

# Australia Walkabout Wildlife Park Volunteer Application

## Applicant's details...

FIRST NAME		SURNAME	
NAME you PREFER to be called by your team mates			
Home Address	Street name & number		
	Suburb		Post Code
Home phone		Mobile phone	Other phone
e-Mail		Date of birth	

## Emergency Contact details...

First contact

FIRST NAME		SURNAME	
Relationship			
Home Address	Building/Street number & name		
	Suburb		Post Code
Home phone		Mobile phone	Other phone

Second contact

FIRST NAME		SURNAME	
Relationship			
Home Address	Street name & number		
	Suburb		Post Code
Home phone		Mobile phone	Other phone

## My commitment to volunteering as a member of the Team:

After I have completed my training, if I am accepted as a Walkabout Volunteer and I wish to join the Volunteer Programme, I understand I will be required to sign an Agreement of Commitment based on the information I have provided in this application.

**How often I can be available:**

Number days per week  OR Number days per month

☒ **all the times of year/ days/ times of day I can be available:**

- |   |   |                                     |
|---|---|-------------------------------------|
| <input type="checkbox"/> During school term | <input type="checkbox"/> During school holidays |                                     |
| <input type="checkbox"/> Mondays            | <input type="checkbox"/> Tuesdays               | <input type="checkbox"/> Wednesdays |
| <input type="checkbox"/> Thursdays          | <input type="checkbox"/> Fridays                | <input type="checkbox"/> Saturdays  |
| <input type="checkbox"/> Sundays            | <input type="checkbox"/> Public holidays        |                                     |
| <input type="checkbox"/> Morning            | <input type="checkbox"/> Middle of the day      | <input type="checkbox"/> Afternoon  |
| <input type="checkbox"/> Evening            | <input type="checkbox"/> Overnight              |                                     |

☒ **all the activities I would like to be involved in:**

<input type="checkbox"/> Reception, phones, messages, administration eg placing and receiving orders, stocktaking, telling new visitors about Walkabout Park
<input type="checkbox"/> Café food preparation/service and keeping kitchen/café clean and tidy
<input type="checkbox"/> Souvenir shop service and keeping shop/fossil museum clean and tidy
<input type="checkbox"/> Animal care and conditioning – mammals
<input type="checkbox"/> Animal care and conditioning – birds
<input type="checkbox"/> Animal care and conditioning – reptiles
<input type="checkbox"/> Animal food preparation
<input type="checkbox"/> Animal enclosure care and cleaning
<input type="checkbox"/> Animal enclosure care and cleaning
<input type="checkbox"/> Conservation projects – fauna studies
<input type="checkbox"/> Conservation projects – flora studies
<input type="checkbox"/> Conservation projects – research and writing articles
<input type="checkbox"/> Visitor talks/ tours – bush tucker and bush medicine
<input type="checkbox"/> Visitor talks/ tours – environment
<input type="checkbox"/> Visitor talks/ tours – mammals
<input type="checkbox"/> Visitor talks/ tours – birds
<input type="checkbox"/> Visitor talks/ tours – reptiles
<input type="checkbox"/> Visitor talks/ tours – World of Fossils
<input type="checkbox"/> Visitor talks/ tours – indigenous history
<input type="checkbox"/> Visitor talks/ tours – storytelling under the stars
<input type="checkbox"/> Visitor talks/ tours – night time animal spotlighting
<input type="checkbox"/> Education workshops – pre-school
<input type="checkbox"/> Education workshops – school K-6
<input type="checkbox"/> Education workshops – school 7-12
<input type="checkbox"/> Education workshops – adult
<input type="checkbox"/> School/ Public holiday adventure workshops
<input type="checkbox"/> Birthday party adventure workshops
<input type="checkbox"/> Park maintenance – buildings, fixtures and fittings
<input type="checkbox"/> Park maintenance – park tracks and fences
<input type="checkbox"/> Park maintenance – park bush management
<input type="checkbox"/> General cleaning
<input type="checkbox"/> “Ernie the Emu Watch” – keeping animals from stealing visitors’ food

**The reasons I would like to become a Walkabout Park volunteer:**

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**Details of skills and knowledge to support my application:**

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**People who can be contacted to verify my previous experience and/or provide a character reference:**

Year	Company, contact name and phone number	Position

**NB Read before signing:**

I understand that a condition of becoming a volunteer member of the Walkabout Park team is that I join the Walkabout Park Volunteer Team Insurance Plan (\$10 for the first 12 months) which will afford me limited insurance while working at Walkabout Park.

I understand that if I suffer from any ailment, allergy or physical condition, it is important that I tell the Australia Walkabout Wildlife Park General Manager so that provision can be made for my welfare. I also understand that, if my medical situation changes in the future, I should immediately tell the Australia Walkabout Wildlife Park General Manager for the same reason.

I understand and accept that

- the work at Australia Walkabout Wildlife Park is physically demanding and there are risks inherent to working in the bush and with animals.
- I retain full personal responsibility for my own wellbeing.
- I have provided Australia Walkabout Wildlife Park with my Medical and Personal Declaration (Appendix 1) so that reasonable steps may be taken to provide for my welfare, but that Australia Walkabout Wildlife Park does not assume any liability whatsoever for my welfare.

I have read, understand and accept my responsibilities in accordance with the Walkabout Park Team Protocols, including and especially the Walkabout Team Protocol regarding Confidentiality (appendix 2).

**Signature of applicant** .....

**Date of application** .....

**Signature of parent** .....  
**or guardian if applicant is under age 18**

## Appendix 1 – September 2007 – Medical and Personal Declaration

[illegible]

## **THE WALKABOUT PARK TEAM PROTOCOL**

### **I N T R O D U C T I O N**

**This Protocol has been developed as a frame of reference for Walkabout Park in its interaction with its volunteers.**

**The document has three elements:-**

- ❖ Recognition of the rights and responsibilities of volunteers and Walkabout Park;
- ❖ Identification of conditions for participation in Walkabout Park activities by volunteers, and;
- ❖ A proforma for the development of Operating Guidelines for each activity.

**Where appropriate, operating guidelines will be developed for each volunteer activity in accordance with the framework provided in this protocol.**

# **C O N T E N T S**

## **SECTION A**

### **PARTNERSHIP FRAMEWORK BETWEEN WALKABOUT PARK AND VOLUNTEERS**

- 1. Preamble**
- 2. Statement of intent**
- 3. Principles for volunteer participation**
- 4. Roles and responsibilities**

## **SECTION B**

### **CONDITIONS FOR VOLUNTEER PARTICIPATION**

- 5. Legislative requirements**
  - 5.1. Occupational health and safety
  - 5.2. Privacy and personal information protection
  - 5.3. Financial policies and procedures
  - 5.4. Equal employment opportunity (EEO) and harassment
    - 5.4.1.EEO Policy
    - 5.4.2.Harassment
    - 5.4.3.Complaint process
    - 5.4.4.Informal process
    - 5.4.5.Formal complaint resolution process
  - 5.5. Recruitment processes
  - 5.6. Child protection
  - 5.7. Code of conduct
    - 5.7.1.Responsibilities of a volunteer
    - 5.7.2.Conflict of interest
    - 5.7.3.Breach of the code
  - 5.8. Insurance requirements
- 6. Walkabout Park policies that are applicable to volunteers**
  - 6.1. Designated staff
  - 6.2. Induction
  - 6.3. Dispute, complaints processes
  - 6.4. Statement of tasks
  - 6.5. Training
  - 6.6. Confidentiality
    - 6.6.1.Walkabout Park's obligations
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  - 6.7. Rewards and Recognition
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  - 6.9. Drug and Alcohol
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    - 6.10.1. Consultation
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## **SECTION A – Walkabout Park Volunteer Protocol**

### **PARTNERSHIP FRAMEWORK BETWEEN WALKABOUT PARK AND VOLUNTEERS**

#### **1. PREAMBLE**

Walkabout Park is comprised of 80 acres of Hawkesbury coastal banksia woodland (mostly open scrub and low heath), sandstone land formations with high ridges and low-lying swampy areas, cleared tracks of compacted clay or mulched paths with wood edges plus rough railway-sleeper and other wood boardwalks, steps and stairways.

It provides a natural habitat sanctuary to hundreds of species of indigenous Australian mammal, bird, reptile and frog. The habitat includes the endangered darwinia glaucophylla and the animals too include a number of endangered species such as the red-crowned toadlet and the glossy black cockatoo.

Sanctuary is provided by the fact that the 80 acres are protected by a state of the art fox-, cat- and dog-proof fence. The animals protected at Walkabout Park include hand-raised animals rescued from the pouches of females killed by cars, animals bred in zoos and animals naturally bred in the sanctuary.

Most importantly, there are fascinating ancient Aboriginal shelter and art sites at Walkabout Park.

Walkabout Park is the only place in the Sydney and Central Coast area where Aboriginal sites can be found in an old growth bush area which is also free of introduced predators. The Walkabout Park environment presents, therefore, a close approximation to the land the way it was before Europeans settled in Australia.

This combination of resources makes Walkabout Park a sought after education destination for schools, universities, TAFEs, as well as for members of the community seeking a real Aussie bush experience that is fun for all age and interest groups.

Maintaining and protecting Walkabout Park and its resources takes a tremendous amount of time and energy, making a successful volunteer programme essential for its ongoing viability.

With the aid of our volunteers, we strive to provide Sydney and the Central Coast with a place accessible to everyone where all age and interest groups can experience the bush with its animals the way it was thousands of years ago, and where the public can learn about why nature conservation is important and what each person can do about it.

**As a Walkabout Park volunteer, your input contributes directly to the protection of our animals in their natural habitat, to our indigenous heritage, and to the education of the community.**

#### **2. STATEMENT OF INTENT**

Australia Walkabout Wildlife Park's (Walkabout Park's) purpose is to provide the local community, interstate visitors and overseas tourists with the opportunity to experience the New South Wales bush the way it was before European settlement in a way that is both fun and educational.



Walkabout Park's objective is...

- to ensure the continued existence of Walkabout Park as a sanctuary for indigenous wildlife.
- to preserve Walkabout Park's natural condition along with protecting its unique and special features.
- to conserve Walkabout Park's legacy for captive and natural wildlife.
- to protect and interpret the ancient Aboriginal sites of Walkabout Park
- to provide a high quality facility that promotes the Central Coast and the Mangrove Mountain Plateau region as a tourist destination.

Walkabout Park's aim is to...

- facilitate partnerships with groups and individuals to facilitate community involvement in...
  - ◆ protecting our local animals from extinction,
  - ◆ protecting our natural bush from extinction,
  - ◆ providing natural habitat for our animals
  - ◆ protecting ancient Aboriginal sites
  - ◆ educating people on why this is important, and what they can do about it

Walkabout Park provides individuals, each with their own levels of skill and experience, with the opportunity to participate in activities which support these aims so as to promote inclusion from all sectors of the community. To this end Walkabout Park aims to...

- promote the value and recognition of volunteering to encourage increased participation by individuals in activities that benefit conservation and, ultimately, the community.
- define clear guidelines for participation by volunteers to allow individuals to have a clear understanding of the nature and commitment of their involvement in Walkabout Park activities.

### 3. PRINCIPLES FOR VOLUNTEER PARTICIPATION

The following principles provide a guide to interaction between Walkabout Park and volunteers:

- Volunteering is a **shared relationship** between Walkabout Park and the volunteer
- Volunteering will be accorded appropriate **recognition and respect** by Walkabout Park
- Volunteers will be provided with clear **guidelines and descriptions** for any activity or task
- Both Walkabout Park and the volunteers have **responsibility** to follow guidelines and protocols
- Volunteers will be provided with opportunities to have **input** into processes and guidelines that relate to their activities
- Participation should allow the volunteer to have a **sense of achievement** and satisfaction
- Each volunteer will have the opportunity for **participation** at an appropriate level in Walkabout Park activities
- The unique skills of each volunteer at all levels will be acknowledged and valued
- Each volunteer will have access to an **induction** into the nature of the activity and ongoing **training** as required
- Volunteers will be given opportunity for ongoing **skills development** through participating in activities
- Volunteers will have access to designated staff who may provide **information /feedback** relevant to their volunteer involvement
- **Designated staff** should be trained/ resourced to manage volunteer programs
- The rights and culture of others will be **respected**
- Volunteering is a matter of **choice**

#### **4. ROLES AND RESPONSIBILITIES**

Each party has an obligation to make a positive contribution to the infrastructure required for the maintenance of effective volunteer participation. They must also be committed to the volunteering principles.

##### **Walkabout Park contribution:**

- Acknowledge the extent and importance of volunteer contributions
- Increase awareness both internally and externally of volunteers' contribution
- Conduct relevant induction procedure for volunteers
- Provide information of Walkabout Park policies and procedures impacting on activities
- Provide clear operational guidelines for each activity
- Establish appropriate management processes
- Staff to provide open and honest information and respond to concerns and queries
- Provide clear guidelines on the relationship between staff and volunteers
- Allow inclusion and accept input of volunteers in the decision-making processes
- Consult on matters that will impact on volunteers participation
- Provide opportunities to engage in worthwhile activities
- Regular review of the role of volunteers and volunteer activities
- Establish adequate recruitment processes
- Maintain Equal Employment Opportunity policies in engaging volunteers
- Provide a safe working environment
- Provide insurance cover through an appropriate association eg with FAME
- Provide adequate resources for volunteers to conduct activities
- Establish systems to match individuals and their skills to activities
- Provide ongoing access to appropriate training, formal and informal for designated staff and volunteers
- Acknowledge and identify the skill levels of individual volunteers
- Identify and provide opportunities for skill development for individuals
- Identify the benefit to the environment and our heritage
- Actively promote volunteer and group activities

##### **Volunteer contribution:**

- Acknowledge the opportunities provided by Walkabout Park
- Consider the interests of Walkabout Park when carrying out activities
- Be committed to the activity
- Accept responsibility for own actions
- Understand lines of accountability
- Be prepared to follow Walkabout Park policies and procedures
- Accept the directions of designated staff
- Enjoy the experiences
- Understand the importance of being reliable
- Respect the rights of others
- Participate in training provided
- Assist in training of others by demonstrating own skills
- Be aware of own limitations
- Use opportunities in a positive way
- Be prepared to clarify situations if not certain
- Communicate difficulties in performing specific tasks
- Keep all Walkabout Park information confidential
- Carry out work in an ethical and responsible manner
- Work in a safe manner and not jeopardise safety of self or others
- Immediately report any injury or potential risk to safety
- Value and support other team members

## **SECTION B – Walkabout Park Volunteer Protocol**

### **CONDITIONS FOR VOLUNTEER PARTICIPATION**

In each Walkabout Park area with volunteer participation, a staff member will be appointed as the designated person to be the key contact between Walkabout Park and the volunteers.

In order to meet all legislative requirements and ensure that activities are conducted in an appropriate manner, Walkabout Park develops a range of policies and procedures to provide clear guidelines for its operations. Many of these policies and procedures are relevant for the participation of volunteers in Walkabout Park activities and will be identified in operating procedures for volunteer induction and training. Where written operating procedures do not exist, volunteers must carefully follow instructions and, if unsure, not proceed without getting clear direction from the designated staff member.

#### **5. LEGISLATIVE REQUIREMENTS THAT ARE APPLICABLE TO VOLUNTEERS**

##### **5.1 OCCUPATIONAL HEALTH AND SAFETY**

The Occupational Health and Safety policies and procedures have been developed to provide a safe working environment for all staff and users and to comply with Occupational Health & Safety Act 2000 and WorkCover requirements. The Risk Management component requires that all risks should be identified, assessed and controlled to comply with regulations, standards and codes. This will include provision of safe operating procedures for activities where relevant, training of personnel as required to work on certain equipment, documented work instruction where appropriate as well as provision of protective clothing if required. Site inductions should be provided.

Volunteers are to:

- Ensure the safety, health and welfare of themselves and any other person at a place of work
- Comply with process control documentation including Standard Operating Procedures
- Comply with Work Activity Briefings
- Comply with all instructions from staff
- Actively participate in competency based training and assessment program to meet requirements of the position
- Consult with management to provide feedback on the practicable application of training and procedures within their daily work activities
- Actively participate in team meetings
- Ensure immediate reporting of all accidents/incidents, other occurrences and hazards
- Wear protective equipment and clothing as required

##### **5.2 PRIVACY AND PERSONAL INFORMATION PROTECTION**

This legislation has been introduced for protection of personal information and privacy of individuals and covers the collection, storage, use, disclosure and access to personal information. All Walkabout Park information on individuals must be treated with the utmost confidentiality and not be made available to anyone except where it is used for the purpose for which it was obtained.

### **5.3 FINANCIAL POLICIES AND PROCEDURES**

These policies have been developed to ensure that accountability for use of Walkabout Park funds and donations and taxation requirements are met. Information includes the requirements for documentation of income and expenditure, procedures for GST compliance, authority for approval for expenditure and an annual audit of financial records.

Walkabout Park is a commercial facility which nevertheless relies on external funds and donations for certain projects and programs.

### **5.4 EQUAL EMPLOYMENT OPPORTUNITY (EEO) AND HARASSMENT**

Walkabout Park's EEO Policy aims to provide a working environment that recognises and values the diverse social profile of individuals and ensures that procedures are fair and do not discriminate against any staff including volunteers.

#### **5.4.1 EEO Policy**

The aims of the EEO Policy for volunteers are as follows:

- To ensure that there is no discrimination on the basis of race, sex, marital status, national or ethnic origin, disability, pregnancy, sexual preferences, age, transgender or carer's responsibilities
- To develop and sustain a working environment free of harassment of any kind
- To become an organisation which is more responsive to the voluntary employment needs of all groups within our community by the removal of the obstacles that may impede their success
- To ensure that volunteers are considered for positions solely on the basis of merit, taking into account relevant qualifications, experience, skills and personal qualities that have been identified to perform the position at the standard required

#### **5.4.2 Harassment**

Walkabout Park considers harassment of any type, or any other offensive behaviour, as unacceptable. Behaviour of this nature will not be tolerated and, if substantiated, may lead to the cessation of voluntary work with Walkabout Park.

**All volunteers have a responsibility:**

- To not harass, bully or victimise other volunteers, Walkabout Park staff or the public
- To treat their fellow volunteers and Walkabout Park staff with respect and in a fair and reasonable manner
- To be aware of Walkabout Park's volunteer policies and procedures for harassment and act in accordance with these guidelines
- To be abide by the Anti-Discrimination Act under which it is unlawful to harass on the grounds of: sex, marital status, race, national or ethnic origin, homosexuality, age, pregnancy/ anticipated pregnancy, colour, disability, transgender, carer's responsibilities

**Workplace harassment may take the form of but is not limited to the following:**

- offensive jokes, suggestions or derogatory comments about another volunteer's or employee's sex, age, marital status, pregnancy, race, colour, national or ethnic origin, disability, homosexuality or carer's responsibilities

- display or distribute pictures, posters or material sent through a network computer system or any other means that are offensive and/or obscene
- phone calls that are threatening, offensive or obscene
- expressing stereotypic assumptions about individuals, group behaviour, values, cultures or abilities
- coercive behaviour used to control, influence or affect the career or job of an employee or volunteer
- physical contact eg. patting, pinching, placing your arm around someone, brushing against someone, when this behaviour is unwelcome
- intimidation, bullying or assault

### **5.4.3 Complaint Process**

Any harassment complaints should be taken to any member of the management team. All complaints will be treated with sensitivity and confidentiality.

**The objectives of the complaint procedures are to:**

- provide ways that volunteers can confidently raise a complaint and have it effectively handled
- provide an opportunity for volunteers/ employees to be made aware of their unacceptable behaviour and to take corrective action
- to prevent the behaviour from re-occurring while respecting the rights of both the complainant and the alleged harasser

What should you do if you feel you are being harassed?

**The options in dealing with a harassment complaint include:**

- Informal process
- Formal process
- Contacting the Anti-Discrimination Board for advice

The decision to start at option 1, 2, or 3 will usually depend on several factors:

- the seriousness of the complaint
- the relationship between the complainant and alleged harasser
- the willingness of the complainant to pursue the matter

### **5.4.4 Informal Process**

In cases where the complainant does not consider the complaint to be serious, the informal approach may be preferred as it:

- allows the complainant the opportunity to sort the problem out on a personal basis
- allows the alleged harasser the opportunity to take corrective action
- involves fewer people and keeps it localised

#### **The Personal Approach**

Tell the alleged offender that their behaviour is not welcome/ accepted by you and that you would like it to stop immediately and not be repeated. You could do this alone (if you feel comfortable) or with a member of management.

#### **Approach made by another person on the complainant's behalf**

You may want to ask a member of management to arrange for a meeting to be convened on your behalf. You may choose whether you wish to be present or not at this meeting.

The person who conducts the discussion should raise the allegations and ask the alleged harasser to respond to them. At the same time a solution to the problem/ incident should be worked through with the alleged harasser. The convener should take notes in case the matter is not resolved or if the incident is repeated. These will be kept confidential. The aim for the convener is not to prove or disprove whether the incident occurred, if both people agree on an outcome. If the alleged harasser denies the allegations or is uncooperative, the convener should suggest that the matter be resolved formally. (Approval for this to happen must come from the complainant.)

#### **5.4.5 Formal Complaint Resolution Process**

If it is decided that the informal process is not appropriate or it has been pursued and a satisfactory outcome not achieved, a formal complaint may be lodged:

Initial Contact As a complainant, your options are:

- Advise a member of management
- Contact the NSW Anti-Discrimination Board on 4926 4300 for assistance if you do not wish to contact a Walkabout Park staff member

#### **Investigation**

Following initial contact, a member of management who has not been involved in the matter will assume the role of impartial investigator of the allegation/s made for the purpose of providing solutions/ options for the resolution stage. Investigation is to begin within 2 days of the formal complaint being lodged. The complainant, the alleged harasser and any witnesses will all be interviewed separately. It is highly desirable for the matter to be resolved as soon as possible. As a guide, the resolution stage should be completed within 14 days from Stage 1 of the process.

#### **Outcome and Resolution**

The outcome of an investigation into alleged harassment by a volunteer may be:

- The complaint is not substantiated and no further action taken
  - ◆ If after the investigation it is concluded that a harassment complaint is not substantiated, the reason for the decision should be explained to both parties.
- The complaint is not substantiated as harassment, and mediation is undertaken by management to help restore working relationships
  - ◆ The investigating manager may consult with another member of the management team to determine whether mediation by another appropriate person is seen to be an effective method of resolution for any outstanding issues not substantiated as harassment issues.

- The complaint is substantiated and the volunteer arrangement is terminated
  - ◆ Where the investigating officer concludes that the complaint has been substantiated and is of a serious nature, the volunteer arrangement will be terminated.

## **5.5 RECRUITMENT PROCESSES**

Walkabout Park's recruitment processes are based on merit, in fair and open competition without patronage, favouritism or discrimination.

### **Activity specific operating guidelines**

- Walkabout Park has a detailed Volunteer Appointment process consisting of an application form, assessment, interview, induction and trial probationary period
- Walkabout Park has two categories of volunteers, full or part commitment
- Priority will be given to volunteers willing to undertake full commitment.
- Volunteers who select, or are only able to perform, part commitment will be selected and rostered on a needs basis.
- Volunteering does not guarantee any paid employment opportunity.

### **Probation/Trial Period**

Walkabout Park volunteers are subject to a probationary period. Volunteers will be advised at their induction of the length of their probation/ trial period. In most cases a trial, or if not otherwise informed, would continue for a period of 3 months. Normally a volunteer will have their performance reviewed after one month and then at the completion of the 3 month period. If at the end of this time either party does not feel that the arrangement is working, the voluntary opportunity may be terminated. Volunteers should expect to have their performance reviewed on a regular basis throughout the duration of their participation with Walkabout Park as determined by Walkabout Park.

### **Performance**

If at any time and for any reason Walkabout Park assesses that a volunteer's performance is not satisfactory for any reason, including 'team fit', the volunteering relationship may be terminated.

## **5.6 CHILD PROTECTION**

In some service areas Walkabout Park may be required to comply with the Child Protection Act relating to child related employment. This includes undertaking the 'Working with Children Check' and notification of allegation of child abuse to the Ombudsman.

- Where appropriate, Walkabout Park completes the 'Working with Children Check'.
- Where appropriate, volunteers are provided with the 'Code of Conduct Guide to working with Children'.

## **5.7 CODE OF CONDUCT**

The purpose of the Volunteer Code of Conduct is:

- to ensure that volunteers act honestly and openly in their volunteer duties and exercise a reasonable degree of care and diligence in expressing views about Walkabout Park matters;

- to provide a practical means of identifying and resolving situations which involve conflict of interest or improper use of their volunteering role;
- to act in a way which enhances public confidence in Walkabout Park's activities.

#### **5.7.1 Responsibilities of a Volunteer**

A volunteer must :

- Accept the directions of Walkabout Park's designated staff
- Carry out volunteering duties in an ethical and responsible manner
- Act honestly and with a reasonable degree of care and diligence in carrying out volunteering duties
- Not act contrary to the law and consider the interests of Walkabout Park when carrying out activities as a volunteer
- Not act unreasonably, unjustly or oppressively or in a discriminatory manner
- Treat members of the public, Walkabout Park staff and other volunteers fairly and equitably and with respect, courtesy, compassion and sensitivity
- Not act in a manner that would cause unwarranted offence or embarrassment or give rise to the reasonable suspicion or appearance of improper conduct
- Use Walkabout Park's resources effectively and economically and must not use them for private use unless authorised to do so and proper payment is made where appropriate
- Comply with their obligations in relation to confidentiality
- Those volunteers working with children must take all reasonable steps to ensure a safe, caring and protective environment for children. Should a volunteer be convicted of a child related offence, they must advise the Managing Director immediately. If any volunteer is aware of a colleague who has been convicted of a child related offence they shall notify the Managing Director immediately.
- Walkabout Park volunteers must get prior approval before working additional shifts to those rostered – NOTE: The more notice given the better chance additional shifts will be available.
- Volunteers are required to notify the designated officer of any absence
- Walkabout Park volunteers must complete approved timesheets at the end of each shift worked
- Walkabout Park volunteers must agree to complete and sign a Volunteer Agreement at least on an annual basis
- To be eligible to participate in our volunteer program volunteers are required to be current members of FAME (The Foundation for Australia's Most Endangered Species Inc.)
- All volunteers must disclose any health condition that may impact on themselves or others in the work place

#### **5.7.2 Conflict of Interest**

Where the volunteer carries out duties in a role that makes decisions on behalf of Walkabout Park as a member of a Walkabout Park approved Committee, the volunteer must:

Not seek or accept a bribe/inducement or take advantage of their volunteering role to influence others in order to secure a private benefit for themselves or someone else; Not by virtue of their volunteering role accept or acquire a personal profit or advantage of a pecuniary value (other than of a token kind) other than as permitted by the Local Government Act 1993;

A volunteer must declare any potential conflict of interest, both pecuniary and non pecuniary and appropriately resolve any conflict or incompatibility between their private and personal interests and the impartial performance of the volunteering duties.



A conflict of interest arises if the volunteer with the private or personal interest could be inappropriately influenced in the performance of their public or professional duties by that interest, or that a reasonable person would believe that the person could be so influenced.

Where the volunteer has a pecuniary interest (ie relates to money) impacting their volunteering duties, the volunteer must comply with the requirements of the Local Government Act 1993 in this respect. The volunteer should talk with Walkabout Park management about this immediately.

Where the volunteer has another type of interest (eg kinship, friendship, membership of an association, society or trade union or involvement or interest in an activity), they should openly declare their interest or involvement.

A volunteer should talk with Walkabout Park management if they are unclear about these matters.

### **5.7.3 Breach of the Code**

All occasions of a volunteer not complying with this code should be immediately reported to Walkabout Park management. Depending upon the nature of what has occurred, the breach may result in:

- a requirement to apologise to the person concerned
- instituting the disciplinary procedure for volunteers
- dismissal as a volunteer
- prosecution of any breach of the law

If a volunteer knows or has good reason to suspect any fraud, corrupt, criminal or unethical conduct, he/she must report it immediately to Walkabout Park management.

## **5.8 INSURANCE REQUIREMENTS**

All volunteers must join Australia Walkabout Wildlife Park's Volunteer Insurance Program. The cost of this is \$10 for the first 12 months.

**Volunteers must satisfy themselves that the insurance coverage against injury or accident and public liability provided satisfies their insurance needs as, although this insurance is accessed via Walkabout Park, Walkabout Park is not the insurer and bears no liability whatsoever in this regard.**

Walkabout Park volunteers must complete approved timesheets at the end of each shift worked.

## **6. WALKABOUT PARK POLICIES THAT ARE APPLICABLE TO VOLUNTEERS**

The following Walkabout Park policies should also apply to volunteers participating in Walkabout Park activities to ensure compliance with the Statement of Intent and principles.

### **6.1 DESIGNATED STAFF**

Walkabout Park will identify designated staff to be responsible for ensuring adequate supervision of volunteer activities and liaison with individuals assisting Walkabout Park in a voluntary capacity to ensure compliance with all policies and procedures. A Designated Staff Member will be responsible for supervising volunteer workers.

This role will form part of the Designated Staff Member's normal duties.

The Designated Staff Members responsibilities will include :

- Ensure a set of standard operating procedures for the volunteer's work
- Development and review of operating guidelines
- Conduct the induction of the volunteer
- Ensure all induction requirements are complete
- Conduct the probationary review of the volunteer
- Provide leadership and support to the volunteer
- Organise and allocate tasks and coordinate operation where required
- Ensure appropriate performance by the volunteer
- Review the volunteer's performance through the time they volunteer with Walkabout Park
- Engender an environment of inclusion of the volunteer worker in processes and decision making of the work area
- Ensure appropriate access to training for the volunteer

The Designated Staff Member will be provided with appropriate guidance to fulfill their responsibilities to the volunteer

The Designated Staff Member has designated responsibility for volunteer activities and liaison including development and review of operating guidelines, development of task statements and organisation of induction programs.

## **6.2 INDUCTION**

Provision of necessary information for understanding of rights and responsibilities and the relevant policies and procedures for areas of operation.

Walkabout Park volunteers are inducted using this document with appropriate training. This document is the primary source of information for induction of volunteers to provide a clear understanding of their rights and responsibilities prior to participation.

## **6.3 DISPUTE, COMPLAINTS PROCESSES**

Provision of an impartial process indicating steps to be taken to deal with disputes and complaints to assess situations. The purpose of the procedure is to promote the resolution of disputes and/ or complaints based on consultation, co-operation and discussion to ensure that each matter is dealt with and resolved as close to its source as quickly as possible. A dispute or complaint may occur between a staff member and a volunteer or between volunteers.

Stage 1 An attempt should be made to settle a dispute or complaint by discussion between the people concerned. For example, if a volunteer has a dispute with a staff member or another volunteer, the volunteer should attempt to discuss the matter with the staff member or volunteer.

Stage 2 In the event of failure to resolve the dispute by discussion between the people concerned, Walkabout Park management should be notified. This step should also occur if the volunteer feels unable to raise the matter with the staff member or fellow volunteer with whom they have the dispute. The Walkabout Park manager should talk with the people involved to determine a solution to the dispute or complaint.

The above procedure relates to disputes or complaints that do not fall within Harassment.

#### **6.4 STATEMENT OF TASKS**

##### **Food Preparation, Wildlife Feeding and Off Exhibit Cleaning and Maintenance**

This is a principle activity undertaken by volunteers. It requires rostered volunteers to ensure this activity is completed on a daily basis. It involves the preparation of a range of special diets for fauna exhibited at Walkabout Park according to approved procedures. On completion of food preparation volunteers then transport and dish out the required amount of feed to exhibited fauna as required. Volunteers must maintain food preparation areas, exhibit and off exhibit areas as per standards eg. Clinic.

This activity provides opportunities for volunteers to develop skills in the preparation of specialised diets and also allows for some interaction with exhibited wildlife.

##### **Environmental Education (Children's Adventure Series)**

This activity requires a commitment from volunteers on weekends and during school holidays. Each program runs for two hours and volunteers are required as group leaders to supervise the children and assist with program activities. Each weekend and school holiday Walkabout Park runs daily Adventure Workshops. These activities provide a range of personal development opportunities such as public speaking and leadership skills in the area of environmental education.

### **Visitor Information**

This task requires volunteer assistance predominantly on weekends and during school holidays. Volunteers talk to visitors at the Visitor Center and are required to provide information to the public through such means as conversation and/or fact sheets. As this facility develops, weekday involvement may also be required. This activity will enhance communication skills and develop an understanding of community appreciation.

### **Café**

This task requires volunteer assistance predominantly on weekends and during school holidays. Volunteers prepare light meals sold at the Visitor Center café. As this facility develops, weekday involvement may also be required. This activity will enhance communication skills and develop an understanding of community appreciation.

### **General cleaning and maintenance**

This task requires volunteer assistance predominantly during the week.

### **Park Maintenance**

This is a daily task which involves general maintenance of Walkabout Park. General maintenance activities include litter pick up, maintenance of pathways, stairs, barbecue and picnic facilities along with wildlife exhibit areas. Volunteers will be trained to assist field staff undertake these activities. The use of some machinery may be required and appropriate training will also be given. Volunteers have the opportunity to develop skills in horticultural, wildlife management and natural resource management.

### **Bush Regeneration Program**

Bush regeneration/weeding programs involve weed removal and tree and grass planting. The care of grounds and bush is an ongoing project and needs continual attention. General parks care occurs all year round. Involvement in these activities provides opportunities for volunteers to develop skills and knowledge in plant and weed identification.

### **Keeper Talks and Tours**

Keeper Talks and Tours occur every day. This activity involves volunteers taking tours through Walkabout Park on subjects including the animals, the bush, bush medicine, bush tucker and the Aboriginal heritage of the site. Appropriate training will be given. These activities provide a range of personal development opportunities such as public speaking and communication skills.

Involvement in this area will also include assisting with new guided walks as these are introduced eg Creature of the Night Walks, guided boardwalk tours and other educational programs as they are developed and implemented. These activities provide a range of personal development opportunities such as public speaking and leadership skills.

## **Conservation programs and projects**

Involvement in on-going conservation programs and projects. Volunteers can assist in projects such as the creation and implementation of nest boxes, performing conservation studies on wildlife and other research. In participating in this task volunteers are required to give an update of activities at staff and volunteers meetings. Should a volunteer(s) have a particular area of interest or project in mind all effort will be given to work with the volunteer(s) to try and make such a project possible. These projects provide a range of knowledge and skill development in the area of natural resource management.

## **Special Events/Display**

To enhance the profile of Walkabout Park plans are underway to develop strategies to take Walkabout Park to the community. This may be in the form of displays or presentations. Volunteers will have the opportunity to get involved in these activities and hopefully develop skills in public relations, presentations and marketing.

### **6.5 TRAINING**

Access to relevant training to increase understanding of service areas and provide opportunities for ongoing skill development to comply with Occupation Health & Safety requirements.

Volunteers to carry out tasks as trained on the job and in accordance with risk analysis and standard operating procedures specific to operations of Walkabout Park.

### **6.6 CONFIDENTIALITY**

All Walkabout Park matters and information must be regarded as confidential and must be respected by all involved.

Confidential information includes information which is either oral or written and that is of a commercial, operational, technical or financial type that a volunteer comes across during the course of time volunteering with Walkabout Park and which is not publicly available.

Specifically, this includes, but is not limited to, information relating to personnel matters, customers, business affairs, accounts, plans, management, financing, designs and processes.

Keeping that information confidential is an integral part of the volunteer's responsibilities.

A volunteer must not disclose or use in any manner whatsoever the confidential information except for the benefit of Walkabout Park.

The volunteer may only disclose confidential information to other persons as approved by the Designated Staff Member and only to the extent of the approval.

A volunteer certainly must not use confidential information for the purpose of securing a private benefit for themselves or any other person.

Breaking the confidentiality obligations will lead to the volunteer being required to cease volunteering with Walkabout Park.

The volunteer's obligations in relation to confidential information continue after they cease volunteering with Walkabout Park.

#### **6.6.1 Walkabout Park's obligations**

Walkabout Park will treat all personal information relating to volunteers confidentially. The volunteer database will be stored in accordance with Walkabout Park's storage requirements. Walkabout Park will not divulge a volunteer's personal information to a third party unless properly authorised to do so. Volunteer Application Forms will be kept securely.

#### **6.6.2 Walkabout Park Property**

All work of any type conducted by a volunteer belongs to Walkabout Park and cannot be used or sold without the permission of Walkabout Park. All confidential records, documents and other papers, together with copies or extracts thereof, made or acquired by the volunteer in the course of their work shall be the property of Walkabout Park. All Walkabout Park property must be returned to Walkabout Park on the last day of volunteer service.

### **6.7 REWARDS AND RECOGNITION**

Walkabout Park has identified the importance of giving recognition to individuals and groups undertaking excellent work for the organisation. Areas can identify a range of activities for recognition of the achievements of staff/ volunteers in an appropriate manner.

Walkabout Park recognises the contribution of volunteers through the provision of:

- Uniforms as determined by the designated Officer
- Annual Certificate of Service
- Training opportunities
- Annual end of year function
- Support networks
- Access to a range of unique areas and opportunities

### **6.8 NON SMOKING POLICY**

All indoor work areas are designated smoke-free environments to limit exposure to health risks from passive smoking. Smoking outdoors is tolerated but only in designated safe areas. Appropriate disposal of cigarette ends is an absolute requirement, for the health and protection of the animals and bush.

### **6.9 DRUG, ALCOHOL AND HEALTH CONDITIONS**

All work areas must maintain a working environment free from the effects of alcohol and drugs.

Walkabout Park will not tolerate a volunteer:

- Consuming alcohol while conducting volunteer work.
- Consuming alcohol at a Walkabout Park function unless approved.
- Possessing, consuming or administering illegal drugs on Walkabout Park premises at any time. Where illegal drugs are involved or suspected police will be informed.
- Presenting for volunteer duties in a state where Walkabout Park management is of the opinion that they are unable to perform their duties to an acceptable standard due to the influence of alcohol or other drugs.

**A volunteer must:**

Present for duty able to undertake their volunteer duties to an acceptable standard.

Notify their Designated Staff Member if they have genuine reason to believe that a person is under the influence of alcohol or other drugs and may pose a risk to the health and/or safety of themselves, fellow volunteers or employees or the public.

Advise their Designated Staff Member if they are taking any prescribed drug that may affect their fitness for duties or the performance of their volunteer duties.

Where a Designated Staff Member has justifiable cause to believe that there is a risk to health and /or safety of the volunteer, fellow volunteers, employees or the public, the following procedure will apply:

- Advise the person that their performance is noticeably affected and that they could be a danger to themselves or others.
- Seek clarification from the person as to the reasons for their behaviour.
- If still of the belief that the person is adversely affected, the Designated Staff Member will direct the person to leave the worksite and advise them that in accordance with Walkabout Park's Drug & Alcohol policy they are not to return to volunteering work with Walkabout Park for a minimum of the remainder of the day.
- Arrangements will be made to transport the person home.
- Walkabout Park management will decide whether or not the individual will be allowed to continue volunteering.

**Health Conditions**

Volunteers are responsible for reporting to the designated officer any medical condition which may effect their work performance.

It is the responsibility of a volunteer to report to the designated officer any medical incident involving another volunteer.

**6.10 COMMUNICATION****6.10.1 Consultation**

This policy provides a broad framework aimed at providing the volunteer community with opportunities to contribute to Walkabout Park decisions that affect them. The term "consultation" here encompasses all forms of volunteer participation. Volunteer community consultation is a two-way communication process between volunteers and Walkabout Park.

**Walkabout Park Communication strategy for volunteers has two main forms;**

- Formal volunteer team meetings
- Informal information shared through notice/white boards notes

**6.10.2 Media protocol**

Walkabout Park volunteers **do not** have delegated authority to speak to the media. All media enquires are to be directed to Walkabout Park management

#### **6.11 SPONSORSHIP**

All sponsorship enquires made to volunteers should be directed to Walkabout Park management.