

Volunteer safety and information

Handbook





Acknowledgement *of Country*

We would like to acknowledge the Traditional Custodians of the land on which we gather upon today. We acknowledge their continuing connections to the land, culture and community. We pay respect to Elders past, present and emerging.

Contents

Welcome from the CEO	01
Volunteering at Council	02
Your rights	03
Your responsibility	07
Work health and safety	10
General Safety Guidelines	13
Hazard and risk management	19
Contact information	22
Appendix A	24





Welcome from the CEO

Thank you for volunteering with us. We appreciate the significant role volunteers play, recognising your value and the meaningful contribution you make not only to our organisation but also to our community. Volunteers are essential to the delivery of a wide range of community services throughout the Shoalhaven.

Whatever motivates you to volunteer, your contributions will directly impact the vibrancy of the Shoalhaven Community. We hope your time with us is both enjoyable and rewarding.

Safety is of paramount importance within our organisation, and our safety motto is "SAFETY ALWAYS MATTERS". Safety requires everyone's participation and I invite you to be part of this system.

This handbook is designed to provide you with essential information relevant to all of Council's volunteer initiatives. If you have any specific questions regarding your duties or the program you're participating in, please don't hesitate to reach out to your Supervising Council Officer.

Please review this handbook and seek assistance if you require clarification on its contents. Our dedicated WHS Team is available during business hours at (02) 4429 3556, and you can find further contact details in the back of this handbook.


On behalf of our Councillors and staff, I wish to express our heartfelt appreciation and gratitude for your invaluable volunteer work, which contributes significantly to making the Shoalhaven a great place to live, work, stay, and play.

Robyn Stevens

Chief Executive Officer

Volunteering *at Council*



 Norm Webb - Parkcare Volunteer

Introduction

This handbook provides information and guidance in relation to Shoalhaven City Council's policies and procedures, specific legislation and the Australian National Standards for volunteering.

The purpose of inducting you as a volunteer is to:

- Provide you with basic information on how we operate our organisation
- Inform you of our behaviour standards
- Provide you information about our safety system, to protect your health, safety and wellbeing, and that of other people, while volunteering with Council
- Allow your participation in creating and maintaining a safe environment for you to undertake voluntary activities
- Recognise your status as an inducted volunteer
- Fulfil the organisational requirement to comply with Work Health Safety (WHS) legislation.

As a volunteer, it is important that you understand the information in this handbook. Induction can be completed online or face to face at a Council location. Your Supervising Council Officer will assist you in organising your induction. You will also be required to complete a specific work activity / site specific induction at the location you are volunteering at.

Definition of a volunteer

A volunteer is an individual who is registered with, and has the approval of Council, to undertake activities in designated volunteer positions that

are of benefit to Council, the local community and the individual. The individual provides services of their own free will, without coercion and for no financial reward, except for reimbursement for approved out of pocket expenses.

Volunteer activities complement, but do not replace the services provided by paid staff. Volunteers will work no more than 16 hours each week except for event-based activities. Volunteers of Shoalhaven City Council are referred to as Volunteer Program Workers.

Supervision and support

Each volunteer team has a Supervising Council Officer who is responsible to guide and oversee volunteers in their work programs. Volunteer Program Workers generally support, work with and are supervised by paid Council workers, in the provision of community services.

Supervising Council Officers provide support by:

- giving encouragement and constructive feedback
- organising meetings to discuss performance and development and issues of concern
- offering meetings and training with other volunteers who may be working in a similar role
- sharing feedback from customers or other stakeholders on aspects of service delivery
- considering your interest in decisions that affect you
- inviting you to team meetings, special events and social functions
- celebrating your achievements & efforts and where appropriate, provide a Statement of Service or act as a referee to your prospective employer.

Child safety

Shoalhaven City Council, through its Statement of Commitment to Child Safety, has committed to embedding a culture where the safety, wellbeing, and participation of all children and young people in our community is paramount. Shoalhaven City Council is committed to fulfilling its obligations and following best practice to identify and address risk and harm to promote the wellbeing of children in our community.

The Child Safe Framework applies to all Council employees, contractors and volunteers. The Child Safe Framework includes Shoalhaven City Council's operational basis for the prevention of and response to child safety reports and concerns. For further information refer to Council's website to access the Child Safety Framework document.

Some volunteering positions within Council may involve working with children, and/or young persons. Council aims to establish a safe and caring environment for children, which meets the legislative requirements of Child Protection legislation. If a volunteering position is deemed to be child-related, you may be required to undertake a Working with Children Background Check.

Working with Children Checks are provided by the NSW Office of the Children's Guardian. There is no cost for a Volunteer Check. For more information or to make an application please visit:



<https://ocg.nsw.gov.au/working-children-check/applicant>

Your rights





Everyone has the right to be treated fairly and undertake their role without fear of harassment, discrimination, bullying or victimisation.

Equitable treatment of people and situations

Volunteers shall treat members of the public, Council workers and Councillors fairly and equitably and with respect, courtesy, compassion and sensitivity.

Volunteers shall not act contrary to any law in their voluntary capacity and shall not act unreasonably, unjustly, oppressively or in a discriminatory manner.

Volunteers shall not engage in any form of conduct, in the performance of their duties, which may cause any reasonable person unwarranted offence or embarrassment or give rise to the reasonable suspicion or appearance of improper conduct.

Information on equitable treatment is available in Council's Bullying and Harassment Policy or by contacting Human Resources on 4429 3204.

Fair treatment and grievances

Everyone has the right to be treated fairly and undertake their role without fear of harassment, discrimination, bullying or victimisation.

We make every effort to maintain an atmosphere of trust and open communication, so grievances are resolved promptly and in a constructive, informal and respectful manner. All Council workers/volunteers should be guided by the Code of Conduct.

If you have a concern you should contact your

Supervising Council Officer. If you are not satisfied with the result of any informal discussions, you are encouraged to contact Council's HR Team who will outline the formal internal and external options available.

All grievances will be dealt with as soon as possible, confidentially, impartially and with sensitivity. All formal avenues for handling of grievances will be fully documented and the volunteer's wishes will be considered in the determination of appropriate steps and actions. All complaints and questions will receive thoughtful consideration in a timely manner and will be discussed with the individual who raises them.

Insurance

It is Council's responsibility to ensure that appropriate insurance cover is provided to protect volunteers and the organisation, against damage, loss and injury.

Council has the following insurances to cover volunteers while working with us:

Personal Accident Insurance – provides specified benefits for registered volunteers following accidental injury, disability or death while carrying out their duties on behalf of Council.

Personal Injury coverage under this policy provides some cover whilst the person is undertaking the approved activities for Council and/ or travelling directly to and from such activity. The insurance policy will only cover volunteers aged between 10 and 90 years. Medical expenses covered under this policy are restricted by the Health Insurance Act 2007. Medical expenses covered by the Medicare scheme are excluded from this cover.

Volunteers are required to act in a responsible manner and in accordance with procedures. Wilfully or deliberately causing injury is not covered by Council's insurance. Any accident that occurs whilst under the care and control of Council should be reported to the Supervising Council Officer as soon as possible. A report must be completed and forward to Council's Insurance Claims Officer by the Supervising Council Officer where possible within 24 hours. Council has obtained the Personal Accident cover in good faith and cannot be held responsible for any restrictions imposed or determinations of the insurer or legislation.

Public Liability Insurance – to cover Council for its legal liability to third parties for personal injury or property damage caused by Council's business activities. Volunteers are protected against public

liability claims under Council's public liability insurance cover provided they are undertaking approved activities within their authority and any injury or damage is not the result of wilful or deliberate acts. If damage is caused or an incident arises, the Supervising Council Officer must be notified immediately. An Incident Report is to be completed and returned to your Supervising Council Officer, where possible within 24 hours. The Supervising Council Officer will notify Council's Insurance Claims Officer.

Professional Indemnity Insurance – to cover Council for professional negligence claims (e.g. caused by incorrect specialist advice).

Motor vehicle comprehensive insurance – to cover Council vehicles driven by volunteers or staff, for damage to the vehicle or to third party property.

Council does not provide insurance for personal effects and travel. – Volunteer's personal items are not covered by Council's insurance whilst undertaking volunteer activities. Volunteers are encouraged not to bring or wear items of any significant value (including jewellery). All attempts should be taken to secure personal items against theft or damage.

Out of pocket expenses

From time to time, volunteers may need to use their own money to purchase materials or pay fees. You must have prior approval from Council's Supervising Council Officer before you use your own money. Out of pocket expenses will only be reimbursed if a claim is submitted with proof of payment attached and prior approval given i.e. a tax invoice.

Privacy

Council will obtain personal information from volunteers including names, address, telephone numbers, child protection screening (where

applicable) and other contact details. Personal information obtained by Council is governed by the Privacy and Personal Information Protection Act 1998 (PPIPA).

Inducted volunteers will have their information held in a centralised database. Information contained in the database is held in accordance with the Privacy and Personal Information Protection Act 1998 (PPIPA). Council will take all reasonable care to protect personal information from misuse, loss, unauthorised access, modification or disclosure.

Any personal and health information you provide to Council is being collected for administrative and assessment purposes. Volunteer information is stored in a database which has restricted access to authorised staff only. It will be used by Council staff and shared with emergency services if required.

To ensure that personal information held by Council is current, please notify Council if any of your details change.

Your *responsibility*





If you feel uncertain about the clothing you should wear to specific activities please contact your Supervising Council Officer. Closed-in shoes must always be worn at nominated work locations.

Activity Statement

Your Supervising Council Officer may issue you with an Activity Statement which provides a general overview of the duties of your volunteer position, including health and safety expectations.

Code of Conduct

The general duty of volunteers at Council is to act honestly and with reasonable care and diligence, and to behave in a way that upholds Council values, integrity and good reputation.

You will be given a copy of Council's Code of Conduct to read and sign during your induction session. You are encouraged to familiarise yourself with the Code on an annual basis.

Communicating with the media

Volunteers must refrain from making any comments regarding the Council or Council projects and initiatives with the print media, radio or digital social media.

If you are approached by media with requests to discuss matters relating to Council, please inform the media to contact your Supervising Council Officer who will assist them with their query. This will remove the possibility that you are misquoted by the media and placed in a situation that may compromise you or the Council.

Confidentiality

It is paramount that volunteers maintain appropriate confidentiality about dealings they have with the people they provide services to. Volu-

teers should maintain the confidentiality of any information they obtain and under no circumstances should this information be placed on social media.

Conflict of interest

A conflict of interest exists where a reasonable and informed person would perceive that you could be influenced by a private or personal interest when carrying out an authorised activity as a Council volunteer. You must avoid situations which may give rise to a conflict of interest by removing yourself from any decision making process and informing your Supervising Council Officer.

Council volunteers shall not use their position in order to gain private advantage or benefit for themselves or any other body.

Dress code

Volunteers working outdoors are required to wear a long sleeve shirt with collar, long trousers, enclosed footwear, a hat with a broad brim and sunglasses.

Volunteers working indoors are encouraged to wear appropriate and sensible clothing and footwear for the activities they may be undertaking. As a guide, smart casual is standard attire in office areas.

Gifts and benefits

Occasionally volunteers may be offered a thank you gift from a customer.

Volunteers should not accept gifts or benefits of more than a 'token' value, for example flowers or chocolates and must inform their Supervising Council Officer about any gift they accept.

If you have any queries or concerns regarding this, please discuss with your Supervising Council Officer.

It is also important that you:

- do not seek gifts or benefit of any kind
- do not accept any offer of cash or a 'cash like' gift, regardless of the amount
- do not accept a gift or benefit that may create a sense of obligation on your part, or could be perceived to influence you in carrying out your duties.

Further information can be provided by contacting the Public Officer.

Personal health

In the interest of volunteer wellbeing and to minimise personal strain or injury, volunteers must report relevant health and/or disability issues to their Supervising Council Officer before commencing duties or as soon as practicable after any change or injury occurs.

To prevent the spread of influenza or other communicable illnesses we encourage volunteers to take time off from volunteering whilst recovering.

Reporting of serious wrongdoing including corrupt conduct

Shoalhaven City Council is dedicated to upholding ethical standards within its organization and the integrity of our agency relies upon our staff, volunteers, contractors and subcontractors speaking up when they become aware of serious wrongdoing such as corrupt behaviour, maladministration, or significant waste of public assets. Council's Internal Reporting Policy sets out how reports can be made, how Council will deal with these reports and the protections available under the NSW Public Interest Disclosure Act (The PID Act).

In situations involving misconduct or violations of volunteer responsibilities, the Council reserves the right to terminate a volunteer. Such circumstances include:

- Failure to work in a safe manner.
- Theft of property.
- Intoxication resulting from alcohol or other substances.
- Verbal or physical harassment or abuse.

- Unauthorized disclosure of confidential information.
- Willful damage to Council property.

For confidential consultations on any of these matters, volunteers are encouraged to contact either the Council's Public

Use of Council equipment and resources

Volunteers may be provided with equipment to assist in performing various activities. If a licence or qualification is required to operate equipment, the volunteer is required to provide evidence of a current qualification or licence prior to operating the equipment. Before using any equipment, you must be inducted into its use and sign off on the relevant Safe Work Instruction. It is the volunteer's responsibility to ensure that equipment is used correctly and within the guidelines or instructions provided by the Supervising Council Officer.

Volunteers must not use Council property for their own private purposes.

Any court imposed fine or infringements received because of the actions or omissions of a volunteer will be the responsibility of the volunteer. They include, but are not limited to, fines related to the use of mobile phones, parking, speeding, littering, and red-light cameras.

Work health *and safety*



Statement of commitment

Shoalhaven City Council is committed to providing a healthy and safe workplace for all of its employees, volunteers, contractors and all persons visiting its workplaces and worksites. Where injuries do occur that arise out of volunteering activities, Council is committed to effective injury management.

Volunteers engaged to perform work on Council's premises or worksites are required to comply with the WHS Act 2011, WHS Regulations 2017, and Council's Work Health and Safety policies and procedures.

What is Work Health and Safety?

The management of Work Health and Safety is aimed at protecting workers (which includes volunteers) and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from specified types of substances or plant.

Work, Health and Safety legislation protects the rights of employees, volunteers, contractors and all persons visiting Council's workplaces and worksites, or workplaces that are influenced by Council.

Whether a person is an employee, a volunteer, a paid worker, a work experience student or a contractor they have the right to have their health and safety protected at a workplace or worksite. Any other persons who may be affected by any Council work or activity, have the right to have their health and safety protected or not put at risk by the work being carried out. Council has the right to expect that all workers (including volunteers) and visitors to their workplaces will exercise care and adhere to the established work health and safety rules.

WHS legislation

The main objective of WHS Act 2011 and WHS Regulation 2017 is to provide a balanced and consistent framework to secure the health and safety of workers and workplaces. Volunteers are classified as 'workers' under WHS Legislation.

Some of the ways the laws do this, is by:

- Protecting workers from harm by requiring duty holders to eliminate or minimise risks associated with work, whether that work is paid or unpaid;
- Providing for fair effective representation, consultation, cooperation and issue resolution in relation to work health and safety at work;
- Promoting the provision of advice and education about work health and safety; and
- Providing a framework for continuous improvement and progressively higher standards of work health and safety.

Work Health and Safety legislation requires Council to implement control measures to ensure its workers (and other persons), are provided the highest level of protection against harm to their health, welfare and safety at work, so far as is reasonably practicable.



Owen Paton - Parkcare Volunteer

What you need to do

As a volunteer you also have a duty under the WHS Act to take reasonable care for your own health and safety.

You must also:

- Take reasonable care to ensure that your acts don't adversely affect the health and safety of others, for example other volunteers/workers, members of the public or clients you may be assisting;
- Carry out your tasks in a safe way and consult with others on safety;

- Follow the reasonable work health and safety instructions given to you by Council;
- Co-operate with Council's Work Health and Safety policies and procedures;
- Conduct Risk Assessments for activities you are carrying out

Taking reasonable care

In taking 'reasonable care', you should:

- Follow all reasonable instructions given to you by Council.
- Read, understand and cooperate with the

policies, procedures, safe work method statement and safe work procedures provided to you by Council.

- Talk to your Supervising Council Officer or your Volunteer Team Leader if you have any concerns about your health and safety, or the health and safety of others in relation to your work.
- Not do tasks that you do not have the skills and training to undertake.
- Not do anything that would be obviously unsafe.



George St - Parkcare

General safety guidelines

For additional details regarding any of the below guidelines please ask your Supervising Council Officer for the relevant policy and/or procedure document.



Council's WHS Manual contains a variety of safety documentation and can be found on Council's website. Click or scan the QR code below and follow the prompts.



Bullying

Council identifies workplace bullying as an unacceptable risk to health and safety. Council is committed to providing a safe and healthy work environment for all volunteers that is free from bullying or harassment.

Construction work

A General Construction Induction Card is required for work considered construction work in the Council area. Your Supervising Council Officer will assist you to determine if this is required.

Consultation

Consultation provides an opportunity to share relevant information and participate in meaningful discussion on work health and safety matters. Using the knowledge and experience of everyone helps to achieve safer and healthier workplaces as well as better decision making. Consultation is mandatory under the WHS Act for persons conducting a business or undertaking.

Given the nature of volunteer work, the most effective form of consultation for each project will be established by the Supervising Council Officer, the Volunteer Team Leader and the Volunteer Program Workers. Consultation must

occur before the work is carried out and may include discussion regarding the safest way to complete the job and completion of a risk assessment. Volunteers are encouraged to make recommendations for improvement to the management of health and safety and can consult their Supervising Council Officer on safety matters or concerns.

Consultation will give you the opportunity to provide ideas about how to make you and others as safe as possible while carrying out work. Consultation can be done in various ways such as through Team Talks, newsletters, noticeboards and electronic media among others.

Drugs and alcohol

Workers/volunteers and others are not permitted to be under the influence of drugs or alcohol whilst conducting work on any Council worksite. Persons taking prescription drugs that may affect their work must notify their Supervising Council Officer.

Post Incident testing and Reasonable Suspicion testing of volunteers may be conducted as listed in Council's Alcohol and other Drugs Procedure.

Electrical equipment

Ensure the appliance to be used is suitable for the task. All Council electrical equipment has a current test tag attached to the lead. If one is absent, do not use the device and notify your Supervising Council Officer. You should only use electrical leads and/or equipment that has been tested and tagged and is in date. Testing and tagging can only be performed by Council approved contractors.

Do a visible inspection of the condition of the appliance, including its general condition and the lead and plug. If you find a fault, do not use it and report it to your Supervising Council Officer.

No electrical leads or extensions should be left lying on floors where they can form a trip hazard or could be subject to damage from trolleys, vehicles or dropped objects.

Only approved Council electrical workers are to access the interior of electrical distribution panels where there are exposed electrical connections.

Emergency response

Volunteers should make themselves familiar with the location of the fire protection and first aid equipment as well as the evacuation route and assembly area for their workplace. An Evacuation

Diagram will be displayed at your workplace.

If there is an emergency on a Council premise, and Council officers are on site, they will implement the Emergency Evacuation Procedure which you must comply with. Stay calm and follow the evacuation instructions. Where Council Wardens are nominated, they will wear either a WHITE or RED safety helmet in the event of an emergency. WHS noticeboards in Council buildings contain further fire and evacuation information, specific to that site.

Access to all firefighting equipment such as fire extinguishers and fire hose reels must be kept clear. All passageways to emergency exits must be kept clear of stored material, rubbish etc.

Volunteers working outdoors will be briefed on the emergency response for the site during the daily Team Talk or site risk assessment. As part of the site induction, you will have been shown evacuation routes. Where no Council Officers are on site it is your responsibility to determine the safest evacuation route prior to commencing activities, this information is to be incorporated into the risk assessment.

Fatigue

Volunteers are responsible for managing their own fatigue level. You know yourself the best and therefore are responsible for knowing when to take a break. You should not work more than 5 hours without a break, but your activity will determine what you require. Please raise with your Supervising Council Officer at any time if you are feeling tired or if you think you need another break. An individual volunteer may work as many hours as desired up to 16 hours per week.

First Aid

First aid kits, defibrillators and trained First Aid Officers are available throughout Council's

buildings. Your Supervising Council Officer will determine first aid requirements for worksites. Please make yourself familiar with the location of your first aid equipment and those who can provide first aid should it be required.

Fitness for work

Maintaining fitness to carry out your activities is an important responsibility.

You must inform your Supervising Council Officer and/or inform Council if:

- your health significantly changes in any way that may affect your ongoing volunteer activities; you have undergone any major surgery;
- you have begun to take any medication which may impact upon your ability to carry out volunteer activities; and/or
- your capability to undertake any tasks related to your volunteer activities may be impacted because of a change in your circumstances.

Guarding on machinery

Protective guards placed on plant are not to be disabled, removed or interfered with for any reason except as part of a documented maintenance program undertaken by qualified staff for that plant.

Hazardous chemicals

All hazardous chemicals used within the workplace have a Safety Data Sheet (SDS). The SDS provides information about the chemical including its safe use, ingredients, toxicity, first aid requirements, spill control, storage and handling requirements. You should have access to an SDS for any hazardous chemical that you use while volunteering for Council. Your Supervising Council Officer can provide you with the SDS and a risk assessment for the hazardous chemical. Containers that hold any chemicals must be properly labelled. If a chemical must be decanted into another container, that container must be clearly labelled. Labels containing all required information can be obtained from Council's Chemwatch system by a Council worker or your Supervising Council Officer.

High risk activities

Below are specific activities that volunteers are not to engage in as they are classed as high risk activities and require specialised training:

- Hot works, welding and grinding
- Confined space work, work in an enclosed or partially enclosed space. For example work in a pit, pipe, trench or tunnel
- Working at heights of 2 metres or more
- Excavation work · Working remotely or alone
- Working with asbestos

Volunteers are not permitted to engage in tasks considered high risk, such as operating chainsaws and/or angle grinders, unless they have obtained prior approval from an SCC Supervisor. Additionally, tasks of this nature must be conducted under the supervision of an SCC Supervisor.

Housekeeping

Keeping sites in a clean and orderly state is an essential part of an effective incident prevention program. As a minimum requirement please make sure:

- Sites are kept clean and free from debris and waste material.
- Walkways and other work areas are free of obstructions.
- All accessways to fire doors, emergency equipment and egress paths are kept clear.
- Protruding objects such as nails and sharp metal are removed upon exposure.
- Combustible waste materials are placed in metal containers with metal lids and disposed of on a regular basis.
- Contaminated waste is collected and disposed of according to local disposal requirements.
- Work areas are cleaned and returned to a safe condition at the completion of work.

Induction

Induction into your volunteer role at Council involves the following:

- information on various corporate policies and procedures that apply to everyone at Council.

- information of specific Work Health and Safety policies and procedures;
- a site-specific induction based around your work activities.

Volunteer induction checklist

The induction checklist is a tool for Supervising Council Officers to use prior to a volunteer engaging in any activities on behalf of Council. The checklist will ensure all relevant information has been communicated, including this Handbook. Both the Volunteer Program Worker and Supervising Council Officer are required to sign off on the checklist to confirm that the Handbook has been received and read.

Site specific induction

Before commencing any volunteer activities, you are required to undertake a site-specific induction which will be provided by your Supervising Council Officer. This will ensure that you understand the risks associated with the site as well as the work being performed.

Changes to a site, changes to weather conditions, a new activity, and the introduction of new equipment can bring additional or changed risks to health and safety. When these changes take place, it is crucial to ensure that you and others are updated about these potential risks.

Changes to a site, changes to weather conditions, a new activity, and the introduction of new equipment can bring additional or changed risks to health and safety. When these changes take place, it is crucial to ensure that you and others are updated about these potential risks.

Manual handling

When carrying out manual tasks, consider factors that affect the risk to your body, such as the duration and frequency of manual tasks, weights, your skills and experience, your age and health, clothing, and any other relevant factor. Ways to reduce the risk of manual handling include using mechanical aids, splitting loads into smaller quantities, using team lifting and warming up before working.

Anyone who feels that a load they must lift or relocate is either excessively heavy or unwieldy for them to manage should request help from others for a two-person lift or employ mechanical aids like a trolley. Anyone approached for assistance should, to the best of their ability, collaborate with the request. If any task is deemed a manual handling risk by an individual, they should promptly report it to their Supervising Council Officer, enabling a risk assessment to be conducted.

Mobile phones

Mobile Phones are not to be used whilst working unless used in a safe location. Mobile Phones are not to be used while operating any machinery or working in traffic conditions.

Noise

Council will make every effort, where reasonably practicable, to eliminate or minimize the effects of excess noise and associated risks to hearing.

Volunteers should ensure that they identify situations that may involve excess noise levels and take reasonable steps to avoid exposure. This could involve isolating themselves from that noise source or wearing appropriate ear protection.

When carrying out work activities that have the potential to result in damage to your hearing, you must use ear protection. Work activities that have the potential to result in damage to any person's hearing should not be carried out without those people wearing ear protection.

Personal protective equipment (PPE)

PPE is issued to prevent injury, illness or disease. All volunteers must wear PPE specific to activities undertaken and as directed. Conducting a risk assessment will assist in determining required PPE.

Volunteers will be provided with any PPE that is necessary for work activities they will undertake. Please discuss your requirements with your Supervising Council Officer.

Pesticides & Herbicides

Specialised training is required for those using chemicals such as herbicides and pesticides. Prescribed amounts have been allocated for workers who have not undertaken the Chemical Application Course. These amounts are for use of pesticide/herbicide that are undiluted at 5 litres or 20 litres of ready to use product per day checked by the site supervisor or by a person qualified by a chemical application course.

Plant and equipment

Only persons who hold a High-Risk Work Licence or a relevant/current certificate of competency are permitted to operate any fixed/mobile

plant, forklifts or equipment. Before using any equipment, you must be inducted into its use and sign off on the relevant Safe Work Instruction.

Prior to operating any equipment, it is important to conduct a pre-operation check to ensure the equipment is in working condition and safe to use. Documented pre-operation checks are required before using any mobile plant. If equipment is damaged, your Supervising Council Officer should be notified immediately so appropriate repairs can be made. Do not use damaged plant/equipment. You should not attempt to fix plant/equipment yourself.

Sharps

Sharps waste is a form of biomedical waste composed of used "sharps", which includes any device or object used to puncture or lacerate the skin such as broken glass or blades. Sharps waste is classified as biohazardous waste and must be carefully handled and placed in a SHARP container.

If you find a needle or syringe (also called a sharp) in the course of volunteering please do not touch it or attempt to pick it up. Please contact your Supervising Council Officer who will call the NSW Needle Collection Hotline on 1800 633 353.

Signage

All workers including volunteers, contractors and visitors must comply with the requirements of any safety signs on a worksite. Damage to any safety sign is to be reported without delay to your Supervising Council Officer. Temporary signage should be displayed to warn the public of work activities occurring at a workplace.

Smoking

Smoking and vaping is prohibited in Council's offices and public buildings and within 10 metres of pedestrian entries and exits, Council vehicles and plant, other designated and/or sign posted areas.

Sun protection

When working outdoors you are required to wear a broad brim hat, protective clothing, sunglasses that comply with AS 1067-1 and a minimum 50+ SPF sunscreen. Seek shade where possible, avoid working in the hottest part of the day and keep hydrated.

Workplace inspections

Inspections of volunteer workplaces are undertaken regularly by Council. Volunteers may be asked to participate in these inspections to support Council management and any relevant independent representatives that may be attending the inspection. It is important that if given an opportunity to participate that you provide positive input to the inspection. This allows for any workplace safety issues to be resolved.



Hazard and risk *management*



Definitions

Hazard

A situation that has the potential to cause harm to a person, the environment and or damage property.

Risk

Is the probability (likelihood) of harm or damage occurring from exposure to a hazard and the likely consequences of that harm or damage eg. fatality, injury or illness might occur when exposed to a hazard.

Incident

Any occurrence that has resulted in or nearly resulted in, an adverse consequence to people, the environment, property or a combination of these.



 Alan & Bernice – Parkcare Volunteers



The Hazard Identification and Risk Assessment Process involves the systematic application of four basic steps that are used to eliminate risks so far as is reasonably practicable, or if that is not possible, minimise risks so far as is reasonably practicable.

Risk control

Where hazards have been identified, the next step is to determine the most appropriate control for the risk. Control measures should consider both immediate and long-term control.

In implementing controls, you must always aim to eliminate the risk, which is the most effective control. If this is not reasonably practicable, you must minimise the risk by working through other alternatives.

For example, controlling the risk of using a noisy piece of equipment:

- Can the hazard be eliminated; do we really have to use this noisy machine?
- Can the hazard be substituted for a quieter piece of equipment?
- Can we apply engineering controls such as build a sound-proof booth around this noisy machine?
- Can we apply administrative controls such as rotating workers, following procedures, training and working for short periods of time near the noisy plant?
- Can we supply personal protective equipment such as ear muffs?

What if a safety incident happens?

You must report all incidents, injuries, near misses or hazards that you witness or identify immediately to your Supervising Council Officer. Your Supervising Council Officer will then record all details in Councils WHS Incident Management Reporting System.

If your Supervising Council Officer is not available, please contact the Injury and Incident Hotline on 4429 3542, available 24 hours a day.

Alternatively, to report the incident, scan the QR code and follow the prompts.

Anyone who identifies a potential danger or hazard at the work site should take action to either correct the situation if it can be done safely or promptly alert nearby individuals about the potential risk. If safety allows, you may also want to consider marking or isolating the hazard.



Contact *information*

In case of emergency contact
EMERGENCY SERVICES on 000





1300 293 111



(02) 4422 1816



(02) 4422 1816



PO Box Nowra
NSW 2541



Northern

36 Bridge Rd,
Nowra NSW 2541



Basin

3 Erina Rd
Woollamia NSW 2540



Southern

14 Deering St
Ulladulla NSW 2539



Southern

14 Deering St
Ulladulla NSW 2539



council@shoalhaven.nsw.gov.au



WHS Team
4429 3556



Human Resources
4429 3204

Local services



Hospitals

Shoalhaven District Memorial Hospital - 4423 9500
Milton Ulladulla Hospital - 4454 9100



NSW Fire & Rescue

Nowra Fire Station - 4478 4905
Ulladulla Fire Station - 4478 4977

Rural Fire Service (RFS) – Bush fire information line
1800 679 737



Environmental Protection Agency

EPA NSW - 131 555



Police

Nowra Police Station 4421 9699
Bay and Basin Police Station - 4442 1899
Not open 24hrs
Ulladulla Police Station - 445408599
Not open 24hrs



State Emergency Service (SES)

132 500



Poison Information Centre

NSW Open 24hrs - 131 126



Safework NSW

131 050



Electricity

Endeavour Energy - 131 003



Gas

Jemena Energy - 131 909

Appendix A

If you are unable to complete the online induction please detach this page and return to your Supervising Council Officer. You will be required to complete a quiz which your Supervising Council Officer will provide.

Supervising Council Officer's Name

PO Box 42

Nowra NSW 2541

Level 5: Volunteers, contractors and others			
Authority	Responsibility	Accountability	Examples of Evidence
Cease work if health and safety of persons or property is at immediate risk and consult.	Take reasonable care for his or her own health and safety; and take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons;	Comply with all safety procedures, rules and standards and follow reasonable directions.	Demonstrated adherence to WHS Policy and SWI'S/SWMS

Health, Safety and Standards of Behaviour Acknowledgement

The above Health and Safety Statement (Authority Responsibility Accountability Level 5) has been discussed and I understand what is expected of me. I acknowledge that I have received a copy of Council's Volunteer Safety & Information Handbook, and Code of Conduct, and any further relevant documents specific to the area in which I am volunteering. I acknowledge that any keys, passes, paperwork, equipment or other item of Council property must be returned to Council should I cease to provide volunteer services for any reason.

Signature of Volunteer: Date:

Name of Supervising Council Officer:

Signature of Supervising Council Officer:

Date:



Address all correspondence to:
The Chief Executive Officer
PO Box 42, Nowra NSW 2541
shoalhaven.nsw.gov.au/contact
1300 293 111

shoalhaven.nsw.gov.au    