

## 8.1(b) Volunteer General Conditions of Service Version 1

# RDA Carine Volunteer General Conditions of Service



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# Section 1. General Conditions of Service for Volunteers

## 1.1 Code of Conduct

RDA Carine is a professional organisation with high standards and expects that all staff and volunteers will adhere to behaviours that exemplify these standards. This section describes the behaviours and standards which all staff and volunteers are expected to apply in order to uphold the mission and values of RDA Carine.

This section applies to **both paid employees and volunteers and will hereon be referred to as (staff) and it is supported by detailed procedures and processes where applicable.**

### 1.1.1 Conduct and Behaviour

RDA Carine expects that all staff will behave in a professional manner which upholds the standards and values of RDA Carine. Staff, both paid and volunteers, will treat others with respect and courtesy at all times, reflecting the objectives of both RDA Carine's policy and government legislation with regard to access, inclusion and equal opportunity employment.

Staff are expected to behave with integrity in their dealings with others, providing support and assistance to their co-workers and to individuals and organisations to whom they provide services or information.

Harassment and bullying are not tolerated in RDA Carine's workplace or in any venue where its services are delivered. All staff share responsibility for ensuring that RDA Carine's workplace is free from bullying and harassment and that the appropriate processes are used to deal with any incidents that may arise. Disciplinary action or termination may result from inappropriate behaviour.

### 1.1.2 Community Care Obligations

RDA Carine has a responsibility to the community to provide services which are sensitive to the needs of the community and the individuals within it. During the course of our work, RDA Carine's staff will come into contact with children and vulnerable members of the community and have a clear duty to protect the rights, safety, financial security and the well-being of these individuals.

To support these responsibilities RDA Carine requires that all staff, including the Committee, have a *Police Clearance* and where required, and a *Working with Children Clearance* and a *NDIS Screening Check*.

A paid employee or volunteer will advise the Office Administrator immediately if any Authority commences proceedings that may result in either the *Police Clearance* or *Working with Children Clearance* being negated.

RDA Carine will advise paid employees and volunteers of the procedures required to apply for the identified clearance/s. RDA Carine retains the right to require paid employees and volunteer members to renew the required clearance/s every two to three years.

### 1.1.3 Privacy & Confidentiality

All staff are required to maintain the confidentiality of all personal and corporate information which they may have access to during their time at RDA Carine. This information is only for use in the course of your duties at RDA Carine, and may not be used for other purposes.

Staff must also respect the privacy of individuals who are registered with RDA Carine and should not use or disclose personal details except when expressly authorised by RDA Carine. This includes disclosure to any other employee not authorised to receive such information.

Except when expressly authorised by RDA Carine, a staff member will not:

- Directly or indirectly reveal, or cause to be revealed, to any third party any confidential dealings, finances, transactions or affairs of RDA Carine or any of its clients which may come to their knowledge during their period of employment.
- Use for their own benefit or gain or that of any other person, firm or company, any confidential information belonging to RDA Carine.

A staff member's obligation in these matters continues to apply after the termination of employment without limits in time.

#### *1.1.4 Conflict of Interest*

Staff must disclose any actual, perceived or potential conflict of interest to the Office Administrator at the earliest opportunity. The Office Administrator will determine whether the conflict of interest requires the individual to withdraw from participation in an activity or decision

#### *1.1.5 Intellectual Property*

Any changes, innovations and ideas initiated by staff members in the course of employment with RDA Carine will belong to RDA Carine and staff must do everything necessary to completely vest ownership of such matters in RDA Carine.

All records, documents and other papers or electronic images, together with any copies or extracts thereof, made or acquired by staff members in the course of their employment with RDA Carine must be returned to RDA Carine on demand or otherwise no later than upon the termination of employment.

A staff member's obligation in these matters continues to apply after the termination of employment without limits in time.

#### *1.1.6 Equal Opportunity Employment*

RDA Carine recognises that people are its most important resource and is committed to equal employment opportunity for all staff members. It supports the objectives of the *Western Australian Equal Employment Opportunity Act* (1985) and all RDA Carine's employees and volunteers are also expected to support these objectives in their behaviour and conduct in RDA Carine.

#### *1.1.7 Access and Inclusion*

RDA Carine makes all practicable efforts to ensure and promote access and inclusion, both in the workplace and in the delivery of its services and projects.

RDA Carine supports the objectives of the all applicable equal opportunity and employment laws that deal with discrimination and harassment, including:

- *Age Discrimination Act (Commonwealth) 2004*
- *Australian Human Rights Commission Act (Commonwealth) 1986*
- *Disability Discrimination Act (Commonwealth) 1992*
- *Racial Discrimination Act (Commonwealth)1975*
- *Sexual Discrimination Act (Commonwealth)1984*

#### *1.1.8 Dress Code*

Both paid employees and volunteers are required to demonstrate a neat and presentable standard of dress and wear clothes appropriate the job role. RDA Carine staff and volunteers are to adhere to our SunSmart policy. Management reserves the right to raise the issue of dress with individual paid employees and volunteers when considered necessary.

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

RDA Carine is committed to providing staff and visitors with a smoke, drug and alcohol free work place during designated work hours and similar commitment and cooperation is required from staff members. Alcohol is permitted to be served at designated staff RDA Carine's social occasions.

The unlawful distribution, dispensation, possession or use of a controlled substance in RDA Carine's offices or shared spaces is prohibited.

The Office Administrator must be notified immediately if a staff member is:

- Convicted of a drug or alcohol violation arising out of conduct occurring in the workplace
- Fined, or has their license suspended while driving a RDA Carine vehicle under the influence of alcohol or other intoxicants.

Any staff member who violates this policy will be subject to discipline up to and including termination.

### 1.1.10 *Presentations and Gifts*

Employees and volunteers may on occasion receive presentations and gifts in recognition of services provided.

The Office Administrator or Head Coach must be advised when gifts valued at \$100.00 and over and a decision will be advised with regard to the future of the presentation or gift.

## 1.2 **Insurance**

All volunteers and paid employees will be covered by the insurance policies of RDAA as shown below.

Employees and volunteers:	RDAA Public Liability insurance.
Volunteers:	Personal Accident insurance
Employees:	Workers Compensation Insurance

Volunteers and paid employees can request to see a copy of RDAA Insurance Policy ~ <https://cdn.rda.org.au/wp-content/uploads/2021/02/FINAL-Insurance-Summary-RDA-2021.pdf>

Paid employees and volunteers are advised to check with their own insurance company that their comprehensive cover for loss/damage to their own vehicle includes cover while driving to and from the place of volunteer work or work (as appropriate).

Only authorised staff are permitted to drive the organisation's vehicles and will be subsequently covered under the RDA Carine's vehicle insurance policy.

## 1.3 **Internet and Email Access**

The primary purpose for access to the internet and email is to assist RDA Carine's staff carry out their duties of employment. Staff and volunteers may use the internet and email access provided by RDA Carine for any work-related purpose. Limited personal use is permitted as described below and staff are also required to comply with the Unacceptable Use restrictions at all times.

### 1.3.1 *Personal Use*

Limited personal use is permitted, provided that it is outside of normal working hours, or that staff adjust their hours worked for that day to make up the time spent using the internet. Limited personal use may include access to social networking media, travel or other personal arrangements provided that it:

- Is infrequent and brief
- Does not interfere with the duties of the employee, work colleagues or with the operation of RDA Carine
- Does not compromise the security of RDA Carine's system or impact on RDA Carine's electronic storage capacity or network performance
- Does not incur any additional expense for RDA Carine
- Does not violate any laws
- Does not compromise any confidentiality requirements of RDA Carine

### 1.3.2 *Unacceptable Use*

A staff member may not use the internet or email (including internal email access) provided by RDA Carine to:

- Conduct a business
- Create or exchange messages that are discriminatory, offensive, harassing, bullying, obscene or threatening
- Knowingly visit websites containing illegal, objectionable (including pornographic), or criminal material
- Create, store or exchange information in violation of copyright laws including the uploading or downloading of commercial software, games, music or movies.
- Use internet-enabling activities such as gambling, gaming or conducting illegal activities.
- Create or exchange advertisements, solicitations, chain letters and other unsolicited or bulk email

### 1.3.3 *Permitted Extended Personal Use*

It is recognised that there may be times when a staff member requires the internet or email for extended personal use that may be indirectly related to work. For example when a staff member needs to use the internet to access material related to study they are undertaking.

In these circumstances it is expected that the staff member will advise and negotiate usage with the Office Administrator or Head Coach.

## 1.4 **Telephones**

### 1.4.1 *General*

In many instances the telephone is the first contact made with clients and it is important that telephones are answered promptly, politely and in an efficient manner. All messages received must be emailed immediately to the person concerned.

### 1.4.2 *Personal Mobile Phone Use*

When using personal mobile phones in the office, staff members are requested to ensure that calls, texts and any other mobile phone usage are of a short duration and the ring tones are at a level that does not adversely impact on the working environment.

Staff members are asked to exercise professionalism and courtesy during defined work time and to restrict external phone calls and limit incoming calls.

### 1.4.3 *Personal Use of Work Telephones*

Limited personal use of work telephones is permitted when it is infrequent, brief and does not interfere with the duties of the employee or work colleagues or interfere with the operation of RDA Carine.

## 1.5 Care of personal property

Staff and volunteers should take reasonable precautions to ensure the security of personal possessions brought into the workplace to reduce the risk of theft or damage. RDA Carine does not take responsibility for loss or damage to personal property due to negligence or wilful action on the part of the staff member. Staff are encouraged to bring to work only items considered essential to their daily needs, whether working in the office or at a temporary work location. Depending on the circumstances, staff may be compensated for loss or damage to personal effects which occurs during the course of, or as a result of, carrying out official duties at the office or at a temporary work location.

## 1.6 Vehicles

RDA Carine operates a fleet of one vehicle and tractor/s. Only authorised staff are permitted to operate the vehicle and equipment. An induction is required prior to operating the vehicle and equipment.

## 1.7 Internal Grievance Resolution

If any volunteers or employees feel they have cause for complaint regarding their treatment within RDA Carine, they may seek resolution via the formal grievance process. Every effort should be made to solve problems cooperatively and informally before escalating them to a Supervisor. All formal avenues for handling of grievances will be fully documented and the employee's (or volunteer's) wishes will be taken into account in the determination of appropriate steps and actions. All complaints will receive thoughtful consideration in a timely manner and will be discussed with the individual who raised them. Discussions held are confidential.

Staff and volunteers are assured they will not be disadvantaged by the use of these procedures whether decisions are found for or against their grievance. The following process is recommended should a staff member (whether an employee or a volunteer) have a grievance. At any stage the individual may also seek any outside assistance if they wish

### 1.7.1 Grievance and Appeal Process

Trigger	Action	Responsibility
Employee or volunteer is unable to resolve an issue or grievance informally, or would like assistance/support in order to resolve it.	Staff member to discuss with Supervisor. This may be either their own or another Supervisor or the Office Administrator depending on the circumstances.  The content of this discussion is confidential however there will be a record that a discussion has occurred in relation to a grievance.	Staff member to raise the issue
Initial discussion results in agreement that the Supervisor will seek to resolve the issue.	Supervisor to undertake issue resolution, taking into account both the views of the employee and the well-being of RDA Carine. Supervisor to record a brief description of the action they have or will take.	Supervisor
Issue is resolved satisfactorily	Supervisor to note for the record that the grievance has been resolved.	Supervisor
Issue is not resolved to the satisfaction of the staff member	Employee or volunteer to make a formal, written complaint to the Office Administrator or, if appropriate, the Board of Directors.	Staff member
Formal complaint received	Determination to be made and advised in writing to the individual within 14 days. If applicable the decision will be in line with the relevant Acts of Parliament and Award, contract of employment.	Office Administrator or Committee, as applicable
Formal resolution is not satisfactory to the employee	If a paid employee is not satisfied with the decision of the Office Administrator or Committee, they may consult with the relevant union	Employee

## Section 2. General Procedures

### 2.1 Work Health and Safety

#### 2.1.1 Safety in the Workplace

Workplace health and safety is important in ensuring the work place environment is both safe and encourages sound health practices. RDA Carine is committed to ensuring a healthy and safe work place for staff, volunteers, visitors and contractors. All staff members and volunteers are encouraged to regard accident prevention as a collective and individual responsibility.

Should a safety hazard or incident be identified it is imperative that the problem be reported immediately to the Office Administrator or Head Coach to enable immediate action to be taken.

Care should be taken to ensure that, where a professional service is required, no action is taken that may endanger the health or safety of a person. All persons present at the time are required to obey all reasonable instructions aimed at protecting their health and safety.

Should an accident or injury occur it must be immediately reported to the Office Administrator or Head Coach who will ensure that appropriate action is taken. RDA Carine's *Incident Report Form*, found in the office is to be completed and filed by Office Administrator or Head Coach along with any accompanying documentation.

If an illness requires medical attention suitable arrangements will be made to provide transport to either a doctor or hospital. Any staff member who has a medical issue which may require urgent medical treatment should make their Manager aware of the possible action required.

#### 2.1.2 First Aid

RDA Carine encourages staff members to hold a current first aid certificate. On request the Office Administrator or Head Coach will arrange for staff members to attend an appropriate first aid course.

#### 2.1.3 Emergency Procedures

Emergency procedures for the office/location are clearly outlined in the 1.9: Emergency Evacuation Policy located in the office and on the website. It is imperative that all staff members are familiar with this document and concerns should be raised immediately with the warden. No staff member is exempt from taking part in organised emergency activities.

#### 2.1.4 Professional Support Services

RDA Carine has arrangements with a private provider to provide counselling services to staff members as required. Up to two counselling sessions will be provided to each staff member.

#### 2.1.5 Children in the Workplace

RDA Carine provides a caring work environment for all staff and is supportive of family values but it is not considered appropriate for children to be in the work place for an extended period of time. In exceptional circumstances the Head Coach may determine if it is appropriate to waive this policy.

### 2.2 Communications & Marketing

#### 2.2.1 Promotional Material

All promotional material is to be approved by the Office Administrator to ensure that the design and content are consistent with RDA Carine's publications.

### 2.2.2 *Media Contact*

The Office Administrator, Head Coach and President has sole responsibility of determining what media interviews and other promotional opportunities are undertaken on behalf of RDA Carine.

Should a staff member be approached with a media or promotional opportunity they should immediately advise the Office Administrator or Head Coach or President to determine if the request is appropriate and who should speak on behalf of RDA Carine. Should the Office Administrator or Head Coach or President not be available the Supervisors have the delegated authority to determine urgent requests.

### 2.2.3 *Press Releases*

All draft press releases must be submitted to the Office Administrator or Head Coach or President for approval prior to release. Should the Office Administrator or Head Coach or President not be available the Supervisors have the delegated authority to approve urgent press releases.

### 2.2.4 *Social Media*

Social media and external communications will be timely, relevant and appropriate to the business, image and reputation of RDA Carine. All postings on social media will be considered as public comment. Staff will ensure that postings are not discriminatory, offensive, inappropriate or liable to bring RDA Carine into disrepute. All employees and volunteers of RDA Carine have responsibility to ensure that social media content is aligned with the values and policy of RDA Carine

- Consent will be obtained in writing prior to posting images of individuals, either from the individual or from parent/guardian when the person is under the age of 18.
- Any information or image/s of a person will be removed on request by the person or their parent/guardian.
- Only staff authorised by the Office Administrator will post to social media platforms.
- Breaches of policy may trigger disciplinary action. Staff should be aware that cyber bullying may, under certain circumstances, be considered a criminal offence.
- Any postings that are, or appear to be in conflict with this policy or with the values of RDA Carine should be brought to the attention of the Office Administrator or a Supervisor as soon as possible
- RDA recognises that the internet provides unique opportunities to participate in interactive discussions and share information on particular topics relevant to our work using a wide variety of social media, such as Facebook, Instagram etc. This policy aims to protect individuals volunteering in any role and to encourage you to take responsibility for what you write, exercise good judgement and common sense.
- Inappropriate use of social media can pose risks to our confidential and proprietary information and reputation, and can jeopardise our compliance with legal obligations. To minimise these risks, we strongly recommend that communication between staff and riders / families / support workers remains professional and within the work space.

### 2.2.5 *Customer complaints*

From time to time, clients may feel unhappy with their situation and although this may sometimes be caused by external factors, staff and volunteers are encouraged to assist and support their clients at all times. When clients have a complaint or other issue, use the four steps shown below to help in managing the situation.

## Four steps to managing client feedback

1. **Listen:** Listen to their story without interruption. To show that you understand their problem, it may be helpful to repeat their issue back to them in your own words.
2. **Apologise:** Acknowledge their issue and apologise for the inconvenience. Don't be defensive, don't over explain and don't assign any blame to the client or other staff. Thank them for their feedback.
3. **Take action:** Tell the client what you are going to do about it to fix the situation for them, or to ensure it doesn't happen again. Request that they complete a Feedback Form. Take their details, so that they can be contacted later if appropriate (eg: for an apology letter).
4. **Follow Up:** Make sure that the action you have promised the customer is completed.

## 2.3 Management Reporting Requirements

RDA Carine has a range of formal reporting mechanisms which are described below.

### 2.3.1 *Committee Meetings*

- Monthly meetings
- Attended by Committee Members and invited guests
- Office Administrator / Secretary is to prepare all meeting documents including agenda, action registers, minutes, supporting documents

### 2.3.2 *Coaching Meetings*

- As arranged by Head Coach

### 2.3.3 *Annual Reports*

On receipt of the annual financial report each year, an Annual Report will be prepared and distributed to stakeholders.

### 2.3.4 *Volunteer Training*

Periodical training sessions will be held in evenings or during days on various subject matters. Staff are encouraged to offer any requests for training to ensure the continued upskilling of staff.

## 2.4 Financial Management

RDA Carine will provide sound and transparent financial management throughout its operation. All expenditure will be in alignment with the goals and aspirations of RDA Carine and funds will be used to provide and support RDA Carine's role in the broader community. All staff are required to comply with the appropriate procedures for approval and reimbursement of expenditure.

Use of corporate resources and facilities will also be managed to ensure alignment with RDA Carine's goals. Tools, resources and equipment are provided for use in the course of your duties, and staff have a responsibility to ensure that they are used appropriately.

## Section 3. Volunteers Conditions and Procedures

### 3.1 Introduction

Volunteers are valued members of RDA Carine's team and we are committed to providing a supportive and rewarding workplace for both paid employees and volunteers.

This section describes the procedures applying to volunteer staff and our volunteers are required to comply with these.

### 3.2 Volunteer Recruitment and Induction

Volunteers will be recruited based on suitability for the position, and in line with RDA Carine's recruitment and appointment procedures.

Volunteers will be provided with a job description and orientation is provided to all first time RDA Carine's volunteers and is aimed at introducing them to the organization and to the policies and procedures governing work practices at RDA Carine.

During this session the emergency procedures will be explained and volunteers taken on a guided tour showing them the layout of the premises areas including the kitchen, the toilets and the fire extinguisher location. Volunteers will also be introduced to other staff including the fire warden and first aid officers.

### 3.3 Attendance & Leave

#### 3.3.1 Hours of Duty

RDA Carine offers a flexible working environment for both employees and volunteers and endeavours to accommodate individual requirements. The core hours of operation are *Monday to Saturday – 7am to 6pm*.

#### 3.3.2 Work Breaks

RDA Carine recognises the importance of staff well-being and encourages paid employees and volunteers to work no more than 5 hours without a break. Lunch breaks should be at least 30 minutes.

#### 3.3.3 Absence

If for any reason you are running late or unable to come in for an agreed shift, please inform your supervisor at the earliest possible opportunity. This will enable us to make suitable arrangements to cover your work load on that particular day.

#### 3.3.4 Taking leave

RDA Carine observes all gazetted Western Australian public holidays and school holidays. Unless otherwise agreed volunteers are expected to take public holidays as they occur.

Volunteers are entitled and encouraged to take leave but should notify the Office Administrator or Head Coach.

#### 3.3.5 Time Keeping & Reimbursement

All staff are required to sign in and sign out in the register held in the kitchen. In addition, all staff are required to record their daily temperature.

## 3.4 Ongoing Support & Development

The Volunteer will be provided with ongoing support and supervision. Volunteers are designated a Mentor dependent on their role and tasks undertaken.

### 3.4.1 Volunteer Job Description

To review the full description of the volunteer role/s, go to <https://rdacarine.org.au/wp-content/uploads/2021/03/Volunteer-Job-Descriptions-1.pdf>

### 3.4.2 Identified Education and Training Requirements

RDA Carine encourages its volunteers to enhance their knowledge of matters relating to their volunteering position. Should training needs be identified or a volunteer identify an appropriate course or event, consideration will be given as to what level of support may be provided by RDA Carine.

## 3.5 Termination of Service

### 3.5.1 Termination by Volunteer

Should a volunteer wish to resign from their role they are asked to give RDA Carine reasonable notice.

When a volunteer terminates their engagement with RDA Carine an exit interview will be conducted. A record of the interview will be retained.

Our wish is to obtain information that may help to:

- Establish the reasons for leaving.
- Analyse any trends in the reason for leaving.
- Gain constructive feedback on the volunteer's position and their time at RDA Carine.

### 3.5.2 Termination by RDA Carine

RDA Carine reserves the right to terminate volunteer services in the event that the volunteer is no longer required for reasons such as:

- The volunteer is considered not suitable for the position offered
- The workload changes such that the volunteer is no longer required
- The workload changes such that the volunteer does not have suitable skills for the work available.

### 3.5.3 Termination due to Misconduct

RDA Carine may terminate a volunteer in the event of misconduct. Misconduct includes breaches of any RDA Carine's policies which warrant instant dismissal and includes serious misconduct as defined in the *Fair Work Act (Cwlth) 2009*.

Examples of misconduct include:

- Theft of property or funds from RDA Carine
- Wilful damage to RDA Carine property
- Intoxication through alcohol or other prohibited substance whilst volunteering
- Verbal or physical harassment of any other employee, volunteer, board member or any other person particularly in respect of race, sex or religion
- Disclosure of confidential information regarding RDA Carine to any other party without prior permission from an Office Administrator or Head Coach
- Falsification of any of RDA Carine's records for personal gain or on behalf of any other employee/volunteer
- Unwillingness or inability to support and further the mission of RDA Carine and/or the objectives of the programme.

Immediate dismissal would only take place in the most serious of circumstances, and in these instances:

- The Volunteer's Manager/ Office Administrator or Head Coach would jointly advise the volunteer.
- The volunteer may wish to include the presence of a support person of their choosing.
- A written report is to be supplied to Office Administrator or Head Coach.
- A copy of the report is kept on the volunteer's file securely.
- All property of RDA Carine must be returned.

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