



East Gippsland

Community Led Emergency Relief Centre Volunteer Handbook

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1. Acknowledgement of Country

We acknowledge that East Gippsland Shire Council is on Gunai Kurnai, Monero and Bidawel Country.

We would like to acknowledge and extend our appreciation to the Gunai Kurnai, Monero and Bidawel people, the Traditional Owners of the land that we are standing on today.

We pay our respects to leaders and Elders past, present and emerging for they hold the memories, the traditions, the culture and the hopes of all Gunai Kurnai, Monero and Bidawel people.

We express our gratitude in the sharing of this land, our sorrow for the personal, spiritual and cultural costs of that sharing and our hope that we may walk forward together in harmony and in the spirit of healing.

2. Welcome

Thank you for your interest in becoming a volunteer with the Emergency Relief Centre within the East Gippsland Shire Council.

We hope that you will find volunteering within one of our Emergency Relief Centres an enjoyable and rewarding experience.

Your generous gift of time, energy, special skills and expertise are deeply appreciated.

3. Introduction

The Community Led Emergency Relief Centre Volunteer Program aims to facilitate opportunities for volunteer involvement and to recognise the significant contribution made by volunteers.

This Handbook sets out to provide easy to understand guidelines for the lifecycle of a volunteer – including selection, placement, support and acknowledgment of volunteers, while providing information to volunteers on their role, rights and responsibilities within Council.

3.1 About the Handbook

This handbook will provide you with the information to help you feel supported in undertaking your volunteer role with East Gippsland Shire Council.

The success of the volunteering program is dependent on the good relationship between Council and its volunteers. Council has a duty of care to all its volunteers. Likewise, volunteers also have a responsibility towards the organization.

Information contained in this handbook explains these rights and responsibilities.

Please take the time to read the information carefully and if you require clarification please speak with the On Call Municipal Emergency Management Officer on 0418 684 976.

4. Why Volunteer

When asked “Why do you Volunteer? Community Led Emergency Relief Centre volunteers provided the following responses:

Community Contribution:

- To get involved in the community, to help people and gain additional knowledge of the area.
- Keep in touch with local community.
- To help community in their time of need.
- To give back something to an area of Victoria I have known and loved all my life.

Social Contact:

- Meeting and helping people.

Highlights of Volunteering

- Assisting community in their time of need.
- Being part of a friendly team environment with staff and community.
- Meeting, greeting and interacting with people from all walks of life.
- Helping people make informed decisions.

4.1 Volunteer Objective

To be a friendly, welcoming face that provides displaced people with the information they need to during a time of high trauma.

You will be asked to:

- Provide tailored information in response to enquiries.
- Give accurate advise to community in relation to the current situation or emergency.
- Assist with other duties as required in support of running Emergency Relief Centres.
- Maintain high customer service standards.
- General use of office equipment.

We will provide you with:

- A thorough induction and training program.
- Training for any tasks that require specialist skills and knowledge.
- Continued support and assistance to enable you to confidently perform your role.

4.2 Volunteer Duties

Community led Emergency Relief Centre volunteers assist the EGSC to maintain the day to day operation of an Emergency Relief Centre until such time as EGSC can get staffing resources to the Centre.

Below is a list of duties in which you will be requested to perform;

- Assist community members when attending the ERC.
- Collection of registration and information as required.
- Check and disseminate all official information relating to the event, ensure information is current and accurate and discard all out of date information.
- Other admin tasks as needed.

Personal Presentation

All volunteers are required to maintain a high level of personal presentation.

4.3 Volunteer Hours

Our Community Led Emergency Relief Centres can be open 24 hours a day for several days depending on the extent and danger of an event..

Volunteer Feedback

The EGSC Emergency Management team actively encourage volunteer feedback. Please notify On Call Municipal Emergency Management Officer in person by email or through the Communication book with any concerns or suggestions.

5. Training

Volunteers will be offered training and development opportunities, The training of volunteers takes place on the job.

- This allows the volunteer to gain a thorough understanding of the processes and activities required in the position.
- Trained staff will take all new volunteers through an induction.

Extended Training

Additional training may be offered to interested volunteers in Emergency Relief Centres, including Mental Health First Aid training.

Recognition/Evaluation

The contribution of all volunteers to *EGSC* is highly valued. Given that a key to volunteer retention is appropriate recognition, every effort will be made to thank volunteers and recognise their contribution.

APPENDICES

APPENDIX 1. VOLUNTEER APPLICATION FORM

Volunteer Application Form

(To be completed by individuals interested in volunteering with East Gippsland Shire Council as Community Led Emergency Relief Centre Officers)

Please ensure you have read and understood the East Gippsland Shire Council *Volunteer Policy* and *Volunteer Procedure* prior to completing this application so you are aware of your responsibilities and obligations as a volunteer with EGSC.

There are some hard words in this form. The hard words are in **blue**. You can read what the words mean on page 2.

Name:		
Postal Address:		Postcode
Phone Number: Home:	Work:	Mobile:
What type of work do you wish to volunteer your services for?		
<hr/>		
<hr/>		
<hr/>		
<hr/>		
<hr/>		
<hr/>		
<hr/>		
Do you have any previous experience as a volunteer? <input type="checkbox"/> Yes <input type="checkbox"/> No		
If yes, with which organisation(s) and in which role(s) were you a volunteer?		
<hr/>		
<hr/>		
<hr/>		

Please list any training you have in areas of volunteering

If you have previous volunteering experience, please include the name and contact details of two referees:

1. Name: _____

Contact details: _____

2. Name: _____

Contact details: _____

Language Skills

Do you speak any other language(s) fluently? Yes No

If yes, what language(s)? _____

General Information

Have you had experience working with the public? Yes No

If yes, what were your responsibilities?

For Community Led Emergency Relief Centre applicants

How long have you lived in the East Gippsland region? _____

On a scale of 1 (lowest) to 10 (highest), please rate your knowledge of the following areas:

Lakes Entrance _____

Omeo _____

Buchan _____

Orbost _____

Cann River _____

Mallacoota _____

Please outline your experience with computers

Microsoft Office Skill level (self-assessment) Beginner Intermediate Advanced

Why are you interested in volunteering?

Do you have your own transport? Yes No

Do you have a current driver's licence? Yes No

Do you have comprehensive motor vehicle insurance? Yes No

Do you have a medical condition that may affect your volunteering? Yes No

If yes, please provide details

Do you have any injuries/illnesses that may impair your ability to carry out certain tasks? Yes No
If yes, what tasks? i.e., heavy lifting, standing for long periods of time etc

Are you currently: (please tick)?

- Retired Home Duties Student Unemployed
 Employed full-time Employed part-time Self-employed Other

Availability to volunteer (please tick)

- Daily Weekly Fortnightly Monthly On Call/ad hoc

Days of the week available

- Monday Tuesday Wednesday Thursday Friday Saturday Sunday

Time

- Morning Noon Evening

If requesting to volunteer in our Emergency Relief Centre:

Shift preference?

- 7.00am - 3.00pm 3:00pm – 11:00pm 11:00pm – 7:00am Other

Do you have a current Police Check? (*Within the last 3 months*) Yes No

Please attach a copy

Do you have a current Working with Children Check? Yes No

Card Number _____ Expiry Date _____

Any other information in support of your application?

I acknowledge that all information in this form is true and correct.

Signature:

Name:

_____/_____/_____

Date:

Hard Words

Comprehensive: motor vehicle insurance which covers damage to your car and a third party's car.

APPENDIX 2. VOLUNTEER REGISTRATION AND AGREEMENT FORM

Volunteer Registration & Agreement Form

(To be pre-populated by Council Officer and completed by individuals seeking volunteer opportunities with East Gippsland Shire Council as a Community Led Emergency Relief Centre)

There are some hard words in this form. The hard words are in **blue**. You can read what the words mean on page 2.

To be completed by Council Officer
Volunteer Name:
Volunteer Role: Community Led Emergency Relief Centre Officer
List and description of agreed tasks: <ul style="list-style-type: none">• Daily operations of the ERC• Undertake tasks as directed to support the ERC Mgr• Assist in the information flow within ERC• Assist in the maintenance of up-to-date information boards for ERC• Assist with communication and reporting requirements• Information/data collection• Undertake record keeping as directed• Collect and collate data as required• Oversee the collection of data to enable accurate “throughput” reporting• Assist Red Cross to facilitate registration of attendees if required
Location: i.e. Community Led Emergency Relief Centre – Mallacotta, Cann River, Orbost, Lakes Entrance, Buchan, Omeo
Address of volunteer activities:
Qualifications or skills required in this role: <ul style="list-style-type: none">• Ability to work with multiple stakeholders to achieved desired outcomes.• High level of communication skills

Certification (a list of certifications, background checks required of the individual to be provided along with this signed form) or other requirements:

Council Officer to circle those required – to be followed up at the face to face training session

- Police check
- Working with Children Check

Name of Supervisor (Council employee): On Call Municipal Emergency Management Officer (MEMO)

Contact number:

Work: 5153 9500

Mobile: 0418 684 976

Email address: memo@egipps.vic.gov

Position: On Call Municipal Emergency Management Officer

Work location: East Gippsland

Completed by:

Council Officer Name:

Council Officer Signature:

Date:

To be completed by applicant

Name:

Postal Address:

Phone Number: Home:

Work:

Mobile:

Are you over 18 years of age? Yes No

Age (if under 18):

Do you have your own transport?

Yes No

Do you have a current driver's licence?

Yes No

Licence number:

Please attach a photocopy of both sides to this form

Do you have comprehensive motor vehicle insurance?

Yes No

Do you have a medical condition that may affect your volunteering?

Yes No

Volunteer Signature:	
Volunteer Name:	Date: ____ / ____ / ____
Parent / Guardian Signature:	
Parent / Guardian Name:	Date: ____ / ____ / ____

Hard Words

Comprehensive: motor vehicle insurance which covers damage to your car and a third party's car.

Agreement



This is an Agreement between:

_____ (volunteer name) (referred to in this document as 'the volunteer' or 'you') and East Gippsland Shire Council (sometimes referred to in this document as 'we').

This Agreement is not intended to be a legally binding contract between us and it may be cancelled at any time by either us or you.

You are a volunteer

This is a volunteer role at East Gippsland Shire Council which means you are not an employee of, or contractor to, East Gippsland Shire Council and, if you accept the role, you perform all duties on a voluntary basis and you will not receive remuneration or payment for your work, other than reasonable reimbursement of expenses.

Neither East Gippsland Shire Council nor you intend any employment or contractual relationship to be created (you are not an employee, independent contractor, or consultant at East Gippsland Shire Council). If this changes at any time, and there is a possibility that you might perform paid work for the organisation or be involved in vocational training, we will discuss this and document the arrangement in a formal contract.

What you can expect when volunteering at East Gippsland Shire Council

East Gippsland Shire Council values its volunteers, and we will endeavour to provide you with:

- a written role description so you understand your role and the tasks you are authorised to perform
- a full induction, orientation and training relating to the volunteer role
- a safe environment in which to perform your role
- respect for your privacy, including keeping your private information confidential
- a supervisor, so that you can ask questions and get feedback
- reimbursement for your reasonable expenses so you are not out-of-pocket because of volunteering for us, and
- insurance to cover you for the volunteer duties you are authorised to perform.

What East Gippsland Shire Council asks of its volunteers

We ask that you:

- support East Gippsland Shire Council's aims and objectives
- participate in all relevant induction and training sessions
- only perform duties you are authorised to perform and always operate under the direction and supervision of East Gippsland Shire Council's staff and obey reasonable directions and instructions
- understand and comply with the organisation's policies and procedures

- notify your supervisor or another member of staff of any health and safety issues or potentially hazardous situations that may pose a risk to you or others and report any accidents or incidents relating to staff, volunteers, or the workplace
- behave appropriately and courteously to all staff, clients, and the public during your role
- use any property or equipment given to you in your role safely and only for purpose of the role and return it to the organisation when you finish your volunteer role
- let us know if you wish to change the nature of your contribution (for example, hours, role) to East Gippsland Shire Council at any time
- let us know immediately if there is anything, or anything arises, that makes you unsuitable or unable to legally carry out your volunteer role (for example, your role requires you to drive, and you lose your licence or you injure yourself)
- Always comply with the law, and
- be open and honest in your dealings with us and let us know if we can improve our volunteer program and the support that you receive.

Contact person

Your contact person at East Gippsland Shire Council will be

(direct supervisor's name and contact details). If you have any questions or concerns about your role, your health and safety, or if you need any assistance to help you perform your role, please contact your direct supervisor as soon as possible.

Role description and details

We ask that you only perform duties you are authorised to perform, always operate under the direction and supervision of East Gippsland Shire Council's staff and obey reasonable directions and instructions. This is particularly important for health, safety, and insurance reasons.

We have developed a role description to help you understand your role and the tasks you are authorised to perform.

If you are unsure whether a particular task or work is part of your role, or who you can and can't receive directions and instructions from please don't hesitate to talk to your direct supervisor.

The health and safety of you and others

At East Gippsland Shire Council volunteer safety, and the safety of everyone who is involved in our organisation, is a priority.

East Gippsland Shire Council has safety obligations towards:

- you in your capacity as a volunteer at East Gippsland Shire Council, and
- the people that you interact with as a part of your volunteer role.

It's important to understand that you may be personally liable (that is legally or financially responsible) for any harm or damage caused to yourself or others if you act outside of the role description, outside of the instructions given to you or you are affected by drugs or alcohol when you are volunteering.

It's therefore important that you only perform the tasks in your role description and that you follow the instructions of your direct supervisor and East Gippsland Shire Council's staff.

Under the *Occupational Health and Safety Act 2004* and other laws, East Gippsland Shire Council has a duty of care to minimise risks to everyone affected by its conduct (including paid employees and volunteers).

It also means that as a volunteer, you may have duties under *Occupational Health and Safety Act 2004* too. These include:

- taking reasonable care for your own health and safety
- taking reasonable care for the health and safety of others
- complying with any reasonable instruction by East Gippsland Shire Council
- letting East Gippsland Shire Council know of any concerns you may have about safety or fitness in performing our role, and
- cooperating with any reasonable policies and procedures of East Gippsland Shire Council.

We will provide you with a full induction, safety equipment and role training when you commence with our organisation. However, please do not hesitate to talk to your direct supervisor at any time if you have any health and safety concerns.

Induction and training required before you start in the volunteer role

East Gippsland Shire Council is committed to providing suitable training in support of the organisational policies relevant to your role as a volunteer. For this reason, it's our policy that all volunteers undertake induction and training at East Gippsland Shire Council before starting their volunteer role.

Your direct supervisor will confirm the details of the induction and training schedule with you.

Information we need before you can start in the volunteer role

Before you can start the volunteer role, you will need to provide those items outlined in the form above.

Volunteer expenses and other benefits

As a volunteer, East Gippsland Shire Council will reimburse you for any reasonable out-of-pocket expenses that you incur when performing authorised tasks associated with your role.

We do this to ensure that you are not financially disadvantaged because of your volunteer role with us. These payments are not remuneration or wages. You will need prior approval and will require receipts.

We may sometimes provide you with other benefits as part of your volunteering role (examples include training, free food, accommodation, event entry, tours, clothing, or equipment). Where this occurs, it is on a gratuitous basis at the discretion of East Gippsland Shire Council and is not payment in lieu of salary.

Insurance

We are committed to providing adequate insurance cover for volunteers while carrying out your volunteering role.

East Gippsland Shire Council has the following insurances:

- **Public Liability / Professional Indemnity** - this provides coverage for any issues of liability against Council.
- **Personal Accident** - this provides coverage for injuries sustained (albeit limited) by a volunteer whilst performing duties on behalf of EGSC.
- **Motor Vehicle** - vehicles driven by volunteers are covered under EGSC's Motor Vehicle policy subject to meeting the conditions of Council's Vehicle Use Policy and Vehicle procedure which all volunteers must be advised of if they are to use a Council pool vehicle.

To ensure this insurance covers you for any incidents that occur while you are volunteering with us, you need to **report an incident as soon as it has occurred**.

We want to let you know that the following events are unlikely to be covered by our insurance:

- actions that are beyond the scope of your volunteer role, or that occur without appropriate authority or permission from us
- criminal activity (including criminal charges arising out of driving incidents), and
- dishonest or reckless activities (for example turning up intoxicated).

Confidential information

Volunteers are likely to be given access to East Gippsland Shire Council's confidential information as part of, or to assist them with, their role. Confidential information includes any information about East Gippsland Shire Council, its services and clients which has been designated by East Gippsland Shire Council as confidential or which is, by its nature, confidential or proprietary to East Gippsland Shire Council.

You are not permitted to use or disclose any confidential information for any purpose other than the proper discharge of your duties as a volunteer of East Gippsland Shire Council.

Intellectual Property

You agree to transfer all intellectual property rights and interests (including copyright) in any ideas or materials you create relating to your provision of voluntary services at East Gippsland Shire Council to East Gippsland Shire Council.

You consent to the use by East Gippsland Shire Council of such creations in a manner reasonably contemplated by the voluntary services provided under this document. As a volunteer you also agree not to bring any claim for infringement of your moral rights in respect of that use.

Consent to use photographs and images

You (**agree/do not agree**) that East Gippsland Shire Council may take photographs and video footage of you carrying out your volunteer work and use it for the purposes of marketing and promotion of East Gippsland Shire Council and its services. This may include printed and digital marketing, including the use of your image on social media platforms.

Please sign to acknowledge that you have read this volunteer agreement and have had an opportunity to ask questions.

Volunteer Signature:	
Volunteer Name:	Date: ____/____/____
Parent / Guardian Signature (if applicable):	
Parent / Guardian Name (if applicable):	Date: ____/____/____

Volunteer appointment organised with appropriate approval from Manager (to be attached to this form and saved in the document management system) to be signed by a Council Officer:

Council Officer/direct Supervisor signature:	
Council Officer/direct Supervisor name:	Date: ____/____/____

