

PIRSA VOLUNTEERS POLICY

PIRSA encourages volunteers and volunteer groups to become involved in activities that meet the aims and objectives of the agency. Volunteer participation in a range of activities will allow PIRSA to extend its services to and links with the community. In accordance with the [SA Government Volunteering Strategy for South Australia](#), PIRSA is committed to working with volunteers as part of its core business, through providing safe, effective, sustainable, diverse and productive volunteer programs across the agency.

DOCUMENT CONTROL

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REVISION RECORD

Date	Version	Revision description
31/07/2001	1.0	Policy approved.
14/01/2015	1.1	Policy converted to new PPGS policy template and content revised for consultation.
08/09/2015	2.0	Policy approved by PIRSA Executive.
05/09/2018	2.1	Policy reviewed with minor updates approved by the General Manager, People and Culture.
23/03/2022	2.2	Policy converted to new PIRSA PPGS policy template with minor updates.

RISK ASSESSMENT

Date	Risk Rating	Risk Assessment Evaluation
23/03/2022	Medium	This policy provides a framework for the engagement of volunteers and establishment of volunteer programs.

1. PURPOSE

The purpose of this policy is to provide a framework for engaging PIRSA volunteers; and guidance on the establishment of volunteer programs and participation of volunteers in related activities.

2. SCOPE

This policy applies to all volunteer activities within PIRSA. It excludes PIRSA employees participating in volunteer activities with external groups.

3. POLICY DETAILS

3.1 PIRSA's commitment to volunteers

PIRSA is committed to support inclusive and sustained volunteer involvement. PIRSA recognises that through volunteering, people are able to contribute to their society and a spirit of community involvement. Volunteering is a two-way exchange; it provides benefits to the people who volunteer their services and to the broader community.

PIRSA supports the involvement of enthusiastic and committed volunteers; and acknowledges that volunteers provide their time and expertise without remuneration, and that they play a valuable role in the development of the agency.

To ensure the protection of its volunteers, PIRSA will exercise its duty of care by eliminating and minimising the risks arising from PIRSA volunteer work; and by providing adequate facilities, information, instruction, training and supervision as necessary to ensure that each volunteer and employee is safe from injury and risks to health.

3.2 PIRSA volunteer arrangements

A PIRSA volunteer who undertakes tasks/activities and provides services on behalf of the agency on voluntary basis:

- benefits the community
- works of their own free will
- works without monetary reward, except where prior approval is granted for reimbursement of agreed out-of-pocket expenses.

Volunteers and other persons who perform work gratuitously are deemed to be employed for the purposes of the [Work Health and Safety Act 2012](#); and are required to conduct themselves in a manner consistent with [PIRSA Work Health and Safety Policies and Procedures](#).

Volunteers should be selected on their suitability for specific volunteer activities in line with their expectations and skills.

Work experience placements are an educational/familiarisation arrangement and not regarded as employment. Work experience students are subject to the same entitlements as volunteers.

3.2.1 Volunteer rights

Volunteers have a right to

- participate to their full potential in PIRSA volunteer activities within which they are involved
- be provided with appropriate privileges and courtesies; have their opinions and ideas given consideration where appropriate; and be included in work meetings, activities and social functions relevant to their volunteer role whenever possible
- receive sufficient induction, training and support required to carry out their volunteer role
- be kept up to date about relevant PIRSA policies and programs
- carry out volunteer work in a safe and healthy work environment in accordance with the [Equal Opportunity Act 1984](#), [Work Health and Safety Act](#), specific [PIRSA Work Health and Safety Policies and Procedures](#), [PIRSA Freedom from Discrimination, Harassment and Bullying Policy HR P 006](#), [PIRSA Freedom from](#)

[Discrimination, Harassment and Bullying Procedure HR R 001](#) and [PIRSA Grievance Resolution Procedure HR R 014](#).

- receive respect, direction, supervision and support from paid PIRSA managers and employees
- receive information, be consulted and participate in decision-making appropriate to their volunteer role
- be recognised for their contribution to PIRSA and to the community of South Australia
- perform volunteer work in a professional and volunteer-friendly workplace environment
- be reimbursed for any prior-approved out-of-pocket expenses incurred. These expenses will normally be limited to public transport fares or parking costs based on receipts provided. In special circumstances, prior-approved out-of-pocket expenses may include meal allowances and mileage expenses (via a completed [PIRSA Board, Committee and Volunteer Members Claim Form](#) for mileage claims) which will be reimbursed in accordance with SA Government rates
- be given realistic expectations about their volunteer role that paid employment is not a likely outcome of their volunteer activities.

3.2.2 Volunteer responsibilities

Volunteers' responsibilities are to:

- understand the objectives, roles and responsibilities of the PIRSA business group who use their volunteer services, and promote trust and mutual respect between PIRSA and the community
- understand the roles and responsibilities of PIRSA and have a commitment to working cooperatively to achieve PIRSA's goals
- be accountable for their actions and carry out the volunteer activities they have agreed to within [PIRSA Policies, Procedures, Guidelines and Standards](#). This includes complying with [PIRSA Work Health and Safety Policies and Procedures](#), and:

- looking after their own health and safety at work
- not do anything that will harm themselves or other workers
- using any safety equipment provided
- obeying PIRSA's safety rules
- not taking drugs or drinking alcohol at work or being under the influence of illegal substances
- participating in induction and sign off to show that they understand what is expected of their volunteer role
- be reliable and make realistic commitments in terms of their time and area of volunteer involvement
- advise PIRSA of any safety or health related issues that may affect their ability to carry out their volunteer role
- be respectful and cooperative to others; and accept direction and supervision and provide feedback on the progress of volunteer activities and tasks undertaken
- respect PIRSA property, materials and equipment; and advise PIRSA when something goes wrong or is not working
- be open to change and ready to learn new skills
- participate in meetings relevant to their volunteer role at which their attendance is required
- understand that PIRSA may deal with material of a confidential nature. Volunteers who have access to such material must be made aware of the importance of maintaining confidentiality, and that failure to do so may preclude the volunteer from future participation in the agency's activities. In some instances, PIRSA business groups may implement a confidentiality agreement for volunteers
- complete and submit [forms and templates](#) where relevant before commencing as a PIRSA volunteer.

3.2.3 Insurance cover for volunteers

The SA Government provides insurance coverage for volunteers who are assisting agencies. In accordance with the [SA Government Volunteer Rights and Responsibilities website](#) and [Volunteers Protection Act 2001](#), except where exemptions apply, volunteers are covered for personal accidents and claims made against them for civil liability arising from an act or omission done or made in good faith and without recklessness whilst undertaking volunteer activities for PIRSA. Benefits are paid only once other entitlements have been exhausted (e.g. Medicare, private health cover, personal insurance, etc.).

3.2.4 Use of government vehicles by volunteers

In accordance with the [PIRSA Motor Vehicle Acquisition, Use and Disposal Procedure PR R 001](#) volunteers will only be permitted to drive SA Government vehicles strictly for official SA Government business when prior written approval from the Deputy Chief Executive for a specific period or for specific duties has been obtained. However, they may be passengers in SA Government vehicles driven by authorised employees while carrying out official PIRSA or SA Government business.

Volunteers required to drive SA Government vehicles strictly for official SA Government business as part of their volunteer role will need to complete and submit a [PIRSA Non Public Sector Driver Vehicle Use Agreement Form 03](#) to the Deputy Chief Executive for approval prior to vehicle use.

3.3 PIRSA managers' responsibilities for volunteers

PIRSA managers are responsible to ensure that:

- the involvement of volunteers in PIRSA programs will not displace paid employees
- appropriate recruitment, induction and training of volunteers in their specific areas are undertaken to enable volunteers to carry out their role effectively

- volunteers are suitably selected for specific activities in line with their expectations and skills; and that any volunteer safety and health related issues that may affect their ability to carry out their voluntary role are disclosed
- relevant [forms and templates](#) are completed by volunteers before commencing as a PIRSA volunteer and forwarded to [PIRSA People Partnering](#) for processing
- where (in addition to having custodianship of valuable property and artefacts) PIRSA has a responsibility to provide due care to client groups which may include children and vulnerable adults, volunteers may be requested to provide appropriate references and authorise a police record check via a completed [PIRSA Volunteer Member Form](#) for security reasons. These details will be kept private and confidential
- volunteers receive information about PIRSA's expectations of them and their volunteer role; and are consulted and participate in decision-making appropriate to their volunteer role
- any volunteer programs and activities are consistent with legislation, the [SA Government Volunteer Rights and Responsibilities website](#), and [PIRSA Policies, Procedures, Guidelines and Standards](#), including [PIRSA Work Health and Safety Policies and Procedures](#).
- a risk management plan is implemented
- supervisors and managers are adequately skilled to show volunteers how to perform their work safely and without injury
- active supervision and support of volunteers takes place, and that appropriate debriefing occurs
- supervisors, managers and volunteers act within the appropriate standard of care by learning about work health and safety; identifying particular safety challenges; and ensuring that appropriate work health and safety policies are put in place
- information collected about volunteers is safely held and not abused (e.g. not transferred between government departments or organisations without the knowledge or consent of the individual concerned, except in limited

circumstances) in accordance with the [SA Government Volunteers Right and Responsibilities website](#) and [PIRSA Information Privacy Policy and Guidelines](#)

- an accurate register of volunteers is maintained by each PIRSA business group
- details of the approximate number and types of volunteers who are required to be covered are provided to SAICORP through PIRSA's annual insurance and risk management questionnaire
- volunteers are recognised for their contribution to PIRSA and to the community of South Australia (refer to the [Department of Human Services – Volunteers Recognition page](#) for some ideas on recognising volunteers)
- all documentation and records relating to volunteers and associated activities are recorded, maintained and managed in the PIRSA Objective EDRMS for governance, audit and reporting purposes.

4. ROLES AND RESPONSIBILITIES

Role	Responsibilities
Chief Executive	<ul style="list-style-type: none"> • Approving the policy.
PIRSA Executive	<ul style="list-style-type: none"> • Implementing the policy (including communication, awareness and training).
Director, People and Culture	<ul style="list-style-type: none"> • Implementing the policy (including communication, awareness and training). • Ongoing management of the policy (including feedback, review, document and records management requirements, updating policy versions and removal of revoked policies). • Providing policy advice and assistance, including interpreting policy requirements. • Evaluating, monitoring and reviewing the policy.
Managers	<ul style="list-style-type: none"> • Complying with the policy and performing any particular policy actions or steps, including those listed in section 3.3 PIRSA managers' responsibilities for volunteers.

Role	Responsibilities
	<ul style="list-style-type: none"> Actively supervising volunteers to ensure management of volunteers in PIRSA is aligned with PIRSA policies, procedures, guidelines and standards. Recognising and celebrating the contribution of volunteers to PIRSA and to the community of South Australia (refer to the refer to the Department of Human Services – Volunteers Recognition page for some ideas on recognising volunteers). Ensuring relevant forms and templates are completed by volunteers before commencing as a PIRSA volunteer and forwarded to PIRSA People Partnering for processing. Ensuring volunteers function in a work environment like all other employees which is safe from injury and risks to health.
Employees	<ul style="list-style-type: none"> Working with volunteers in a meaningful and facilitative manner.
Volunteers	<ul style="list-style-type: none"> Complying with the policy and performing any particular policy actions or steps.

5. DEFINITIONS

Term	Meaning
Volunteer	A person who carries out community work on a voluntary basis.
Volunteering	<p>Activities or projects undertaken:</p> <ul style="list-style-type: none"> to be of benefit to the community and the volunteer of the volunteer's own free will and without coercion <p>for no financial payment (other than prior-approved out-of-pocket expenses)</p> <ul style="list-style-type: none"> in designated volunteer roles only.

Term	Meaning
Workplace	Any place (including any aircraft, ship or vehicle) where a PIRSA employee, contractor, volunteer or visitor works. It includes any place where such a person goes while at work.

6. RELATED DOCUMENTS

6.1 Policies, procedures and guidelines

- [*PIRSA Freedom from Discrimination, Harassment and Bullying Policy HR P 006*](#)
- [*PIRSA Freedom from Discrimination, Harassment and Bullying Procedure HR R 001*](#)
- [*PIRSA Grievance Resolution Procedure HR R 014*](#)
- [*PIRSA WHS and Injury Management Hazard and Incident Reporting and Investigation Procedure HR OHS&W R 003*](#)
- [*PIRSA Information Privacy Policy and Guidelines*](#)
- [*PIRSA Motor Vehicle Acquisition, Use and Disposal Procedure PR R 001*](#)
- [*PIRSA Policies, Procedures, Guidelines and Standards*](#)
- [*PIRSA Work Health and Safety Policies and Procedures*](#)

6.2 Forms and templates

- [*PIRSA Acknowledge Commencement of a Volunteering Role Letter*](#)
- [*PIRSA Banking Details for Board, Committee and Volunteer Members Form*](#)
- [*PIRSA Board, Committee and Volunteer Members Claim Form*](#)
- [*PIRSA Non Public Sector Driver Vehicle Use Agreement Form 03*](#)
- [*PIRSA Volunteer Member Form*](#)
- [*PIRSA Volunteer Information and Acknowledgement Form*](#)

6.3 Legislation

- [*Equal Opportunity Act 1984*](#)

- [Volunteers Protection Act 2001](#) and [Volunteers Protection Regulations 2019](#)
- [Work Health and Safety Act 2012](#)

7. REFERENCES

- [PIRSA Volunteers and Work Experience intranet page](#)
- [PIRSA Contact People and Culture intranet page](#)
- [SA Government Volunteer Rights and Responsibilities website](#)
- [SA Department of Human Services Volunteers website](#)
- [SA Government Volunteering Strategy for South Australia website](#)
- [SA Government Volunteering website](#)
- [SafeWork Australia Volunteers website](#)
- [Volunteering Australia website](#)