



Volunteer Policies and Procedures

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VOLUNTEERS

Criteria for being a Volunteer

People wishing to become volunteers for Karting (New South Wales) Inc. need to meet the following criteria:

- Experience and competent skills relevant to their chosen task
- Availability suited to chosen tasks
- Ability to conduct themselves in a professional manner
- Reliable and consistent in their approach
- Pleasant and approachable
- Good communication skills
- Ability to work well with others / good team player
- Maintain a satisfactory Police Record (if applicable to the task)
- Be in a fit and healthy state to work
- Ability to drive safely if required for duties involving driving
- Shall not work (paid or unpaid) with a “like organisation” where there may be a potential conflict of interest, which may harm KNSW business activities.

Volunteer Roles & Responsibilities

As a volunteer you will:

- Always satisfy the relevant criteria as stated above, and notify the Volunteer Coordinator of any change in circumstance that may mean you can no longer satisfy the criteria
- Be competent in performing the tasks required
- Be reliable and consistent in your approach to tasks
- Respect confidentiality
- Be sufficiently aware of client needs to be able to manage the interaction with clients appropriately
- Undertake training as requested
- Be familiar with and committed to the services provided by KARTING (NEW SOUTH WALES) INC.
- Be familiar with and adhere to relevant KARTING (NEW SOUTH WALES) INC. policies, procedures, and codes of conduct (these may be altered or added to from time to time)

- Not use your position with KARTING (NEW SOUTH WALES) INC. for personal profit or gain
- Be non-judgemental and non-discriminatory in your contact with other people
- Need to give feedback and information to staff, supervisors and managers as appropriate, and ask for support when you need it
- Value and support other team members
- Carry out the work you have agreed to do responsibly and ethically, and be accountable

Volunteer Rights

As a volunteer you have the right to:

- Information about the organisation for which you are volunteering
- Know to whom you are accountable
- Be recognised as a valued team member
- Be supported and supervised in your role
- A healthy and safe working environment
- Be covered by insurance
- Say “no” if you feel you are being exploited
- Be informed and consulted on matters which directly and indirectly affect you and your work
- Orientation and training
- To regularly receive constructive feedback
- To know who to turn to with problems or difficulties
- Be made aware of relevant KARTING (NEW SOUTH WALES) INC. Policies and Procedures. Give written consent for any information, photos, or videos material to be released to any parties

PERSONAL CONDUCT AND PROFESSIONAL RESPONSIBILITIES

Personal Conduct

- Volunteers must always be in a fit state to work
- Clients must not be solicited by volunteers for any private practice
- Exploitation of clients for personal or financial benefits is not acceptable; if in doubt, volunteers should discuss the matter with the Volunteer Coordinator.

- Volunteers of KARTING (NEW SOUTH WALES) INC. must not make public statements unless authorised by KNSW.

Confidentiality

As a volunteer, you may hear or come across confidential information regarding business activities and/or clients and staff members, and it is important that confidential information remains so. Confidential business information is generally information that relates to strategic and financial business activities, and legal matters. Confidential personal information may also relate to finance and legal matters, as well as health, sexuality, family and personal issues, etc.

Be conscious of sensitive information and personal conversations, and respect confidentiality.

KARTING (NEW SOUTH WALES) INC. POLICIES AND PROCEDURES

As a volunteer you are bound by the same policies and procedures as KARTING (NEW SOUTH WALES) INC. staff. Please read a summary of the relevant guidelines below. If you have questions about any of the policies or procedures, please contact the KNSW.

Non-Discriminatory

KARTING (NEW SOUTH WALES) INC. is committed to ensuring its practices and services are non-discriminatory and adhere to the necessary requirements of relevant external legislation such as anti-discrimination and equal opportunities. If any volunteer feels discrimination is or has taken place, they should discuss their concerns with the State Secretary KNSW.

Harassment / Bullying

KARTING (NEW SOUTH WALES) INC. adheres to all necessary requirements of relevant external harassment / bullying legislation. Any form of harassment of any person is unacceptable behaviour within the organisation. Any volunteer who feels they are being harassed or bullied should discuss their concerns with State Secretary KNSW.

Any allegations of harassment will be promptly and thoroughly investigated with appropriate action taken.

Privacy Principles and Access to Personal Information

KARTING (NEW SOUTH WALES) INC.

- Recognises and respects each person's right to privacy, dignity and confidentiality
- Adheres to all necessary requirements of relevant external privacy legislation

- Only collects information that is directly relevant to effective service delivery
- Ensures individuals are fully informed about the reason for the information collection
- Ensures written and spoken information is protected from unauthorised access and use
- Acknowledges that clients and volunteers may request access to their file information

Grievance Procedure / Formal / Informal Complaints

Where a grievance exists, the person is encouraged to firstly address and resolve this directly with the other people concerned. If this is not successful or appropriate, the person is encouraged to discuss the grievance with State Secretary KNSW who will then attempt to resolve it.

Fit for Work / Drugs / Alcohol Policy

Volunteers must always be fit for work (i.e.. relating to their personal state) that ensures work tasks can be performed at the required level of expertise. A person's personal state also refers to illness, tiredness, emotional state and/or the effects of medication, alcohol, drugs, and/or other substances.

Official Statements and Crisis Management

Effective and appropriate communication with the media plays a vital role in ensuring KARTING (NEW SOUTH WALES) INC. continues to enjoy its positive reputation as a credible and respected service organisation, worthy of public support.

Any media statement and/or communication concerning an operational, promotional or public relations matter shall only be made with the approval of KNSW State Secretary.

Dress Code

All volunteers are encouraged to dress appropriately. This relates to safety standards for Work Health and Safety (e.g. stable footwear), and professional presentation.

Working with Children

KARTING (NEW SOUTH WALES) INC. enjoys the privilege of public trust in our work providing services to our clients. A Working with Children Check is a requirement for people who work or volunteer in child-related work. It involves a national criminal history check and a review of findings of workplace misconduct.

Work Health and Safety

All volunteers shall report any Work Health and Safety concerns or issues to the relevant manager / supervisor, or Volunteer Coordinator.

KARTING (NEW SOUTH WALES) INC.is committed to:

- Recognising its responsibilities under the Work Health & Safety Act 2011, and other relevant regulations and codes of practice.
- Providing a safe and healthy environment and systems of work
- Providing written procedures and instructions to ensure safe systems of work and pro-active hazard management
- Providing information, training and supervision to clients, volunteers, contractors, customers and volunteers so that they can play an active role in Work Health and Safety
- Effectively monitoring and supervising all staff and volunteers to ensure they follow all Work Health and Safety policies, procedures and work instructions

Incident and Injury Reporting

Any person on KARTING (NEW SOUTH WALES) INC. sites or while performing KARTING (NEW SOUTH WALES) INC. duties off site involved in an incident, significant near miss, or suffers an injury, they must complete an Incident / Injury Report.