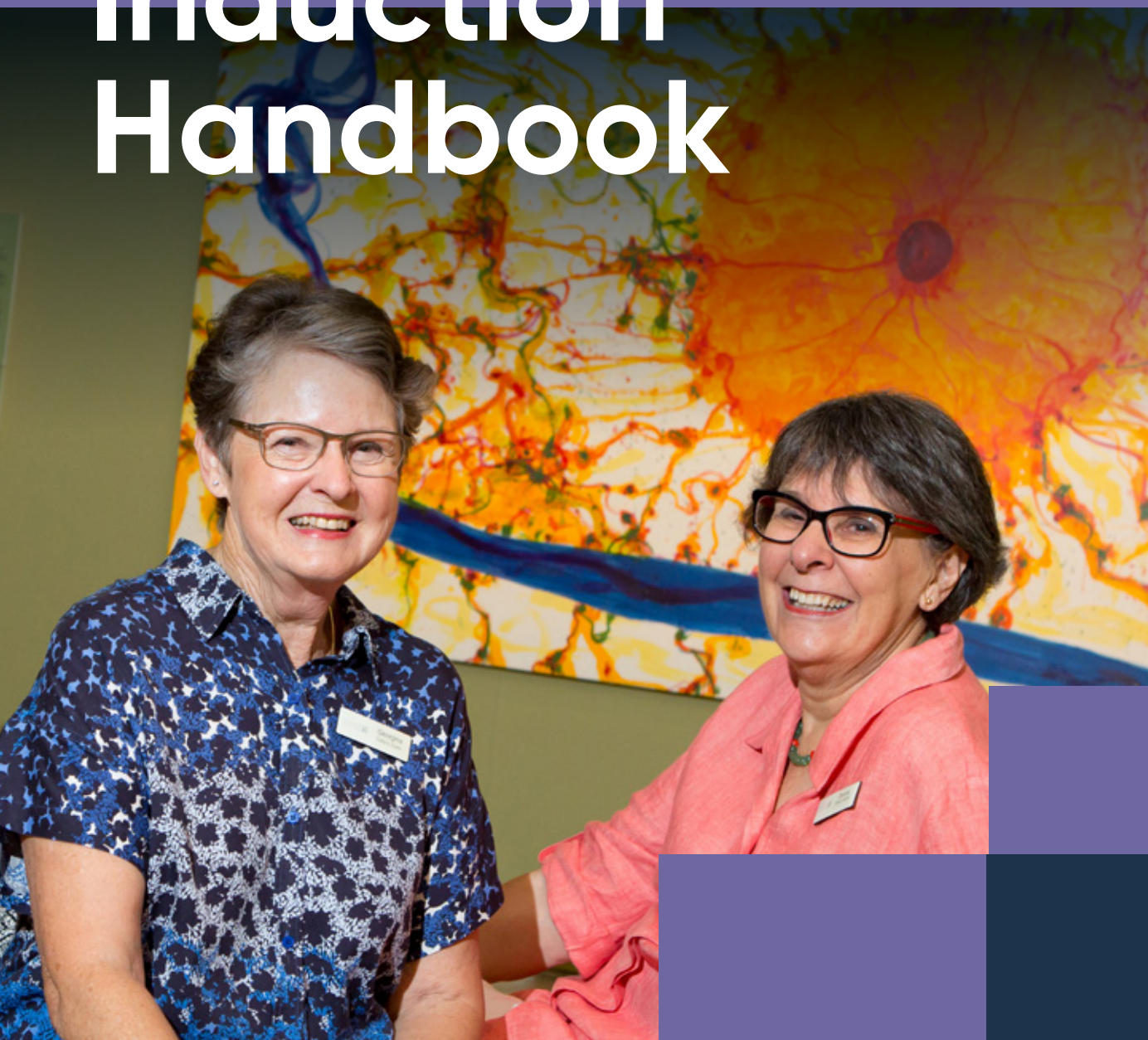


Volunteer Induction Handbook

FEBRUARY 2021



Acknowledgment

City of Newcastle (CN) acknowledges that we operate on the lands of the traditional country of the Awabakal and Worimi peoples.

We recognise and respect their cultural heritage, beliefs and continuing relationship with the land, and that they are the proud survivors of more than two hundred years of dispossession.

CN reiterates its commitment to address disadvantages and attain justice for Aboriginal and Torres Strait Islander peoples of this community.

City of Newcastle
Customer Administration Centre
12 Stewart Avenue, Newcastle West
02 4974 2000

Cover Image: Georgie & Dianne
Volunteers – Newcastle Art Gallery

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"Volunteering appeals to me, it's who I am."

Ben
Volunteer - Newcastle Museum

Volunteer –
be the change
you wish to
see in our
community

WELCOME

Welcome to City of Newcastle and thank you for deciding to become a volunteer. City of Newcastle relies on and values the significant contribution made to our community by our wonderful volunteers.

"Volunteers are the lifeblood of our city. They guide us through our museums and galleries, look after our environment, encourage our community to participate and so much more. On behalf of the Newcastle community, thank you."

Cr Nuatali Nelmes
Lord Mayor, City of Newcastle

Newcastle 2030: Community Strategic Plan

The Newcastle 2030 Community Strategic Plan (CSP) outlines what the community identified as its priorities and objectives for the next 20 years for City of Newcastle. The CSP was developed following a significant shared planning process with direct input from a wide cross-section of the community.

The document provides seven strategic directions:

- A connected city
- Protected and enhanced environment
- Vibrant and activated public places
- Caring and inclusive community
- Liveable and distinctive built environment
- Smart and innovative city
- Open and collaborative leadership

Volunteers make a real and meaningful contribution to our city and are essential to the success of our CSP. This has been recognised by Newcastle Council Members and staff.



Position Statement on Volunteering

Participation by volunteers in a range of community activities is an indicator of a well-functioning community. It allows individuals with a range of skills, experience, time and resources to benefit the wider community.

The benefits of volunteering flow to the organisation, the City, the many groups that make up the community and the individuals themselves.

Within the Newcastle community, volunteers play an important role in social, recreational, sporting, cultural, environmental, community support and civic activities. Examples of the range of volunteer activities include the rehabilitation of natural resources like Blackbutt Reserve, community gardens, involvement on management committees for sporting and community facilities, and participation on advisory and consultative panels.

This input from volunteers contributes to the quality of life enjoyed by the residents, improves access to facilities and services and helps us achieve our collective vision of a smart, liveable and sustainable city.

In recognition of this valuable contribution of volunteers, the City of Newcastle will:

- Increase its capacity to recruit, recognise and resource volunteers who choose to participate in activities which further strengthen the Newcastle community
- Facilitate partnerships with individuals and groups to encourage participation in a broad range of community activities and increase the level of satisfaction for those contributing
- Encourage individuals, each with their own level of skills and experiences, to participate in activities which promote inclusion by all sections of the community
- Promote the value and recognition of volunteering and encourage increased participation from individuals in activities that benefit the community
- Define clear guidelines for participation by volunteers to allow individuals to have a clear understanding of the nature and commitment of their involvement in Council activities.

COUNCIL RESOLUTION 3 MAY 2011



ABOUT CITY OF NEWCASTLE

City of Newcastle provides many services to our local community and is responsible for providing these services across a local government area of 214 square kilometres to a population of 154,896 people.

The city has six beaches, two ocean baths, five inland pools, 630km of footpaths, 350 parks and fields, 118 playgrounds, 634 buildings and structures, 798.5km of roads and plenty more.

Council also manages Newcastle Art Gallery, Newcastle Museum, Civic Theatre and nine branch libraries.

All our employees and volunteers play an important role in helping achieve the community's vision for being a smart, liveable and sustainable city.

"I am passionate
about art and love
volunteering at
the Art Gallery"

Dianne
Volunteer - Newcastle Art Gallery



PRINCIPLES OF VOLUNTEERING



DEFINITION OF VOLUNTEERING

City of Newcastle defines volunteering as time willingly given for the common good and without financial gain.* City of Newcastle requires that our volunteers have a primary relationship with City of Newcastle, and participate in recognised volunteer roles.

*Volunteering Australia July 2015.

- Volunteers with City of Newcastle include (but not limited to) those assisting as/with:**
- Our cultural sites (Civic Theatre, Playhouse, Gallery, Museum and Libraries)
 - Our natural assets and environmental projects (e.g. Blackbutt Reserve)
 - Members of 355 Committees
 - General committee's and advisory panels (e.g. Youth Council)
 - Survey distribution and collection services (Conducting the survey)
 - Delivery of specific events and functions

- For the purpose of this document volunteering does not include:**
- Students and those on 'Work experience'
 - Those engaged in recreational activities on council lands e.g community gardens
 - Individuals completing or participating in general/ customer surveys or focus groups (direct or digital; respondent in survey)
 - Work undertaken for Community Service Orders
 - Members of Incorporated Associations or Companies limited by guarantee i.e. sporting organisations, foundations

- All volunteers with City of Newcastle will need to complete or provide the following:**
- Current Photo Identification and address
 - Volunteer Registration, Declaration and Induction Checklist
 - Volunteer Site Specific Induction form
 - Position Description (supplied)
 - Current Working with Children's Check

RESPONSIBILITIES

When volunteering, both you and City of Newcastle have shared responsibilities. These responsibilities are underpinned by our core values of Cooperation, Respect, Excellence and Wellbeing; and the principles of volunteering. We may also have additional responsibilities which can be found in each Volunteer role Position Description.

Responsibilities of Council

- Ensure that volunteers have access to the relevant guidelines and policies
- Provide a safe and healthy work environment for volunteers and staff
- Create a climate of mutual respect
- Provide relevant corporate and site inductions that clearly explain City of Newcastle's policies and safety requirements
- Provide ongoing support, communication, direction and appropriate training as deemed suitable by the nominated supervisor
- Recognise the different roles, rights and responsibilities of volunteers
- Ensure that volunteers are not used to replace paid staff
- Consider volunteer's wishes and abilities when allocating roles

Responsibilities of Volunteers

- To actively participate and co-operate with other volunteers and employees of the City of Newcastle in achieving common goals and outcomes
- Comply with all relevant policies and procedures
- Undertake duties in a responsible, dependable, conscientious and courteous manner
- Provide a commitment in terms of rosters, time and regular attendance
- Attend any training or inductions as required and advised by Supervisor / Manager
- Ensure confidentiality is maintained with respect to all confidential and sensitive matters
- Wear appropriate clothing, footwear and personal protective equipment at all times in accordance with policy
- Promptly report all incidents, accidents, illnesses and any risks to health and safety
- Any other duties as directed by Supervisor / Manager which are within the volunteer's skill, competence and training

LIFECYCLE OF A VOLUNTEER

The Volunteer Life Cycle describes the experience that most volunteers will have when working with City of Newcastle. Like most services, we plan our volunteer roles, advertise and interview.

City of Newcastle is committed to providing high quality induction and training for our volunteers, as well as ongoing support. This may include an annual review of your general performance in the role and checking if there are things that need to change.

When your time as a volunteer draws to an end, we will check to see how the experience was by offering an exit interview. We will also thank you for your commitment and contribution.

Volunteer roles with City of Newcastle can be time limited or ongoing. You may also wish to volunteer in other sections of the council or change your role within the service you are currently volunteering with.



Ben
Volunteer - Newcastle Museum

VOLUNTEERING GUIDELINES

As Volunteers, you are required to follow City of Newcastle's policy and procedure. Below is an outline of the key policies applicable. For more detail please contact your supervisor.

Equal Employment Opportunity (EEO)

City of Newcastle is committed to the development of a culture that is supportive of equity and diversity principles in the workplace. This includes:

- Providing a workplace that is free from all forms of discrimination, bullying, harassment and victimisation;
- Identifying and removing barriers to the participation of various groups of people including Aboriginal and Torres Strait Islanders, people from culturally and linguistically diverse backgrounds, people with a disability, women and those from LGBTI communities; and
- Providing a confidential grievance process where volunteers can gain accurate advice and make complaints about EEO related issues in the workplace.

Code of Conduct

City of Newcastle's Code of Conduct assists volunteers to:

- Understand the standards of conduct that are expected (including in relation to conflicts of interest, gifts and benefits, and use of resources and information);
- Fulfil their statutory duty to act honestly and exercise a reasonable degree of care and diligence; and
- Act in a way that enhances public confidence in the integrity of local government.

In instances of misconduct or breaches to the Code of Conduct, City of Newcastle has the right to dismiss a volunteer.

Working with Children Check

City of Newcastle aims to establish a safe and caring environment for children, which meets the legislative requirements of the Child Protection legislation, and associated regulations.

All Volunteers over the age of 18 years with City of Newcastle are required to provide a valid Working with Children's Check.

Working with Children's Checks are provided by the NSW Children's Guardian. There is no cost for a Volunteer Check. For more information or to make an application please visit: www.kidsguardian.nsw.gov.au

Use of Council Equipment and Resources

Volunteers may be provided with equipment to assist in performing various activities. If a licence or qualification is required to operate equipment, the volunteer is required to provide evidence of a current qualification or licence prior to operating the equipment. It is the volunteers responsibility to ensure that equipment is used correctly and within the guidelines or instructions provided by the Supervisor.

If equipment is damaged, the Volunteer Coordinator should be notified immediately so appropriate repairs can be made.

Volunteers must not use City of Newcastle property for their own private purposes.

Any court imposed fine or infringements received as a result of the actions or omissions of a volunteer will be the responsibility of the volunteer. They include, but are not limited to, fines related to parking, speeding, littering, and red light cameras.

Privacy and Confidentiality

City of Newcastle is committed to protecting personal information in accordance with the *Privacy and Personal Information Protection Act* (Privacy Act), the Privacy Code of Practice for Local Government and Council's Privacy Management Plan.

City of Newcastle discloses personal information only where it is directly related to the purpose for which it was collected and where the person is unlikely to object, or would have known that information is usually disclosed in that way. We will also disclose information where it is necessary to lessen a threat to someone's life or health or where it is required by legislation.

This means that you must not disclose personal information held by City of Newcastle to anyone outside of Council. This includes any information that is not publicly available, such as telephone numbers.

Volunteers shall not use information including confidential information gained through their activities as a volunteer for the purpose of securing a private benefit for themselves or for any other person. Volunteers shall not disclose any confidential information for any reason without the authority to do so. Volunteers shall not use or disclose private or personal information unless it is in accordance with the *Privacy and Personal Information Protection Act*.

Media Protocol

Volunteers are not permitted to make any comments to the media on behalf of City of Newcastle. All media communication is managed by City of Newcastle's Communication and Engagement Unit.

Any queries for a statement to the media should be referred to your volunteer supervisor.

This protocol does not limit your ability to make comment as an ordinary citizen.

Personal Property

Volunteer's personal items are not covered by City of Newcastle's insurance whilst undertaking volunteer activities. Volunteers are encouraged not to bring or wear items of any significant value (including jewellery).

All attempts should be taken to secure personal items against theft or damage.

Grievance and Complaints

A grievance is a real or perceived cause for complaint and can be any type of problem, concern or complaint related to your voluntary work environment. It may arise from a situation, decision or omission which you consider to be discriminatory, harassing or unfair. You should feel happy and safe whilst volunteering with Council and a situation that affects your wellbeing should be discussed with your Supervisor.

City of Newcastle recognises that open communication and feedback are essential elements of a satisfying and productive work environment. Every effort will be made to solve problems cooperatively and informally before presenting them in writing as a formal grievance. Volunteers are assured they will not be disadvantaged by the use of such procedures whether decisions are found for or against their grievance.

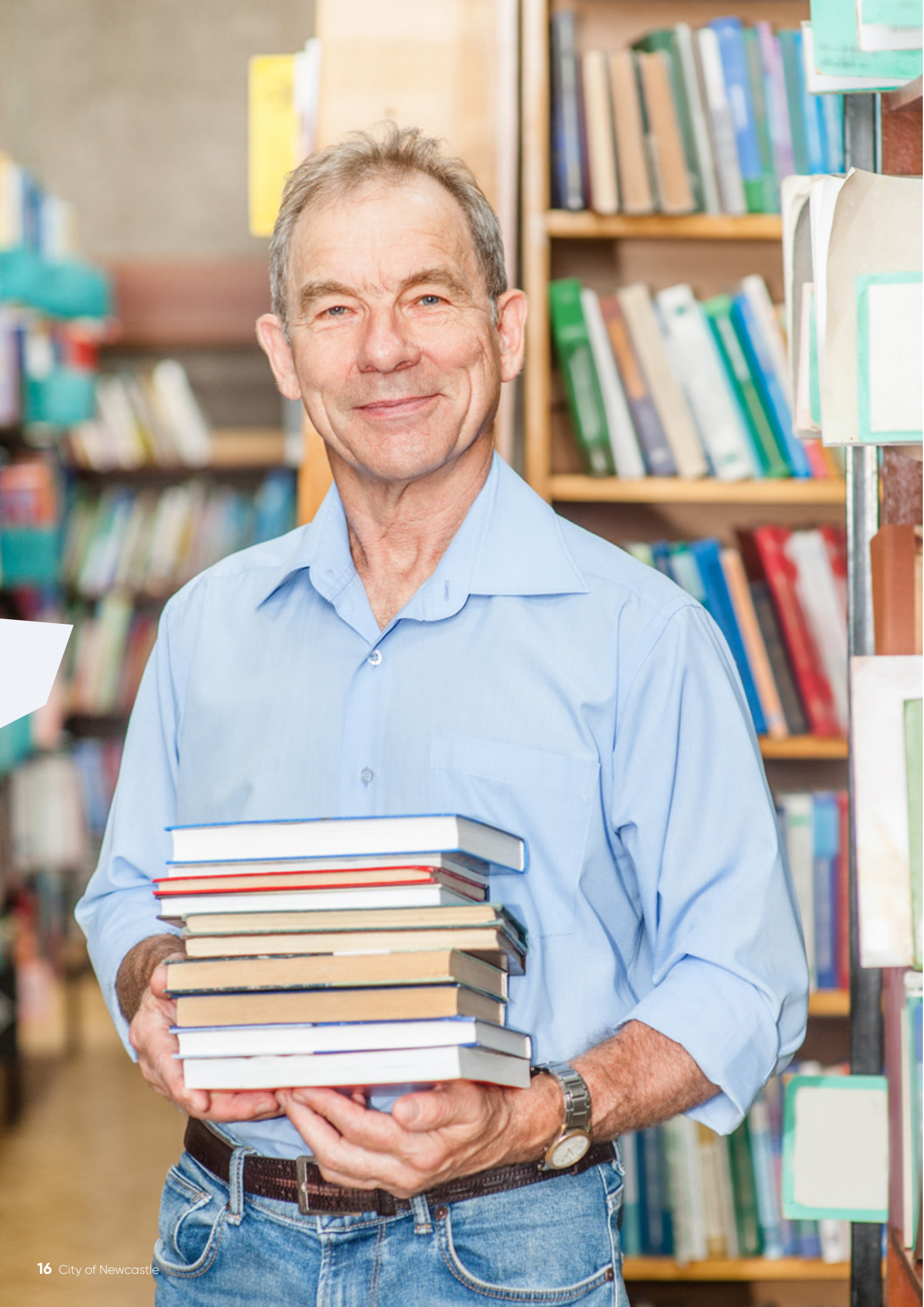
While in the first instance grievances and complaints should be directed to your Volunteer Coordinator, you may also contact City of Newcastle's Human Resource Unit for confidential advice and assistance.

All grievances will be dealt with as soon as possible, confidentially, impartially and with sensitivity. All formal avenues for handling of grievances will be fully documented and the volunteer's wishes will be taken into account in the determination of appropriate steps and actions.

All complaints and questions will receive thoughtful consideration in a timely manner and will be discussed with the individual who raises them.

Out of Pocket Expenses

From time to time, volunteers may need to use their own money to purchase materials or pay fees. Volunteers are required to have written approval provided prior to the expense being incurred if they wish to be assured of reimbursement. Volunteers will also need to provide a proof of purchase attached to the reimbursement claim. e.g. tax invoice.



WORK HEALTH AND SAFETY

City of Newcastle has a duty to ensure the health, safety and welfare of our volunteers in our workplaces. Similarly, volunteers have a duty of care for their own, and others health and safety.

Inductions

This Volunteer Induction Handbook explains your health and safety obligations as a 'volunteer' when working on City of Newcastle sites. It is also designed to make you aware of the unique health, safety and issues which you may come across on Council sites.

By reading and understanding this handbook, everyone working on Council sites will be able to play their role in protecting the safety of themselves, others and the community. The purpose of this induction handbook is to advise you of:

- WHS obligations as per the *Work Health Safety Act & Regulations*
- Identification and management of hazards and
- Relevant operational issues

Site Specific Induction

Before commencing any voluntary activity you are required to undertake a site specific induction. This will ensure that you understand the risks associated with being on that site and the work you will be performing.

Volunteer Induction Checklist

The Induction Checklist is a tool for Supervisors to use prior to a volunteer engaging in any activities on behalf of City of Newcastle. The checklist will ensure all information has been communicated including receiving and reading this Induction Handbook. Both the volunteer and Supervisor will sign off on the checklist.

Visiting Other Workplaces

You may visit different workplaces to attend meetings, training and undertake work. When visiting other sites you will need to sign in and out of that area or facility where you will be advised of the site rules and work health and safety information.

"It's quite a pleasure working in the Playhouse seeing our local theatre companies perform. It gives our volunteer ushers who usually have an interest in theatre, access to quality local events plus some professional shows. It is very rewarding to watch young artists grow up and mature into outstanding performing artists."

Betty Burns and Michael Wiltshire
Volunteer Ushers - Playhouse



WHS Management System

City of Newcastle maintains a comprehensive WHS Management System to help provide a safe and healthy work environment, safe work practices and to meet our legislative and regulatory obligations.

It consists of:

- System procedures that tell us what we do;
- Operating procedures that tell us how we do it; and
- Forms and tools that are used to record what we have done

All WHS Management System documentation can be accessed through your Supervisor.

WHS Responsibility, Authority and Accountability (RAA)

All Council workers have a certain level (1-6) of WHS RAA. Under legislation (WHS Act 2011) a volunteer falls under the definition of a worker. Volunteers are WHS RAA level 6. Further detail is available in the tables located at the back of this handbook.

Responsibility

Responsibility is defined as activities or processes over which a position is empowered and expected to exert control.

Authority

Authority is defined to enable position holders to perform responsibilities effectively and is aligned to each responsibility in the RAA Matrices.

Accountability

All City of Newcastle workers will be held accountable by their Supervisor for ensuring their WHS responsibilities are performed effectively.

WHS RAA levels are defined in the RAA Matrices and include the following responsibilities for every City of Newcastle worker to:

- Fulfil the responsibilities stated in City of Newcastle’s WHS Policy and Procedures;
- Take care for the health and safety of people who might be affected by their acts or omissions;
- Maintain health, safety and welfare in the workplace;
- Communicate and consult on issues that affect workplace safety;
- Attend WHS training suited to the competency profile for their position;
- Identify and report to the Supervisor any matter or incident including; hazards, injuries, near misses and non-conformances, that may affect the health, safety or wellbeing of personnel; and
- Ensure risk controls are developed and implemented in accordance with the hierarchy of control.

Under WHS LEGISLATION a Volunteer falls under the definition of WORKER

Hazards and Risk Management

A key requirement of the Work Health and Safety legislation is for the management of risks arising from workplace hazards.

Hazards can be identified by workplace inspections, audits, team meetings, incident investigations, workplace observations and statistical analysis.

If you identify a hazard you must report it to your Supervisor.

A hazard means a situation or thing that has the potential to harm a person. Hazards generally arise from the following aspects of work and their interaction:

- Physical work environment;
- Equipment, materials and substances used;
- Work tasks and how they are performed; and
- Work design and management.

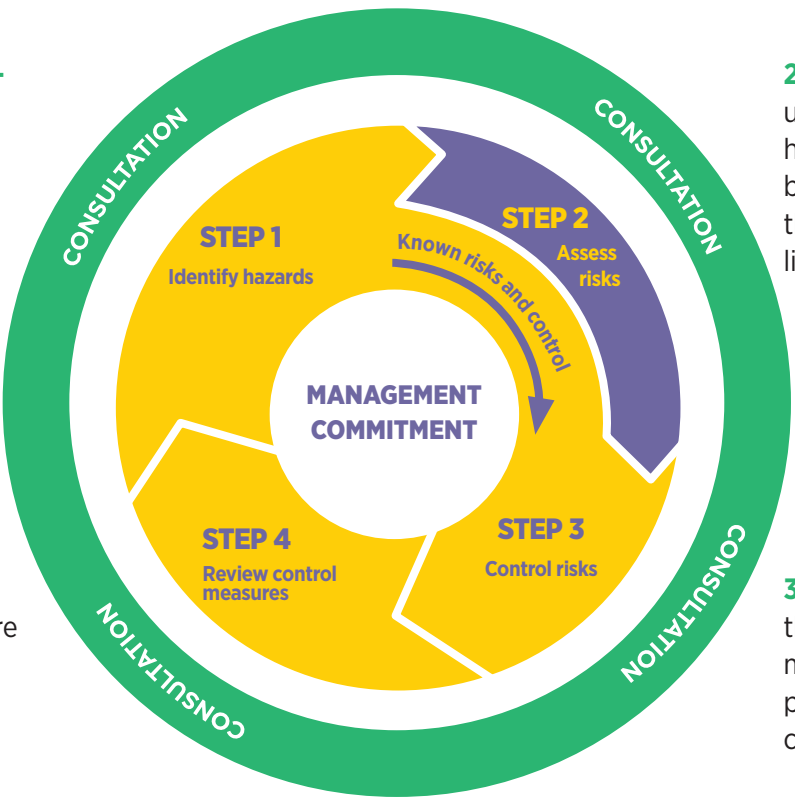
WHS Risk Management is a four step process, the steps are:

1. Identify hazards - find out what could cause harm

2. Assess risks if necessary - understand the nature of the harm that could be caused by the hazard, how serious the harm could be and the likelihood of it happening

4. Review control measures - to ensure they are working as planned

3. Control risks - implement the most effective control measure that is reasonably practicable in the circumstances



Reporting Incidents

If you are injured while volunteering, you must report the injury to your Supervisor immediately so that first aid or other medical treatment can be provided and the incident can be recorded in our incident management system. All incidents are to be reported.

Where an injury occurs effective first aid will be applied by City of Newcastle staff and arrangements will be made for volunteers to be referred to their Doctor for medical attention if required. If a serious injury occurs an ambulance will be called.

First Aid

City of Newcastle provides first aid facilities, including kits, and trained first aid workers when required. Details on first aid facilities will be provided on your site specific induction.

In the event of an emergency nominated first aid officers can be identified by a GREEN safety helmet.

Alcohol and Other Drugs

The inappropriate use of alcohol and other drugs can negatively affect work performance and may jeopardise the health, safety and wellbeing of our workers and volunteers.

Volunteers, like all other workers, are required to participate in an alcohol and other drug testing program as provided by the Alcohol and Other Drug Procedure

The procedure includes a blood alcohol limit of 0.05 and testing of workers and volunteers can occur under the following conditions:

(a) Voluntary

For workers who wish to volunteer to be tested for alcohol or other drugs.

(b) Random

Testing of the workforce on a random basis will take place from time to time.

(c) Limited Random Testing

For workers who have given a confirmed positive result for alcohol and other drugs, unreasonably refused a drug or alcohol test as a result of a reportable incident or random testing program; and/or following a determination of impairment as a result of an impairment assessment.

(d) Reasonable Suspicion

Testing can take place if there is a reasonable suspicion that a worker is impaired by drugs or alcohol.

(e) Post Incident

Testing may take place where incidents occur that result in personal injury, involve vehicle damage, result in property damage and/or any incident that has the potential for significant risk of harm or injury to persons or equipment.

Volunteers found to be under the influence of alcohol or other drugs may be removed from the workplace in accordance with City of Newcastle's Drug & Alcohol Policy.

VOLUNTEERS have a DUTY of CARE

Smoking in the Workplace

Smoking is not allowed in any City of Newcastle offices, buildings (including function centres such as City Hall and the Civic Theatre), vehicles and plant machinery, and all personnel accommodation e.g. caravans, site sheds, amenities and workplaces.

In addition, smoking is not permitted within 4 metres of any building.

Personal Protective Equipment (PPE)

PPE refers to clothing, gloves, shoes, face masks and other items utilised to prevent injury, illness or disease. All volunteers must wear PPE specific to activities undertaken and as directed. Volunteers are required to provide their own PPE unless your Supervisor advises otherwise.

Sun Protection

When working outdoors you must wear a broad brim hat, protective clothing, sunglasses and a SPF sunscreen.

Seek shade where possible, avoid working in the hottest part of the day and keep hydrated.

Fire and Evacuation Procedures

Should there be an emergency on a City of Newcastle premise, and Council workers are on site, they will implement the Emergency Evacuation Procedure which you must comply with.

Stay calm and follow the evacuation instructions.

Where Council Wardens are nominated, they will wear a RED safety helmet in the event of an emergency.

WHS noticeboards in Council buildings contain further fire and evacuation information, specific to that site.

As part of the site induction you will be shown evacuation routes. Where no Council workers are on site it is your responsibility to determine the safest evacuation route prior to commencing activities. This information is incorporated into a risk assessment which your Supervisor will provide at induction.

Manual Tasks

When carrying out manual tasks, consider factors that affect the risk to your body, such as the duration and frequency of manual tasks, weights, your skills and experience, your age and health, clothing and any other relevant factor.

Ways to reduce the risk of manual handling can include using mechanical aids, breaking loads into smaller quantities, using team lifting, taking regular breaks, rotating tasks and warming up before working.

Activities Involving Electrical Equipment

Ensure the appliance to be used is suitable for the task. All Council electrical equipment has a current test tag attached to the lead. If one is absent, do not use the device and notify your Supervisor.

Conduct a visible inspection of the condition of the appliance, including its general condition and the lead and plug. If you find a fault, do not use it and report it to your Supervisor.

Safe Handling of Sharps

If you find a needle or syringe (also called a sharp) in the course of volunteering please do not touch it or attempt to pick it up. Please contact your Supervisor.

Hazardous Chemicals

All hazardous chemicals used within the workplace have a Safety Data Sheet (SDS). The SDS provides information about the chemical including its safe use, ingredients, toxicity, first aid requirements, spill control, storage and handling requirements.

You should have access to an SDS for any hazardous chemical that you use while volunteering for Council. Your Supervisor can provide you with the SDS and a risk assessment for the hazardous chemical.

Containers that hold any chemicals must be properly labelled. If a chemical must be decanted into another container, that container must be clearly labelled.

Labels containing all required information can be obtained from Council's Chemwatch system by a Council worker or your Supervisor.

Housekeeping

Keeping sites in a clean and orderly state is an essential part of an effective incident prevention and environmental program. As a minimum requirement please make sure:

- Sites are kept clean and free from debris and waste material
- Walkways and other work areas are free of obstructions
- Protruding objects such as nails and sharp metal are removed upon exposure
- Combustible waste materials are placed in metal containers with metal lids and disposed of on a regular basis
- Contaminated waste is collected and disposed of according to local disposal requirements and kept away from meal areas
- Work areas are cleaned and returned to a safe condition at the completion of work.

Betty and Michael
Volunteer Ushers - Playhouse



VOLUNTEER REGISTRATION FORM

To be completed by Volunteer

Personal details

Title	Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Miss <input type="checkbox"/>		
First Name			
Surname			
Preferred Name			
Gender			
Aboriginality or Torres Strait Islander	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Address			
Suburb/City			
State		Postcode	
Date of Birth			
Email			
Home Phone			
Mobile Phone			
Emergency Contact Name			
Emergency Contact Phone			
Emergency Contact Relationship			
Medical/Other: Is there anything NCC would need to know to ensure your safety/wellbeing? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Do you have a disability? Yes <input type="checkbox"/> No <input type="checkbox"/> Prefer not to say <input type="checkbox"/>			
Is there anything NCC would need to know or do to ensure that you can complete your volunteer responsibilities safely?			
Working with Children Check Number (APP)			

DECLARATION AND INDUCTION CHECKLIST

Declaration:

I, (volunteers name).....
declare that I have read and understood the Volunteer Guidelines (page 14-15 Volunteer Induction handbook) including statements about City of Newcastle and Equal Employment Opportunity, Code of Conduct, Privacy and Confidentiality; and Grievances and Complaints.
I am aware that if I need more detail about anything within the Handbook or volunteering in general I can approach my Volunteer Supervisor.
I declare that the information provided on this form is true and correct to the best of my knowledge.

Volunteers Signature _____ Date _____

I, (supervisors name)..... confirm that the above named volunteer has completed their induction and provided all necessary documents.

Supervisors Signature _____ Date _____

	YES	NO
1. Volunteer registration completed, signed, and received by Supervisor	<input type="checkbox"/>	<input type="checkbox"/>
2. Identification received (100 points)	<input type="checkbox"/>	<input type="checkbox"/>
3. Site specific WHS induction completed, signed and received by Supervisor	<input type="checkbox"/>	<input type="checkbox"/>
4. Position Description completed, signed and received by Supervisor	<input type="checkbox"/>	<input type="checkbox"/>
5. Working With Children's Check number supplied	<input type="checkbox"/>	<input type="checkbox"/>

Please detach this page, complete and either scan to learningdevelopment@ncc.nsw.gov.au or drop into our Customer Administration Centre, 12 Stewart Avenue, Newcastle West.

Privacy Statement

City of Newcastle (CN) collects personal information about our volunteers in order to meet our legislative responsibilities and facilitate a safe working environment. Provision of your personal information is voluntary however you may not be eligible to be a volunteer with CN if you do not provide the relevant information. Your information will be stored on CN's records management systems and will only be accessed by authorised staff. City of Newcastle will not provide your information to any other person or organisation unless CN is required to by law, it is reasonable to expect that CN would share your information or Council has your consent. If you wish to access your information, you may do so by contacting your supervisor or City of Newcastle's People & Culture Service Unit on 02 4974 2000.



Liz and Ruth
Volunteers - Blackbutt Reserve

Level 1: General Manager, Level 2: Directors, Level 3: Service Unit Managers, Level 4: eg Coordinators, Level 5: eg Team Leaders, Level 6: eg Employees & Volunteers

Levels						Responsibility	Authority	Accountability	
	1	2	3	4	5	6	The action to complete the responsibility can be delegated however the requirement to complete the responsibility will always remain with the original level holder	What action do I have permission/authority to take?	What action do I need to do to be responsible/ What can be verified that I have been responsible?
	✕	✕	✕	✕	✕	✕	Reporting non conformances	As per responsibility	Non conformances are raised in Council's Incident Management System
						✕	Participating and consulting with management in the development of corrective actions and strategies to prevent re occurrence of the non conformance	As per responsibility	Corrective actions is a standard agenda item at team meetings
						✕	Participating in the review of corrective actions and provide feedback	As per responsibility	Corrective actions are signed off by the originator
✕	✕	✕	✕	✕	✕	✕	Implementing record keeping in accordance with SP 4.4 WHS Records procedure (eg use of ECM, Council's Incident Management System and/or ChemWatch)	As per responsibility	All required records are registered in ECM, Council's Incident Management System, and/or ChemWatch
✕	✕	✕	✕	✕	✕	✕	Generating WHS records	As per responsibility	Required WHS records have been generated and maintained in accordance with system requirements
						✕	Submitting WHS records to supervisors	As per responsibility	Records are kept in accordance with system requirements
✕	✕	✕	✕	✕	✕	✕	Completing actions required by the WHS Management Plan	As per responsibility	WHS Management Plan is a standard agenda item at meetings
						✕	Providing feedback on effectiveness of safety strategies and initiatives	As per responsibility	Tracking of the WHS Management Plan is minuted
						✕	Maintaining records of inspection and testing in accordance with record keeping requirements	As per responsibility	Inspection & testing records comply with FM 4.4.1 WHS Record Keeping Matrix
						✕	Completing inspection and testing activities required by their position	As per responsibility	Inspection & testing programs are implemented and verified
Measurement & Evaluation									



newcastle.nsw.gov.au