NUMBER	PP22/19	VERSION	1.0
CATEGORY	Policy	SUBJECT	Corp Governance
ISSUED BY	Governance	APPROVAL DATE	22/03/2022
AUTHORISED BY	Executive	ISSUED DATE	22/03/2022
DISTRIBUTION	Internal	REVIEW DATE	01/02/2024

Engaging and Managing Volunteers

Purpose

This policy is to establish a framework for the engagement of volunteers to support the work of the NSW State Archives and Records Authority (SARA) and Sydney Living Museums (SLM).

Background

In accordance with the NSW Government's Volunteering Strategy, SARA/SLM recognises that there is scope for members of the community to voluntarily support the work of SARA/SLM, thereby contributing to the achievement of SARA/SLM's objectives.

The SARA/SLM volunteer programs are designed to enhance and extend the work achieved by both institutions by completing tasks beyond the capacity of SARA/SLM employees and outside the scope of core business activities.

Scope

This policy applies to all SARA and SLM volunteers, whether undertaking onsite or remote work.

SARA/SLM recognises the commitment, contribution and importance of volunteers, and is committed to promoting opportunities for volunteering and ensuring volunteers are well managed.

POLICY

1. Work performed by volunteers and work performed by paid staff

   Work performed by volunteers will not replace work performed by paid staff. All work undertaken by volunteers will complement the work of paid staff and the operations of SARA/SLM.

   Work performed by volunteers will not be essential to the operation of SARA/SLM, as such work should be that of paid staff. Volunteers will not be engaged to fulfil the responsibilities of paid staff.

   An individual is not permitted to undertake concurrent paid and unpaid work for either SLM or SARA except in limited, approved circumstances where guidelines already exist.

2. Volunteer roles and selection and recruitment of volunteers

   Volunteer roles will be developed based on organisational need and capacity to supervise and support. The responsibility level of volunteer roles will be set in order to preserve the distinction between paid and unpaid roles.

   Selection of volunteers will be at the discretion of SARA/SLM. Volunteers will only be engaged via a designated volunteer role/s as described in a Volunteer Role Description. Volunteers should apply using the relevant online application form at the time of recruitment. A formal or informal interview may also be undertaken to confirm the applicant's suitability for the role.

   Volunteers must be aged 18 years or over and must meet eligibility requirements as per SARA/SLM policies including the COVID-19 Vaccination Policy.

   Volunteers may be required to undertake a Criminal History Check or a Working with Children Check prior to commencement of duties. This is subject to the nature of the volunteer project or role allocated.

SARA/SLM has the right to decline an application of a volunteer for any reason. A volunteer has the right to know why their application has been declined.

3. <u>Working conditions</u>

   3.1   Agreed working hours

   Volunteering Australia currently advocates that volunteers should not undertake more than 16 hours of volunteer work per week for one organisation. Additional hours may be negotiated on an individual basis.

   3.2   Code of Conduct and policies

   Volunteers are required to comply with the organisational Code of Conduct which requires them to act in the interests of SARA/SLM, maintain confidentiality and conform to workplace expectations.

   Volunteers must sign a Volunteer Agreement on commencement and comply with all relevant SARA/SLM workplace policies and procedures.

   SARA/SLM expects volunteers will perform their duties to the best of their ability and remain loyal to the values and goals of SARA/SLM.

   3.3   Supervision, training and workplace accommodation

   Volunteers will have a designated supervisor who is a SARA/SLM employee. In some limited instances where a volunteer is supervised by another volunteer a designated paid employee is responsible for the overall supervision of all volunteers reporting to the supervising volunteer.

   The scope and nature of work and expected outcomes will be discussed with volunteers prior to the commencement of work. Expectations regarding the duration of the project and work standards will also be explained. Formal or informal feedback may be given to volunteers on their performance. Any training that is necessary for successfully undertaking work will be provided by SARA/SLM.

   SARA/SLM will supply suitable workspace, materials, and equipment.

   3.4   Insurance, work health & safety, and security

   SARA/SLM is committed to providing an inclusive workplace that is physically and mentally safe for all our workers including volunteers. The Work, Health & Safety (WHS) policy sets out how SARA/SLM will fulfil this commitment. While SARA/SLM has the primary duty of care, all volunteers have responsibilities while undertaking their duties to follow reasonable instructions and lawful directions in accordance with the organisational policies and procedures. SARA/ SLM will ensure that volunteers undertake a WHS induction which includes emergency evacuation procedures.

   SARA/SLM extends coverage under our TMF insurance (icare) to volunteers in the event of liability, injury loss or damage.

   A daily record of volunteer commencement and departure times will be kept to ensure that volunteers are covered by insurance while undertaking duties. SARA/SLM insurance will not cover activities that are beyond the scope of the designated volunteer role. These include but are not limited to activities that occur without the approval of SARA/ SLM (including unauthorised work undertaken offsite), or reckless criminal activity.

   While SARA/SLM endeavours to provide a secure environment, volunteers are responsible for the security of their personal belongings while volunteering.

   3.5   Privacy

   SARA/SLM collects and manages personal and health information of volunteers in accordance with NSW privacy laws. This information is collected and used for the sole purpose of managing the volunteer program and keeping volunteers and others safe.

Volunteers' personal information is held securely, primarily in the volunteer management database and the organisational records management system.

Staff or volunteers who must handle volunteer personal information in the course of their duties comply with the organisational Privacy Policy.

3.6 Grievance resolution

Any dispute or grievance involving a volunteer should be managed in accordance with the organisational Grievance Handling Procedure.

4. <u>Ownership, Intellectual Property and Recognition of Volunteers' work</u>

Any work undertaken by a volunteer remains the property of SARA/SLM and may be used by SARA/SLM for any purpose. The intellectual property of any work created by a volunteer will be vested in SARA/SLM.

SARA/SLM will formally recognise the contribution of our volunteers as appropriate.

5. <u>Termination of Volunteers</u>

SARA/SLM has the right to terminate the service of a volunteer for any reason. A volunteer has the right to know why their services are being terminated.

A volunteer may withdraw their services from SARA/SLM at any time and for any reason.

Roles and responsibilities

- <u>Director Collections, Access & Engagement</u>: Overall direction and policy of the SARA Volunteer Program
- <u>Director Audience & Creative Production</u>: Overall direction and policy of the program for SLM
- <u>Assistant Officer, Volunteer Program</u>: Coordination and operation of the SARA Volunteer Program
- <u>Producer, Volunteer & Internship Programs</u>: Direction and coordination of the Volunteer Program for SLM. Liaison with SLM staff members with designated responsibility for volunteer engagement to ensure consistency.
- <u>Strategy and Governance Team</u>: Undertakes Criminal History checks on volunteers on behalf of both Volunteer Programs as required.
- <u>Paid staff who are designated supervisors of volunteers</u>: Work with SARA's Assistant Officer, Volunteer Program or SLM's Producer, Volunteer & Internship Programs as relevant to ensure appropriate management and supervision of volunteers.

Delegations

- None

Legislation

- *Fair Work Act 2009*

Related policies

- COVID-19 Vaccination Policy
- Organisational Code of Conduct
- Organisational Grievance Handling Policy
- Organisational Work Health and Safety Policy
- Organisational Privacy Management Plan
- SLM Working with Children & Young People Policy

Other related documents

- Volunteer Agreement
- Certificate of Currency
- Volunteering Australia's [National Standards for Volunteer Involvement](#)

Definitions

- <u>Remote work</u>: A location other than a SARA/SLM site where a volunteer undertakes work for SARA/SLM, and whichmeets WHS standards.
- <u>Volunteer</u>: Any person undertaking voluntary unpaid work in a designated volunteer role for SARA/SLM.

Superseded documents

This policy replaces:

- SARA Engaging and Managing Volunteers

Revision history

Version	Date issued	Notes	By
1	22/03/2024	New policy	Directors Collections, Access & Engagement Audience & Creative Production

Review date

This policy will be reviewed every two years, or more frequently as required. The next scheduled review is due in February 2024.

Contact

SARA

Director, Collections, Access & Engagement

Assistant Officer, Volunteer Program

SLM

Director, Audience & Creative Production

Producer, Volunteer & Internship Programs