



CUMBERLAND
CITY COUNCIL



SENIORS & DISABILITY SERVICES

Volunteer Information Handbook

Updated October 2023





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Introduction

Welcome to Cumberland City Council's Seniors & Disability Services. This handbook is designed to provide you with all the information you need to know about volunteering with Council, and the services provided by our Seniors and Disability services team. Inside you will find information on the programs, your rights and responsibilities and much more.

Please read this handbook thoroughly and if you don't understand something or you need more information, please contact the Volunteer Development Officer on 02 8757 9768.

The most important thing to remember during your volunteering is always ask staff if you have any questions or need assistance.





Vision Statement

Cumberland City Council – Welcome, Belong, Succeed. We welcome everyone. We work hard to foster belonging, and from a position of strength in diversity, we succeed.

Through a committed approach towards person centred essential support, Cumberland City Council 's Seniors & Disability Services Team aims to promote social inclusion, encourage an enhanced quality of life and increase capacity to participate in the community with confidence.

We are your place for seniors and people with disabilities to access:

- Activities, events and social groups to maintain your overall wellbeing.
- Advocacy
- Carer support
- Information
- Meals
- Shopping assistance
- Transport
- Wellness programs
- Seniors Units

We are an experienced and educated team of staff and volunteers, displaying compassion and commitment to providing quality services and outcomes for people. We are responsive to the growing and changing needs of our community, the place you live in and enjoy, Cumberland.

Person Centred Approach

Cumberland City Council's Seniors & Disability Services supports and operates under the Person Centred Approach. This means that the customer is at the centre of service planning and delivery. There is a focus on the individual's strengths, needs, interests and goals to ensure they remain an active participant in their community.

The independence of our customers is supported, fostered and encouraged through service delivery.

As part of this approach, volunteers are encouraged to support customers in the following way:

- Do 'with' rather than 'for' a person
- Hold positive assumptions about older people and people with disability and their potential
- Understand that decision-making for his or her affairs rests with the customer
- Plant the seed - offer ideas and options to customers on how they may improve their life and achieve their goals.

Eligibility

Council's Seniors & Disability Services Team offers a variety of community-based services for the frail elderly people aged 65yrs and above, and 50yrs and above for aboriginal and Torres Strait Islander customers and adults aged between 18 and 64 years who have been diagnosed with low to moderate disability.

For further information on eligibility and accessing our services, please refer to Access & Inclusion Team, Intake Officer on 8757 9152.

Funding

Our services receive funding from the Commonwealth Home Support Program (CHSP) for people aged 65 years and over 50 years for Aboriginal and Torres Strait Islander people. The funding is to assist people that are older and frail, preventing premature admission to a nursing home or other residential care.

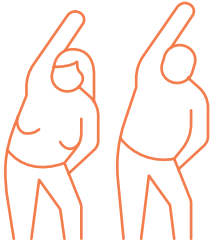
Adults aged between 18 and 64 years who have been diagnosed with low to moderate disability can purchase our services through the National Disability Insurance Scheme. The National Disability Insurance Scheme (NDIS) is how the Australian Government is now delivering support for people with a permanent and significant disability. The scheme is administered by the National Disability Insurance Agency (NDIA).

The NDIS will provide all Australians under the age of 65 who have a permanent and significant disability with access to supports they need to live the life they choose. Each person receives an individual amount of funding and is then able to choose where they wish to purchase their supports.



Services Available





Cumberland Access & Inclusion Team (Lifestyle & Leisure Links Program)

Support is provided to adults with disability with approved NDIS funding. The service supports customers with intellectual disability, developmental delays, acquired brain injuries, and autism etc. Services available through the NDIS Core Support Funding assist individual goals that:

- Increase community participation, recreation, health and wellbeing
- Develop and maintain friendships.

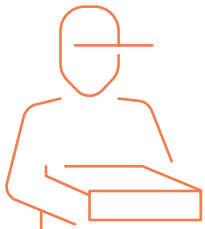
Our customers are central in program development, which equates to a varied program. Activities in the Cumberland Lifestyle & Leisure Links program are held on weeknights and weekends. They provide valuable social support for people 18 to 65 years of age with a disability, as well as respite opportunities for parents and carers.

Our target group are customers residing in the Cumberland LGA (out-of-area access is available by application). Reliable and affordable transport is available for all programmed events. The program offers:

- Group activities
- Weeknight and weekend outings
- Respite for carers.

Volunteers assist in activities and outings, e.g. Gym Sessions, Aqua Aerobics Classes, Bowling Tournaments, Cooking Lessons, Sporting events, Dinners Out, Discos, Trivia Nights, Bike Rides, Scenic Trips, Shopping Trips and Beach Days with paid staff also in attendance.

Volunteer duties and tasks assist participants with disability achieve NDIS goals and aspirations.



Cumberland Nutrition Services

Cumberland Nutrition Services provides:

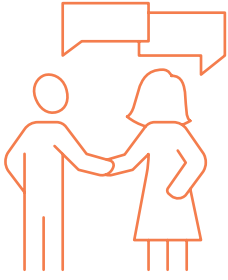
- Home delivered meals (both hot and frozen)
- Centre-based meals
- Culturally and Linguistically Diverse (CALD) centre-based meals
- A supported meals program for people with dementia.

Home delivered meals are available Monday to Friday. Most special diets can be catered for. Meals can also be provided texture modified as required. All meals are delivered daily to the customer's home by volunteers between the hours of 10.30am-1pm (approx). Frozen meals are available for weekends and public holidays.

Volunteers assist in delivering meals to people's homes or in a centre-based group setting using their own vehicle.

Volunteers delivering meals to the home are provided with a mobile phone to use during their shift in case any issues arise. There is a meal delivery procedure; it includes instructions for mobile phone usage as well as emergencies. This information is included in the 'Run Book' which is taken by volunteers when delivering meals.

Centre-based meals are freshly prepared at the kitchen located at Guildford Community Centre. Volunteer kitchen hands assist the cook with meal preparation, washing dishes, serving meals, clearing and setting tables.



Cumberland Social Inclusion Services

Social Inclusion provides services that are intended to:

- Support the social connection of older people and younger people with disability through outings, centre-based activities and home visits
- Assist with accessing the community through shopping assistance and transport with the aim to stay connected to friends, family and communities - which is vital to healthy ageing.

Volunteers assist via helping out with centre-based activities (e.g. serving morning tea and lunch, clearing away, running activities, providing companionship to customers), outings and transport (e.g. helping customers in and out of vehicles and venues, helping with drinks and meals). Volunteers also do home visits and assist customers with shopping.



Cumberland Service Development

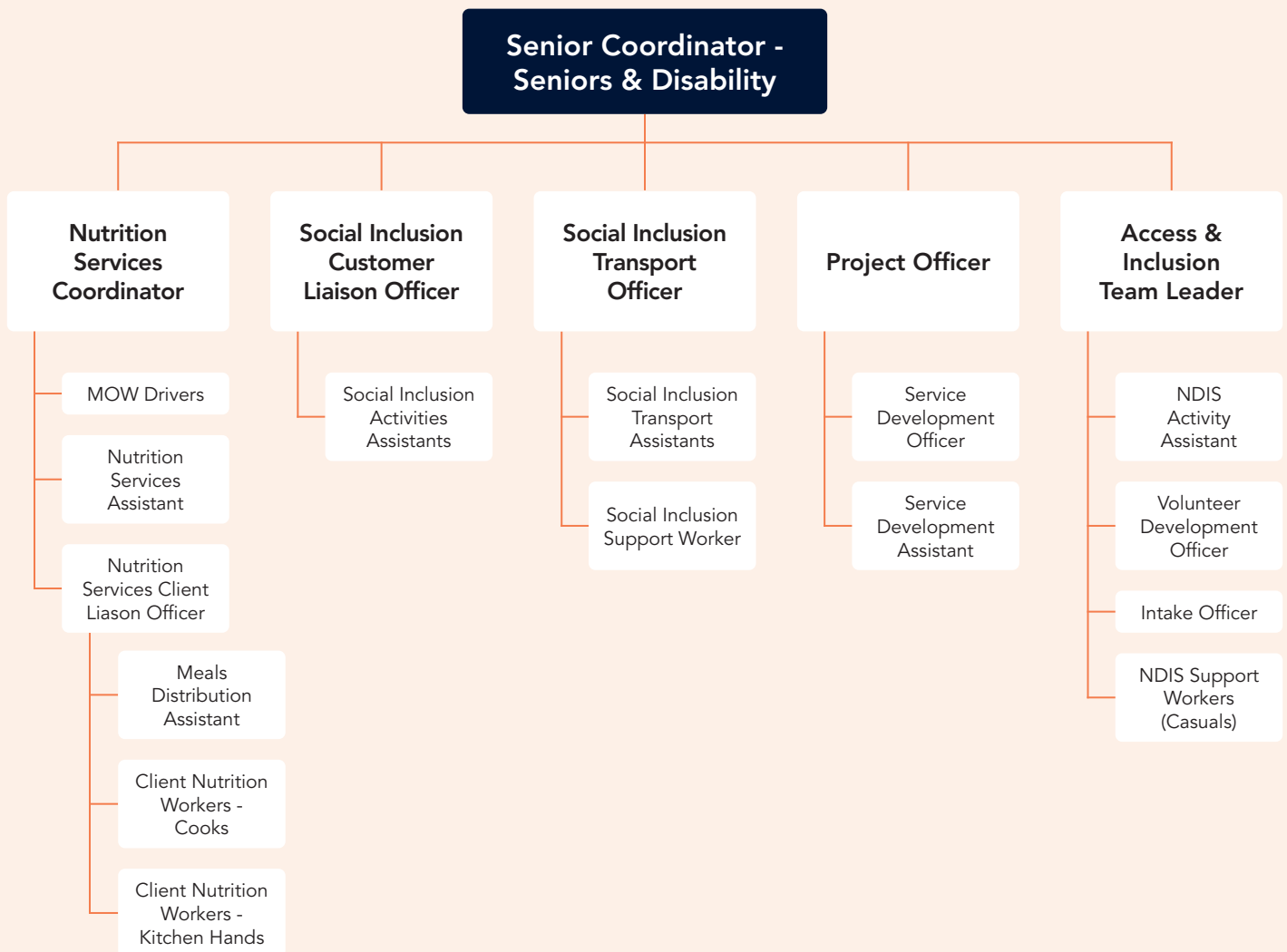
Cumberland City Council's Service Development Team provides services that are intended to:

- Oversee the Annual Customer Survey for Seniors & Disability Services Customers.
- Develop and distribute the Seniors & Disability Services Newsletter.
- Monitor and review service information (booklets, brochures, flyers, handbooks, website content and promotional items).
- Participate and/or deliver events or programs relevant to the Seniors & Disability Services (information sessions, seniors festival and working parties).
- Oversee the Personal Alarm project.



IN EMERGENCY
1. CHANGE SWITCH AT THE BACK OF PANEL TO MANUAL.
2. DOOR CAN BE OPENED BY PUSHING THE BUTTON

Seniors & Disability Services Team Structure



Structure

The Seniors & Disability Services Team is an integral part of the Cumberland City Council's Community & Culture Development.

The role of the Seniors & Disability Services Team is to:

- Support customers to remain living independently and participate actively in their community
- Provide services that meet the needs of the individual as well as the wider community
- Assess our customers' needs and develop an individualised goals plan
- Support and train volunteers
- Supervise volunteers
- Provide information and referrals to other service providers
- Network with other service providers, community groups and health professionals
- Provide nutritionally balanced meals
- Support initiatives and positively promote the image of the frail aged and people with disability within the community
- Maintain records relating to the service
- Assist Cumberland City Council to evaluate and plan for future services.

Role of Volunteers

Volunteers are an essential part of the Seniors & Disability Services Team. Volunteers are recruited to support programs in service delivery.

Volunteers will not be used to replace paid workers in the service. The following opportunities are currently available for volunteers:

- Administration Assistant
- Centre Based Meal Program Volunteer
- Driver (both car and LR class vehicles, assisting with delivery of meals, taking customer's shopping and outing)
- In-Centre Activities Assistant
- Transport Assistant
- Shopping Assistant (one on one/van)
- Kitchen Hand
- Meal Delivery Assistant
- Outing Assistant
- Lifestyle & Leisure Links Program Volunteer
- Home Visitor.

Position descriptions are tailored to meet volunteer preferences and service requirements. For example, some volunteers within Social Inclusion might assist in all areas during their time as a volunteer (home visiting, outings, driving, in-centre activities assistance, administration and assisting customers with shopping) whereas another Social Inclusion volunteer might choose just one of those responsibilities.

Drivers usually use their own car (motor vehicle reimbursements are given). Drivers of vans or mini buses use Council vehicles.

Volunteers spend quality time with customers to enhance their wellbeing. This may involve helping a customer with their shopping, being a friendly familiar face while delivering meals, assisting on outings, or providing companionship to customers at Community Centres or during a home visit over a cup of tea.

For more information on the types of positions available, please contact the Volunteer Development Officer on 02 8757 9768. You can request copies of volunteer position descriptions for a detailed list of volunteer duties.



Volunteer Screening, Induction and Training



Due to the capacity in which you would be volunteering and the vulnerability of our customers, Cumberland City Council follows strict recruitment procedures. All potential volunteers must complete an application form, a criminal record check, a NDIS Worker Check (applies to most of the volunteer positions) and attend an interview.

Once matched with a position, you will be required to sign a Volunteer Agreement and Position Description (which includes agreement to abide by Council's Code of Conduct) and attend an induction. You will be given a volunteer package which includes copies of all your documents, the Essential Guide to Work Health and Safety for Volunteers, contact details for staff members and other useful information.

On your first shift with Seniors & Disability Services you will be taken through a service-specific orientation on-site.

Training sessions for volunteers are held throughout the year both inside and outside business hours. It is strongly recommended that you attend training sessions relevant to your role. On occasion you may be required to attend compulsory training.

Criminal Record Check

All potential volunteers must complete a police check (fees will be covered by Seniors & Disability Services) and provide relevant identification and be willing to undergo a police renewal check every three years to comply with guidelines.

You can complete the Criminal Record Check form online with relevant identification or complete a Consent Form and providing relevant identification with the Volunteer Development Officer in the interview.

Volunteering employment is conditional on satisfactory results from the police check. You need to notify the Volunteer Development Officer if you have a latest criminal record.



NDIS Worker Check

From 1st Feb 2021, the NSW Government has mandated that certain workers delivering supports or services under the National Disability Insurance Scheme (NDIS) are required to have a worker screening clearance. In NSW this is called the NDIS Worker Check (NDISWC).

NDIS Worker Check forms part of the National Disability Insurance Scheme Quality and Safeguarding Framework. As a registered NDIS provider, the Council must ensure workers and volunteers in risk assessed roles have an NDIS worker screening clearance.

There are a number of volunteer positions that match "risk assessed roles" i.e.:

i. a key personnel role of a person or an entity;

*Please note:

- Volunteers DO NOT NEED TO PAY an application fee.
- An NDISWC is valid for 5 years.
- Your NDISWC can be used across Australia, with any NDIS employer and in any NDIS role. You don't have to reapply if you move interstate or change employers or roles.

ii. a role for which the normal duties include the direct delivery of specified supports or specified services to a person with disability; or

iii. a role for which the normal duties are likely to require more than incidental contact with a person with disability.

After undertaking the risk assessment it has been deemed all volunteer positions within seniors and disability services, except the MOW Driver and Administration Assistant, will require the NDISWC.



NDIS Worker Check

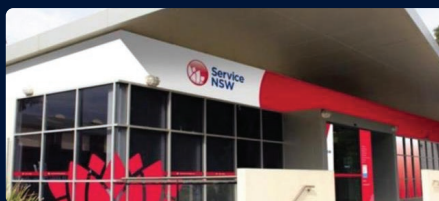
How to apply for it?

Step 1

Lodging an online application.

- Follow the prompts to complete the online form at: <https://www.service.nsw.gov.au/ndiswc>
- When asked to select/nominate employer enter Cumberland City Council Seniors and Disability Services or provider number 4 - 3LLO - 708
- You'll be sent a confirmation email with an application number when you complete the online application.

Step 2



Visit a Service NSW Centre within 14 days (2 weeks). You'll need:

- Your application number (contained in your confirmation email).
- Your original identity documents (not photocopies, photos or scans).
- To have your photo taken.

Please note: You need to notify the Volunteer Development Officer when you complete Step 2.

Step 3

Cumberland City Council, Seniors & Disability Services will verify your application.

- Service NSW will send your application to the Council for verification.
- Once your application is verified you'll receive an email confirming this.
- The assessment process begins and you'll be advised by email of the outcome of the assessment, or if more information is needed from you.



First Aid Training

Volunteers who deliver Shopping Assistant, Home Visitor, Bus Driver, Volunteer Driver and Centre Based Meals Program Volunteer will be suggested to complete a First Aid Training and commitment to renew every 3 years.

Covid-19 and Volunteering

Cumberland City Council is committed to supporting its volunteers and the community during these challenging times. As we navigate the difficult times ahead, our volunteers must follow the public health directions and make sure that all activities can be carried out safely. It is the council's duty to prepare and implement a COVID Safe Plan.

Cumberland City Council has a COVID-19 Vaccination Procedure, which requires all workers (including volunteers) to have received the full recommended dosage of a TGA approved COVID-19 vaccination as a condition of employment. All volunteers will be required to produce their vaccination evidence as part of engaging in volunteer work with Council.

It is important for Volunteer Supervisors to check Volunteers' temperature before they commence Volunteering. Volunteers must follow and practise the directives recommended by the NSW Health in order to reduce the risk of spreading Covid-19.

Record Keeping

- Volunteers need to complete volunteer timesheet each day they volunteer.
- Volunteers need to report any problems and concerns about customers to the Volunteer Supervisors.
- Volunteers need to report to Volunteer Supervisors if they are tested positive and isolate until they are tested negative.

What is volunteering?

Seniors & Disability Services adheres to the standards, definition and principles set out for volunteering by Volunteering Australia. The definition and principles are set out below. For more information, you can go to volunteeringaustralia.org or contact the NSW Centre for Volunteering on 02 9261 3600.

Formal volunteering is an activity which takes place through not-for-profit organisations or projects and is undertaken:

- To be of benefit to the community and the volunteer
- Of the volunteer's own free will and without coercion
- For no financial payment
- In designated volunteer positions only.

Principles of volunteering:

- Volunteering benefits the community and the volunteer
- Volunteer work is unpaid
- Volunteering is always a matter of choice
- Volunteering is a legitimate way in which citizens can participate in the activities of their community
- Volunteering is a vehicle for individuals or groups to address human, environmental and social needs
- Volunteering is an activity performed in the not-for-profit sector only
- Volunteering is not a substitute for paid work
- Volunteers do not replace paid workers nor constitute a threat to the job security of paid workers
- Volunteering respects the rights, dignity and culture of others
- Volunteering promotes human rights and equality.



Volunteer Rights and Responsibilities

The following rights and responsibilities have been adapted from the 'Volunteer Rights & Volunteer Checklist', Volunteering Australia 2003 and from the Centre for Volunteering (volunteering.com.au/for-organisations/managing-volunteers/rights-and-responsibilities - accessed 21/12/2016).

As a volunteer you have the right:

- Be treated as co-workers. This includes clear job descriptions, agreement with agreed working hours and the purpose of the position, equal employment opportunity, occupational health & safety, anti-discrimination legislation and organisational grievance processes.
- Be asked for your permission before any job-related reference, police or other checks are conducted.
- To be allocated a job or task worthy of you, for no more than 16 hours a week on a regular basis in one role.
- To be given accurate information about the organisation for which you are working. Be kept informed of organisational changes and the reasons for the changes.
- Be provided with sufficient training to do the position and receive on-going training relevant to the task assigned.
- To be provided with a place to work and suitable tools for the job.
- To work in a healthy and safe environment.
- To refuse to do a task that you would feel uncomfortable undertaking.
- To have your confidential and personal information dealt with in accordance with relevant privacy legislation.
- To be reimbursed for agreed out of pocket expenses when approved by Volunteer Supervisor.
- Be heard and make suggestions.
- To be adequately covered by insurance.
- To be given a verbal reference or statement of service, if appropriate.

If you feel your rights are not being respected, or if you have any other concerns or complaints about the service, you can try the following:

- Discuss the situation with your supervisor or the Volunteer Coordinators - this may lead to a quick resolution.
- If the above is not appropriate or fails to resolve the issue, contact the Senior Coordinator - Seniors and Disability Services at Cumberland City Council on **02 8757 9397**.

As a volunteer you have the responsibility to:

- Be sure you really want to volunteer and know why. To offer your services only if you believe in the value of what you are doing.
- Respect confidentiality and privacy.
- Be punctual, accountable and reliable – Notify the organisation if you are unable to attend. Give notice if your availability changes or you are leaving the organisation.
- Carry out the duties listed in your volunteer position description. Take the job seriously, and behave responsibly.
- Report any injuries or hazards to Volunteer Supervisors that you notice in the workplace.
- Abide by Cumberland City Council policies and Code of Conduct.
- Undertake required training provided observe the Code of Conduct, Work Health & Safety policies and Privacy Law in relation to the organisation, other staff and volunteers.
- Welcome supervision and ask for support when needed.
- Value and support other team members.
- Avoid over-extending yourself, recognise personal limitations and say 'no' when appropriate. Prioritise self-care and not make promises you cannot keep.

Cumberland City Council Rights and Responsibilities

Cumberland City Council has the right to:

- Interview volunteers, decide where the volunteer's skills can best be utilised and assign tasks deemed beneficial to both the volunteer and the designated group.
- Expect volunteers to perform their agreed role with a commitment of professionalism, reliability and dedication.
- Be informed of any changes in agreed arrangements with volunteers.
- Discuss the volunteer's performance and any need for change.
- Release inappropriate volunteers if necessary.

Cumberland City Council has the responsibilities to:

- Recruit volunteers in accordance with equal opportunity and anti-discrimination legislation.
- Interview and screen volunteers.
- Provide volunteers with an information package consisting of a position description, and other information related to their role.
- Provide a safe and healthy work environment.
- Provide support and supervision.
- Provide adequate insurance coverage.
- Brief, train and induct volunteers.
- Provide a grievance procedure.
- Acknowledge volunteers' contributions.





Volunteer Meetings

Volunteer meetings are held quarterly. They are an opportunity for volunteers to be informed of new policies and procedures relevant to their area of work, to offer feedback and to share experiences with other volunteers.

Volunteer Annual Reviews

After 12 months of volunteering, the Volunteer Development Officer will contact each volunteer annually to discuss type is encouraged at any time, this is a formal opportunity for volunteers to raise concerns, reflect upon how satisfying they are finding the role and identify any areas of improvement (for both the service and the volunteer).

These meetings are also an opportunity to discuss other available volunteer roles, assist the staff in planning training and getting ideas for recruiting and inducting new volunteers. For volunteers who drive as part of their role, the Volunteer Development Officer will also need to take a copy of your Driver's Licence (if it has expired since the last check), registration and insurance details.

All volunteers need to complete a Renewal Criminal Record Check application every three years.

Work Health and Safety (WHS)

Volunteers under the Work Health and Safety Act are regarded as workers. As such, when working for Council you will be required to observe the same policies and procedures which are expected of Council staff regarding health and safety.

Volunteers have a legal responsibility to take reasonable care for their safety and others (e.g. visitors, customers). They must cooperate with the Work Health and Safety policies and procedures, use personal protective equipment where directed and comply with any reasonable instruction by Council.

As a volunteer it is very important that you take care of your own safety and that of others. This includes following safe manual handling procedures, refusing to do anything that you believe may be likely to cause you injury or worsen an existing injury and reporting any safety concerns you have regarding your work environment immediately to your supervisor.

Remember safety always comes first, so if you need to discontinue your duties at any time due to safety concerns then simply notify a staff member as soon as possible.

Volunteers must:

- Report all accidents and injuries to the supervisor as soon as possible
- Report near misses as preventative action may be needed
- Fix any safety hazards within their capability and report safety hazards.

By law, Council must consult with volunteers regarding safety matters and provide information and training on safety.



Customer's Homes

Volunteers are not to enter a customer's home unless invited in. If no one comes to the door when you knock / ring then call the office or their supervisor.

Visiting customers or delivering meals to homes can present safety concerns (e.g. the presence of pets, other household members, trip hazards, etc). If you have safety concerns regarding a customer's home you must notify your supervisor. If at any point during volunteering you feel uncomfortable or unsafe, leave the premises and advise your supervisor of your apprehensions.

Sometimes customers can forget what the role of the volunteer is and request the volunteer to help them with tasks other than those agreed on such as changing a light bulb or moving heavy items. Please do not feel guilty about declining inappropriate requests from customers - our services cannot continue without volunteers, so it is vitally important that you put your physical and mental health first. Remember, if you are injured or 'burnt out' then you will not be able to help others, so please speak to your supervisor or Volunteer Development Officer if you have any concerns.

We reassure customers that our staff and volunteers will not go through their cupboards, touch their possessions or help themselves to a cup of coffee without permission, and that we will also respect their right not to discuss issues that they do not wish to.

Duty of Care

Cumberland City Council has a duty of care to customers and volunteers. If you have any concerns about your wellbeing or that of a customer, please report these to your supervisor.

Smoking, Drugs and Alcohol at Work

Cumberland City Council has non-smoking, drug and alcohol policies and no one is permitted to smoke, take drugs or drink alcohol in any Council service, vehicle or building. This also includes when staff and volunteers are visiting customers.

We also request customers not to smoke whilst a staff member or volunteer is visiting him or her.

In the Community

Helping a customer one-on-one in the community (e.g. with shopping assistance) may seem daunting at first but it can be incredibly rewarding.

The Social Inclusion staff will assist you with the following:

- Is there parking close by?
- Are there uneven surfaces and trip hazards - can they be avoided or anything done to minimise risk?
- Where are the nearest toilets?
- Is there suitable access for people with disability or limited mobility? For example - is there a ramp or lift to all areas they will want to visit?

You should carry a mobile phone in case you need to contact the office or vice versa (if you don't have a mobile please talk to your supervisor).



Emergency Situations

An emergency can include any of the following:

- A customer, co-worker or volunteer experiences a medical situation and / or an accident
- A customer or co-worker is in obvious distress
- A customer is behaving in an angry or aggressive manner.

If staff are nearby then alert staff immediately.

If you are off-site:

- Call the office as soon as practical
- If you are in danger then remove yourself from the situation if possible
- If the emergency could be life threatening call 000 for an ambulance and / or police immediately
- Do not attempt to move anyone who is on the floor. If a person is unable to get themselves off the floor - call an ambulance. Do not give them food or drink unless instructed to by a medical professional
- If the situation does not seem life threatening and you cannot contact the office staff, ask the person if you may contact their next of kin, close friend or personal doctor and inform them of the situation
- Stay with the person until help arrives
- Remain calm
- Do not attempt to lift a person (or catch a person if they are falling) as you could injure yourself
- All incidents must be reported to your supervisor, whether major or minor, as soon as possible.



Boundaries

Boundaries are of vital importance when volunteering - these are to protect the volunteer, the customer and the organisation.

At Cumberland City Council we encourage our staff and volunteers to develop a friendly relationship with our customers but to also maintain strong boundaries. Occasionally, the customer may be lonely and become very attached to a volunteer or staff member - under these circumstances being assertive and saying no can sometimes be challenging. Volunteers are strongly encouraged to talk to their supervisor or the Volunteer Development Officer in these circumstances.

Be mindful of what personal information you share with customers. We do not approve of volunteers providing their phone numbers to customers - staff can relay any messages.

It is important that you limit yourself to the duties outlined in your position description. This is for your own safety. You should not agree to assist customers outside the parameters of what is authorised by the service. When volunteers assist customers 'above and beyond' it can set up an expectation where the customer feels entitled to make demands on their volunteer or other volunteers which can then lead to disappointment, or the volunteer getting 'burnt out'. We do not approve of any individual / unauthorised service type of arrangements.

Be careful not to take on too much volunteer work. Your supervisor would rather prefer for you to say 'no' to requests that you aren't sure about or what you don't feel comfortable with. Our services couldn't survive without volunteers, so it is vitally important that volunteers maintain their wellbeing and are happy with their workload and what they are doing.

It's also important that you take holidays / breaks from your volunteering. Please give your supervisor as much notice as possible when you plan to go on holiday.

Ways to say 'No'

- ☞ "I would like to but as a volunteer I'm not allowed to, if I break the rules I could get dismissed."
- ☞ "I won't be able to do ... as I have other commitments at the moment."
- ☞ "No, I'm sorry but I can't do that."
- ☞ "I'm not the best person to help on this however I will try to find out who can."
- ☞ "Let me think about it and I will let you know."



Debriefing

During your volunteer work you may experience a customer you have been assisting going through a difficult time, move to a nursing home or exiting the program.

At these times you may feel upset. This is normal and natural and it can help to

discuss your feelings with your supervisor, or a trained counsellor via the Employee Assistance Program (EAP).

Please always feel encouraged to approach staff or the EAP to talk through your feelings.

Employee Assistance Program (EAP)

Volunteers are entitled to access the Employee Assistance Program which is a Cumberland City Council initiative designed to help employees and volunteers deal with any work related or personal issues which may affect their job performance and overall wellbeing. It is a confidential counselling service offering independent and professional help. Council covers the cost of the service so there is no charge to you.

You can either ring the toll free number 1800 337 068 for phone counselling (available 24 / 7) or visit Council Chambers and other Council sites on Wednesdays.

They are happy to meet with you in a café or in an office area, wherever you feel more comfortable.

Reimbursements

Volunteers can be reimbursed for out of pocket expenses incurred by their volunteering (e.g. travel) but these costs must first be discussed with your supervisor and receipts or other documentation must be provided.

What is required when claiming reimbursements?

Please provide receipts for expenses and / or a Volunteer 'Monthly Travel and Statistic Form' for travel reimbursement. These must be submitted monthly.

Travel reimbursement is not provided for driving from your own home to the centre / customer's home or from the centre / customer's home returning to your own home.

Home visits - no travel reimbursement provided.

Meal deliveries - from Nutrition Services and back again.

Shopping services will be reimbursed at \$0.80 per km (to and from the customer's home only, covering travel to the shops) or \$5 per service, whichever is higher. This is capped at \$20/ week for any individual volunteer.

Transport only services will be reimbursed at \$0.80 per km (to and from the customer's home only, covering travel to the required location) or \$5 per service, whichever is higher. This is capped at \$20 / week for any individual volunteer. Please note: If the customer is to remain at this destination for some time and does not require you to stay with them, you can leave and return to collect them at an agreed time however you cannot claim this mileage for reimbursement.

Bus drivers (social outings) - \$0.80 per km (for travel between Guildford Community Centre and Guildford Depot to collect vehicles). Lunch and outing costs for the day will also be covered. This will apply to drivers commencing from 1 July 2017 only.

Bus drivers (centre-based) - \$0.80 per km (for travel between Guildford Community Centre and Guildford Depot to collect vehicles). Volunteer drivers will also be provided morning tea upon return to the Centre.

Transport (social outings using own car) - from the first customer's home to the last customer's home when dropping off at the end of the outing. This will include kilometres travelled when collecting customers, throughout the duration of the outing and then the kilometres travelled to drop all customers home again.

Transport Assistants (outings) - lunch and outing costs for the day will be covered.

Transport Assistants (centre-based) - will be provided morning tea upon return to the centre.

In-Centre Activity Assistants - a meal is provided to volunteers while they are seated with customers engaging them in conversation.

Lifestyle & Leisure Links (NDIS) Program Volunteers will be covered for any out of pocket expenses relating to the program / activity. These costs can / may include: entry costs to venues, meal allowance to enable volunteers to participate and support customers in their preferred activities.



Code of Conduct

Please see the Appendix 1 Volunteer Summary of Cumberland City Council Code of Conduct. Please read this thoroughly. You will need to agree to abide by Council's Code of Conduct as part of the Volunteer Agreement. Code of Conduct training is also compulsory for Council staff and volunteers.



Insurance

To protect volunteers, Council will provide limited insurance cover for volunteers for the time they are engaged in authorised council volunteer activities. Insurance cover extends to Volunteers that are engaged in activities on behalf of Council and under the auspice of Council. Councils insurance cover will apply to volunteers aged between 16-18 with parental permission and under 90 years of age.

Any accident or incident that causes injury to the volunteer or to others must be reported to their supervisor as soon as possible before the end of the day or before leaving the site, whichever occurs first.

Any accident that causes damages to property also needs to be reported as soon as possible.

All claims for reimbursements due to injury must be sent to your Supervisor who will provide councils authorised volunteer with a personal injury claim form. The form will be submitted to Council's insurer where it will be assessed and a decision will be communicated to the claimant.

Vehicle Coverage

Cumberland City Councils Seniors and Disability Services Volunteers who use their personal vehicles to provide volunteer services to residents of the Cumberland LGA are covered under Council's comprehensive Insurer while performing these services.

All Volunteers who perform volunteer services on behalf of Council are required to hold a valid driver's license and third party motor vehicle insurance cover.

If you are involved in an accident while undertaking volunteer services on behalf of Council, please obtain the other drivers contact details, a photo of the other drivers license, photos of the damage and report it immediately to your Supervisor.

The volunteer is required to fill out Councils insurance form and submit it to their Supervisor. A claim number will be provided to Councils volunteer to commence the repairs process.





Communicating with Customers

Treat everyone you meet with kindness and respect. Sometimes customers have issues that may require your patience, but taking the time to listen to, learn from, and share in their lives can be incredibly enriching and rewarding.



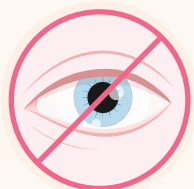
Tips for Communicating with someone with a hearing loss

- Make sure you have the person's attention before you speak
- Speak slightly louder than normal volume. Shouting does not help (a number of people with age-related hearing loss also have abnormal loudness perception and the sound is distorted).
- Avoid areas with high levels of background noise
- Stand in the light so the person can see your face, lips, facial expression and gestures.



Tips for Communicating with someone with dementia

- Make sure you have the person's attention before you speak
- Speak slightly louder than normal volume. Shouting does not help (a number of people with age-related hearing loss also have abnormal loudness perception and the sound is distorted).
- Avoid areas with high levels of background noise
- Stand in the light so the person can see your face, lips, facial expression and gestures.



Tips for Communicating with someone with visual impairment

- Identify yourself - don't assume the person will recognise you by your voice.
- Speak naturally and clearly.
- Name the person when introducing yourself or when directing conversation to them in a group situation.
- Never channel conversation through a third person.
- In a group situation, introduce the other people present.
- Never leave a conversation with a person without saying so.
- Use accurate and specific language when first to check if help is needed. If they require guidance, let them take you by the elbow.

Grief and Loss

Grief is the pain felt due to a loss. Like all of us, many of the people we support may be experiencing grief and loss. Grief can be over the loss of family, friends, mobility, health, independence and skills.

Grief has emotional, physical and behavioural symptoms which can include shock, hopelessness, depression, loneliness, loss of appetite, under or overeating, withdrawal, etc.

As a volunteer you can help by:

- Just being there;
- Listening;
- Showing empathy;
- Letting the person talk about the loss and memories if they want to; and
- Not taking the person's behaviour personally

Let your supervisor know if you are concerned or if the customer needs further support staff if you have any questions or need assistance.

Food Handling

Some Seniors and Disability volunteers assist with food preparation. Please follow instructions from your supervisor regarding safe food handling. Below are some food safety tips:

- Never use the same utensils for raw meats and foods that are ready to eat such as cooked meats unless they have been thoroughly cleaned, sanitised and dried. Cooked food and other food that is ready to eat such as salads should always be placed on separate, clean, dry serving dishes.
- Use tongs and other implements when preparing food that will not be cooked before it is eaten, such as salads and sandwiches. Gloves must be used but remember that they should be used for one task only. When you start the next task, make sure you wear a new pair of gloves.
- Always cook food thoroughly. Do not partially cook food and then warm it up later. Cook chicken, sausages and hamburgers until juices run clear – steaks can be cooked to preference. Thorough cooking will reduce dangerous bacteria to safe levels. But remember that some food poisoning bacteria can protect themselves from cooking, so while they will not be present in enough numbers to make someone sick just after the food is cooked, they can start growing again if the cooked food is left at unsafe temperatures. This is why minimising time food is kept out of the refrigerator or between 5°C and 60°C is so important.
- Sandwiches require a lot of handling which increases the contact time with the person making them. Because of this it is very important that people who are ill do not make the sandwiches and that all food handlers maintain good personal hygiene and safe food handling. Sandwiches are often filled with potentially hazardous food and should be handled and stored like any other chilled high-risk food (kept colder than 5°C). Because of this they should be made fresh as close to the start of the event as possible. If this is not practical they will need to be properly refrigerated to ensure they are kept cold. Sandwiches should be kept under temperature control when they are transported. Alternatively, you may use time, rather than temperature, to keep the sandwiches safe.
- The temperature of cooked foods for cooling must fall from 60°C (or higher) to 21°C (or lower) in less than two hours and be further reduced to below 5°C within the next four hours. This is known as the two hour/four hour rule. Putting food into shallow containers and not overfilling them will help to cool it more rapidly.
- A person must not handle food if they are ill or have an infection, as they can easily transfer harmful bacteria or viruses to food.
- You must take all reasonable precautions to ensure that food or food contact surfaces are not contaminated from their body or anything they are wearing.
- Avoid contact with ready-to-eat food, such as salads and cooked food.
- Always use clean tongs or other implements to handle the food
- Do not taste test food with the same utensil that is being used to prepare the food, unless the utensil is thoroughly cleaned and sanitised between each contact with their mouth and the food.
- Hands and fingers must not be used for taste testing
- Wear clean clothing and change it when it becomes dirty or soiled
- Hairnets must be worn when entering the kitchen and serving/plating food
- Do not eat over uncovered food or equipment (includes utensils and any other food contact surface)
- Do not sneeze, blow or cough over uncovered food or equipment and utensils
- Wash hands thoroughly whenever it is necessary or required.



Manual Handling

It is your supervisor's responsibility to:

- Ensure that manual handling tasks, likely to be a risk to health and safety are examined and assessed.
- Ensure that risk assessment is done in consultation with the employees / volunteers who are required to carry out the manual handling tasks.
- Ensure as far as practicable, that the risks associated with manual handling tasks are controlled.

As a volunteer, it is your responsibility to:

- Disclose existing conditions/injuries to your supervisor
- Use where possible the appropriate training / instructions you have received in safe manual handling techniques and follow procedures Refuse to do anything you feel could cause you an injury or worsen an existing injury (get a staff member)
- Notify your supervisor of any tasks that cause pain or discomfort
- Minimise risk by carrying less (e.g. making two trips rather than carrying everyone at once)

Proper lifting

Do not attempt to lift a customer and do not catch a customer who is falling.
Correct Lifting Techniques:

1

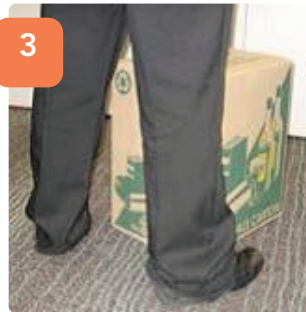
Plan before you lift. Check the area for any trip hazards or slippery spots and make sure that your path is clear.

2



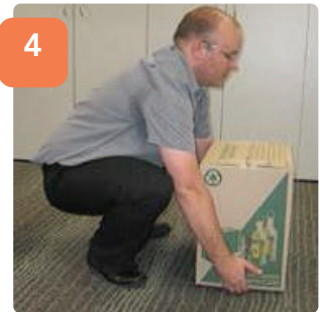
Check the object for any sharp corners, wet surfaces or splinters.

3



Stand close to the object with your feet shoulder width apart.

4



Squat down, bending at the knees (not your waist). Tuck your chin while keeping your back as straight as possible.

5



Get a firm grasp of the object before you begin to lift. Prepare for the lift by looking forward. Don't let the object block your vision.

6



Breathe out as you begin to lift. Slowly lift with your legs by straightening them. Never twist your body during this step.

7

Once the lift is complete, keep the object as close to your body as possible.

8



Correct lowering is as important as correct lifting. Bend your knees to lower the object, and keep your back straight. Breathe out as you begin to lower. Make sure your hands and feet are clear of the object when lowering it.

Volunteering in Inclement Weather

Volunteering outdoors can expose volunteers to extremes of temperature especially during the summer months or smoke.

As a Cumberland City Council volunteer, you have a choice and the right not to attend your regular volunteer duties if you are concerned about your safety, health and wellbeing due to heat or air quality.

If your volunteer supervisor concerns about the safety of you due to weather conditions or air quality they will contact you not to attend your regular activity.

Sun Heat

What is Heat Stress?

- Heat stress occurs when the body is unable to cool itself by sweating.
- Heat stress can lead to heat exhaustion or heat stroke.

Symptoms of Heat Exhaustion?

- Headache, dizziness, light headedness, fainting
- Weakness, clammy moist skin
- Mood changes, irritability, confusion
- Nausea, vomiting

Symptoms of Heat Stroke

- Dry, hot skin with no sweating
- Mental confusion, or loss of consciousness
- Seizures or convulsions
- Can be fatal

Symptoms of Heat Stroke

- Know the signs / symptoms of heat related illnesses
- Wherever possible use fans, air conditioning, or work in shade
- Where possible minimise the time working in full sun at the hottest part of the day
- In high heat drink one cup of water every 15 minutes
- Wear lightweight, light coloured loose fitting clothing
- Wear a broad brimmed sun safe hat
- Wear sunscreen SPF 50+ and reapply every 2 hours

How to Treat Heat Related Illness:

- Seek immediate medical help – call 000 while waiting:
- Move worker to cool shaded area & loosen or remove heavy clothing
- Provide cool drinking water
- Fan and, if possible, mist person with water

Smoke

What is Smoke?

- As Australia's bushfires rage, smoke is posing a growing health risk.
- Bushfire smoke carries PM2.5 particles – which have a diameter of 2.5 micrometres or less – and can cause long-term health problems.
- People with asthma, lung disease or cardiovascular disease, and the young and the elderly, are all at particular risk, and NSW Health advises them to stay indoors and limit exposure on smoky days.

Reducing the Risk?

- Follow your doctor's advice
- Monitor air quality and follow health messages
- Using air purifiers and face masks

How to use Face Masks?

- Surgical and cloth masks don't protect against smoke.
- P2/N95 rated face masks can filter out the fine particles in smoke.
- Wearing a P2/N95 face mask can make it harder to breathe and increase the risk of heat-related illness.
- If you have a heart or lung condition, consult your doctor before using one.
- If you have difficulty breathing, feel dizzy, faint or have other symptoms while wearing a face mask, remove it and go to place with cleaner air quality.

Personal Hygiene

Hand Washing

To minimise the risk of infection to customers/residents and yourself, wash your hands as often as necessary. Use soap and warm water. Lather and wash hands for 15 seconds, covering all surfaces of the hands including the wrists. Rinse thoroughly and pat hands dry on paper towels.

When to wash your hands:

- Before and after your volunteer time.
- Before and after meal breaks.
- Before and after using the toilet.
- When your hands are visibly soiled or you feel the need to wash them.
- Before and after contact with a customer.

Dress Standards

Cumberland City Council encourages all employees (including volunteers) to take pride in their appearance and to wear clothing that is appropriate for the style of work being conducted.

- Employees are well groomed appropriate to their role and workplace
- Footwear is appropriate for the employee's role and is keeping within the standard of apparel or supplied uniform.
- Employees provided with a uniform wear all items in accordance with the relevant guidelines from each department an consistent to the application and colour scheme of Council's Corporate Brand Guideline.



Medication

Volunteers are not permitted to assist a customer to take medication. Volunteers may get a customer a glass of water if asked but cannot give assistance and / or advice regarding medication.



Legal Documents

Volunteers are not permitted to witness the wills of customers or other documentation.

Volunteer Privacy

You have the right at any time to view any information about yourself that Council has on file, and the right to withdraw any consent you may have given to use the information.

Abuse and Neglect

If you suspect that one of our customers is subject to abuse or neglect please report your concerns to your supervisor. For information on what constitutes elder abuse, see myagedcare.gov.au/financial-and-legal/elder-abuse-concerns

Illness

If you are suffering an infectious / contagious illness, we ask that you notify your supervisor and that you do not undertake your volunteer duties until your doctor provides a clearance for you to do so.

Compliments and Complaints

Cumberland City Council's Seniors & Disability Services Team aims to provide a high quality service and encourages you to voice any concerns, suggestions and compliments you have about the service you volunteer for.

A complaint is an expression of dissatisfaction with some aspect of the service or volunteer management. Both volunteers and customers are encouraged to make complaints where appropriate to enable us to improve the quality of our Seniors & Disability Services.

Your volunteering will not be affected if you choose to voice your concerns. This can be done by:

- Meeting with the Service Coordinator
- Meeting or writing a letter to the Seniors Coordinator - Seniors & Disability
- Raising the issue at an annual volunteer planning day
- Email or Telephone the Service Coordinator or Senior Coordinator
- Face to Face meeting with the Service Coordinator or Senior Coordinator.

Confidentiality of Complaints and Disputes

As far as possible, the fact that a customer or volunteer has lodged a complaint and the details of that complaint are kept confidential.

The complainant's permission is obtained prior to any information being given to other parties that may need to be involved, in order to satisfactorily resolve the complaint or dispute.

Monitoring Complaints and Customer Feedback

Complaints and feedback processes and systems are regularly audited as part of Council's audit program. Customers and volunteers are encouraged to provide ongoing feedback on issues and areas where improvements can be made.

You should address your feedback or compliment in writing to:

Senior Coordinator - Seniors & Disability
Cumberland City Council PO Box 42
MERRYLANDS NSW 2160
Phone: (02) 8757 9000

Process for Lodging a Complaint

Complaints may be lodged with Council via

- **Email:** council@cumberland.nsw.gov.au
- **Mail:** Attn: Complaints Management Coordinator, PO Box 42, MERRYLANDS NSW 2160
- **Phone:** Customer Service Centre - 8757 9000
- In person at any Customer Service Centre during regular business hours.
- **Online request form via Council's Website:** www.cumberland.nsw.gov.au

You may also contact:

- NSW Ombudsman
Phone: (02) 9384 4999
TTY: (02) 9384 4984
- Aged Care Complaints Scheme
Phone: 1800 550 552

For more information on Council's Complaint Management process please refer to Council's Complaint Management Policy / Guidelines.

Contact Details

Office Hours

Monday to Friday
8am - 4.30pm

Senior Coordinator - Seniors & Disability

☎ 8757 9397

Access and Inclusion Team Leader

☎ 8757 9797

Cumberland Nutrition Services

☎ 8757 9033

Cumberland Social Inclusion Services

☎ 8757 9031

Service Development

☎ 8757 9041

Volunteer Development Officer

☎ 8757 9768

Website

🌐 www.cumberland.nsw.gov.au

Locations

Senior Coordinator - Seniors & Disability

Guildford Community Centre
90 O'Neill Street, Guildford

Cumberland Social Inclusion Services

Guildford Community Centre
90 O'Neill Street, Guildford

Cumberland Nutrition Services

Merrylands Community Centre
17 Miller Street, Merrylands

Service Development Team

Council Chambers
16 Memorial Avenue, Merrylands

Cumberland Access and Inclusion Team

Council Chambers
16 Memorial Avenue, Merrylands

Postal Address

Cumberland City Council

Council Chambers
16 Memorial Avenue, Merrylands

Appendix 1

Cumberland City Council Code of Conduct (Volunteers' Summary)

Part 1

Why is a Code of Conduct required?

A Code of Conduct is required:

- to describe the standards of conduct that are expected
- to encourage Council officials to act honestly and exercise a reasonable degree of care and diligence which is also a statutory duty
- to enhance public confidence in the integrity of local government.

Who does the Code of Conduct apply to?

All Cumberland City Council officials, regardless of their employment status, role or position must be familiar with and follow the spirit and content of the Code of Conduct.

Cumberland City Council officials include:

- Councillors
- Council Committee Members
- Delegates of the Council
- all Council employees whether they are permanent, temporary, casual, apprentices and trainees, regardless of whether they work full-time, part-time or on a flexible employment arrangement
- contractors, consultants, and labour hire workers who perform work for the Council through a commercial contract
- employees of other organisations or agencies who are working in Council on a secondment arrangement
- students doing unpaid work experience or unpaid placements
- volunteers.

Expected standards of behaviour

We want you to uphold the highest standards of behaviour to ensure communities have trust and confidence in local government.

You must:

- conduct yourself in a manner that will not bring Council into disrepute
- act lawfully and honestly, and exercise due care and diligence
- comply with Council's policies and procedures
- treat others with respect and not harass or discriminate against them, or support others to do so on the grounds including, but not limited to sex, pregnancy, age, race, responsibilities as a career, marital status, disability, homosexuality, transgender or if a person has an infectious disease
- consider issues consistently, promptly, fairly and in a non-discriminatory manner

- ensure each decision is properly made and dealt fairly with all parties involved taking into consideration all facts known to you and having regard to the merits of each case
- disclose and appropriately manage conflicts of interest
- use and secure information appropriately and not disclose confidential information
- use Council resources ethically, effectively, and efficiently.

Conflict of interest

Conflicts of interest involves a conflict between a Cumberland City Council Official's public duty and their personal or private interests. A conflict of interest exists if a reasonable person would perceive that you could be influenced by a private interest when carrying out your public duty.

There are two types of interests:

- pecuniary interest
- non-pecuniary interest.

Pecuniary interests are those where there is a reasonable likelihood or expectation of appreciable financial gain or loss to you and/or persons related to you.

Non-pecuniary interests are private or personal interests that commonly arise out of family or personal relationships or involvement in sporting, social or other groups and may include an interest of a financial nature.

Both type of interests, need to be declared before commencing any related work, this includes volunteer work.

Examples of pecuniary interests for volunteers:

- your partner owns a company which is tendering for work with the Council. This becomes a pecuniary interest if you are privy to confidential information relating to any Council tenders that your partner's company has an interest in
- you work at a local not-for-profit organisation and apply for a project to be funded by Council's Community Grants Program.

Non-pecuniary interests that must be declared

Any dealings you have with the Council in a personal capacity, as well as any dealings with the Council by your:

- relatives including relatives of current and former spouse/s or de facto partner/s
- other persons living in the same household
- nominees and Trustees
- friends
- business Relationships

- organisations, sporting bodies, clubs, corporations, or associations of which you are a member.

Any kind of relationship whether it be significant or a less than significant, must be disclosed.

Examples of non-pecuniary interests for volunteers

You volunteer with the Seniors and Disability Team. Your mother is also on the waiting list to receive a service from that team.

When and how is a conflict of interest disclosed?

When you become aware that a personal interest may conflict with your public duty, discuss the matter with your supervisor. Request and fill out the "Conflict of Interest Declaration Form" and submit it to your supervisor and Volunteer Coordinator.

How can a conflict of interest be managed?

Conflict of interest arising out of pecuniary interest and significant non-pecuniary interest can be managed by either removing the source of the conflict, by relinquishing or divesting the interest that creates the conflict or by reallocating the conflicting duties to another Council official, and having no involvement in the matter, by absenting yourself from the issue.

Part 2

Current and additional (secondary) employment

What is secondary employment?

Unpaid or voluntary work is not regarded as secondary employment; however, conflict of interest issues may still arise and request and fill out the "Conflict of Interest Declaration Form" and submit it to your supervisor and Volunteer Coordinator.

Secondary employment includes any paid employment with another person or organisation outside Council and includes self-employment, online business, independent contracting or consultancy services to someone outside of Council and real estate business or employment by a family company. Paid employment already held by a person at the time of their employment by Council is also secondary employment.

Why is secondary employment required to be reported and approved?

Secondary employment can give rise to:

- possible conflict of interest
- misuse of Council resources, equipment, facilities or confidential information
- opportunities for corrupt conduct which could discredit or disadvantage the Council

- complaints from the public
- adverse effects on volunteer performance of their duties at Council including health and safety risks such as fatigue.

How can additional (secondary) employment be managed:

- new volunteers declare existing employment and other volunteer work they participate in before they start with Council. Further information will be derived during the induction process
- all volunteers participate in an annual refresher Code of Conduct training session through an E-Learning module.
- existing volunteers complete a Secondary Employment Application Form annually
- the application will be reviewed by the department manager and then approved or refused by the Director along with conditions subject to which the approval is granted
- in the instance where the application is refused, the volunteer may request a review of the decision
- volunteers granted approval should advise the Volunteer Program Coordinator of any changes to their secondary employment conditions during the year
- all volunteers will be prompted by the Volunteer Program Coordinator to renew their secondary employment status annually by following the same procedure.

What are personal dealings with the council?

Personal dealings with the council are dealings in your personal capacity with the Council as a ratepayer, recipient of a council service or an applicant.

You must:

- follow the procedure as a normal member of the community
- avoid any action that could lead members of the public to believe that you are seeking preferential treatment.
- you must not take or influence others to take advantage of your position with Council to obtain a private benefit for yourself or any other person.
- you must not expect or request preferential treatment in relation to any matter in which you have a private interest because of your position
- you must not access Council information and resources for personal purposes and must not influence others to do so
- you must not approach Council staff, to discuss your personal dealings with the Council, e.g. your personal development application.

Part 3

Assessing and using Council information

- Only access Council information needed for Council business and not use that Council information for private purposes, including but not limited to financial benefit or improper advantage for yourself or for others.
- Only release Council information in accordance with established Council policies and procedures and in compliance with relevant legislation.
- Only release Council information to Cumberland City Council employees or advisers in the proper performance of your responsibilities and duties as a volunteer. If unsure, discuss with your supervisor first.
- You must maintain the integrity and security of confidential documents or information in your possession, or for which you are responsible.

Accessing and using Council resources:

- Council resources include all people and property resources belonging to the Council including, but not limited to, physical, human, financial, technological and intellectual resources
- all Council officials must use Council resources ethically, effectively, efficiently and carefully and must be scrupulous in the use of Council property, including intellectual property, official services and facilities
- Council officials must not misuse Council resources and must avoid any action or situation that could be perceived as misuse for personal benefit. Infrequent, short and minimal private use may however be made of phones, photocopiers, printers, email and internet, at the discretion of your supervisor.

Cumberland City Council's communication devices include:

- telephones including hard wired, cordless and mobiles
- computers, laptops and tablets
- email, fax, internet, intranet and two-way radios.

Council officials must not:

- use Council's communications devices to intentionally create, store, transmit, post, communicate or access fraudulent, offensive and inappropriate information, data or material
- express personal opinions as those of the organisation
- intentionally download or load unauthorised software
- spend an inappropriate amount of time utilising Council's Internet for personal use
- make or send fraudulent, unlawful, abusive and spam information, calls, messages or emails
- post any personal opinion of nature in any public websites including facebook and twitter that would harm the reputation of the Council.

Part 4

What are considered gifts and benefits?

Any kind of gift, benefit, prize, cash, gift vouchers, lottery tickets, shares, credit cards, debit cards with credit on them, prepayments such as phone or internal credit, membership or entitlements to discounts, hospitality including food, meals, drink, lodging and entertainment are considered gifts and benefits.

Gifts and benefits also include, but are not limited to:

- tickets to major sporting events (such as state or international cricket matches or matches in other national sporting codes (including the NRL, AFL, FFA, NBL) and corporate hospitality provided at such events
- invitations to and attendance at events organised by suppliers
- the use of facilities such as gyms, use of holiday homes and free or discounted travel
- access to confidential information
- free access to services which are normally charged at a fee
- point accrual for discount and loyalty programs if used for personal benefit.

How to handle offers of gifts and benefits

- Council officials should refuse a gift. Gifts can be an attempt to secure favourable treatment.
- Council officials must also take all reasonable steps to ensure that their immediate family members do not receive gifts or benefits that make it look as though there is an attempt to secure favourable treatment. Immediate family members ordinarily include parents, spouses and de facto partners, children, grandchildren and siblings of the Council official and their spouse.
- Where you receive a gift or benefit that cannot reasonably be refused or returned, you must surrender the gift to the Governance Team unless the nature of the gift or benefit makes this impractical. e.g. dinner supplied at a work event.
- Gift must be reported to Council's Governance team – regardless if you accept or reject it.
- Not following these regulations could constitute a possible act of misconduct and may lead to disciplinary action under the Code of Conduct. Serious breaches by Council officials such as soliciting, or attempt to solicit, or knowingly accepting gifts and benefits could constitute bribery, and will be reported to the General Manager, Internal Ombudsman, Mayor and the Independent Commission Against Corruption (ICAC).

Interactions between Council volunteers and Councillors

Direct communication with Councillors on official Council matters is not allowed unless authorised by the General Manager in writing.

The Code of Conduct does not prevent the Councillors and volunteers from communicating generally. Both the parties may be present at social and community events from time to time and in such occasions informal interactions are common and part of social behaviour. However, care must be taken to refrain from discussing matters relating to council business.

Volunteers must not engage in inappropriate interactions with Councillors, including but not limited to:

- discussing individual or operational staff matters
- refusing to give information to a particular Councilor, while making the same information available to other Councillors
- providing ad hoc advice to Councillors and administrators without recording or documenting the interaction
- participating in political activities which conflict with the performance of volunteer duties.

Fraud and corruption prevention

Cumberland City Council does not tolerate misconduct, fraudulent or corrupt conduct by any Council official. Council is committed to proactively maintain an organisation underpinned by ethics and integrity, free of fraud and corruption.

All Council officials have a role to play in the prevention, detection and reporting of fraud. Council officials have an obligation to report cases of suspected fraud or corrupt conduct either through Council's internal reporting procedure or relevant external agency.

Staff and the community are a primary source of information when it comes to fraud and corruption detection. Tip Offs and Whistleblowing accounts for detection of 50% of fraud and corruption cases. The balance is detected by monitoring of suspicious transactions, fraud risk management, internal audit, and external audit.

Fraud & corruption

Fraud is a deliberate and premeditated turn of events which involves the use of deception to gain advantage from a position of trust and authority. The type of events include acts of omission, theft, the making of false statements, evasion, manipulation of information and numerous other acts of deception.

Corruption is the deliberate, dishonest, or preferential use of power or position, a breach of public trust or the misuse of resources, information, or material acquired in the course of official functions.

Reporting fraud and corruption

Cumberland City Council is committed to keeping your identity, and the fact you have reported wrongdoing, confidential.

Any volunteer who makes a report of suspected fraud or corrupt conduct is protected from reprisal under the:

- Cumberland City Council's Code of Conduct
- Cumberland City Council's Public Interest Disclosures Policy
- Public Interest Disclosure Act 1994 and Public Interest Disclosure Act 2013.

The Public Interest Disclosure Acts provide protection for people reporting wrongdoing by imposing fines and imprisonment on anyone who takes reprisal or detrimental action against the individual making the protected disclosure.

Reporting fraud or corruption within council

The reporting of fraud or corruption within Council is an essential process that is handled and dealt with confidentially and ensures anonymity. The following are the steps you should take if you suspect any fraud or corrupt behaviour:

1) Terminate the involvement or interaction with the person

If the behaviour was evident in relation to some activity you were undertaking for the person or their associates, cease that activity immediately. If the behaviour was evident in relation to any interaction with the person, remove yourself from the matter.

2) Check the Code of Conduct

The Code of Conduct outlines the necessary steps in reporting any fraud or corrupt behaviour.

3) Notify your Volunteer Supervisor

Inform your supervisor of the incident, including all relevant details, as soon as possible and confirm with your supervisor what action he or she will take. If your manager is involved in the incident, then report it to an appropriate senior officer.

4) Notify your Volunteer Program Coordinator

This step is only necessary if you believe your supervisor is involved in the incident or your supervisor does not seem to be making any appropriate actions to resolve the incident. The Volunteer Coordinator is considered the next appropriate senior officer.

5) Notify the Governance Team

If you feel that you cannot discuss the matter with any officer from the volunteer's management team, it is advised that you inform a Governance Officer instead.

6) Keep a record of the events

It is important to have a clear record of what you believe happened. As soon as possible, make notes about what you saw and heard. Such information may be used later as evidence to support your version of events.

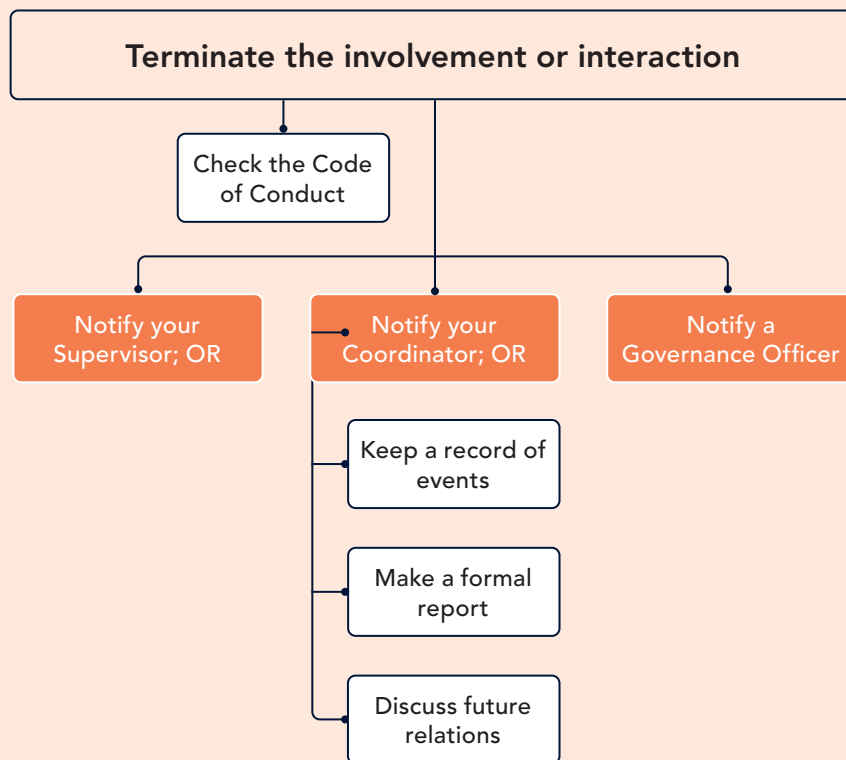
7) Make a formal report

Prepare a formal report for Council, include the date, time, place, witnesses, any previous context, the circumstances of the behaviour (what it involved and what you think was intended), who took part in the activity and their contact details (if known), what you said or did, any other relevant details including your signature and the date. The report should be provided to the appropriate officer and you should keep a copy for your records.

8) Discuss future relations

Discuss with the appropriate officer handling the matter and exactly how future relations with the person who exposed fraud or corrupt behaviour should be conducted.

Reporting Fraud or Corruption within council



Reporting to an external investigating authority

- The Independent Commission Against Corruption (ICAC) – for corrupt conduct.
- The ICAC Inspector – for disclosures about the ICAC or its staff.
- The NSW Ombudsman – for maladministration.
- The Police Integrity Commission (PIC) – for police misconduct.
- The PIC Inspector – for disclosures about the PIC or its staff.
- The Office of the Local Government, Department of Premier and Cabinet – for serious and substantial waste in local government (reports about serious and substantial waste in State Government agencies should be made to the Auditor General).
- The Information Commissioner – for disclosures about a government information contravention.

Volunteer Code of Conduct Breaches

- Not following these regulations could constitute a possible act of misconduct and may lead to disciplinary action under the Code of Conduct.
- Serious breaches by Council officials will be reported to the General Manager, Internal Ombudsman, Mayor and the Independent Commission Against Corruption (ICAC).

Relevant policies, guidelines and forums

- Code of Conduct
- Compliments & Complaints Management Policy
- Councillor & Staff Interaction Policy
- Fraud and Corruption Prevention Policy
- Fraud and Corruption Prevention Plan
- Media Policy
- Public Interest Disclosure Policy
- Secondary Employment Policy and Form
- Gift and Benefit Guidelines and Form
- Conflict of Interest Form

Appendix 2

Fair Work Ombudsman – Unpaid Work



Australian Government

Fair Work
OMBUDSMAN

Unpaid Work

Unpaid work can take on different forms - including vocational placements, unpaid internships, unpaid work experience and unpaid trials. Unpaid work arrangements can be entered into for a number of reasons. These include:

- to give a person experience in a job or industry
- to test a person's job skills
- to volunteer time and effort to a not-for-profit organisation.

These arrangements can be initiated by employers, the person wanting the work or experience, or education/training institutions.

Is unpaid work lawful?

Some unpaid work arrangements are lawful and others are not. Depending on the nature of the arrangement, the person doing the work may be an employee and be entitled to be paid the legal minimum rate of pay for the type of work they're doing, along with other minimum employment entitlements.

Whether an unpaid work arrangement is lawful under the *Fair Work Act 2009* (FW Act) depends on:

- whether an employment relationship exists, or
- whether the arrangement involves a vocational placement.

Vocational placements

A vocational placement is a formal work experience arrangement that is part of an education or training course.

Vocational placements can give students important skills to help them transition successfully from study to work, while giving industry and business the opportunity to enrich student learning experiences and increase the number of work-ready graduates.

Vocational placements that meet the definition under the FW Act are lawfully unpaid, regardless of whether an employment relationship exists or not.

For more information, including the criteria that an arrangement must meet to be a vocational placement under the FW Act, see our [Vocational placements fact sheet](#).

Is there an employment relationship?

Where an unpaid work arrangement is not a vocational placement, the arrangement can only be lawful if no employment relationship exists. If there is an employment relationship, the person is actually an employee and entitled to conditions under the FW Act including:

- a minimum wage

- the National Employment Standards
- the terms of any applicable award or enterprise agreement.

To work out whether or not a person is an employee each case must be considered on its own facts. There is no definition of employment under the FW Act. Instead, it is a matter of working out whether the arrangement to work involves an employment contract. That contract does not have to be in writing; it can be a purely verbal agreement.

For an employment contract to exist it must be clear that:

- the parties intend to create a legally binding arrangement
- there is a commitment to perform work for the benefit of the business or organisation
- the person performing the work is to get something in return (which might be just experience or training)
- the person must not be performing the work as part of a business of their own.

When looking at whether an employment relationship exists, the nature of an arrangement should be considered, not just how the parties have chosen to describe it. The following factors should be considered:

1. What is the nature and purpose of the arrangement?

Was it to provide a learning experience or was it to get the person to do work to assist with the ordinary operation of the business or organisation? Where the arrangement involves productive work rather than just meaningful learning, training and skill development, it is likely to be an employment relationship.

2. How long is the arrangement for?

The longer the period of the arrangement, the more likely the person is an employee. Although even relatively short engagements can still be an employment relationship.

3. How significant is the arrangement to the business?

Is the work normally performed by paid employees? Does the business or organisation need this work to be done? The more integral the work is to the function of the business, the more likely it is that an employment relationship could be found.

4. What are the person's obligations?

In some cases a person might do some productive work to aid their learning. An employment relationship is unlikely to be found in these circumstances if:

- the role is primarily observational and,
- the expectation or requirement to perform such activities is incidental to that learning experience and not primarily for the operational benefit of the business or organisation.

5. Who benefits from the arrangement? The main benefit from a genuine unpaid work arrangement should flow to the person undertaking the role. If the business or organisation is gaining a significant benefit from the person's work, an employment relationship is more likely to exist.

While a person is not prevented from taking up employment with a business or organisation after completing an unpaid work arrangement, each situation should be carefully considered to determine if an employment relationship had been formed earlier.

Unpaid trials (skill demonstration)

Sometimes a person is asked or required to perform work or undertake a trial to be evaluated for a vacant position. This skill demonstration is used for the purposes of determining a prospective employee's suitability for a job. It is often referred to as a work trial.

A brief work trial can be legally unpaid if it is necessary to evaluate someone's suitability for the job, and:

- it involves no more than a demonstration of the person's skills, where they are relevant to a vacant position
- it is only for as long as needed to demonstrate the skills required for the job. This will be dependent on the nature and complexity of the work, but could range from an hour to one shift
- the person is under direct supervision of the potential employer (or other appropriate individual) for the entire trial.

Any period beyond what is reasonably required to demonstrate the skills required for the job must be paid at the appropriate minimum rate of pay. If an employer wants to further assess a candidate's suitability, they could employ the person as a casual employee and/or for a probationary period and pay them accordingly for all hours worked.

Example 1

Jack applies for a job as a trades assistant at a local panel beaters. As part of the applicant screening process, Jack is advised by the owner that on the day of the interview he'll need to show he knows his way around a car and a workshop, because it's a minimum requirement of the job. Jack agrees.

To do this, after the interview, Jack is asked to follow one of the tradesmen doing body repairs. The tradesman watches Jack to make sure he knows how to work safely and use the right tools. Jack shows he meets the minimum criteria for the role and the owner offers Jack the job.

Jack's brief trial was reasonable to demonstrate his skills and he does not need to be paid for the trial.

Example 2

Jessica sees an advertisement on her university notice board for a job as a barista at a campus café.

The position was advertised for Monday, Tuesday and Thursday mornings from 7 am to 12 pm. The successful candidate needs to have at least 3 years' experience and be able to make a wide range of coffees.

At her interview, Jessica is advised that she will need to work the first week unpaid to give the café manager time to see whether or not she is suitable for the job. She is also advised that if she isn't able to work any of the shifts in the first week, she needs to advise the manager the night before and arrange someone to cover her shift.

The duration of the 'trial' and the requirements placed on Jessica suggest that the arrangement is an employment relationship, meaning that she should be paid for all hours worked at the appropriate minimum rate of pay.

Example 3

Mina applies for a job as a receptionist at a medical centre. After the interview, the manager calls Mina to ask her to do a trial on the weekend so they can make sure that she can handle working over a busy period. Mina agrees, and performs a shift on a Saturday morning. On the day, the manager shows Mina how to answer the phone, transfer calls, book and cancel appointments, and take payments at the end of a consultation.

Mina spends the morning performing these duties. At the end of her shift, the manager advises that she has done a good job, but she is not able to offer her the position until she gets it approved at a meeting on Wednesday. The manager advises Mina that if she could cover the shifts on Monday and Tuesday, it would show her commitment to the position and give her a better chance of getting the job. The manager advises Mina she would not be paid for these shifts.

Even though the manager called the period a work trial, in reality the time worked on the Saturday involved Mina being trained in skills she needed to be able to do the job. It is likely to represent actual hours of work, rather than a legitimate work trial. Further, the additional time worked on Monday and Tuesday is likely to represent an unreasonable time for demonstration of skills and abilities. Mina should be paid for all the hours that she worked.

Unpaid work experience and unpaid internships

A work experience arrangement or internship is when a person works for a business to gain experience in a particular occupation or industry. These arrangements can be a valuable way for prospective employees to make the transition from study to work or explore a new career path. Sometimes these arrangements span several months and can lead to ongoing employment.

An unpaid work experience arrangement or unpaid internship can be lawful if it is a vocational placement (see section above) or if there is no employment relationship found to exist. In particular:

- the person must not be doing “productive” work
- the main benefit of the arrangement should be to the person doing the placement, and
- it must be clear that the person is receiving a meaningful learning experience, training or skill development.

Example 4

A local council has advertised an internship program for high school or university students interested in government processes. The internships have been advertised as unpaid positions and students are allowed to select the hours they spend at the council office over a two week period.

The council is careful to ensure that the role is mainly observational and there is no expectation that the students will perform productive work during their internship. The student is gaining the main benefit from the arrangement. It is unlikely that an employment relationship has been created in this case, and the internships are lawfully unpaid.

Example 5

A publishing company has advertised an internship program for recent graduates of copywriting and journalism university courses.

The advertisement calls for applicants who are passionate about their career and who are looking for experience as a gateway to future employment opportunities. The company advises that it will recruit for the positions based on academic transcripts, work experience and references. The positions are unpaid, but the advertisement notes that the successful candidates will receive perks and networking opportunities throughout their internship.

The positions are advertised for three months full-time, with the possibility of ongoing employment based on the candidate’s performance during the internship.

The duties listed include general administration, event planning, and proof reading, with some opportunities for writing depending on performance.

Despite the offer of non-monetary perks, work experience and networking opportunities, the company will receive the main benefit out of this relationship as it involves significant productive work to be performed by the interns for the company. It is likely that an employment relationship will be formed in this case, meaning that the internship should be paid.

Volunteering

A volunteer is someone who does work for the main purpose of benefitting someone else, such as a church, sporting club, government school, charity or community organisation. Volunteers are not employees and don’t have to be paid. As with work experience and internship arrangements, all relevant factors must be considered to determine whether a person is a genuine volunteer or whether, in fact, an employment relationship exists even though the worker is called a ‘volunteer’.

Key characteristics of a genuine volunteering arrangement include:

- the parties did not intend to create a legally binding employment relationship
- the volunteer is under no obligation to attend the workplace or perform work
- the volunteer doesn’t expect to be paid for their work.

The more formalised that volunteer work arrangements become (for instance if the volunteer is expected to work according to a regular roster) the greater the possibility that an employment relationship will be found. It is less likely that an employment relationship will be found to exist where the volunteer work is undertaken for selfless purposes or for furthering a particular belief in the not-for-profit sector.

Example 6

Franko approaches a soup kitchen run by his local charity to ask about volunteering. He fills in an application form and meets with the volunteer coordinator who explains the roles and responsibilities of volunteers. Franko will be helping in the kitchen, serving and cleaning. The coordinator confirms that he will not be paid and that and he only needs to attend when he is available.

Franko agrees to volunteer once a week when he can and understands he will not receive payment. Franko is not an employee and the charity does not have to pay him for his time.

Other laws

Even if an unpaid work arrangement is lawful under the FW Act, it is important to be aware that other laws may still apply in relation to matters such as work health and safety or discrimination.

Further information

For information and resources to help you understand your rights and obligations on the topic of unpaid work, visit www.fairwork.gov.au/unpaidwork or contact the Fair Work Infoline on 13 13 94.

Contact us

Fair Work Online: www.fairwork.gov.au

Fair Work Infoline: **13 13 94**

Need language help?

Contact the Translating and Interpreting Service (TIS)
on **13 14 50**

Hearing & speech assistance

Call through the National Relay Service (NRS):

For TTY: **13 36 77**. Ask for the Fair Work Infoline **13 13 94**

Speak & Listen: **1300 555 727**. Ask for the Fair Work Infoline **13 13 94**





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