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| Volunteer Management Audit |

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| **Entity:** |  |
| **Location/Site:** |  |
| **Completed by:** |  |

| **Questions** | **Yes** | **No** | **Comments/ Actions Required** |
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| Does your organization use volunteers in any capacity?  *Example - volunteer teachers/teaching assistants, parents who volunteer their time at school or church, volunteer maintenance workers/working bees or fund-raising activities.* |  |  | Please list **all** volunteer roles/activities – this list may be comprehensive. |
| Do you have a process for selecting, inducting and training new volunteer workers into your organisation? |  |  |  |
| Is the above process documented? |  |  | If Yes, please attach the process document? |
| Do you have a Volunteer Induction Pack which may include the following:   * Map of site * Emergency procedures * Site rules and requirements * First aid information * Relevant contact details * Site hazard information * Hazard and incident reporting |  |  | If Yes, please attach the induction pack? |
| Are background or skill checks conducted for volunteers where appropriate?  *Example - checking that volunteers have trade certificates, carrying out working with children checks or driver license checks?* |  |  |  |
| Is any additional training provided to volunteers?  *Example – Fire safety, Child safety, Work Health & safety.* |  |  | Please list all volunteer training provided. |
| Do volunteers sign in and out of the workplace? |  |  |  |
| Do you use volunteers for high-risk or trade work?  *Example - using ladders or electrical equipment and tools, building/handyman jobs, garden maintenance, cash handling, heavy lifting or transporting people/materials.* |  |  | Please list. |
| Are new volunteers provided with information about hazards present in the workplace, and procedures they need to follow in order to keep safe? |  |  |  |
| Is the above provided in the form of written information? These may be procedures or documents that you have also provided to paid workers.  *Example. Procedure for Manual Handling Training, Office Ergonomics Self-Assessments, Ladder Training.* |  |  | Please list and attach these documents. |
| Do volunteers have access to the organisation’s Hazard Register, if one exists? |  |  |  |
| Are volunteers shown how to report workplace hazards and safety incidents and encouraged to do so? |  |  |  |
| Do you have any records of volunteers reporting a workplace incident or hazard? |  |  |  |
| Are there areas or tasks in the workplace that are restricted to paid workers or certain types of volunteers?  *Example – cash handling, maintenance work.* |  |  | If Yes, please list these restricted areas and/or tasks. |
| If so, is the above outlined in a written document? |  |  | If Yes, please attach the document. |
| Are volunteers trained in emergency procedures?  *Example - evacuation drills, assembly meeting points, first aid.* |  |  |  |
| If you have a WHS Committee, do any volunteer representatives attend? |  |  |  |
| Do your volunteers participate in any other meetings or forums in which they have the opportunity to receive safety instruction or give feedback to the organization? |  |  |  |
| Do you have a process for monitoring, supervising or evaluating volunteers to ensure they are working safely? |  |  | If Yes, please attach the process document or outline the process. |
| If you have processes do you keep written records of when and how you have monitored and supervised volunteers?  *Example – A register of the date the volunteer was evaluated and any supporting documents.* |  |  | If Yes, please attach an example. |
| Can you think of any significant difficulties or obstacles that you would face in implementing a volunteer management system that included all the features mentioned above?  *Examples:*   * *Would you have difficulty in differentiating volunteers from parent helpers/observers/congregation members?* * *Do you have a high volume/turnover or “one-off” volunteers?* * *Does your site make it difficult for volunteers to be clearly identified or specifically selected and inducted/managed?* * *Would all volunteers be available for training at the same time?* |  |  | If Yes, please list. |

**Checklist**

Before submitting this Audit document have you attached:

* Process documents for selecting/inducting/training volunteers
* Induction pack if one is used
* Documents relating to hazards and procedures on how to stay safe
* Documents specifying work areas/tasks that are restricted to certain volunteer positions
* Process documents for monitoring, supervising or evaluating volunteers
* Any registers of training records/evaluation records

**Summary of Findings** - Please provide a one paragraph summary of your findings regarding your current Volunteer Management system and its use, including areas for improvement and major obstacles. This paragraph can then also be copied into the board report for the quarter.

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| *E.g: “Volunteers are widely used for a variety of low and high risk roles, however no formal selection procedure or safety training is provided. In implementing a formal volunteer management system, we will need to think about how we can manage working bees on the school/church/campground grounds, which currently tend to be very informal.”* |
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