

## WHS Responsibilities, Authorities and Accountabilities Handbook Volunteers

Lake Macquarie City Council is committed to ensuring the health, safety, and wellbeing of our employees, volunteers, visitors, and contractors.

In order to achieve our goal of eliminating injuries and occupational illnesses caused by our activities; employees, volunteers, visitors and contractors have Work Health and Safety responsibilities. The Chief Executive Officer has assigned the authority to our employees to carry out the actions required to meet the responsibilities outlined in this booklet.

Responsibility, authority, and accountabilities (RAA's) for those with specific functions in roles defined to meet the requirements of the WHSMS are included in Council's, WHS Management System in **WHS Module 01 – WHS Responsibilities**.

**Volunteer** responsibilities, authorities and accountabilities, including **Volunteers** with supervisory responsibilities and **Volunteer Safety Officers**, are included in this **Volunteer RAA Booklet**.

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Definitions	
Accountability	The results of an action taken by an individual, the resulting data or measures of performance as a result of actions taken.
Authority	The authority to take action as required to meet individual responsibilities.
HINC	Hazard, Improvement, Non-Conformance leading to investigation and/or corrective action.
Responsibility	The assignment of a task to be fulfilled.
Volunteer	A 'Council Volunteer' is a person who freely enters into an agreement with Council to perform a function or service, or assist with the same on behalf of Council without financial benefit.
Volunteer Safety Officer	An existing volunteer holding an executive position on a committee or within an incorporated body in addition to their other role ensures the safety of volunteers at the facility.
Volunteer with supervisory responsibility	A volunteer that is responsible for the safety, welfare and supervision of other volunteers.
WHS	Work Health and Safety
WHSMS	Work Health and Safety Management System
Worker	Employees, contractors, visitors, and volunteers. Section 7 of WHS Act 2011 provides a complete definition of the term worker.

<b>Volunteers (includes Volunteers with Supervisory responsibilities and Volunteer Safety Officers)</b>			
<b>#</b>	<b>Responsibilities</b>	<b>Authorities</b>	<b>Accountability</b>
1	Provide Council with registration details to ensure that volunteers are provided with the necessary information, training and supervision.	To complete relevant registration forms.	Volunteer Registration Form is completed.
2	Complying with the requirements of the LMCC WHS Policy and WHSMS. Volunteers must take care of their own health and safety and take reasonable care that their actions do not adversely affect the health and safety of others.	To follow the requirements of the WHS Policy, WHSMS, or any reasonable direction made by a Supervisor in order to ensure their own health and safety and that of others in the workplace.	Follows WHS directions and undertakes tasks in accordance with the WHSMS and other documented systems of work.  Participates in WHS consultation processes.
3	Participate and successfully undertake all required WHS inductions and training in order to conduct work activities in a safe and effective manner.	To attend and participate in training as directed.	Successful completion of training needs.  Induction records are completed.
4	Fulfilling the responsibilities assigned to a "Worker" within the WHS Act 2011 and WHS Regulation 2017.	To take all necessary actions within the resources available to comply with WHS legislation.	Meets legislative requirements and participates in WHS audits.
5	Comply with reasonable instructions and cooperate with any reasonable policy or procedure relating to health and safety at the workplace.	To act in accordance with Council's WHS policy, procedures and instructions relating to health and safety at the workplace.	Complies with Council's policies, procedures, instructions, relating to health and safety at the workplace.
6	Reporting accidents, incidents, injuries to Supervisor / relevant Council Officer.	To report accidents, incidents, injuries.	Reports accidents, incidents, injuries.

<b>Volunteers with Supervisory Responsibilities</b>			
<b>#</b>	<b>Responsibilities</b>	<b>Authorities</b>	<b>Accountability</b>
1	Reporting accidents, incidents, injuries to designated Council Officer.	To report accidents, incidents, injuries.	Reports accidents, incidents, injuries.
2	Generating records to support the management of WHS at Council.	Generate records as required by the WHSMS.	Completes required WHS forms and permits.
3	Communication, consultation and coordination regarding issues that affect workplace safety.	To undertake all actions to ensure the effective identification, elimination, or if elimination is not possible, minimisation of workplace hazards, as far as reasonably possible.	Volunteers are consulted in the development and implementation of risk controls.  Team meeting records are maintained.
4	Taking all practical measures to ensure volunteers comply with reasonable instructions and cooperate with any reasonable policy or procedure relating to health and safety at the workplace.	To take all necessary actions within the resources available to comply with reasonable instructions and cooperate with any reasonable policy or procedure relating to health and safety at the workplace.	Supervise, consult with and direct volunteers to ensure compliance.

<b>Volunteers with Supervisory Responsibilities</b>			
<b>#</b>	<b>Responsibilities</b>	<b>Authorities</b>	<b>Accountability</b>
5	Providing adequate supervision of volunteers and ensuring volunteers have the necessary information, instruction and skills to undertake their duties safely.	To direct and supervise the work activities of volunteers under their control.	Supervises volunteers in the safe conduct of work activities.
6	Ensuring workplace hazards are identified and workplace risks are eliminated and where elimination is not possible, risks are minimised as far as possible, and safe systems of work are communicated to workers.	To undertake all action to ensure the effective identification and control of workplace hazards, within the resources that are available. To conduct risk management activities within the areas of responsibility.	Staff are consulted in the development and implementation of risk controls.  Records are maintained.
7	Participating in the investigation of incidents and contributing to the development of corrective actions.	To cooperate with any relevant incident investigation.	Participate in incident investigations.
8	Implementing corrective actions and reviewing their effectiveness.	To implement corrective actions within the resources available, and to seek additional resources if required.	Corrective actions are implemented and reviewed in accordance with WHSMS requirements.
9	Conduct volunteer site inductions.	To ensure site inductions are conducted to specified standards.	Volunteers under their supervision are inducted and induction records are created.
10	Contributing to the effective control of emergency situations.	To undertake the relevant tasks as defined in the emergency response procedures.	Participates in emergency response procedures where required.
11	Ensure all volunteers successfully complete relevant inductions and records of attendance and assessment are maintained.	To deliver volunteer induction training to all volunteers in the area of control.	Induction records are completed. Individual training needs are identified.
12	Deliver WHS training to volunteers, as relevant to the work being undertaken.	To deliver WHS training and assessment processes, within the scope of their role.	Personnel are provided the required training and are assessed accordingly.

Volunteer Safety Officers			
#	Responsibilities	Authorities	Accountability
1	Attend biannual information sessions conducted by Council, where they will be provided with all relevant information and training relating to WHS.	To consult and contribute to decisions effecting WHS.	Attendance at biannual information sessions.
2	Coordinate the induction of volunteers undertaking any work on behalf of Council to the facility according to the manual and information provided at Council Information Sessions.	To coordinate volunteer induction training for all volunteers in their area of control.	Volunteers working at the facility have undertaken the appropriate inductions.
3	Provide training in any relevant processes relating to the work, including manual handling techniques as outlined in the manual and information provided at Council Information Sessions.	To deliver WHS training and assessment processes, within the scope of their role.	Volunteers have received training in any relevant processes relating to the work, including manual handling techniques as outlined in the manual.
4	Make sign-on sheets available at the facility for volunteers to sign as outlined in the Lake Mac Facility Manager Operating Manual.	To ensure sign on sheets are available.	Sign on sheets are available at the facility for volunteers to sign.
5	Maintain first aid kit as outlined in the manual, and make all volunteers aware of its location.	To maintain first aid kit and make all volunteers aware of its location.	First aid kits are available and all volunteers aware of its location.
6	Sporting Facilities Only – Ensure facility hirers/users understand the need to inspect playing surfaces to ensure they are safe for use prior to any activity.	Communicate to facility hirers/users the requirement to inspect playing surfaces to ensure they are safe for use prior to any activity.	Facility hirers/users conduct safety inspections for playing surfaces prior to any activity.

Version History			
Version No.	Date Changed	Modified By	Summary of Changes
1	May 2016	M Jaunalksnis	New document. Volunteers removed from Employee RAA Handbook. HSC D07909536
2	June 2020	K McIntosh	Reviewed currency of phone numbers, updated current legislation and position titles.

**Contact Numbers**

Police, fire, ambulance	0 000
Police, fire, ambulance Landline (outside of council switchboard in an emergency)	000
Police, fire, ambulance Mobile (in an emergency)	112
LMCC Customer Service Centre	02 4921 0333
LMCC Incident Hotline	02 4921 0650
SafeWork NSW	13 10 50
EPA	13 11 55
SES	13 25 00
RMS	13 22 13
Ausgrid Enquiries	13 13 65
Ausgrid Emergencies	13 13 88
Jemena	1300 137 078
Jemena Faults and Emergencies	131 909
Hunter Water Office	1300 657 657
Hunter Water Emergency Service & Faults	1300 657 000
Telstra	13 22 03
Dial Before You Dig	1100
Office of Environment and Heritage - including Pollution Line	13 15 55