily on working safely. In this circumstance, all volunteers should read the safety guide card prior to starting work. The supervisor should also ask for the Volunteer to complete the registration form and have on hand a copy of FBA's volunteer insurance policy should the volunteer wish to see this.

VOLUNTEER SAFETY GUIDE CARD

FBA's responsibility: FBA has a responsibility to provide a safe working environment for its volunteers and staff.

Volunteer responsibility: Volunteers must cooperate with FBA in the maintenance of a safe working environment, and must comply with FBAs' safety policies.

Drugs, alcohol and smoking: Smoking and the consumption of alcohol or the use of illegal drugs are not permitted in FBA vehicles, project sites or the workplace.

Vehicles and travel: Volunteers may be authorised to drive vehicles but must provide FBA's Corporate Services Team with a copy of their driver licence. During travel, volunteers must wear seatbelts and ensure they are correctly fitted. Volunteers must also avoid causing distraction to the driver, which may endanger the safety of all vehicle occupants.

Protective clothing: Volunteers must wear sturdy boots on FBA project sites, and additional personal protective clothing as directed by the supervisor, including clothing which provides adequate protection against the sun and insect and spider bites. FBA will provide any site specific personal protection equipment.

Pre-existing medical conditions: It is essential that volunteers declare, confidentially, any pre-existing medical conditions which may affect their participation in FBA projects. In some instances, pre-existing conditions may limit participation in remote or isolated projects.

Register of injuries: If at any time a volunteer sustains a project related injury on a project or a near miss, the injury should be treated or a near miss reported and then recorded in the OH & S incident register. Volunteers should ensure supervisors are informed of injuries or near misses and supervisors should ensure that this is recorded. In the event of an incident, FBA staff will be required to complete an incident report and investigation form to be provided to FBA's Governance Officer or a member of the Corporate Services team.

Safety equipment: Volunteers must not interfere with any safety equipment such as fire extinguishers, smoke detectors, first aid kits etc. installed in any FBA office or vehicles. Any breach of this requirement may endanger the lives of others. (All FBA project sites are supplied with and will have access to a first aid kit.)

Tool use: Volunteers will be instructed in the safe use and carrying of a range of hand tools. Volunteers will not normally be authorised to use power tools unless they possess relevant qualifications and hold the relevant blue/white card. Care must always be taken to maintain a safe working distance between volunteers. That distance should not be less than three metres when using 'swinging' tools such as picks, mattocks or axes.

Chemicals: Chemicals may be used by volunteers only when under the supervision of an appropriately qualified person, and only then where there is full compliance with the safety directions detailed on the material safety data sheet (MSDS). Volunteers may request to examine the MSDS.

The right to feel safe: Volunteers and staff must not only be safe; they must also feel safe. Volunteers should immediately draw to the attention of their supervisor any situation which causes them to feel unsafe or feel concern for the safety of others.

Volunteers 15 and under: Volunteers 15 years of age and under must be accompanied by an adult.

Emergency: In case of life-threatening emergency call 000 (on landline) or 112 (on mobile phone).

VOLUNTEER REGISTRATION FORM AND AGREEMENT

Name:	
Date of Birth (dd/mm/yyyy)	
Address	
Best contact phone number	
Emergency Contact Name	
Emergency Contact Phone No.	
Any Allergies/Medical Conditions FBA should be aware of	
*Optional Preferred Doctor & or Medical Centre Phone No.	
*If you are going to drive a FBA vehicle please provide your Drivers Licence No. and attach a copy.	

ACKNOWLEDGMENT AND AGREEMENT

- I understand that I am volunteering my services to FBA and that I will **not** receive any remuneration for those services.
- I understand that as a Volunteer, I will not be covered by FBAs workers' compensation insurance and that FBA will not provide personal accident insurance for me.
- I understand that I am covered by FBA's public liability insurance in respect of accidental damage that I may cause to other people or property in the course of working as a 'Volunteer' but that I will be personally liable for any deliberate or negligent damage caused to any person or property whilst working as a FBA Volunteer.
- I understand that I am covered by FBA's Voluntary Workers Insurance and that I have access to the policy and understand the limitations.
- I agree that I will only conduct work under the guidance and supervision of a FBA employee responsible for the area of work.
- I have read the Volunteer safety guide card and understand that I have access to FBA's Suite of WHS & HR Policies and Procedures, and I understand that I must comply with these policies during the course of my engagement as a FBA Volunteer.
- I understand that FBA reserves the right to terminate my engagement as a Volunteer at its absolute discretion
- I consent to the publication of photos taken during the volunteer work that may be used in reporting or promotion of FBA work.
- If under 15 years of age, a parent or guardian has signed below., on my behalf

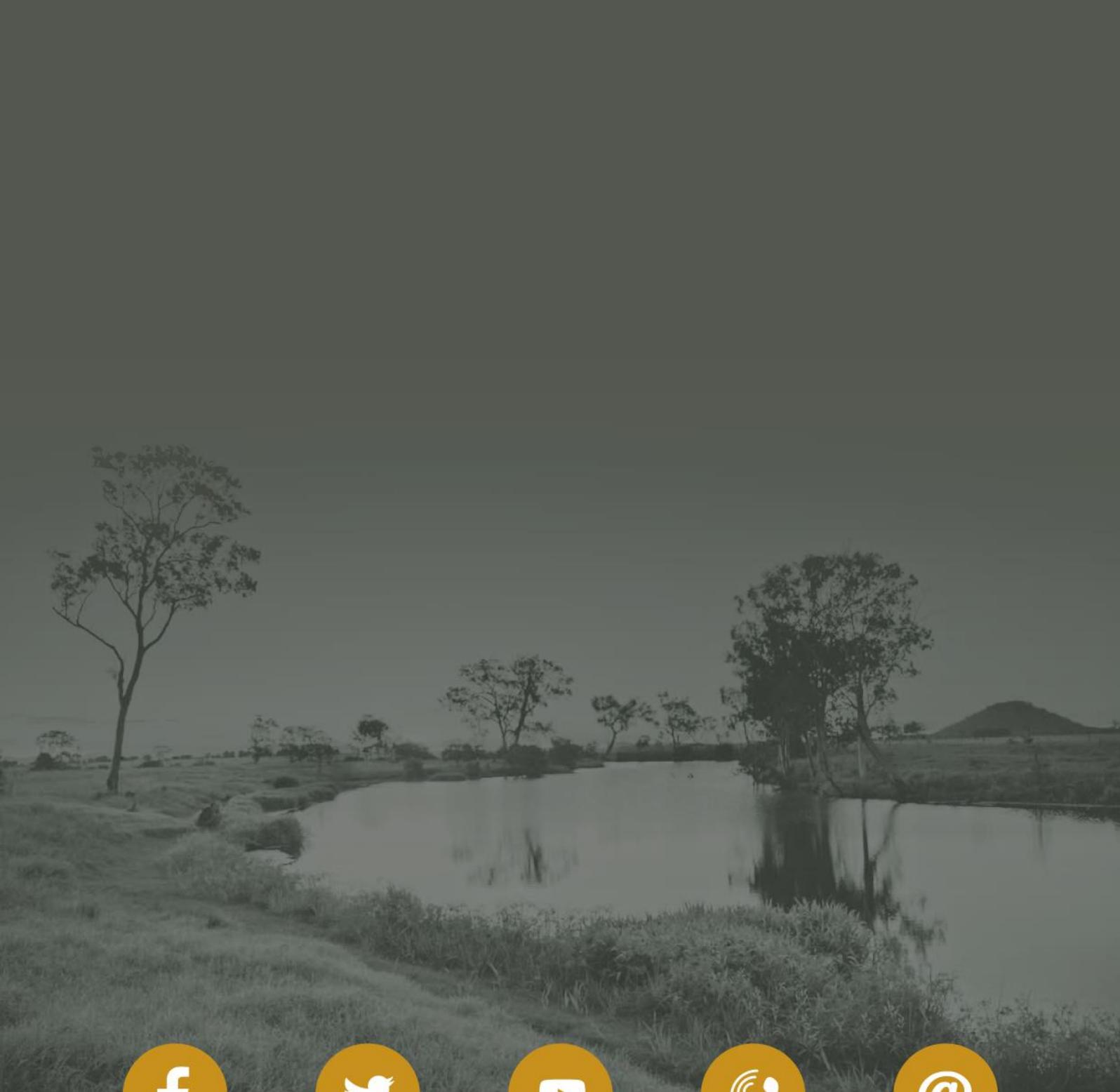
Signature _____ Date _____

(Please circle either: Volunteer / Parent or Guardian: Name:.....)

Whilst this information is and will remain confidential, FBA, at its discretion, may pass on details in urgent or emergency situations.

**Complete & return this page to:

Fitzroy Basin Association, Level 1/80 East Street, Rockhampton Qld 4700
Or via Email: admin@fba.org.au



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