

# ***KU-RING-GAI/ HORNSBY VOLUNTEER SERVICE***

## ***Policy and Procedures Manual***



***Updated April 2009***

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# **SECTION 1:**

# **SERVICE MANAGEMENT**



# **SECTION 1: SERVICE MANAGEMENT POLICY AND PROCEDURES**

Service Management Policy and Procedures cover the way in which an organisation is managed.

The policy and supporting documents included in this section ensure that the Ku-ring-gai /Hornsby Volunteer Service (KHVS) is accountable and well managed and is providing effective and efficient services to its target/consumer group.

Included in this section are policy statements, agreements, forms and other documents relating to all aspects of service management, including material on:

Service Purpose, Philosophy and Outcomes

- The Auspice Agency: Ku-ring-gai Council
- Meetings
- Organisational Structure
- Planning and Evaluation
- Insurance
- Financial Management
- Use of Equipment and Vehicles
- Occupational Health, Safety and Welfare

# 1.1 SERVICE PURPOSE, PHILOSOPHY AIMS AND OUTCOMES

## ◆ Statement of Purpose

The main purpose of the Ku-ring-gai /Hornsby Volunteer Service (KHVS) is to

1. Improve access to appropriate volunteers for Home and Community Care funded organisations who provide a range of services to the frail aged, people with disabilities and their carers, in the North Metro Region
2. Improve the retention of volunteers in these services
3. Improve the satisfaction of HACC providers and volunteers with the volunteer system within the North Metro HACC service system
4. Work with the other Volunteer Service Coordinators and the regional Co-ordinator to promote a whole of region approach to continuous improvement and collaborative teamwork.

## ◆ Philosophy

The KHVS believes that:

### **Volunteers have the Right to:**

- a position, which is worthwhile, varied, challenging and satisfying.
- be treated as co-workers
- have access to work-related information which will assist them in performing their task.
- receive a clear Job Description before appointment
- receive appropriate orientation and on-going training for the job
- receive sound and regular supervision, support and direction.
- contribute to the planning and decision-making processes
- be adequately insured
- have their contributions recognised and valued
- a safe and conducive work environment

## ◆ Aims

KHVS aims to:

- implement the new model for HACC Metro North Region to best insure the development of this regional Model.
- promote and raise awareness of volunteering in the Ku-ring-gai and Hornsby areas in particular, as well as the whole of the Metro North region
- resource and support people to make informed choices about volunteer work
- maintain relevant, up to date information on volunteer services/issues

- refer potential volunteers to agencies registered with KHVS
- Act as an advocate for agencies registered with KHVS
- Resource and network with other Volunteer Referral Agencies in NSW and Australia
- Work collaboratively with the other Volunteer services in Metro North to develop a strategic regional approach.
- Promote best practice standards for volunteer management within Metro North region so as to increase retention/ satisfaction of volunteers
- Encourage agencies to recognise the valuable contribution made by volunteers by recognising their participation using a number of methods (e.g. thank you lunch, ceremonies, awards etc)

## **Core Activities**

- **Promotion:** Increasing awareness of volunteering opportunities within the HACC sector
- **Connection:** Connecting people with appropriate volunteering opportunities-enquiries, screening and referral.
- **Capacity Building:** Improving the capacity of HACC providers to manage and retain volunteers.
- **Strategic Initiatives:** Ensure that the HACC sector is responsive to changes in volunteering and meets the needs of all stakeholders.

## **◆ DEFINITIONS**

### **• Volunteering**

Formal volunteering is an activity that always takes place through a registered not-for-profit organisation and is:

- ❖ of benefit to the community and the volunteer
- ❖ undertaken of the volunteer's own free will and without coercion
- ❖ for no financial remuneration
- ❖ underpinned by a set of principles/code of practice for volunteering

### **• Target /Consumer/Client Group**

KHVS has two main target groups:

#### **➤ Registered Agencies**

Registered agencies - HACC and HACC-like services that have registered with KHVS. The role of KHVS, with respect to registered agencies, is to carry out the core activities as set out in the 2007 Metro North Volunteer service model

> **Volunteers**

**Potential volunteers** - people interested in volunteering..

The role of KHVS for potential volunteers is to:

- ❖ provide information on HACC volunteering to residents in the Hornsby and Ku-ring-gai local government areas;
- ❖ match skills and refer to appropriate agency/ies.

> **Active volunteers** - people already involved in volunteering.

The role of this service is more indirect for active volunteers working in HACC agencies.

KHVS aims to encourage the agencies to care for their volunteers by establishing good practices such as:

- Encouraging agency specific training
- Encouraging recognition of the valuable work carried out by the volunteers.

> **KHVS volunteers**

KHVS recruits a small number of volunteer workers to assist in the office and with public relations.

Owing to the limited resources of this service, volunteers must be equipped with appropriate skills before commencement e.g. good communication skills, competent computer skills etc.

The Co-ordinator of the KHVS service will ensure that new volunteers will undertake an appropriate orientation which will include:

- ❖ A description of the auspicing organisation.
- ❖ Information on HACC generally and the role of KHVS.
- ❖ Operating procedures for the office which will include use of equipment, answering the phone etc.
- ❖ A booklet on the rights and responsibilities of the Volunteer
- ❖ A position description outlining the duties involved
- ❖ The Coordinator and the volunteer will sign an agreement that a review will take place at the end of 3 months.

The Co-ordinator will ensure that information on any KHVS volunteer worker is forwarded to Council's Insurance Officer.

◆ **Auspice Agency**

KHVS is an auspice of Ku-ring-gai Council. As a Council auspiced HACC service, KHVS is ultimately responsible to the Elected Representatives through the General Manager.

## ◆ **Council Meetings**

Council meetings are held regularly.

The latest information can be viewed by visiting the Ku-ring-gai Council website and viewing Council meetings.

## ◆ **Organisational Structure**

The Coordinator reports directly to the Community Development Officer (CDO) - Aged/Disability Services. KHVS is part of the Community Development team within the Community Services Department. The structure of Ku-ring-gai Council is shown in the organisational chart on the next page.

## **1.2 PLANNING AND EVALUATION**

KHVS has a commitment to ongoing planning, monitoring and evaluation of the service to ensure that the needs of the registered agencies and volunteers are met effectively and efficiently.

### ◆ **Participation in Planning**

The planning and evaluation of the service is the joint responsibility of the KHVS Coordinator and the CDO (Aged/Disability Services). This ongoing process includes:

- monthly meetings with the CDO
- contribution to Council's Management Plan updates
- participation of local agencies

The KHVS Coordinator is also involved in the Community Services Department planning, including the establishment of annual objectives and quarterly reviews.

### ◆ **Planning and Evaluation Process**

#### • **Ongoing Monitoring**

Ongoing monitoring of the service is achieved by collecting appropriate client data and statistics as follows:

- Volunteer enquiries are recorded in accordance with the Northern Sydney Volunteer Resource Project Review.
- All volunteer interviews are done using the Volunteer Information Sheet, entered into the data base and then forwarded to the HACC service provider.
- Permission must be obtained to pass this information on to the HACC Service and DADHC.

- At the end of the Quarter a copy of the referrals is sent to DADHC and the Regional Volunteer Resource Project Officer.

## • **Voluntary Work Registration Form**

The Coordinator keeps a record of relevant information on potential volunteers. (See **attached**).

HACC agencies in the Hornsby/Ku-ring-gai sub region who require volunteers must **register** with this service. (See **attached** registration form).

HACC agencies in the Hornsby/Ku-ring-gai sub region must complete a **Volunteer Job description** form for each volunteer position required. (See **attached** form).

The Volunteer job requests indicate the level of need for certain positions and form the basis 654 for promotional campaigns.

Information from these forms is stored on a database.

## • **State and National Statistics**

At end of each quarter, Volunteer statistics are sent on to DADHC as well as the regional Volunteer Resource Project Officer.

The information from the phone record and Volunteer Information Form is closely monitored and reviewed in the quarterly report to council.

## • **Local Government Social Plans**

It is a requirement of the Local Government Act for Councils to have a Social Plan. Information from the two local Social Plans is used as a reference point and resource.

## • **Flexibility**

The service has a flexible approach and initiates reviews into specific areas of concern as necessary. Issues of concern are discussed with the CDO Aged Services and reported in the quarterly review.

## • **Consumer Feedback/Input**

### > **Formal**

- Information is gathered from the Volunteer Co-ordinators Forum which covers HACC agencies utilising volunteers in the Hornsby/Ku-ring-gai areas.
- The Forum meets quarterly but additional meetings are called if necessary.

- The Forum is used for planning purposes as well as being a useful networking and support group. Activities are continually reviewed and evaluated at these meetings.
- **Informal** which includes indirect feedback, can be sourced from:
  - Anecdotal information from discussions with other agency co-ordinators
  - Volunteers working with agencies and within the volunteer office
  - Professional observations made by the Volunteer Service Co-ordinators

Feedback is reviewed at the Annual Performance Review and when the Annual Workplan is prepared. Activities in the Workplan are discussed regularly and priorities may be changed at any time to respond to gaps in service provision or identified needs.

### • **Quarterly Presentation of Data**

At the end of each quarter the KHVS Coordinator collates relevant data for the period which includes information on the following:

- ❖ An overview and highlights of operations for the quarter
- ❖ Liaising and Networking
- ❖ Public Relations
- ❖ Outcomes: includes number of enquires and number of referrals. It also compares data with the previous quarter and the same time the previous year
- ❖ Plans for the next quarter

This plan is presented to Council's Community Services Committee and then adopted at a Council meeting.

### • **Annual Review & Presentation of Data**

In addition, the KHVS Coordinator collates relevant demographic data of volunteer applicants on an annual basis, or as requested.

The Review includes:

1. Overview of the HACC target population and the groups serviced by KHVS, covering:
  - ❖ services currently registered
  - ❖ job categories
  - ❖ demographic data on volunteer applicants:
  - ❖ referrals
  - ❖ age
  - ❖ gender
  - ❖ source of referral to KHVS

- ❖ country of birth, languages spoken
  - ❖ postcode
  - ❖ motivation for volunteering
2. Identification of any duplication or unmet needs.
  3. Identification and prioritisation of plans and strategies, including dates for implementation.
  4. Review Training Schedule.
  6. Review of service promotion/publicity.
  7. Review of Policy and Procedure Manual.

### • **Implementing the Action Plans**

The KHVS Coordinator is responsible for developing action plans for strategies identified at the KHVS Review.

Progress of the action plan is discussed at monthly meetings with the CDO (Aged Services).

## **1.3 INSURANCE**

KHVS will comply with all legal requirements with respect to insurance.

Insurances carried by Council include - Workers' Compensation, Public Liability, Building And Personal Accident.

Council employs a Property Officer (Risk and Insurance) to whom all enquires are to be directed.

When a new volunteer worker commences with KHVS a separate form must be completed and details must be sent to the Insurance Officer. See **attached**

## **1.4 FINANCIAL MANAGEMENT**

### ♦ **Principles of Financial Management**

An annual budget is developed by the CDO (Aged/Disability Services) and is monitored on a monthly basis.

Quarterly financial reports are provided to Council by the CDO (Aged/Disability



Services).

All payments are in accordance with the approved budget and are to be authorised by the CDO (Aged/Disability Services).

An assets register recording a description of the goods, date and place of purchase and cost of goods is maintained by Council's Financial Services Section.

As part of Council's financial management procedures, an annual audit is undertaken.

#### ◆ **Development of Budget**

The budget for the KHVS is contained within the Aged Services cost centre. The two line items for the service relate to wages and administration/project costs.

In addition, the KHVS Coordinator will prepare an estimated projection of expenditure for the funds in the administration line item.

Petty cash up to a limit of \$50.00 and cheque requisitions are requested by the Coordinator and authorised by CDO (Aged/Disability Services) or Manager Community Development. (see **attached** forms)

## **1.5 USE OF EQUIPMENT AND VEHICLES**

#### ◆ **Equipment**

The following policy applies to all staff of Ku-ring-gai Council who are required to use equipment in carrying out their duties:

The O.H.S policy must be followed. If a staff member is inexperienced in using a piece of equipment, appropriate training must be provided. Any hazards or faults must be reported immediately.

#### ◆ **Motor Vehicle Policy**

All Council's policies relating to vehicles are maintained by Human Resources Manager and Fleet/Workshop Manager.

#### ◆ **Staff Vehicles**

The Coordinator will ensure that the use of own vehicle is covered by his/her own insurance policy when used for work purposes. Council's pooled vehicles can also be used for travel purposes.

#### ◆ **Mileage Reimbursement**

A record of private vehicle use must be maintained and a mileage reimbursement in accordance with NSW (State) Local Government Award will be paid to the KHVS Coordinator when he/she uses his/her own vehicle for work. (See **attached** form).

Use of Council car pool vehicles is recommended in preference to use of own vehicle, where possible.

## ◆ **Motor Vehicle Accident Policy and Procedures**

Staff who have a motor vehicle accident while driving for work purposes are to follow the procedures outlined below:

- Stop at once
- As much as possible, ensure that the vehicle is not posing a further traffic hazard
- Offer assistance to anyone who might be injured
- Obtain the names and addresses of all witnesses to the accident
- Report the accident to the police

If another vehicle is involved, ensure you obtain and keep a record of the following information:

- The owner's name, address and telephone number
- The driver's name, address and driving licence number or other identification
- The name of the owner's insurance company
- The make, type and registration number of the car
- Identify yourself to the other driver, together with your name, address and registration number.

### **If the police attend:**

- Provide them with all relevant information about yourself and the other driver
- Obtain and keep a record of the attending police officer's name, rank, number and station
- As much as possible try to recall and commit to memory (or write down) the details of the accident while they are still fresh in your mind
- Do not discuss the accident with anyone other than the police or the vehicle insurer
- Do not admit liability
- If personal injury or serious property damage is involved, phone the CDO (Aged/Disability Services) and the car insurance company at once
- An Accident Report Form must be completed and given to the CDO (A & D) as soon as possible after the accident. See **attached**.

## **1.6 WORKERS COMPENSATION**

Staff employed by Ku-ring-gai Council are entitled to claim Workers Compensation if they are injured whilst at work or travelling on a 'normal' uninterrupted route between

work and home.

In the event of an accident, the following steps must be taken:

- Advise your Supervisor or Department Head as soon as possible, and enter the details in the Accident Book for your Section
- If medical attention is required, see a Medical Practitioner and obtain a "Work Cover certificate" stating the details of the injury
- Complete the required Workers' Compensation forms held by Council's Overseers or Workers' Compensation Co-ordinator as soon as possible to avoid delays in pay
- All matters related to Workers' Compensation are referred to Council's Workers' Compensation Co-ordinator .

## **1.7 DUTY OF CARE**

Ku-ring-gai Council is committed to strive for excellence in its Duty of Care to ensure that a safe and healthy environment for all is maintained.

A number of standards apply to Councils Duty of Care. These standards can be viewed under the O.H.S. Standards in the Manual.

## **1.8 OCCUPATIONAL HEALTH, SAFETY AND WELFARE**

Ku-ring-gai Councils Human Resources is responsible for preparing and maintaining Standards to ensure a safe, healthy work setting.

The Purpose for each O.H.S Standard is listed below:

### **◆ Occupational Health and Safety Corporate Standard - Purpose**

Ku-ring-gai Council is committed to the continued strive for excellence, to ensure that a safe and healthy environment for all employees, contractors and members of the public who use Council services and facilities is maintained.

A safe and healthy workplace is central to Council's business practice. The following strategies demonstrate Council's commitment to achieving excellence in occupational health and safety (OH&S) standards:

- Including OH&S strategies in Departmental Business Plans
- Ensuring that OH&S responsibilities are part of all job descriptions and performance standards
- Effective reporting and monitoring OH&S performance
- Developing OH&S Corporate Standards and Programs which will be evaluated and reviewed regularly
- Acknowledging that consultation is instrumental in the development and monitoring of

- OH&S programs and initiatives
- Promoting a risk management culture which supports OH&S initiatives from all employees and levels of council
- Allocating resources appropriately in order for Council to comply with relevant Acts and Regulations to ensure a safe environment is maintained
- Timely and effective Injury Management

The O.H. S. Corporate Standard has been developed in consultation with the O.H.S Committee, Council Safe Program working group and staff.

## ◆ **Occupational Health and Safety Implementation - Roles and Responsibilities**

Ku-ring-gai council has a responsibility to meet its obligations to provide and maintain a safe and healthy workplace for all employees and contractors under the NSW Occupational Health and Safety Act 2000.

## ◆ **Injury Management - Purpose**

Ku-ring-gai Council is committed to the continued strive for excellence in the prevention of work-related injury and illness by ensuring that the provision of a safe and healthy work environment is maintained for all employees (permanent, casual and temporary).

Council is committed to minimising the effects of work-related injury and illness once they have occurred and have implemented the following strategies as a means to ensure this commitment is met:

- Speedy referral to a medical practitioner
- Injury Management is commenced as soon as practicable after an injury or illness
- Return to work is facilitated as soon as practicable after injury or illness
- The provision of appropriate duties is an integral part of the injury management program
- Participation in an injury management program will not prejudice an employee
- A co-operative team approach to injury management is promoted. This includes consultation with management, employees and, where applicable, other parties.

## ◆ **Return to Work Program - Commitment of Ku-ring-gai Council**

The Return to Work Program ensures that injury management activities commence as soon as possible after an injury and every effort is made to provide suitable and meaningful duties consistent with the nature of the injury/illness, after seeking appropriate medical judgement.

The purpose of this Return to Work Program is to:

- Ensure that injury management commences as soon as possible after an injury after seeking appropriate medical advice if applicable.
- To provide suitable duties/employment for an injured employee as soon as is safely possible.
- To ensure all injuries are reported to the insurance company within given legislative timeframes
- To provide support throughout the rehabilitation process to minimise the effects of the injury and ensure that an early return to work is normal practice and expectation
- To consult with employees and where applicable, any union representing them, to ensure that our Return to Work Program operates effectively.
- To ensure that participation in a Return to Work plan will not, of itself, prejudice an injured employee.
- To ensure the provision of a safe and healthy work environment is maintained for all employees (permanent, casual or temporary).

#### ◆ **Personal Protective Equipment (PPE) - Corporate Standard - Purpose**

Ku-ring-gai Council is committed to the continued strive for excellence to ensure a safe and healthy work environment for all employees. Council recognises that all attempts need to be made to eliminate hazards at source. However, where this is not possible, effective control measures must be implemented.

The purpose of an effective PPE Program is to control and minimise the adverse affects of hazards in the work environment.

Council will supply/replace specific PPE and appropriate work clothing as required to all staff, according to the demands of the work environment.

#### ◆ **Health Assessments - Purpose**

Ku-ring-gai Council is committed to the prevention of injury and illness in the workplace by providing and maintaining a safe and healthy working environment.

The purpose of the pre-placement, periodic and return to work health assessment is to:

- Ensure the fitness for work of all employees
- Detect any health problems needing diagnosis, supervision or treatment
- Monitor the health of employees in identified "at risk" occupations
- Provide baseline employee health data

#### ◆ **First Aid**

**Refer to page 34: Staff Management, Section 2.**

## ◆ **Drugs and Alcohol in the Workplace**

Refer to page 33: Staff Management, Section 2.

## ◆ **Manual Handling - Purpose**

Ku-ring-gai Council is committed to providing and maintaining a safe and healthy work environment for all employees, contractors and visitors who use Council services and facilities.

Council's stated aim is to prevent and reduce the number of severities of injuries associated with manual handling and ensure Council complies with all relevant Manual Handling Regulations, Standards and Codes of Practice.

## ◆ **Smoking in the Workplace - Purpose**

Ku-ring-gai Council is committed to providing and maintaining a safe and healthy environment for all employees, contractors and members of the public who use Council services and facilities. It is also committed to presenting a professional image to residents and the public.

The purpose of the Smoking in the Workplace corporate standard is to:

- Protect all staff from the effects of passive smoking and to assist those who wish to cut down or stop smoking.
- Ensure all employees understand their responsibilities and rights in creating a smoke free workplace.

**The complete standards are available in the following formats:**

- **A hard copy of the manual is kept with the Director of each department.**
- **An electronic copy is stored on Council's Intranet under "Human Resources Standards".**

# **SECTION 2:**

  

# **STAFF MANAGEMENT**

# **SECTION 2:**

## **STAFF MANAGEMENT**

### **POLICY AND PROCEDURES**

Staff management policy and procedures cover the way in which staff are recruited, employed, supported and supervised in an organisation.

The documents included in this section are used by Ku-ring-gai Council to ensure that staff are employed and managed in a way that meets the HACCC National Service Standards.

Included in this section are policy statements, agreements, forms and other documents relating to all aspects of employing staff, including material on:

Staff Accountability

Employee Information

Job Description

Human Resources Policies

Staff Supervision and Support



## **2.1 STAFF ACCOUNTABILITY**

### **◆ Job Description**

The Co-ordinator is given a copy of the job description which specifies the roles and responsibilities of the position prior to commencing employment and whenever the job description is changed.

The job description is reviewed and updated when the staff member leaves and/or every year at the competency assessment/performance appraisal to ensure that it is appropriate. A copy of the current job description is contained in this manual and has been reviewed to include the priorities of the Regional Model (attached).

### **◆ Role of the Coordinator-KHVS**

The Co-ordinator is responsible for the day-to-day management of the service. This includes responsibility for:

Service delivery  
Administration  
Service promotion and community liaison  
Liaison with HACC and other funding bodies.

### **◆ Staff Reporting Procedures**

The Co-ordinator meets monthly (or as required) with the CDO (A & D Services).

A written quarterly report, which is collated monthly, is submitted to the CDO. These reports include information such as:

- Major activities in the last month; meetings/seminars attended
- Outcomes achieved
- Publicity
- Plans/Major activities for the next month
- Volunteer Outcomes; number of volunteer enquires and number of volunteers referred

See **Attached**

## **2.2 STAFF SUPERVISION AND SUPPORT**

The CDO is responsible for providing supervision and support to the Coordinator. This includes monthly supervision sessions and an annual performance appraisal. (In line with Council's policy for Performance Appraisals).

The Coordinator and CDO have regular contact and the Coordinator will advise if issues arise

between supervision sessions which need to be dealt with urgently. Supervision sessions will cover the following points:

- Review of performance since last session
- Activities planned for the next month
- Organisation issues
- Feedback on performance including identification of strengths and areas for improvement
- Identification of strategies for staff development

## **2.3 EMPLOYEE INFORMATION**

Ku-ring-gai Council maintains employee Record Information. This is located in the Human Resources Section. Appointments can be made with Council's Personnel Officer to arrange a suitable time to see the file.

## **2.4 STAFF EDUCATION & TRAINING**

### **◆ Agency Volunteers**

It is the responsibility of the HACC agency to provide orientation and job specific training to the volunteer. The Co-ordinator will work with the Volunteer Coordinators Forum in identifying local training needs for all volunteers and identify areas of priority for training of both volunteers and volunteer coordinators in HACC agencies.

### **◆ KHVS Volunteers**

KHVS volunteers will be given appropriate orientation for work with this office. For more detail see KHVS volunteer on page 12 in this manual.

### **◆ Council Employees**

The Standards Manual is available through the relevant department and stored on Council's Intranet.

## **STAFF ORIENTATION**

All new staff are required to attend a staff orientation session facilitated by HR (see Induction and Orientation - page 28) and are encouraged to visit the Ku-ring-gai Council website. On this site information is given on a number of areas which will assist staff in becoming familiar with the area. Examples include:

- About your Local area
- History of Ku-ring-gai
- About Local Government

A hard copy of this information is also included in the volunteer resource kit for those

volunteers working with KHVS.

## **2.6 HUMAN RESOURCES CORPORATE STANDARDS**

Council's Human Resources Section is responsible for the development and maintenance of a number of policies relating to staff management. Following is the Purpose of each Standard.

### **WORKFORCE PLANNING AND REVIEW**

#### **◆ Broadband Salary System - Purpose**

This Corporate Standard outlines the process to be followed when establishing a salary range within Council's broadband salary system

#### **◆ Using the Job Matrices - Purpose**

The Job Matrices are to be used as Ku-ring-gai's job sizing tool. The Job Matrices derive from the skill descriptors outlined in the Local Government (State) Awards and are featured in the corporate Position Description.

Job sizing is used to determine job size and relevant value, to determine a classification in terms of a band/level and to place the position in Council's salary system. The relevant Manager or Director initiates Job sizing. Job sizing will be undertaken in the following circumstances:

- When a new position has been created
- Following work redesign which results in the skills content changing by more than 20%.

### **RECRUITMENT AND SELECTION**

#### **◆ Recruitment and Selection - Corporate Standard - Purpose**

The purpose of this recruitment and selection corporate standard, and its implementation guidelines, is to ensure that the best available person is selected for any vacant position. By encouraging existing employees to apply for vacant positions, this corporate standard supports the Council's commitment to providing career development opportunities for existing employees.

The underlying principle for any recruitment and selection decisions will be merit. Merit based selection supports Equal Employment Opportunity principles. EEO principles are to be applied to all aspects of the recruitment and selection process.

Ku-ring-gai Council is committed to ensuring that the organisation's strategic objectives are met by recruiting and selecting individuals who have the right skills, knowledge and

experience.

### ◆ **Recruitment and Selection - Implementation**

For details see the electronic copy of the Complete Standard on Council's Intranet.

### ◆ **Child Protection - Purpose**

Council has an obligatory role in the community to help prevent and reduce incidents of child abuse. Council will comply with all legislative reporting requirements.

### ◆ **Work Experience - Purpose**

Ku-ring-gai Council supports work experience programs and is committed to helping provide opportunities for students to be involved in the work environment.

The purpose of work experience programs is to allow participants to become familiar with employer expectations and working conditions. Participants also have the opportunity to realistically assess their own suitability for particular jobs and work environments.

As well, an effective work experience program can help Council to strengthen its links with the local community.

## **INDUCTION AND ORIENTATION - Purpose**

The purpose of Ku-ring-gai Council's Induction and Orientation Procedure is to ensure all new staff are systematically welcomed to his or her job, co-workers and the Council. The introduction provides employees with guidance and information to facilitate their early adjustment to the work environment and to enable them to become effective employees. It also provides the Council with the opportunity to outline its expectations.

New employees will be made aware of all policies and procedures including an awareness of Occupational Health and Safety (OH&S), Equal Employment Opportunity (EEO) and Environmental Awareness.

## **EMPLOYMENT CONDITIONS**

### ◆ **Leave Entitlements - Purpose**

The purpose of this corporate standard is to inform all employees of their leave entitlements and the legislative and Award requirements that need to be complied with in order to access the various forms of leave.

The guiding principle of the corporate standard is the requirement to maintain operational effectiveness at all times. Supervisors of staff must be able to guarantee the effective

operation of work groups and individuals when approving leave.

### ◆ **Grievance and Disputes Handling - Purpose**

The purpose of this corporate standard is to provide a procedure by which employees can have grievances and disputes addressed.

An employee who believes they have been disadvantaged or unfairly treated will be able to have their concerns addressed as per the procedures outlined in this corporate standard.

The procedure aims to provide a means of settlement based on consultation, co-operation and discussion.

This corporate standard should be read in conjunction with Ku-ring-gai Council's Workplace/Sexual Harassment corporate standard.

### ◆ **Access to Personnel Files - Purpose**

In accordance with the provisions of the Local Government (State) Award all Council employees have the right:

- To access their personnel files and
- To take notes and/or obtain copies of the contents of the files.

The purpose of this corporate standard and its procedure is:

- To ensure that employees have such access
- To ensure that other authorised persons' access to files is regulated and monitored and
- To ensure a consistent approach to the security of the confidential information contained in those files.

### ◆ **Prohibited Person (Counselling & Termination of Employment) - Purpose**

Council is committed to help prevent and reduce incidents of child abuse in the community.

The purpose of this Corporate Standard is to provide guidelines to be followed in the event that a current "employee" discloses that he or she is a prohibited person or is proven to be a prohibited person.

## **PERFORMANCE MANGEMENT**

### ◆ **Achievement Awards - Purpose**

The purpose of Ku-ring-gai Council's Achievement Awards are to help staff and management

become aware of the contributions of their colleagues and to show employees that they are appreciated.

### ◆ **Counselling and Discipline - Managing Poor Performance - Purpose**

Ku-ring-gai Council is committed to creating a work environment which encourages performance, employee achievement and satisfaction.

Every effort will be made to assist and encourage employees to meet organisational objectives, increase levels of competency and to contribute to the effectiveness and the positive culture of the workplace.

Council seeks to foster a culture of open communication, joint problem solving and the early identification and resolution of poor workplace performance and conduct.

### ◆ **Competency and Performance Planning**

For details see the electronic copy of the Complete Standards on Council's Intranet.

### ◆ **Working Hours**

For details see the Complete Standard on Council's Intranet.

## **TRAINING**

### ◆ **Training Corporate Standard - Purpose**

Ku-ring-gai Council values its employees and believes that training will help improve our employee's effectiveness and efficiency and result in enhanced service to the community and greater job satisfaction.

Council's Training Program will meet the training requirements contained in the Local Government (State) Award. It will also meet Council's statutory obligations under Equal Employment Opportunity (EEO) and Occupational Health and Safety (OH&S) legislation.

All employees will have access to training activities that meets the needs of both Council and the employee.

### ◆ **Study Assistance Scheme - Purpose**

Ku-ring-gai Council assists its permanent employees who wish to undertake a course of study which will enhance work related knowledge and skills, improve job performance and ensure staff are trained for specific workforce requirements both now and in the future.

As well as Council providing support and assistance for study, employees have a joint responsibility in not only ensuring the success of their study program, but in sharing the 'investment' in terms of time and cost.

Consistency in application of the Study Assistance scheme will be maintained across all Departments of Council and EEO requirements will be taken into consideration.

## **EEO**

### **◆ Equal Employment Opportunity - Purpose**

Ku-ring-gai Council is committed to ensure a workplace free of discrimination and harassment.

This commitment is based, in part, on the need to ensure that our organisation complies with equal opportunity laws and the Local Government Act 1993. We are also committed to providing a pleasant working environment for all employees and encouraging good working relationships between employees.

Ku-ring-gai Council will endeavour to ensure that in the application of all Human Resource corporate standards, practices and procedures, no discrimination takes place and that all employees enjoy equal access to opportunities within Council. The basis of employment decisions is the individual merit of employees.

Ku-ring-gai Council will endeavour to ensure that no sexual, racial or other harassment occurs in the workplace.

For further information about workplace harassment and its consequences, see the Workplace Harassment Corporate standard.

### **◆ Workplace/Sexual Harassment - Purpose**

It is a breach of equal opportunity laws and against Council's corporate standard to harass an employee because of their sex, race, pregnancy, marital status, disability, age, homosexuality and transgender.

Harassment will not be tolerated at Ku-ring-gai Council under any circumstances.

Council believes that all employees are entitled to work in an environment in which they can enjoy their work and their relationships with their colleagues, free from unwanted harassment of any kind.

Ku-ring-gai Council values the diversity of its workforce and respects the differences between employees, recognising that each person has individual talents and skills to bring to their role and to the organisation.

Action to resolve any complaints of harassment if necessary will be based on confidential and impartial investigation. Resolution will be appropriate to the severity of the incident and may include mediation, counselling, disciplinary action and/or dismissal.

Serious cases of harassment involving assault may also constitute a crime and will be reported to the NSW Police.

## **O.H. &S.**

### **◆ Occupational Health and Safety Corporate Standard – Purpose**

Ku-ring-gai Council is committed to the continued strive for excellence, to ensure that a safe and healthy environment for all employees, contractors and members of the public who use Council services and facilities is maintained.

A safe and healthy workplace is central to Council's business practice. The following strategies demonstrate Council's commitment to achieving excellence in occupational health and safety (OH&S) standards:

- Include OH&S strategies in Departmental Business Plans
- Ensure that OH&S responsibilities are part of all job descriptions and performance standards
- Effecting reporting and monitoring OH&S performance
- Developing OH&S Corporate Standards and Programs which will be evaluated and reviewed regularly
- Acknowledging that consultation is instrumental in the development and monitoring of OH&S programs and initiatives
- Promoting a risk management culture which supports OH&S initiatives from all employees and levels of Council
- Allocating resources appropriately in order for Council to comply with relevant Acts and Regulations
- Timely and effective Injury Management

The OH&S Corporate Standard has been developed in consultation with the OH&S Committee, Council*Safe* Program working group and staff.

### **◆ Occupational Health and Safety Implementation - Roles and Responsibilities**

Ku-ring-gai council has a responsibility to meet its obligations to provide and maintain a safe and healthy workplace for all employees and contractors under the NSW Occupational Health and Safety Act 2000.

### **◆ Injury Management - Purpose**



Ku-ring-gai Council is committed to the continued strive for excellence in the prevention of work-related injury and illness by ensuring the provision of a safe and healthy work environment is maintained for all employees (permanent, casual and temporary).

Council is committed to minimising the effects of work-related injury and illness once they have occurred and have implemented the following strategies as a means to ensure this commitment is fulfilled:

- Speedy referral to a medical practitioner
- Injury Management is commenced as soon as practicable after an injury or illness
- It is normal practice to return to work as soon as possible after injury or illness
- The provision of appropriate duties is an integral part of the injury management program
- Participation in an injury management program will not prejudice an employee
- Consultation with management, employees and where applicable, other parties to promote a co-operative team approach to injury management.

◆ **Return to Work Program - refer to previous section – P 20**

◆ **Personal Protective Equipment - refer to previous section – P 21**

◆ **Health Assessments – Purpose -refer to previous section – P 21**

◆ **First Aid - Purpose**

In the interests of providing a safe place of work, minimising pain and suffering and complying with the Occupational Health and Safety Regulation 2001, Ku-ring-gai Council is committed to providing first aid to employees who are injured at work.

◆ **Drugs and Alcohol in the Workplace - Purpose**

Ku-ring-gai Council must meet its legal obligations under the NSW Occupational Health and Safety Act 2001 to provide and maintain a safe work environment. It is also committed to presenting a professional image to residents and the public.

Employees presenting for work who are adversely affected by alcohol or illegal or prescription drugs are placing themselves and others at risk when operating machinery and equipment, or driving vehicles. They present an unacceptable image of Council when dealing with the public. Productivity levels may also be adversely affected.

The purpose of this corporate standard is to ensure fitness for work for all employees, to ensure their health and safety and adequate work performance.

To implement this corporate standard, Ku-ring-gai Council will provide a supportive environment which encourages awareness and responsible attitudes to the issue of drugs and

alcohol in the workplace. Staff who have been identified as experiencing difficulty with drugs or alcohol will be encouraged to access counselling and therapy services. Their right to fair and confidential treatment will be respected at all times.

◆ **Manual Handling - refer to previous section – P 22**

Ku-ring-gai Council is committed to providing and maintaining a safe and healthy work environment for all employees, contractors and visitors who use Council services and facilities.

Council's stated aim is to prevent and reduce the number of severities of injuries associated with manual handling and ensure Council complies with all relevant Manual Handling Regulations, Standards and Codes of Practice.

◆ **Smoking in the Workplace - refer to previous section – P 22**

## **EMPLOYEE ASSISTANCE**

◆ **Employee Assistance Program (EAP) - Purpose**

Ku-ring-gai Council recognises that work related and external factors can affect employees' well being and work performance. It is in Council's interests to ensure employees are physical and psychologically healthy while they are at work.

The purpose of Council's EAP is to provide a free, independent and confidential counselling service. The program may also help to identify problems in the workplace.

In the case of work related trauma or critical incidents, the provision of immediate counselling will help facilitate a speedy return to work.

## **TERMINATION OF EMPLOYMENT**

◆ **Certificates of Service and Reference - Purpose**

Current and past employees need certificates of service or reference for a number of reasons. These include applications for memberships of professional associations, a change of employment and evidence of employment.

The purpose of this corporate standard is to:

- Establish the conditions for supplying certificates of service and reference and
- Establish standards relating to references.

◆ **Exit Interview - Purpose**

Losing valued employees is a costly exercise in any labour market environment. The

information gained from exit interviews can help to make improvements in Council work practices and work conditions, can help reduce the rate of natural attrition and lead to greater stability in the workforce.

The purpose of exit interviews is to provide:

- Suggestions for improvement
- Indicators of dissatisfaction, and
- Directions for Human Resources planning.

As well, an interview that encourages an honest exchange of views can help to ensure parting on good terms. It may also have significant public relations benefits.

It is important that staff become familiar with the information contained in the manual.

**NB: A hard copy of the complete corporate standard is located with the Director of Community Services. For ease of access and the most current information the manual is available electronically on the Notice Board of Lotus Notes.**

# **SECTION 3:**

# **SERVICE DELIVERY**

# **SECTION 3:**

## **SERVICE DELIVERY**

### **POLICY AND PROCEDURES**

Service delivery policy and procedures cover the way in which services are delivered by an organisation. Policy statements and guidelines for service delivery practice ensure that a consistent approach is taken by service staff and that the minimum standards for service delivery are met.

Included in this section are policy statements, forms and other documents relating to all aspects of service delivery.

Documents included in this section:

Principles for Service Delivery

Promotion of Services

Volunteer Information

Access to Services

Coordination of Services

Referral and Registration Procedures

Privacy and Confidentiality

Rights and Responsibilities of Volunteers and Registered Agencies

Compliments and Complaints Procedure

Fees

Safety Precautions in Service Delivery

## 3.1 PRINCIPLES FOR SERVICE DELIVERY

The KHVS will endeavour to provide services to volunteer applicants, volunteers and agencies registered with the service in accordance with the following principles of service;

### ◆ Principles of Volunteering

- volunteering benefits the community and volunteer
- volunteering is always a matter of choice and should not be connected by coercion to the receipt of pensions or benefits
- volunteering is a legitimate way in which a person may participate in activities in the local community
- volunteering respects the rights, dignity and culture of others
- volunteering must not be used as a prerequisite to paid work
- volunteering does not deprive others of a livelihood or constitute a threat to the security and job satisfaction of paid staff
- volunteering promotes human rights and equality
- volunteering should occur in a safe work environment that meets occupational health and safety standards
- volunteering is a way for people to socially contribute to their local community

The KHVS agrees to the following code of ethics:

### ◆ Code of Ethics

The Ku-ring-gai / Hornsby Volunteer Service is an accredited member of Volunteering Australia and agrees to the following code of ethics:

- volunteers will be given sufficient information and support to make informed choices about volunteering
- the principles of volunteering are actively promoted and adhered to
- volunteers are referred to agencies registered with KHVS when possible. If the potential volunteer does not wish to work with registered HACC agencies then alternative volunteer opportunities are suggested
- volunteers are to be referred to registered not for profit organisations and projects only
- volunteers are not referred directly to individuals
- volunteers will not knowingly be referred to a job which directly replaces a paid position
- volunteers will not be referred to an organisation involved in an industrial dispute
- confidentiality is maintained
- the volunteer is not to be employed in excess of full-time volunteer work of 16 hours per week
- volunteers should be covered by appropriate insurance
- volunteer work is an activity for people over the age of 16 years
- volunteer work is non violent

## ◆ **Providing Options & Choices**

Potential volunteers are provided with options by:

- KHVS maintaining up to date job descriptions
- Encouraging volunteers to explore all job opportunities registered with KHVS which match their interests.

## ◆ **Encouraging Feedback**

Feedback is important to the service for ongoing planning and development. Opportunities exist for feedback from registered agencies via the Volunteer Coordinators Forum. Also see 3.9 Complaints and Compliments Procedures on page 54.

## **3.2 VOLUNTEER INFORMATION**

KHVS believes that people have a right to make choices in their own lives. The provision of appropriate and timely information will help them in this. Information on the complaints process is also part of the information given to all volunteers and HACC service providers.

For this information to be effective it is essential that it be promoted and disseminated by appropriate means.

## **3.3 PROMOTION OF SERVICES**

To ensure that KHVS is accessed by all sections of the community, it is essential that:

- Information is easily accessible
- The service is strongly promoted with an ongoing campaign in place.
- The service collaborates with other volunteer service coordinators and the regional volunteer project officer in the Met North Region.

The KHVS will work with the Communications section of Ku-ring-gai Council to develop a promotional calendar for each year.

### **THE MAIN FORMS OF PROMOTIONAL MATERIAL USED INCLUDE:**

#### **▶ Brochures, Posters and Fliers.**

The Coordinator is responsible for developing and maintaining materials which provide information on how to access this service.

These are bright and colourful and simple language is used. Appropriate use of graphics and photographs will be used to encourage interest by people from Culturally and Linguistically Diverse Backgrounds.

Generic posters and brochures have been developed as well as fliers highlighting individual activities such as gardening or driving.

Promotional material is distributed to a number of outlets including Council Customer Service; Libraries; local community centres, community notice boards, shopping centres volunteering expos and special events.

KHVS will develop appropriate awareness campaigns through the LGA e.g. the 6 week “Bus Shelter promotion“..

Examples of promotional material are **attached**.

▶ **Media Releases**

**Media releases are submitted through Ku-ring-gai Council communications section to the local and national newspapers as appropriate.**

▶ **Internet**

KHVS is registered on the ‘Go Volunteer website’, which is organised and administered by Volunteering Australia. This website allows agencies to promote current volunteer positions.

New positions can be added at any time. If positions are ongoing and/or require a number of volunteers these positions can remain listed however it is essential to update entries on a monthly basis. Details on how to access the site are recorded in the office procedure information. All codes and passwords used by the service remain confidential.

Ku-ring-gai Council website is a major source of volunteer referrals through the section “Get Involved”

It is the responsibility of the Co-ordinator to update information on the Website.

▶ **Radio Interviews**

Regular interviews are held with the local community radio.

▶ **Events**

- Promotional activities include displays and talks at community events.
- Information sessions to local clubs and organisations.
- Agency promotions such as the annual “Thank You Luncheon” in National Volunteer Week



### ► **Information for Volunteers**

A booklet on information for Volunteers is prepared by the service and given out to potential volunteers.

Issues covered in the booklet include:

- what is volunteering
- insurance
- confidentiality
- Rights and responsibilities.

## **3.4 ACCESS TO SERVICES**

KHVS will endeavour to ensure that volunteer opportunities are available to people in the Kuring-gai/Hornsby area without discrimination. People will not be excluded from volunteer opportunities on the grounds of their gender, marital status, religious or cultural beliefs, political affiliation, ethnic background, age or sexual preference.

KHVS will advocate for suitable volunteer opportunities for people with a disability and people from culturally and linguistically diverse (CALD) backgrounds and will work with the interpreter service whenever needed.

KHVS will work with community workers to engage minority communities in the volunteering process.

Care and consideration is given to matching the potential volunteer with an appropriate volunteer job. Strategies for achieving this include:

### ◆ **Promotion of Services**

KHVS is promoted in a manner which ensures equity of access.

Promotional material is developed by the Coordinator and is:

- printed in a clear and easy to read format
- distributed/promoted in to the CALD Community as appropriate
- distributed through all local community information and Council services eg New Resident's Kits, Libraries, interagencies, networks etc
- presented to Community Groups when required

The Telephone Interpreter Service is available to assist volunteers who have limited English language skills, to ensure that they understand their rights and responsibilities.

## ◆ **Planning and Evaluation**

KHVS monitors those accessing the service and identifies the changing or emerging needs of the registered agencies and the volunteer applicants.

More detailed information can be found in the Planning and Evaluation process in Section 1: Service Management Pg 13.

## **3.5 COORDINATION OF SERVICES**

### ◆ **Coordination with other Agencies**

Coordination with other government and non-government services at a local level is important to ensure that services are provided in the most effective and efficient manner, and to avoid duplication or gaps in services.

KHVS will keep in contact with other relevant services through the attendance at regional HACC Forums, VCN (the NSW state professional body for voluntarism) and regional planning days.

KHVS is a member of Volunteering NSW and Volunteer Australia and is kept abreast of trends and issues currently impacting on volunteering. Volunteering Australia has a monthly online newsletter and VCN maintain regular email contact with the state volunteer recruitment agencies.

The KHVS Coordinator convenes a Volunteer Coordinator's Forum every 3 months.

Written reports of the outcomes of the Forum are distributed to members approximately 10 days prior to the next forum meeting. The agenda for the next Forum meeting is sent at this time.

In addition to the written reports a regular newsletter is sent to HACC Coordinators to remind of important calendar dates, items of interest eg relevant websites, volunteer studies, new resources and promote the sharing of generic training between the agencies.

## **3.6 REFERRAL AND REGISTRATION PROCEDURES**

### ◆ **Volunteer Referral Procedure**

Every volunteer applicant is interviewed either by phone or face to face. To maintain confidentiality in a face to face interview the interview is held in a private area. During the interview a Volunteer Information Form is completed and the role of the Ku-ring-gai / Hornsby Volunteer Service is explained. The volunteer applicant must agree to their information being given to the HACC service and generic information to DADHC.

During the interview the Co-ordinator discusses the volunteer's interests, skills, experience, time availability and their needs and aspirations.

Factors such as:

- geographical area
- interest area of the volunteer (eg working with the aged or people with a disability)
- working with individuals or in a group setting etc
- motivation of the person to volunteer (eg to gain skills for the workforce, increase confidence, to improve English etc)
- volunteer skills eg ability to drive bus, craft skills, gardening skills, second language etc
- organisational needs eg time availability
- car licence/ownership

The Co-ordinator then provides information regarding voluntary work options available in the Ku-ring-gai / Hornsby area, allowing the volunteer applicant time to consider the jobs available under the various categories.

Once a job (or jobs) is/are selected a mutual decision must be reached to:

- proceed and refer details to a specific agency; If interest is shown in more than one position it is agreed to proceed with one agency in the first instance
- provide information and allow the potential volunteer time to consider
- not proceed. It may be decided that volunteering is not appropriate at this stage and information regarding other community services may be relevant, eg social clubs, health education courses, employment programmes

If the volunteer wishes to proceed the selected Agency is contacted by the KHVS Co-ordinator and details of the potential volunteer applicant are discussed and a copy of the Volunteer Information Form (with the permission of the applicant) is given to the Agency.

It is the responsibility of the Manager/Co-ordinator of the agency to contact the potential volunteer to arrange an interview. This contact should be made as soon as possible.

**The Volunteer has the right to refuse referrals and it will not prejudice future referrals.**

The KHVS Coordinator maintains the original registration form in the KHVS office.

From time to time the Co-ordinator will randomly select volunteers who have been referred to request feedback.

## ♦ Refusal of Services

The Coordinator can refuse or terminate an interview where the behaviour is rude or threatening.

## ◆ **Complaints/Compliments**

Any complaints/compliments regarding the Volunteer should be recorded on the Volunteer Information Form.

## ◆ **Follow-up Procedure**

It is the responsibility of the registered agency to which the potential volunteer has been referred to:

- determine the suitability of the potential volunteer
- inform the KHVS Coordinator of the outcome of the referral.

If the Agency is unable to place the potential volunteer promptly the Agency Coordinator must inform the KHVS Co-ordinator so that alternative opportunities may be offered to the potential volunteer.

The KHVS coordinator records the outcome of the referral under the outcomes heading at the bottom of the Volunteer Information Form.

In addition all volunteers are encouraged to read the Volunteer information Booklet provided by KHVS which outlines volunteer rights and responsibilities and encourages feedback from volunteers.

## ◆ **Agency Registration Procedure**

Agencies wishing to register with The Ku-ring-gai / Hornsby Volunteer Service complete an Agency Registration Form and a Volunteer Job Description for each job to be registered. See **Attachments**

Agencies are approved if they meet the following criteria:

- they are a HACC funded service for people living in the Ku-ring-gai and Hornsby Local Government Areas
- they hold an accident insurance policy for their volunteers and provide a copy to the KHVS.
- they offer jobs to volunteers which have not been paid jobs in the past, are not more than 16 hours per week and which have an intrinsic reward.

The agency registration with job descriptions are filed alphabetically in a folder.

Information from the volunteer job description is included in the VRA Job List.

The Volunteer Job Description Form identifies the Job Title and Purpose and Summary of the position. This information is placed into the relevant job list categories as identified by the

agencies on the Volunteer Job Description Form.

The Agency Registration Form and Volunteer Job Descriptions are filed in the Agency Registration and Job Description Folder together with any other agency pamphlets or information supplied by agencies.

### ◆ **Refusal of Service**

If the Volunteer Service has refused to register a service, the reason and information on how to comply for registration will be given. Prior refusal to register with the Volunteer Service will not prejudice a later request for service.

### ◆ **Setting up and Maintaining the Job List**

The Job List is designed to enable volunteer applicants to gain an overview of available volunteer jobs in the area. It lists all available jobs under the following categories:

- People who are Frail Aged
- Adults with Disabilities
- Shopping assistance
- Children with Disabilities
- NESB
- Transport
- Gardening
- Office/Administrative Support
- Recreation
- Meals on Wheels
- \* Home Visitor
- \* Jobs available in evening and on weekends.

## **3.7 PRIVACY AND CONFIDENTIALITY**

Protecting the privacy of the volunteer applicant is very important.

Interviews are held in a private setting.

The only information held by KHVS is contained in the Volunteer Information Form. Information about the volunteer applicant will not be shared with another agency without their permission. A volunteer applicant must read and sign the Volunteer Information Form before the information contained on this form can be released. In the case of a phone interview the Coordinator requests that permission to forward details to the Agency is sought. When agreement is given the co-ordinator signs and dates on behalf of the applicant.

### ◆ **Records**

There is a locked filing cabinet for storage of information.

All the Volunteer Information Forms are kept in a folder for easy access of information.

Volunteers retain the right to access their personal file if requested.  
Volunteer Information Forms are destroyed after 2 years. The information is shredded.

### **3.8 RIGHTS AND RESPONSIBILITIES OF VOLUNTEERS AND REGISTERED AGENCIES**

The rights and responsibilities of the volunteers and registered agencies are detailed in the Volunteer Information booklet and the Information for Agency booklet. See **attached**

It is the responsibility of the registered agencies to inform the Coordinator of changes in job descriptions and training needs.

Registered agencies and volunteer applicants have the right to complain about the KHVS without fear of retribution or refusal of service. Complaints about an agency should be followed up and a written record kept with the Agency Application Form. Serious complaints will be discussed with the CDO Aged/Disability to determine the appropriate action.

Registered Agencies have the right to access their records upon request.

### **3.9 COMPLAINTS AND COMPLIMENTS PROCEDURES**

#### **◆ Policy**

Objective: To provide a process that encourages feedback to promote an improved service delivery and to clearly convey to all registered agencies and volunteer applicants their rights.

The complaints/grievance procedure provides the mechanism for complaints to be resolved.

Compliments and feedback are also encouraged.

#### **◆ Levels of Complaints**

There are three levels of Complaints handling:

Informal - Simple straightforward complaints resolved by the Coordinator. Information relating to external complaint processes will be given to the complainant..

Formal - Complex, serious matters to be referred to the CDO (Aged/Disability Services) or Manager Community Development, Ku-ring-gai Municipal Council.

External Review - this option is to be offered if the complaint cannot be resolved internally.

## ◆ **Procedures for making a complaint**

The consumer being referred to in this procedure represents the volunteer applicant or volunteer registered agency.

Informal: For simple straightforward complaints.

- The Co-ordinator has the ability and authority to discuss and resolve the matter directly with the consumer, as quickly as possible.

The Co-ordinator will record decisions/actions and if the complaint is not resolved, information will be provided to the consumer about the next level of action. The complainant is to be given information for relevant external organisations dealing with this process e.g. NSW Ombudsman, Level 24, 580 George St 128 Chalmers St Surry Hills 02 1800 451 524 or 9286 1000.

Formal: For more complex matters.

- The complaint will be reported to the CDO (Aged/Disability Services) or Manager Community Development, Ku-ring-gai Municipal Council.
- The complaint may be written / oral and must outline the grievance.

The CDO (Aged/Disability Services) will acknowledge receipt of the complaint (written/verbal) within five working days. This will include details of the complaint process and an estimated time frame for procedures to be implemented.

If a staff member is the subject of a complaint they are to be informed as soon as possible and be given the opportunity to respond.

## ◆ **Procedure**

Interview to be scheduled by the CDO (Aged/Disability Services), involving all relevant parties and chaired by the CDO (Aged/Disability Services) or Manager Community Development. Every attempt will be made to resolve the complaint and the outcome/agreement will be recorded in writing.

All formal complaints are to be placed in the Formal Complaint Record/File.

All records of meetings and agreements are to be signed by the people involved in the process.

## ◆ **External**

When a complaint cannot be resolved formally to the consumer's satisfaction the next option is an external review. The composition of this panel will be decided by the Manager Community Development, Ku-ring-gai Council. The complainant is also to be given the details for the

NSW Ombudsman and informed of their right to refer the matter externally.

### ◆ **Compliments**

Positive feedback and compliments are also important. A copy of written feedback is to be provided to the Coordinator and included in the Councillor Information circular, where appropriate. Verbal feedback is to be noted in monthly reports.

### ◆ **Advocacy**

An advocate is someone that you have appointed to negotiate and act on your behalf. An Advocate can be used during your interview with the Volunteer Service and any complaints or communications between you and the service.

## **3.10 FEES**

The KHVS is offered as a free service to the Hornsby/Ku-ring-gai community.

### ◆ **Fees for Training**

Fees for the services offered by KHVS are linked only to training opportunities where budget limitations do not allow training costs to be covered. Where training is to be offered on a cost recovery basis, this will be discussed with registered agencies.

The North Side Community HACC Forum offers regular training to HACC agency staff and volunteer committees. The KHVS will work with the HACC Development Officer to set up appropriate training for volunteers and coordinators as part of the regional model.

## **3.11 SAFETY PRECAUTIONS IN SERVICE DELIVERY**

It is the responsibility of the agencies registered with KHVS to inform and educate their volunteers on safety hazards and precautions.

Where a particular training issue is common to a number of agencies the Coordinator will investigate offering training or assisting services to access training.

Council staff and KHVS Volunteers are bound by Council's OH & S Policies.

## **3.12 MANUAL UPDATES**

As information in this manual is reviewed regularly it is regularly amended and updated. When the manual is updated the date of review will be recorded. The original manual for this service was created in 1995. Updates as follows: April 2000, June 2000, Major update in October 2002, Major update April 2009.