



Friends of Lake Claremont Ltd.

**VOLUNTEER POLICY
and
PROCEDURES MANUAL**



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1. Overview of Organisation

The Friends of Lake Claremont Limited is a community organisation run by volunteers. The organisational structure is a Company Limited by Guarantee. This is a registered public company under the Corporations Act 2001, responsible to the Australian Securities and Investments Commission. Friends of Lake Claremont Limited is also a Registered Charity. It is registered for Goods and Services Tax. Friends of Lake Claremont have a Trust called the Lake Claremont Environment Fund which has Deductible Gift Recipient Status.

Board of Directors

Friends of Lake Claremont Limited is managed by a Board of Directors comprising of volunteers.

Additional members may be co-opted onto the Board.

Only Directors have voting rights.

Role of Directors

A Director's primary role is to manage the finances of the Company and provide direction to Friends of Lake Claremont in alignment with its Vision and Mission and the Town of Claremont who own the land.

A Director is part of a team which the membership trusts to:

- make informed decisions
- provide strong representation
- provide sound governance
- demonstrate high standards of conduct as befitting the principles of volunteering and volunteer management standards

Vision

Lake Claremont and adjacent bushland is a healthy resilient environment that supports indigenous plants, animal communities and recreation for the benefit of current and future generations.

Mission

To work with the Town of Claremont and community volunteers to rehabilitate the natural environment of Lake Claremont and promote conservation.

Objectives

To develop a healthy and resilient wetland habitat that supports indigenous plant and animal communities as well as recreational and aesthetic values for the surrounding residents.

Other objectives of the Company are

- to advise and assist the TOC in the implementation of Lake Claremont Management Plan
- to raise funds via Grants and the Lake Claremont Environment Fund (a Deductible Gift Recipient Status fund) and other fundraising activities with the purpose of accelerating regeneration of the area
- to build on community support to recruit and support volunteering at the Lake

2. Volunteer Rights, Responsibilities & Principles

As a volunteer you have the right:

- to work in a healthy and safe environment
- to be interviewed and engaged in accordance with equal opportunity and anti-discrimination legislation
- to be adequately covered by insurance
- to be given accurate and truthful information about the organisation for which you are working
- to be reimbursed for out of pocket expenses if previously agreed by the Board
- to access the organisation's volunteer policy
- to have your confidential and personal information dealt with in accordance with the principles of the Privacy Act 1988; and
- to be provided with sufficient training to do your job

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 respects the rights, dignity and culture of others; and
- Volunteering promotes human rights and equality

Source acknowledgment: VOLUNTEERING AUSTRALIA

3. Recruitment of Volunteers

Recruitment

Membership of the Friends of Lake Claremont is open to anyone from the community. FOLC is an incorporated company limited by guarantee and will require a small annual registration fee from its members to cover costs of services such as volunteer insurance.

A list of FOLC current membership will be kept up-to-date by the Board.

Working with Children Clearance

In some circumstances a volunteer may also be required to have a *Working with Children Check* and a *Police Clearance*.

FOLC will advise volunteers of the procedures required to apply for the identified clearance/s. The costs for obtaining the required clearance/s will be met by the FOLC.

Volunteers must advise a FOLC Board member immediately if any Authority commences proceedings that may result in either the *Police Clearance* or *Working with Children Clearance* being negated.

Equal Opportunity

Friends of Lake Claremont Limited recognises that people are its most important resource and is committed to equal opportunity for all volunteer members.

4. Volunteer Related Issues

Insurance

All volunteers will be covered by the insurance policies of the Friends of Lake Claremont Limited subject to the terms of the policies.

Public Liability Insurance will indemnify all volunteers for any injury or damage caused by their actions, other than where that injury or damage was caused willfully or deliberately, while working on behalf of the Friends of Lake Claremont.

Volunteers are also covered by a limited accident insurance cover.

Volunteers can request to see a copy of the insurance policies; however, these are confidential documents and are only available when a volunteer wishes to check the adequacy of the cover applicable to them. This can be arranged through the Company Secretary.

Volunteers involved in an accident, or injured in some way, while carrying out their activity must notify the work coordinator immediately. Similarly, if a volunteer becomes aware of an injury to another party or damage to property, then the work coordinator must be notified immediately. An incident report must be completed when any of the above occurs.

Training & Development

Training will be given by the Volunteer Coordinator or a team leader during the course of the work on a project.

Occasionally regular volunteers will have the opportunity to attend specialized training courses. Recipients are expected to share their knowledge with fellow volunteers.

5. Life membership

For a person to be nominated for Life Membership the nomination must come from a financial member and be seconded by another financial member. The prospective Life Member must have shown a dedicated commitment to work at Lake Claremont for the betterment of the surrounding environment. The Board will consider the nomination and decide if the nomination is warranted.

6. Termination

Termination by Volunteer

Should a volunteer wish to resign from the FOLC they are requested to notify an FOLC Board Member.

Arrangements shall be made to delete any personal information relating to the volunteer held by the FOLC.

Property of FOLC held by a volunteer must be returned.

Termination by Friends of Lake Claremont: Misconduct

A volunteer may be dismissed from the FOLC if found to have engaged in serious misconduct. Dismissal will require unanimous agreement by the FOLC board and will include, but not be limited by, the following:

- Theft of property or funds from FOLC or TOC
- Willful damage to FOLC's property or TOC
- Verbal or physical harassment of any other volunteer, Board Member or any other person, particularly in respect of age, race, sex or religion
- Being convicted of a serious criminal offence
- Falsification of any of FOLC's records
- Unwillingness to support and further the mission of the FOLC.
- Being convicted of a serious criminal offence

At least two members of the FOLC Board should advise the volunteer of the dismissal together and the dismissal shall be documented.

7. Grievance Resolution

Grievance Policy

A grievance is a real or perceived cause for complaint. You may have a grievance about how you have been treated by another volunteer or Board member.

Every effort will be made to solve problems cooperatively and informally

Harassment

FOLC will not tolerate any form of harassment or bullying among its members during the course of delivering its programs. Any volunteer who is found to have acted in such a manner may be required to have their membership terminated.

8. Hospitality

Presentations and Gifts

If a volunteer receives presentations or gifts in recognition of work undertaken on behalf of FOLC, the Board must be advised and a decision will be determined with regard to the future of the presentation or gift.

9. Occupational Health and Safety

Safety in the Workplace

Friends of Lake Claremont Limited is committed to ensuring a healthy and safe work place for staff, volunteers, visitors and contractors. All staff members and volunteers are encouraged to regard accident prevention as a collective and individual responsibility.

A First Aid Kit will always be available on site. Every effort will be made to ensure a member with first aid or nursing experience is present at working bees.

Should a safety hazard or incident be identified it is imperative that the problem be reported immediately to the Volunteer Coordinator or team leader or a FOLC Board Member to enable action to be taken.

Should an accident or injury occur it must be immediately reported to the team leader or a FOLC Board Member who will ensure that appropriate action is taken. The FOLC *Incident Report Form* is to be completed along with any accompanying documentation.

If an injury requires medical attention the Friends of Lake Claremont will make every effort to provide transport to either a doctor or hospital.

Abusive Behavior

Abusive behavior will not be tolerated by Friends of Lake Claremont Limited. It is imperative that the views of others are respected and any abusive behavior may result in counseling or dismissal.

Drug and Alcohol in the Workplace

FOLC is committed to providing volunteers with a smoke, drug and alcohol free work place during designated work hours. Alcohol is permitted to be served at designated volunteer and FOLC social occasions.

10. Privacy Policy

Privacy in the workplace

FOLC strives to act with the highest integrity and offer the best possible service to its volunteers. To provide the highest standard of service to all its volunteers, from time to time FOLC needs to collect personal information. Personal information entrusted to FOLC is treated with an appropriate degree of privacy.

Personal information is any info that an individual's identity can be reasonably determined.

A volunteer's personal information will be held by the FOLC Committee for up to one year after the volunteer has left FOLC, and then confidentially destroyed.

11. Confidentiality

Volunteers will not, unless expressly authorised by FOLC Ltd, use for their own benefit or gain or that of any other person, firm or company, any confidential information belonging to FOLC.

All records, documents and other papers or electronic images, together with any copies or extracts thereof, made or acquired by volunteers in the course of their role with FOLC must be returned to FOLC Ltd on demand or otherwise no later than upon the termination of their role.

A volunteer's obligation in these matters continues to apply after the termination of their role without limits in time.

FOLC Ltd should gain permission to publish photos of any volunteer involved with the organization prior to publication.

12. General Office Administration

Filing

The Friends of Lake Claremont Board and office bearers have responsibility for filing all correspondence and keeping records relating to their programs and activities and retaining the files following completion of each program.

All correspondence relating to grants and acquittals is held by the Company Secretary.

The minutes of Board meetings will be recorded by the Company Secretary (or a designated minute secretary) and circulated to Board members.

The Membership Secretary is responsible for keeping membership details, including financial status, and is also responsible for maintaining privacy of these records.

Correspondence

- **Outgoing correspondence**

All outgoing correspondence of a significant nature should be sighted by the Board of Directors before sent.

- **Incoming Correspondence**

The Company Secretary will view all incoming correspondence that relates to funding, grants, acquittals and Board issues. Relevant correspondence will be tabled at Board meetings.

All records and files must be passed to the Company when vacating a position.

13. Telephones

FOLC do not have dedicated phones for use by volunteers and do not anticipate that volunteers will require extensive phone use for FOLC business. Volunteers must use their personal phones for FOLC business. If a volunteer accumulates an unreasonable telephone bill from FOLC business then a request should be put to the board for cost recovery. The request should include an itemised record of calls made provided by the service provider.

14. Vehicles

Use of personal vehicles for FOLC business is entirely at the risk of the volunteer and all expenses are to be covered by the volunteer unless otherwise approved by the FOLC board.

15. Financial Management

Petty Cash

Petty cash may be provided to allow for the recouping of small incidental purchases up to a maximum of \$100. Receipts are to be presented to the Company Secretary for approval to enable expended funds to be recouped. The Company Secretary is responsible for ensuring that petty cash claims are appropriate and accurate.

Payment of Accounts

Payment of accounts is by cheque. Each cheque must be signed by two Board Members.

Purchasing

The purchase of goods and services requires the prior approval of the Board of Directors. Quotes should be presented at meetings.

16. Communication

Working Bees

Friends of Lake Claremont working bees will be held on the second Sunday of every month unless otherwise notified by email or the FOLC website.

Meetings

An Annual General Meeting of the members of the Friends of Lake Claremont will be held once per year. Only financial members may vote.

The Board of Directors will meet regularly to coordinate Friends of Lake Claremont business.

A meeting of the FOLC and the representatives of the Town of Claremont will be held monthly. This is a planning meeting to coordinate activities at the Lake and the progress and acquittal of grants.

Newsletter

A regular newsletter will be issued to volunteers with updates of activities and volunteering opportunities.

Website

Friends of Lake Claremont Limited has a website <http://www.friendsoflakeclaremont.org> Members and volunteers are encouraged to view this on a regular basis.

17. Marketing

Promotional Material

All promotional material is to be approved by the FOLC Board to ensure that the design and content are consistent with FOLC's objectives and obligations.

Media – Delegated Authority

The FOLC Board Members have responsibility for determining what media interviews and other promotional opportunities are undertaken on behalf of FOLC.

Should a Board member be approached with a media or promotional opportunity they should immediately advise other Board Members to determine if the request is appropriate and who should speak on behalf of FOLC.

Press Releases

All draft press releases must be submitted to the FOLC Board for approval prior to release.

Urgent press releases can be approved by two Board Members.