



**State Archives
& Records**

Operational Policy

Engaging and Managing Volunteers

Version: 0.1

Date: 17 September 2019

Contact Details:

Name: Andrew Pickles	Position: Manager, Strategy & Governance
Phone: 02 8805 5360	Email: Andrew.pickles@records.nsw.gov.au

Document control

Author/Owner:	Manager, Strategy and Governance
Date of effect:	14/12/2001
Date last modified:	17/09/2019
Date for review:	September 2021
Approval (Executive Director)	Name: Adam Lindsay Date: 19/09/2019 Signature: 

Contents

1. Summary	4
2. Introduction	4
3. Application	4
4. Policy Statement.....	4
5. Practices.....	4
5.1 Work Performed by Volunteers and Work performed by Paid Staff	4
5.2 Selection and Recruitment of Volunteers	4
5.3 Working Conditions.....	5
5.4 Ownership of Volunteers Work.....	6
5.5 Recognition of Volunteers Work.....	6
5.6 Termination of Volunteers	6
6. Accountabilities	6
7. Review.....	6
8. Contacts.....	6

1. Summary

This policy is to establish a framework for the use of volunteers to support the work of the NSW State Archives and Records Authority (SARA).

2. Introduction

SARA is responsible for developing, preserving and promoting access to the State Archives Collection that pre-dates European settlement of Australia in 1788. SARA is also responsible for managing and storing over 640 kilometres of semi-permanent Government records for NSW public sector offices.

A core function of SARA is the provision of public access to the State's archives. The SARA volunteer program is designed to enhance the provision of public access by completing tasks beyond the capacity of SARA employees and outside the scope of standard work planning.

3. Application

This policy applies to all SARA volunteers.

4. Policy Statement

In accordance with the NSW Government's Volunteering Strategy, SARA recognises that there is scope for members of the community to voluntarily support the work of SARA, thereby contributing to the achievement of SARA's Strategic Plan, and the Collection, Access & Engagement Operational Plan's objectives.

Volunteers do not replace paid employees or the work they perform. Volunteers have a unique contribution to make at SARA through their work which supports and complements the work of paid employees.

SARA recognises the commitment, contribution and importance of volunteers, and is committed to promoting opportunities for volunteering and ensuring volunteers are well managed.

5. Practices

5.1 Work Performed by Volunteers and Work performed by Paid Staff

Work performed by volunteers will not replace work performed by paid staff. All work undertaken by volunteers will complement the work of paid staff and the operations of SARA.

Work performed by volunteers will not be essential to the operation of SARA, as such work should be that of paid staff.

5.2 Selection and Recruitment of Volunteers

Selection of volunteers will be at the discretion of SARA. Volunteers should apply using the online 'Expression of Interest' form located on the SARA website. An informal interview may

also be undertaken.

Volunteers may be required to undertake a Criminal History Check prior to commencement of duties. This is subject to the nature of the volunteer project allocated.

SARA has the right to decline an application of a volunteer for any reason which is deemed to be in the best interests of SARA. A volunteer has the right to know why their application has been declined.

5.3 Working Conditions

5.3.1 Agreed working hours

Volunteering Australia currently advocates that volunteers should not undertake more than 16 hours of volunteer work per week for one organisation. Additional hours may be negotiated on an individual basis.

5.3.2 Code of Conduct

Volunteers are expected to agree to Departmental Code of Conduct which requires them to act in the interests of SARA, maintain the confidentiality of SARA and conform to SARA workplace expectations.

SARA expects volunteers will perform their duties to the best of their abilities and remain loyal to the values, goals, policies and procedures of SARA.

5.3.3 Supervision, training and accommodation

Volunteers will be supervised by a SARA employee. The scope and nature of work, necessary tasks, and expected outcomes will be discussed in detail with volunteers prior to the commencement of work.

Expectations regarding the duration of the project and work standards will also be explained. Any training that is necessary for successfully undertaking work will be provided by SARA.

SARA will supply appropriate suitable workspace, materials, and equipment.

Volunteers will undertake a Work, Health, and Safety induction which includes emergency evacuation procedures.

5.3.4 Insurance and security

Volunteers are covered for death or injury under insurance provided by SARA's TMF insurance. Both SARA and the volunteer are required to:

- Conduct regular risk assessments and perform risk management to reduce potential injuries
- Implement appropriate risk identification measurements and mitigations

A daily record of times must be kept to ensure that volunteers are covered by insurance while undertaking duties for SARA.

Lockers are available for volunteers to secure their personal items. SARA takes no responsibility for these items.

5.3.5 Grievance resolution

Any dispute or grievance involving a volunteer should be managed in accordance with Departmental Grievance Management Policy.

5.4 Ownership of Volunteers Work

Any work undertaken on behalf of SARA by a volunteer is assumed to be the property of SARA and may be used by SARA for any purpose.

5.5 Recognition of Volunteers Work

SARA may formally recognise the contribution of our volunteers as appropriate.

5.6 Termination of Volunteers

SARA has the right to terminate the service of a volunteer for any reason which is deemed to be in SARA's best interests. A volunteer has the right to know why their services are being terminated.

A volunteer may withdraw their services from SARA at any time.

6. Accountabilities

Positions with significant responsibilities are:

Position	Responsibility
Director Collections, Access & Engagement	Overall direction and policy of the program
Assistant Officer, Volunteer Program	Operation of the program
Strategy and Governance Team	Undertakes Criminal History checks on volunteers on behalf of the Assistant Officer, Volunteer Program

7. Review

Reviews will be undertaken by the Strategy and Governance Team, in conjunction with the Collections, Access and Engagement Division, every two years, and more frequently if changes in legislation, policies, or SARA Divisions require the amendment of this policy.

The next scheduled review is due in July 2021.

8. Contacts

If you require additional information please contact the Assistant Officer, Volunteer Program on (02) 9673 1788 or email volunteers@records.nsw.gov.au.

9. Appendix

- Volunteering from Home Agreement
- Healthy Workstation document