

Volunteer Charter

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Volunteering

Bicycle NSW is a member-funded and -owned, not-for-profit peak community organisation established in 1976 as the Bicycle Institute of NSW, changing to its present name in 1994.

Bicycle NSW Purpose

Whether you ride for fun, fitness, or transport and want better conditions for cyclists, it makes sense to be a member of the peak community cycling organisation in New South Wales.

The events planned and carefully organised by Bicycle NSW are just one of the ways we reach our objective.

Why do we need volunteers?

As a community based not for profit organisation, Bicycle NSW would not be able to run its events without our volunteer program. The time and resources given up by our team of dedicated volunteers ensures that our cycling events are a success every year.

Your labour, intelligence and planning before, during and after the rides are critical to the continuing success. By volunteers selflessly giving their time to our events means that we can keep costs down, and therefore make cycling events accessible to all in communities and the state.

Of course, the benefits are not just entirely for Bicycle NSW and the cycling community - volunteering is a terrific way to meet a variety of people from all walks of life. You will have fun while at the same time you are giving back to the community and doing something valuable and meaningful for the benefit of others. Many of our volunteers have been able to develop useful work-related skills, by furthering their training from Universities, Colleges and TAFEs, and used volunteering as practical experience in furthering their careers.

Introduction

The Volunteer charter states behavioural principles, expectations and ideals. It reflects how we respect and treat each other as volunteers. It incorporates principles and a fair go for all so that we all know what is expected of volunteers. The charter is intended to motivate and state values to which all volunteers can aspire. It is to provide overall guidance and direction to volunteers involved with Bicycle NSW.

Definition of a volunteer

A volunteer is a person who without compensation or expectation of compensation beyond reimbursement of expenses incurred in the course of their volunteer duties performs a task at the direction of and on behalf of Bicycle NSW. A volunteer must be officially accepted and registered by Bicycle NSW prior to performance of the task.



A volunteer may at any time, decide to sever their relationship with Bicycle NSW. Notice of such a decision should be discussed as soon as possible with the volunteers' coordinator.

Volunteers Rights and Responsibilities

Volunteers are viewed as a valuable resource to Bicycle NSW. Volunteers shall be given genuine assignments, the right to be treated as equal co-workers, the right to effective supervision, the right to full involvement and participation, and the right to receive recognition for work completed. Volunteers are in turn expected to perform their duties to the best of their abilities within their capabilities and to comply with the values, goals and procedures of Bicycle NSW. Volunteers will not be used to displace any paid employees from their position.

Maintenance of Records

A system of records will be maintained on each volunteer, including contact details, dates of service, positions held, duties performed, evaluation of work, up to date photo, and rewards received. Volunteers and Bicycle NSW staff shall be responsible for submitting all appropriate records and information to the volunteer coordination department in an accurate and professional manner. Volunteers' personal records shall be treated with the same confidentiality as staff personnel records.

Conflict of Interest

Anyone who has a conflict of interest with any activity, programme or project organised by Bicycle NSW, whether personal, philosophical, or financial is precluded from service as a volunteer in such activity.

Confidentiality

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed whilst serving as a volunteer, whether this information involves a single member of staff, volunteer, client, or other person, or involves the overall business of the organisation. Failure to maintain confidentiality will result in termination of the volunteer's relationship with Bicycle NSW and other corrective action may be taken.

Work Site

An appropriate work site shall be established prior to the commencement of the event for volunteers. The work site shall contain necessary facilities, equipment, resources and spaces to enable the volunteer to effectively, comfortably and safely perform their duties.

Job Descriptions

Volunteers are entitled to a clear, complete, and current description of the duties and responsibilities of the job that they are expected to fulfil. Prior to any volunteer assignment or recruitment effort, a job description must be developed for each volunteer post. This will be given to each accepted volunteer and used as a basis for management and evaluation efforts.

Recruitment

Bicycle NSW shall recruit volunteers on a pro-active basis. Volunteers shall be recruited without discrimination towards gender, handicap, age, race, sexual orientation or other condition. The sole



qualification for volunteer recruitment shall be the suitability to perform a task on behalf of Bicycle NSW. Volunteers may be recruited either through an interest in specific functions or through a general interest in volunteering which will later be matched with a specific function. No final acceptance of a volunteer shall take place without a specific written volunteer job description and confirmation letter for that volunteer.

Recruitment of Minors

Any people under the age of 16 are unable to volunteer for any event that is conducted by Bicycle NSW. Volunteers between the age of 16 and 18 must have the written consent of a parent or guardian prior to volunteering. The volunteering services assigned to a minor of this age group will be performed in a non-hazardous environment and will comply with all appropriate requirements of child labour laws.

Placement

In placing a volunteer in a position, attention shall be paid to the interests and capabilities of the volunteer and to the requirements of the volunteer position. No placement shall be made unless the requirements of both the volunteer and the supervising staff can be met, no volunteer should be assigned to an unsuitable position and no position should be given to an unqualified or uninterested volunteer.

Acceptance and Appointment

Service as a volunteer with Bicycle NSW shall begin with an official letter of acceptance or appointment to a volunteer position. An authorised representative of Bicycle NSW, who will be the volunteer coordinator, may only give notice. No volunteer shall begin volunteering until they have been officially accepted for the position and have completed all necessary screening, paperwork and training. At the time of final acceptance, each volunteer shall complete all necessary enrolment paperwork and shall receive a copy of their job description and agreement of service with Bicycle NSW.

Professional Services

Volunteers shall not perform professional services for which certification or a licence is required unless currently certified or licensed to do so. The volunteer coordinator will need a copy of any such certificate or licence before such services can be performed, such as a Working With Children Check certificate.

Working with Children Check

Under the commission for *Children and Young People Act 1998* prohibited persons are prevented from working in child-related employment. People who have committed serious sex offences against children or adults, or serious physical assault, kidnap or murder offences against children are prohibited persons. Bicycle NSW will under no conditions allow any prohibited person to work within our organisation or on our events.

The Working with Children Background Check

The working with children background check involves, checking relevant records of people who are being recruited to child-related employment to consider whether they indicate any risk to children.



Length of Service

All volunteer positions shall have a set duration, with an option for renewal at the discretion of both parties. All volunteer assignments shall end at the conclusion of the event, without expectation of re-assignment of that position reoccurring.

Volunteer Training and Development

Orientation

All volunteers will receive and are expected to attend a briefing on the nature and purpose of Bicycle NSW and a specific orientation on the purposes and requirements of the position that they are accepting.

Training

Volunteers will receive specific training if deemed necessary to provide them with the information and skills needed to perform their volunteer duties.

Staff and Volunteer Involvement in Orientation and Training

Staff members with responsibility for delivery of services should have an active role in the design and delivery of both briefing and training of volunteers.

Volunteer Supervision and Evaluation

Requirement of a Supervisor

Each volunteer who is accepted to work with Bicycle NSW must have a clearly identified supervisor who is responsible for direct management of that volunteer. This supervisor shall be responsible for management and guidance of the volunteer, and shall be available to the volunteer for consultation and assistance.

Absenteeism

Volunteers are expected to perform their duties on a regular, scheduled and punctual basis. When expecting to be absent from a scheduled duty, volunteers should inform their staff supervisor as far in advance as possible so that alternative arrangements may be made. Continual absenteeism will result in a review of the volunteer's work assignment and term of service. Volunteers may be encouraged to find a substitute for any future absences, which could be filled by another volunteer. Such substitution should only be taken following consultation with the volunteer coordinator as far in advance as possible so that arrangements can be made.

Dismissal of a Volunteer

Volunteers who do not abide by the rules and procedures of Bicycle NSW or who fail to satisfactorily perform their volunteer assignment will be subject to dismissal. A volunteer whose services have been terminated due to unacceptable actions and/or behaviour will be escorted from the site/premises immediately. They may be given the opportunity to discuss the reasons

for dismissal with the Bicycle NSW volunteer coordinator and relevant parties after the initial incident/s.

Reasons for Dismissal

Possible grounds for dismissal may include, but are not limited to, the following: gross misconduct or insubordination; Being under the influence of alcohol or drugs; theft of property or misuse of Bicycle NSW equipment or materials; abuse of any kind or mistreatment of clients or co-workers; failure to abide by the Bicycle NSW's policies and procedures; failure to meet physical or mental standards of performance; and failure to satisfactorily perform assigned duties.

Concerns and Grievances

Decisions involving corrective action of a volunteer may be reviewed for appropriateness. If corrective action is taken, the affected volunteer shall be informed of the procedures for expressing their concerns and grievance.

Notice of Departure or Re-assignment of a Volunteer

In the event that a volunteer departs from the group or organisation, whether voluntarily or involuntarily, or is re-assigned to a new position, it shall be the responsibility of the volunteer coordinator to inform those affected staff and clients that the volunteer is no longer assigned to work with them. In cases of dismissal for good reason, this notification should be given in writing and should clearly indicate that any further contact with the volunteer must be outside the scope of any relationship with Bicycle NSW and associated parties.

Resignation

Volunteers may resign from their volunteer service with Bicycle NSW at any time. It is requested that volunteers who intend to resign provide advance notice of their departure to the volunteer coordinator.

Emergency

Emergency vehicles must have clear access AT ALL TIMES. If you note a safety infringement, accidents or injuries please contact your team leader, volunteer coordinator, a present First Aid officer or in an emergency please contact 000.

Alcohol and Drugs

All Alcohol and recreational and illicit drugs are strictly prohibited from the event site and Bicycle NSW premises. Anyone found with these items whether in use or not will be reported to the police and escorted off the premises or event immediately.

Negligent Behaviour

Under no circumstances will negligent behaviour be tolerated towards attendees, general public participants, vendors, contractors, event crew and event site, such as sexual harassment. Any negligent behaviour will be reported and appropriate action taken.



Sexual Harassment

Sexual Harassment is behaviour of a sexual or coercive nature directed at another person who does not welcome it. This behaviour is directed at any person or group by another person or group and may be intentional or unintentional.

Sexual harassment is the way in which behaviour is perceived by another person/s, and may or may not be the original intention of the person engaging in the behaviour. Sexual harassment may include:

- Sexual jokes, offensive phone calls or emails
- Displays of pornographic material or objects including; screen savers, web sites and computer programs
- Sexual propositions or persistent requests for dates
- Patting, pinching or touching in a sexual way. Unnecessary and unwanted physical contact such as deliberately brushing against a person or putting an arm around a person's body
- Remarks about a person's sex and/or private life
- Inappropriate comments about a person's appearance or body
- Leering, wolf whistles, catcalls, obscene gestures
- Indecent exposure
- Sexual assault and rape, both of which are criminal offences. The person experiencing such offences will be strongly encouraged and supported to contact the police.
- Unwelcome use of terms of endearment such as 'love', 'honey', 'dear', etc.
- Any activity or behaviour a person considers sexually inappropriate or unwelcome
- Any behaviour of a sexual nature which, even though the perpetrator does not feel it to be inappropriate or unwelcome, is considered to be inappropriate or unwelcome by any other person

Volunteer Support and Recognition

Insurance

Liability and accident insurance is provided for all volunteers engaged in the work for Bicycle NSW. Volunteers are encouraged to consult with their own insurance companies regarding the extension of their personal insurance to include community volunteer work.

Recognition

An annual volunteer thank you event will be held to highlight and reward the volunteers of Bicycle NSW. Volunteers will be consulted and involved in order to develop an appropriate format for the event.

A percentage of information contained in this charter was obtained from:
www.volunteercentre.bhcci.org,
<http://www.kids.nsw.gov.au/director/check/employerguidelines/forms.cfm>,
<http://www.itshare.org.au/documents/itshareMiscRegulationsAndPolicies.pdf>

Written and reviewed by Tony Henderson, Bicycle NSW.

