



## VOLUNTEER PROCEDURE



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## Purpose

The purpose of this procedure is to give effect to the Reef Check Australia (RCA) People Policy.

RCA wishes to adopt practices and procedures for all of its people including volunteers, that create a workplace culture that is fair, safe and achieves optimal business performance.

While RCA aims to make RCA a place for people to work, RCA also expects our people to be accountable and demonstrate appropriate behaviours and actions at all times both.

## Application

This procedure applies to all volunteer relationships between RCA and its volunteers, both trained and recreational.

This procedure does not apply to RCA contractors (including suppliers and consultants) who must be separately engaged under procurement procedures, nor to RCA employees who must be separately engaged under employment procedures.

## Roles and responsibilities

Management of Reef Check Australia (General Manager) is accountable for the development and implementation of this procedure.

All employees and volunteers must comply with this procedure where applicable to them and their work for Reef Check Australia (eg. If they are involved in the engagement or management of volunteers).

## Types of volunteers with RCA

RCA welcomes a number of different types of volunteers within our organisation. These include:

1. **Volunteers (Trained)** – This category of volunteer means a person who provides voluntary services for RCA in a defined role, but is not a paid employee of RCA. This category is effectively a voluntary worker of RCA who performs their work on our behalf under the direction of Management. Appointment as a RCA Volunteer (Trained) requires the formal authorisation of Management. An example of this category is a trained volunteer participating in RCA dive surveys.
2. **Volunteers (Recreational)** – This category of volunteer means a person who is participating in an RCA activity on a voluntary basis. This category of volunteer does not work in a defined role for RCA and is not authorised to perform work behalf of RCA. An example of this category is a member of the public voluntarily participating on an ad hoc basis in beach clean up activities.



## Appointment of volunteers

Volunteers will be encouraged and welcomed within RCA where reasonable and within the capacity of RCA to manage volunteers. Where there are competitive processes in place, all volunteer recruitment must be made on merit and based on equal opportunity principles.

Reference and background checks must be undertaken including criminal history check (where relevant for the role), working with children background check (where relevant for the role), medical fitness check (where relevant for the role), qualification / trade certificate verification (where relevant), and eligibility to work in Australia confirmation (where relevant).

Notification must be provided to all volunteers of the terms of volunteering before they commence voluntary work (eg. through the volunteering agreement and RCA volunteer handbook and the RCA Code of Conduct and WHS Management Plan). Management must ensure that the volunteers review and accept the applicable terms and conditions prior to commencing their volunteering.

Appointment as a Trained Volunteer requires formal authorisation from RCA Management to confirm the appointment. This step requires that the RCA Management has checked the requirements of the appointment and this procedure have been met and are satisfied that the person is a fit and proper person to work in a defined voluntary role with RCA and has appropriate training and competency from the operational perspective and in RCA management system requirements. Management must maintain a current register of active RCA Trained Volunteers.

## Terms and conditions of volunteering

Volunteers are not employees of RCA and therefore laws applicable to the employment relationship such as some Fair Work laws do not apply.

However volunteers are subject to many other workplace laws in the same way as all persons involved with RCA, such as those related to conduct requirements (including safety and discrimination laws covered below).

## RCA conduct requirements

It is a condition of volunteering with RCA that all volunteers become familiar with and comply with RCA conduct requirements for volunteers as updated by RCA from time to time.

Management will:

- ensure that volunteers are given access to key conduct requirements prior to commencing volunteering, and acknowledge that they have read and understood these requirements;
- inform volunteers from time to time of relevant changes;
- provide training or instruction on requirements where appropriate;

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- ensure that these requirements are included as a term and condition volunteering agreements.

The current conduct requirements for volunteers to be aware of prior to commencing volunteering are as follows:

- RCA Code of Conduct
- RCA WHS Management Plan
- RCA Volunteer Agreement

Trained volunteers must be provided with full copies of these documents for their review prior to authorisation. Recreational volunteers may be provided with a summary where appropriate for their activity and duration of engagement with RCA and directed to these documents on the RCA web site.

### **RCA business and operational requirements for Volunteers**

Management will:

- Ensure that volunteers are given access to and receive appropriate information and instruction in relation to the activities in which they are participating;
- provide training on requirements where appropriate and confirm competency.
- direct volunteers to comply with business requirements and inform volunteers from time to time of relevant changes;
- Instruct and verify understanding of the volunteers as to any RCA conditions and requirements relevant to their activities.

For example, management will ensure adequate written and demonstrated safety information and instruction is provided to volunteers before each activity commences.

For example, some current business requirements for volunteers to be made familiar with (where applicable to their volunteering) include:

- Dive Policy and Snorkel Policy
- Reef Check Methodology

### **Management of volunteers**

Volunteers will be treated fairly, where a manager is concerned with aspects of a volunteer's activities, the manager should discuss these concerns with the volunteer. Termination of the volunteer relationship will be considered as a last resort.

Management will supervise volunteers and take action in the case of conduct that does not conform to the RCA conduct requirements.

RCA all disciplinary matters will be dealt with where relevant under the RCA Code of Conduct. Serious misconduct will lead to immediate termination of the volunteering relationship.

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Volunteers who are incapable or unfit for work may be required to undergo assessment and provide information to assess whether they are able to perform the inherent requirements of volunteering.

### **Grievances and disputes**

Volunteers are free to and are encouraged to raise any grievance with management or directly with Company Secretary / Board Chair at all times. Volunteer grievances will be considered and addressed and volunteers informed of the outcome in accordance with the relevant Code of Conduct Policy or WHS Management Plan

### **Insurances applicable to volunteers**

Refer to the RCA Risk Management Procedure.

### **References**

#### **Guides**

*National Standards for Volunteer Management* ([https://www.volunteeringaustralia.org/wp-content/uploads/National-Standards-Document-FINAL\\_Web.pdf](https://www.volunteeringaustralia.org/wp-content/uploads/National-Standards-Document-FINAL_Web.pdf))