

# Community Transport:

Wollongong - Shellharbour

## Volunteer Agreement

Thank you for agreeing to be a volunteer with Community Transport: Wollongong – Shellharbour, volunteers have an important role in our service. This volunteer agreement has been developed to ensure you fully understand your role, rights and responsibilities and to ensure our service users are provided with the best possible service.

This agreement is made between:  
Community Transport: Wollongong - Shellharbour and

.....  
(Name of volunteer)

Volunteering in the position

Of .....

With the following terms and conditions:

**Service** - The satisfactory completion of a three month probationary period and ongoing compliance with funding and organisational requirements. This agreement may be terminated by either party.

**Duties** - As a volunteer I will;

- Carry out the duties as outlined in my Job Description. I understand a review of my volunteer performance will be conducted as required.
- Inform the organisation of any absences from my volunteer work for example, sick leave or holiday leave as soon as possible.
- Not normally be expected to work public holidays.
- If participating in Centrelink approved voluntary work fulfil activity test requirements.

**Reimbursement** - As a volunteer I will;

- Be reimbursed for approved out-of-pocket expenses incurred during the course of my duties as per service policy.
- I will provide receipts and attach them to my reimbursement.

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**Insurance** - Council maintains a policy of personal accident insurance which provides limited personal injury coverage for persons who are authorised by or on behalf of Council to undertake voluntary activities.

As a volunteer I understand;

- The Service's Insurance Policy does not replace my comprehensive motor vehicle insurance on my vehicle.
- Insurance only covers me while I am working within agreed and documented times.
- Travel must be undertaken by the most direct route.

**Code of Conduct** - As a volunteer I will follow the organisation's Code of Conduct.

**Privacy and Confidentiality** - As a volunteer I understand;

In the course of my involvement with Community Transport: Wollongong – Shellharbour I will come in contact with information which must be kept confidential at all times.

Confidentiality refers to the protection of personal information concerning the service users and their family which is disclosed in the course of working as a volunteer for Community Transport: Wollongong – Shellharbour. It is also the protection of personal information relating to any volunteer, carer, staff member or anyone else that delivers a service on behalf of Community Transport: Wollongong – Shellharbour.

If as a volunteer I require further information regarding any aspect of a person in care, I will seek this from the Coordinator or relevant team member not from other sources.

Any breach of confidentiality or privacy, may result in disciplinary action and/or dismissal in line with Policies and Procedures.

**Policy & Procedures** - As a volunteer I will;

- Act in accordance with the organisations Policies and Procedures, including confidentiality and privacy. I understand failure to do so may result in the termination of my agreement.

**Training** - It is a requirement of Community Transport: Wollongong – Shellharbour that all volunteers undertake compulsory training. This training is to ensure that volunteers have the skills necessary to deliver services to our service users.

Community Transport: Wollongong – Shellharbour acknowledges that due to circumstance volunteers may not be able to attend all trainings however, the Service will ensure this information is provided via other means.

As a volunteer I agree to;

- Take all care whilst assisting with service users.
- Ensure confidentiality and privacy at all times.
- Not give out or receive phone numbers of service users.

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- A police check being conducted.
- Undertaking a Health Assessment.
- Driver Licence Check, if applicable.
- A Working with Children Check, if applicable.
- Abide by the Policies and Procedures of the Service and any training/orientation I may receive.

**Grievances and Disputes** - I understand Grievances and Disputes can be made according to the organisation's Dispute and Grievance Procedure.

**Work Health and Safety** - I understand under the Work Health and Safety Act 2011, I am expected to follow reasonable directions provided by the organisation in relation to safety practices and procedures. Under the Act, it is expected I will take reasonable responsibility for my own health and safety as well as the health and safety of others.

Volunteer Signature: ..... Date: .....

Supervisor Signature: ..... Date: .....

**Photo Consent** – Community Transport: Wollongong – Shellharbour may use your image for promotional purposes.

Any images produced will become the property of Community Transport: Wollongong – Shellharbour for our sole and ongoing use.

During your involvement with the project you may be filmed or photographed by representatives acting on behalf of Community Transport: Wollongong – Shellharbour.

We would appreciate your consent for your image being used for promotional purposes including posting on our web page. If at any time you wish to withdraw your permission please contact the office.

I ....., **consent / do not consent** to being filmed and photographed during my involvement with the Community Transport: Wollongong – Shellharbour project. I understand that my image or photograph may be used for ongoing publicity purposes by Community Transport: Wollongong – Shellharbour and consent to this practise including posting on the web page.

Volunteer Signature: ..... Date: .....

Coordinator: ..... Date: .....

