

DECCW Volunteer Policy and Procedures



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1 Introduction

The NSW Government recognises the value and importance of volunteering, and sees increased levels of volunteering as one of the key components of a cohesive and harmonious community. The NSW Government also recognises that there are significant personal benefits including improved health and wellbeing for those involved in volunteering, and that active participation in our community underpins community wellbeing and fosters strong, inclusive and harmonious communities.

The Department of Environment, Climate Change and Water (DECCW) values and respects the work of volunteers and recognises that volunteers make a major social and economic contribution to our society and toward achieving the Department's conservation, environment protection and natural-resource-management objectives.

Through its volunteer program, DECCW encourages the community to participate actively in the environment protection, conservation and natural-resource management of the State's natural values and its culture and heritage. DECCW provides opportunities for people to become active supporters and promoters of conservation, environmental and natural-resource management activities, and provides opportunities for volunteers to develop and enhance skills that will assist them in career and personal development.

1.1 Background

DECCW has a number of significant and diverse volunteering programs in place involving approximately 4500 volunteers in 2008. Significant volunteer effort takes place in Parks and Wildlife management, with 3800 volunteers, and the Botanic Gardens, including its Friends association, with 550 volunteers. DECCW develops policies and programs which build on volunteering as an important partnership approach. DECCW staff also provide support to volunteering activities and community participation in natural-resource management, community education, and scientific and cultural heritage projects. Volunteers work on a diverse range of projects including but not limited to: bush regeneration, leading guided tours, assisting with historic heritage conservation and maintenance works, assisting in recording and maintaining Aboriginal culture and heritage, participating in community education, assisting with scientific research and assisting in the recovery of threatened plants and animals.

The Environmental Trust also supports volunteering effort through its grants programs. Through the NSW catchment management authorities, DECCW also has additional links to the extensive network of local volunteers and related groups. DECCW also has a role in supporting volunteering across the community through its work with partner organisations such as Conservation Volunteers Australia, the National Parks Association, Friends of the Botanic Gardens, the Ethnic Communities Council, Landcare and the NSW Wildlife Council. In addition, DECCW manages and supports voluntary conservation and natural resource management activities by private and other public landholders entering into voluntary statutory and non statutory conservation, cultural heritage protection or natural-resource management arrangements over their land.

For more information on DECCW volunteering activities see the DECCW website section on volunteering at: www.environment.nsw.gov.au/volunteers/.

1.2 State Plan targets

The Government has included two targets in the NSW State Plan under Priority R4 *Increased participation and integration in community activities*, that relate to volunteering. These are:

1. *to increase, by 10 per cent by 2016, the proportion of the total community involved in volunteering, sports, cultural and artistic activity, and*
2. *to halve, by 2016, the existing gap in participation rates in these activities of low income, non-English speaking and Aboriginal communities, compared to the general NSW population.*

1.3 Benefits of volunteering

Volunteering has many positive benefits for DECCW and volunteers. For volunteers, volunteering can improve health, lower stress, provide a connection to the community, reduce social isolation and raise self esteem. Volunteering can also provide an opportunity to develop new skills or enhance existing ones and improve career prospects. On a broader level, volunteering can contribute to the wellbeing and unity of a community.

For DECCW, volunteers can diversify the available skills base, complement the work of paid staff, broaden communication channels and help build community knowledge and support for the work of the Department.

2 Policy

2.1 Objectives

To provide a framework:

- for managing and increasing volunteering with DECCW, consistent with State Plan commitments
- that respects the rights and interests of volunteers and staff
- that complements new and existing divisional volunteering policies and procedures.

2.2 Scope and application

This Policy relates to DECCW volunteer activities only and applies to one-off, episodic, regular and ongoing volunteering activities. These include volunteer activities taking place on DECCW estate and on private and other public lands. DECCW recognises that volunteer effort is a way of increasing our capacity to deliver Departmental objectives and priorities, not of displacing the work of paid staff.

This Policy sets out the principles that apply in the management of volunteers and volunteering activity within DECCW and lists the minimum mandatory set of policy and procedural requirements in the development of divisional operating policies. This policy builds on and augments existing Parks and Wildlife Group and Botanic Gardens Trust operational policies and procedures on the management of volunteers. It does not replace them. Any reviews of those internal divisional policies and procedures or development of new documents in other divisions should make reference to, and be consistent with, this document.

This Policy will apply where no other formal agreement exists. It acknowledges but does not replace the relationship with groups that DECCW has formalised by other agreements. Examples include Rural Fire Service and State Emergency Service volunteers, Landcare peak bodies, landholders engaged in voluntary Conservation Agreements, Wildlife Refuges, Property Vegetation Plans or biobanking agreements and wildlife rehabilitation groups licensed by the Department. It also acknowledges but excludes Corrective Services programs, Centrelink programs, educational work experience, postgraduate students, honorary associates, interns and similar programs.

2.3 Definitions

Project – The term ‘Project’ is used throughout this document for simplicity. Generally it refers to discrete volunteer projects; however, in some cases it encompasses volunteer activities, projects and/or programs. A stand-alone volunteer activity that is not considered to be part of a larger project or program should also be treated in accordance with this policy.

Volunteer – A volunteer is someone who freely gives their time and skills without remuneration to work for an organisation, a group or community for mutual benefit.

2.4 Policy principles

In recognition of the inherent benefits of volunteering and consistent with its own statutory duties, DECCW encourages volunteering activities because of the benefits these can provide

in linking with the community and in providing services in conservation, environment protection and natural-resources management. These activities will be undertaken in a manner consistent with the following principles.

DECCW will:

1. implement volunteering programs consistent with State Plan Priority R4 *Increased participation and integration in community activities* and the whole-of-government volunteering agenda
2. engage volunteering effort to extend and enhance DECCW's goals, not to displace paid staff
3. assess and provide where available an appropriate level of resourcing to approved volunteering programs
4. promote and market volunteering activities and opportunities, within the Department and externally
5. build capacity to successfully attract, train, retain and manage volunteers
6. inform volunteers of their rights and responsibilities
7. promote best practice in volunteer management and provide training to DECCW staff managing volunteers
8. strengthen partnerships to expand volunteering initiatives
9. incorporate volunteering activities into policy development, and corporate planning and reporting
10. acknowledge and thank volunteers for their work.

2.5 Relevant legislation or other mandating instruments

Legislation and mandating instruments that this policy supports include:

- *National Parks and Wildlife Act 1974*
- *Royal Botanic Gardens and Domain Trust Act 1980*
- *Native Vegetation Act 2003*
- *Environmental Trust Act 1998*
- State Plan Priority R4: *Increased participation and integration in community activities*
- State plan Priority E4: *Better environmental outcomes for native vegetation, biodiversity, land, rivers and coastal waterways*
- State Plan Priority E8: *More people using Parks, sporting and recreational facilities and participating in the arts and cultural activity*
- DECC Corporate Plan 2008–2012.

3 Procedural guidelines

DECCW has a wide range of interactions with volunteers and therefore we would expect that different approaches would apply to different volunteering activities. However, it is important that these be designed within an overall policy framework across the whole Department. The Botanic Gardens Trust and Parks and Wildlife Group have long-established and comprehensive internal operational policies and procedures on volunteer management in place. These policies provide in-depth guidance on managing volunteers and volunteer programs, and specific management context to the types of volunteering that is undertaken in those divisions of DECCW. These operational policies complement this policy and remain in force.

Other areas of DECCW may adopt, adapt or reference these existing divisional operational policies as appropriate or may develop volunteer operational policies specific to their needs, structure, capacity, policies and volunteer constituency. There are minimum procedural requirements to establish successful volunteer programs. As such, all DECCW volunteer programs should incorporate the following set of requirements.

3.1 Project development

Statement of purpose and project plan

This step is fundamental. The purpose and objectives of the project should reveal why volunteers are an effective, if not the most effective mechanism of achieving the project's outcomes. Typically, DECCW projects use volunteers to engage community, foster an appreciation of conservation and the environment, achieve corporate objectives and promote social cohesion. The Project Plan should also outline the benefits to DECCW and volunteers, project outcomes, number of volunteers and hours of service required, mentoring/supervision by staff, training and resource requirements for volunteers and volunteer managers or other staff providing support to volunteers.

Project promotion and recruitment

The project plan should identify how the proposed volunteer project will be promoted to successfully attract new volunteers and gain a positive profile within DECCW and externally. It should also identify how the efforts of volunteers and outcomes of the volunteer project will be promoted, e.g. through web strategies, communication and marketing.

During the planning phase, project managers should consider appropriate strategies that might enhance the participation of people from culturally and linguistically diverse backgrounds, people with a disability, Aboriginal people, women, young people and short-term volunteers.

The maximum number of hours per person per week for which a volunteer may be engaged will be subject to Group/Divisional arrangements; however, this should not exceed 16 hours per week on a regular basis.

Project approval

Initial approval for volunteer programs is granted at the Deputy Director General/Executive Director level unless otherwise stated in the Group/Divisional Volunteer Operational Policy. Approval of volunteer projects may be delegated to an appropriate manager or supervisor.

Budget

Most volunteer projects require a budget. The budget will depend on the type, scale and duration of the project and availability of resources. Budget items to consider include: staff time, materials and equipment, training courses, reimbursement of travel costs and rewards for volunteers (e.g. meals, T-shirts, certificates).

Reimbursement of any out-of-pocket expenses incurred by volunteers will be subject to Group/Divisional arrangements.

3.2 Volunteer engagement and management

Volunteer engagement

For volunteer selection engagement and management, volunteers should be treated in a fair, equitable and non-discriminatory manner. Where there is a competitive process, volunteers should be selected on merit and their capacity to contribute positively to the volunteer project. Expressions of interests, interviews and referee checks may be conducted if required. Notwithstanding the above, the acceptance of any person into a volunteer role is at the sole discretion of DECCW.

A signed volunteer agreement and role statements

Volunteers should be given adequate instructions in the work to be performed to ensure it is carried out in accordance with expected outcomes. Volunteers will be provided with role statements to provide clarity in respect of their roles and the assistance to be provided.

A signed volunteer agreement is critical to ensure that volunteers are registered, understand their basic rights and responsibilities while volunteering with DECCW, and are covered by DECCW's insurance policy. The volunteer agreement will state the duration of the volunteer project and is signed by the volunteer and the DECCW volunteer supervisor, with a copy given to the volunteer. The volunteer agreement may also record or attach copies of the volunteer's qualifications, licences, role statement, prohibited employment declaration or other key documentation. Sample volunteer agreements are included in Appendix 2.

Volunteer induction and training

All volunteers will be provided with relevant training. Training for volunteers may comprise an induction, specialised training or continuing training as required. The induction should ensure that volunteers understand their duties, rights, responsibilities, health and safety issues, use of equipment, orientation of the site, record keeping, accident and emergency procedures and supervision arrangements. The induction should also include an Acknowledgement of Aboriginal People and Country, arrangements for appraisal/evaluation and managing differences, notification of prohibited activities, sign-on and reporting measures, an introduction to DECCW and the role of their volunteering efforts, and other matters, including transport and reimbursement of costs.

The provision of identification to indicate status as volunteers will be subject to Group/Divisional arrangements.

Volunteer feedback and dispute resolution mechanisms

The DECCW volunteer supervisor will provide feedback on the volunteer's performance. DECCW volunteer supervisors retain the authority to exclude volunteers from participation in volunteer projects on health and safety grounds. The DECCW internal grievance procedures do not apply to volunteers. All efforts to resolve disputes should be made as promptly as

possible by the DECCW volunteer supervisor or relevant DECCW manager based on divisional procedures. A volunteer may be terminated at any time at the sole discretion of DECCW.

Codes of conduct

The ethical policies and framework of DECCW should be integrated into all aspects of volunteer programs. Staff and volunteers need to be aware of their rights, responsibilities and expectations of others while working on a volunteer project.

As a minimum, volunteers should be made aware of the [DECC Code of Ethical Conduct](#), and the expectation that they uphold the agency's ethical values and reputation. Other documents that might be provided to volunteers to convey rights and responsibilities include the volunteer agreement, statement of duties, induction information and relevant divisional volunteer policies and procedures.

In situations where access to computers is a requirement of the project (e.g. for recording scientific data or herbarium cataloguing), volunteers are required to abide by, and sign, the DECCW Network Acceptable Use Policy. It is the volunteer supervisor's responsibility to ensure that relevant volunteers are made aware of this policy.

Acknowledgement and recognition of volunteers

DECCW volunteer supervisors will ensure that all volunteers are recognised appropriately. Appreciation of volunteer effort should be given regularly and from a variety of levels within DECCW. Each DECCW Group/Division will provide, and where appropriate fund, rewards appropriate for their volunteers and volunteer projects. Some methods of acknowledging volunteers include:

- informal verbal expression of thanks at the end of each day
- issuing of Certificates of Appreciation
- verbal or written thanks from a Manager or Division Director
- provision of meals/snacks
- provision of an end-of-year/end-of-project celebration, e.g. BBQ
- invitation to events or community functions
- provision of a small gift, especially for 5, 10 and 15+ years of service, e.g. badge or T-shirt
- acknowledgement and promotion of volunteer service and achievements in publications and web-based media.

Corporate volunteering and volunteer tourism

Corporate volunteering is an activity where commercial organisations allow and coordinate staff to undertake volunteer work for non-profit organisations. It can range from individual volunteer effort through to company-wide involvement. Volunteer tourism is an alternative form of tourism where tourists volunteer to work on social or conservation projects in exchange for subsidised travel, access, board and/or accommodation associated with a venue or region. Volunteer tourism activities are often arranged and coordinated through third-party corporate entities, e.g. Conservation Volunteers Australia.

DECCW supports corporate volunteering and volunteer tourism in principle and may provide opportunities for corporate employee and tourism volunteering where activities align with DECCW's strategic objectives and policies on sponsorship and where:

- a corporate partner is engaged in a formal sponsorship agreement with DECCW that includes provision for employee or tourism volunteering
- a corporate partner is engaged in an agreement with a third party (e.g. Conservation Volunteers Australia, Foundation for National Parks and Wildlife) that has an existing agreement with DECCW
- a corporate partner enters into a written agreement with DECCW and agrees to undertake activities under direction from DECCW that will result in tangible outcomes aligned with DECCW's strategic objectives.

3.3 Risk management

Risk analysis and supervision

Risk analysis should be undertaken on all DECCW volunteer projects to ensure the health and safety of staff and volunteers and the public, and to assess supervision and training requirements. The risk analysis should identify potential hazards associated with particular volunteer projects, assess their risk and record how to eliminate, or minimise the risk to volunteer/worker/public safety. This process may be termed a Job Safety Analysis and its main purpose is to provide clear documentation of the risk controls identified, and communicate these controls to volunteers and staff via a Job Safety Briefing.

The supervision requirements of volunteer activities will depend on the analysis of the risks and hazards identified and the requirements of any existing DECCW visitor safety policies. Supervision need not necessarily entail on-site, physical supervision, but it needs to include a risk analysis so that the degree of supervision implemented is adequate for the hazards and risks identified. DECCW volunteer supervisors should, however, maintain a register of all volunteers and ask volunteers to sign in and out on each visit.

Volunteers will not be used in relation to law enforcement or the supervision of DECCW employees. Access to vehicles, boats and aircraft, the use of powered tools and equipment, machinery and pesticides will be limited to those activities that are permitted under the divisional volunteering policy and assessed as safe for volunteers in a Job Safety Analysis, and where supervision, training, certification requirements and procedures are in place to the level required of staff.

Insurance

All volunteers must be covered by DECCW or an incorporated group's personal accident and public liability insurance, before they commence volunteer work. Individual volunteers and community groups undertaking approved DECCW volunteer projects are covered by insurance for personal accident insurance and public liability through the Treasury Managed Fund for the period defined in their Volunteer Agreement. Incorporated groups should be covered by that group's own personal accident and public liability insurance. Incorporated groups should provide the DECCW volunteer supervisor with copies of current public liability and personal accident insurance policies.

Incorporated groups are volunteer groups that are incorporated, have their own constitution, office bearers and accident and liability insurance, e.g. International Student Volunteers, Conservation Volunteers Australia, Scout Association of NSW, and incorporated 'Friends of' groups.

Occupational Health and Safety Regulations and DECCW Occupational Health and Safety Policies

The health and safety of volunteers is paramount and will be managed in accordance with the same principles and processes as that of paid staff. All volunteer projects will comply with the *Occupational Health and Safety Act (2000)* and Regulations (2001), the DECCW Occupational Health and Safety (OH&S) Policy, the OH&S Risk Management System and other specific OH&S related policies and procedures.

Health and safety instruction and training relevant to the volunteer project will be provided to volunteers and relevant DECCW employees prior to their commencing work on that project.

Confidentiality, copyright, authorship and intellectual property

Volunteers should be made aware of any confidentiality and intellectual property issues related to volunteering on their DECCW project. If confidential or sensitive information is involved with the project, and volunteer involvement is deemed to be appropriate, then the volunteer agreement should have a non-disclosure clause.

Any written material, photographs and activities developed as part of a volunteer's work with DECCW is copyrighted and remains the property of DECCW and may be used by DECCW in hard copy or in online publications under DECCW copyright and authorship as appropriate. Where DECCW uses such material, acknowledgement of volunteer contributions is at the discretion of DECCW. Photographs will be acknowledged as [photographer]/DECCW. It is the volunteer's responsibility to ensure location and consent to use photographs are documented and supplied with each individual photograph. In relation to a child/children, the parent or guardian must give written consent. DECCW does not undertake to publish a volunteer's work for wider distribution.

Working with children

All volunteer projects will comply with DECCW Working with Children Policy and Procedures and all relevant legislation. Volunteers over the age of 18 years will sign a Prohibited Employment Declaration if they are involved in projects that may include volunteers and other participants under the age of 18 years. Prohibited Employment Declarations forms are available from the Commission for Children and Young People's website at www.kids.nsw.gov.au. Prohibited Employment Declarations will be held in a secure and confidential manner by DECCW for two years after the volunteer ceases their work. Volunteers and staff will not be engaged to work with children if a completed Prohibited Employment Declaration has not been signed and received.

Volunteers under the age of 18 years who participate in a DECCW-approved volunteer project require parental or guardian consent. Supervision by a parent or guardian is required for all volunteers under the age of 15 years.

Consideration of relevant legal requirements

Volunteer projects should consider all relevant legal requirements. Examples include the following acts and their associated regulations:

- *Animal Research Act 1985*
- *Anti-Discrimination Act 1977*
- *Children and Young Persons (Care and Protection) Act 1998*
- *Commission for Children and Young People Act 1998*
- *Environmental Planning and Assessment Act 1979*

- *National Parks and Wildlife Act 1974*
- *Occupational Health and Safety Act 2000*
- *Pesticides Act 1999*
- *Privacy and Personal Information Act 1998*
- *Royal Botanic Gardens and Domain Trust Act 1980*
- *Threatened Species Conservation Act 1995.*

3.4 Project management

Feedback and evaluation

All volunteers will have access to feedback mechanisms to provide comment on the progress of the project, supervisor's performance and other aspects of the project. These mechanisms may take the form of formal and informal meetings, project evaluation forms or other mechanisms. Feedback and evaluation mechanisms will be clearly articulated at the time of the volunteer's appointment.

On a broader scale, volunteer projects should be evaluated against the objectives and outputs in the original project plan. Volunteers may be asked to contribute to the evaluation, bearing in mind the depth of the evaluation should be commensurate to the scale of the project.

Data collection and reporting

As a minimum, data should be collected and reported on the types of volunteer activities undertaken, number of volunteers and hours of volunteer participation for volunteer projects. These parameters are required for reporting against State Plan Priority R4 targets, and for DECCW Key Indicator and Annual Reports. Volunteer project reports should also detail the achievement of the project's outputs and outcomes, lessons learned and costs in terms of staff time and project resources. Volunteer project reports should be reviewed by the DECCW volunteer supervisor's manager.

Volunteer projects will also be reported in relevant Annual Divisional reports, the DECCW Annual Report and as part of DECCW's commitment to State Plan reporting.

3.5 Related policies and other documents

- DECC Corporate Plan 2008–2012
- Parks and Wildlife Group Volunteer Operational Policy and Procedures (internal only)
- Botanic Gardens Trust Volunteer Policy (internal only)
- Botanic Gardens Trust Volunteer Reference Manual (internal only)
- Botanic Gardens Trust Corporate Employee Volunteering Policy (internal only)
- DECCW Disability Action Plan
- DECC Ethnic Affairs Priorities Statement
- DECC Aboriginal Community Engagement Framework
- DECC Sponsorship Policy (internal only)
- DECC Occupational Health and Safety Policy (internal only)
- DECC Working with Children Policy and Procedures (internal only).

4 Accountabilities

This section of the Volunteer Policy outlines the responsibilities of all persons who are involved in implementing the policy and/or ensuring its implementation.

4.1 Positions with significant responsibilities

Position	Responsibility
Executive Sponsor – Volunteering	<ol style="list-style-type: none">1. State Plan Priority R4 implementation2. Establishment and oversight of DECCW volunteering coordination group3. Implementation of actions listed under Appendix 1 to this document
Deputy Director General/Executive Director	Volunteer programs within their Group/Division
Executive Director Botanic Gardens Trust	Current Executive Sponsor – Volunteering

4.2 Management accountabilities

Accountability	Title and topic
DECCW Volunteer Supervisors	Supervision of volunteers and volunteer projects
DECCW Volunteer Supervisors' Managers	Approval of specific volunteer projects
Divisional Executive Director or Deputy Director General	Initial approval of volunteer programs

4.3 Staff accountabilities

The DECCW Executive will establish an Executive Sponsor for Volunteering and a DECCW-wide Volunteering Coordination Group (VCG) to support the implementation of the DECCW Volunteer Policy and Procedures and the specific volunteer initiatives and tasks listed in Appendix 1. The VCG will report to the DECCW Executive sponsor.

4.4 Policy review

The Executive Sponsor for Volunteering is responsible for coordinating the review of this policy. Reviews will be undertaken at least every five years, and more frequently if changes in legislation, policies or other areas require the amendment of this policy. The next scheduled review is due in 2012.

Appendix 1 Specific DECCW initiatives

The DECCW Executive will establish a DECCW-wide Volunteering Coordination Group (VCG) to support the implementation of the DECCW Volunteer Policy and Procedures and the specific volunteer initiatives listed below. The VCG will report to the Executive Sponsor for Volunteering, who will have responsibility for implementation of State Plan Priority R4 activities and oversee implementation of the following specific activities.

State Plan Priority R4 – *Increased participation and integration in community activities* includes targets:

- *to increase, by 10 per cent by 2016, the proportion of the total community involved in volunteering, sports, cultural and artistic activity*
- *to halve, by 2016, the existing gap in participation rates in these activities of low income, non-English speaking and Aboriginal communities, compared to the general NSW population.*

The DECC Corporate Plan (2008–2012) includes the objective of increasing volunteer participation in, and community support for, the environment and conservation (Goal 3 Objective 10).

Consistent with State Plan Priority R4 objectives, and the DECCW Corporate Plan, DECCW will undertake specific initiatives and targets to increase volunteer participation and improve volunteer management. These include:

- increase the level of volunteering in DECCW by at least 1 per cent per year from 2006 to 2016 consistent with State Plan targets
- expand the Macarthur Centre for Sustainable Living partnership programs to reach targeted communities in need
- implement programs to increase volunteer participation at Mount Annan and Mount Tomah Botanic Gardens by 50 per cent from 2006 to 2016
- pilot new models of volunteering to promote greater community involvement
- expand the Community Greening Program, a partnership between the Botanic Gardens Trust and the NSW Department of Housing
- implement the outcomes of the strategic review of PWG volunteer program
- develop and implement new volunteering strategies across the range of DECCW programs to engage more people in environmental protection and conservation
- promote best practise in volunteer management, participate in the volunteering sector, ensure operational policies and guidelines are up to date, and provide training to DECCW staff who supervise volunteers and training for volunteers as required
- develop and pilot a volunteer coordinators training program for DECCW staff
- use communication, marketing and web strategies to highlight volunteer activities and opportunities
- support volunteering in the following groups targeted in Priority R4 of the State Plan:
 - Aboriginal people
 - Culturally and Linguistically Diverse (CALD) communities
- support volunteering by young people, consistent with the findings of DECCW's *Who Cares* survey

- strengthen and expand partnerships with volunteer, environmental, recreational, culture and heritage, ethnic community and community development organisations to further volunteering and conservation objectives
- collect data and provide information for reporting purposes on number of volunteers, volunteer hours, and type of volunteer activity – a priority activity for 2009 is to establish regular data gathering and collating
- review and update this policy as per identified review schedule date of 2012, or prior if required.

Appendix 2 Sample volunteer agreements

Volunteer Agreement

for individual and community group volunteers

(to be completed by the volunteer and the DECCW project supervisor)

Department of
Environment, Climate Change and Water NSW



This agreement is made between the Director General of the Department of Environment, Climate Change and Water NSW (DECCW) and

(Volunteer)

Of (address)

This agreement commences on (date) / / and remains valid until (date) / /

This agreement may be cancelled at any time by either party, effective from the date of receipt of written cancellation by the other party. This agreement may be renewed for a further period if both parties agree.

In signing this agreement, the volunteer agrees to undertake the work described in the attached Volunteer Role Statement and agrees to the following points:

The DECCW volunteer agrees to:

- follow DECCW Occupational Health and Safety requirements and risk management procedures
- register attendance at each volunteering session
- participate in orientation and training programs as required
- follow guidance from the DECCW supervisor and seek advice if any directions are unclear
- undertake tasks in a responsible, dependable, conscientious and courteous manner
- comply with all conservation requirements, legislation and regulations as directed by the volunteer supervisor or other representative of DECCW, or as outlined in the volunteer agreement, volunteer role statement, project plan or other document as provided by the volunteer supervisor or other representative of DECCW
- read and complete a Prohibited Employment Declaration form if working with volunteers under 18 years of age
- acknowledge that the intellectual property and copyright of any works created by the volunteer while volunteering for DECCW will be owned by DECCW
- not disclose any of DECCW's commercial, confidential or sensitive information to any person. This includes information in relation to commercial contracts, departmental policies, strategies, procedural and financial matters, intellectual property and copyright and private information about departmental personnel or other volunteers
- support a non-discriminatory and harassment-free work environment
- the use and publication by DECCW of images of the volunteer taken during DECCW volunteer activities
- produce appropriate technical and competency certificates or licences where necessary.

Other conditions as described here:

DECCW agrees to:

- establish a clear plan which details volunteer activities and tasks
- provide appropriate supervision, orientation and training

• provide technical advice, guidance and assistance to the volunteer				
• provide risk management procedures and necessary safety equipment for volunteer tasks				
• cover volunteers for insurance in case of injury				
• provide information on new DECCW policy decisions relevant to volunteers				
• provide an avenue for volunteers to raise questions, concerns and/or complaints				
• encourage and recognise volunteer efforts and achievements				
• provide feedback on volunteering efforts and achievements.				
Other conditions as described here:				
Licences/certificates held by volunteer				
Record details (as applicable) of licences, certificates/registrations and certificates of competency below:				
Licence/certificate	Type of authority	Licence/certificate no	Expiry date	Date checked
Note: The Volunteer Supervisor must sight the original documents, make a copy and keep it on the relevant project file.				
I, <i>(insert name)</i>			undertake to abide by this agreement.	
Signed:		Date:	/ /	
Parent/guardian, for volunteers under the age of 18 years		Date:	/ /	
Signed for and on behalf of the Director General of the Department of Environment, Climate Change and Water (DECCW):				
I, <i>(insert name)</i>				
Position:				
Signed:		Date:	/ /	
Office use only				
Volunteer role statement attached	Yes	No		
Copy of this volunteer agreement given to volunteer	Yes	No		
Copy of relevant licences or certificates attached (if relevant)	Yes	No	N/A	
Prohibited Employment Declaration attached (if required)	Yes	No	N/A	
Driver's licence sighted (if required)	Yes	No	N/A	
Entry pass issued (if required)	Yes	No	N/A	
			~ Date of issue:	/ /
Volunteer identification issued (if required)	Yes	No	N/A	
			~ Card number:	
			~ Date issued:	/ /
			~ Expiry date:	/ /

Volunteer Agreement

for incorporated groups

(to be completed by the incorporated group leader
and the DECCW project supervisor)



This agreement is made between the Director General of the Department of Environment, Climate Change and Water NSW (DECCW) and

(Incorporated group name)			
ABN/incorporation number			
Of (contact address)			
This agreement commences on (date)	/	/	and remains valid until (date)
			/ /

This agreement may be cancelled at any time by either party, effective from the date of receipt of written cancellation by the other party. This agreement may be renewed for a further period if both parties agree.

In signing this agreement, both parties agree to the following points and to undertake the work described in the attached Volunteer Role Statement.

The incorporated group agrees to:

- follow DECCW Occupational Health and Safety requirements and risk management procedures
- take responsibility for the training and safety of its members
- provide DECCW with copies of its Public Liability and Personal Accident insurance policies
- devise and maintain systems for managing health and safety risks associated with their activities
- ensure that its members register attendance at each volunteering session
- ensure that its members participate in orientation and training programs as required
- follow guidance from the DECCW supervisor and seek advice if any directions are unclear
- undertake tasks in a responsible, dependable, conscientious and courteous manner
- comply with all conservation requirements, legislation and regulations as directed by the volunteer supervisor or other representative of DECCW, or as outlined in the volunteer agreement, volunteer group role statement, project plan, or other document as provided by the volunteer supervisor or other representative of DECCW
- ensure that its members read and complete a Prohibited Employment Declaration, if working with volunteers under 18 years of age
- acknowledge that the intellectual property and copyright of any works created by volunteers while volunteering for DECCW will be owned by DECCW, or unless otherwise agreed by the parties
- not disclose and ensure its members do not disclose any of DECCW's commercial, confidential or sensitive information to any person. This includes information in relation to commercial contracts, departmental policies, strategies, procedural and financial matters, intellectual property and copyright and private information about departmental personnel or other volunteers
- support a non-discriminatory and harassment-free work environment
- the use and publication by DECCW of images of its members taken during DECCW volunteer activities
- ensure its members produce appropriate technical and competency certificates or licences where necessary.

Other conditions as described here:

DECCW agrees to:

- establish a clear plan which details volunteer activities and tasks
- provide appropriate supervision, orientation and training

• provide appropriate technical advice, guidance and assistance to volunteer groups																																										
• provide appropriate risk management procedures and necessary safety equipment for volunteer tasks																																										
• assist with grant applications and facilitate appropriate expenditure of grant funds																																										
• provide guidance and advice in supervising programs, projects and emergency operations																																										
• provide information on new DECCW policy decisions relevant to volunteers																																										
• provide an avenue for volunteers to raise questions, concerns and/or complaints																																										
• encourage and recognise volunteer efforts and achievements																																										
• provide feedback on volunteering efforts and achievements.																																										
Other conditions as described here:																																										
Licences/certificates held by participating members of volunteer incorporated groups																																										
Record details (as applicable) of licences, certificates/registrations and certificates of competency below:																																										
<table border="1"> <thead> <tr> <th>Member's name</th> <th>Licence/certificate</th> <th>Type of authority</th> <th>Licence/certificate no</th> <th>Expiry date</th> <th>Date checked</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> </tbody> </table>	Member's name	Licence/certificate	Type of authority	Licence/certificate no	Expiry date	Date checked																																				
Member's name	Licence/certificate	Type of authority	Licence/certificate no	Expiry date	Date checked																																					
Note: The Volunteer Supervisor must sight the original documents, make a copy and keep it on the relevant project file.																																										
Signed for and on-behalf of the incorporated group by (Public Officer or Board member with the authority of the incorporated group):																																										
Name: <table border="1" style="width: 100%;"><tr><td> </td></tr></table>																																										
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Sign for and on behalf of the Director General of the Department of Environment, Climate Change and Water (DECCW):																																										
Name: <table border="1" style="width: 100%;"><tr><td> </td></tr></table>																																										
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	Date: / /																																									
Office use only																																										
Copies of insurance policies attached	Yes	No																																								
Volunteer group role statement attached	Yes	No																																								
Copy of this volunteer agreement for incorporated groups given to the volunteer group	Yes	No																																								
Copy of relevant licences or certificates attached (if relevant)	Yes	No	N/A																																							
Prohibited Employment Declaration/s attached (if required)	Yes	No	N/A																																							
Driver's licence/s sighted (if required)	Yes	No	N/A																																							
Entry pass/es issued (if required)	Yes	No	N/A																																							
Volunteer identification issued (if required)	Yes	No	N/A																																							
~ (Details of identification card/s attached)	Yes	No	N/A																																							

Appendix 3 Resources on volunteering management

- NSW Government Volunteering web portal – <http://www.volunteering.nsw.gov.au>
- Volunteering Australia – <http://www.volunteeringaustralia.org>
- NSW Centre for Volunteering – <http://www.volunteering.com.au>
- NSW Volunteer Resource Centres – www.volunteering.com.au/working_with_volunteers/nsw_volunteer_centres.asp
- NSW Volunteer Centres Network – www.coverrs.org.au/
- The Volunteer Coordinators Network (natural areas) – <http://www.aabr.org.au/vcn/index.htm>
- Australian Association of Bush Regenerators – <http://www.aabr.org.au/>
- Australasian Volunteer Program Management website – <http://www.ozvpm.com/index.php>
- NSW Community Builders – www.communitybuilders.nsw.gov.au
- Our Community – www.ourcommunity.com.au
- NSW Heritage Office (Heritage grants) – www.heritage.nsw.gov.au
- Commonwealth Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) – www.fahcsia.gov.au/
- FaHCSIA Volunteer Grants Program – <http://www.fahcsia.gov.au/sa/volunteers/progserv/pages/volunteergrants.aspx>
- Commonwealth Department of the Environment, Water, Heritage and the Arts – Grants to Voluntary Environment and Heritage Organisations (GVEHO) – www.environment.gov.au/about/programs/gveho/
- Conservation Volunteers Australia – www.conservationvolunteers.com.au/
- Indigenous Community Volunteers – www.icv.com.au/