

Parks, Conservation and Lands

Volunteer Policy



***Parks, Conservation and Lands Vision:
Integrated land management conserves
biodiversity and supports an enjoyable, healthy
and sustainable lifestyle.***

The assistance of volunteers is critical to the effective management of public lands in the ACT. Parks, Conservation and Lands (PCL) enlists a large number of volunteers in helping us look after our parks, reserves, forests and open space estate. We are committed to providing safe, efficient and satisfying work for all our volunteers.

The Policy and Procedures for Volunteers has been developed to bring together a number of existing PCL documents regarding volunteers. The aim of this document is to assist PCL staff and volunteers who work with them, to better understand their roles, rights and responsibilities in working together for a better local environment.

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1 VOLUNTEERS IN PARKS, CONSERVATION AND LANDS

1.1 Introduction

Parks Conservation and Lands (PCL) is a branch within the Land Management and Planning Division of the ACT Department of Territory and Municipal Services. PCL manages the majority of parks, reserves, forestry plantations and open space in the ACT.

Community involvement in land and natural resource management is an integral part of managing our environment and is supported by the ACT Government. The participation of volunteers allows the community to become involved in initiating, enhancing and extending agency services.

PCL works in partnership with the community of Canberra to provide opportunities for people of all ages, backgrounds and abilities to become involved in conserving and improving their local or regional area. Through its Parkcare and Urban Landcare programs, PCL actively supports conservation work undertaken by volunteers in Canberra's nature reserves and parks.

PCL also works in partnership with the community through its Community Art Program. Volunteers are involved in changing the face of Canberra's urban space through the removal of graffiti, and the painting of colourful and inspiring murals in Canberra's bus interchanges, shopping centres, dressing sheds and underpasses.

Finally, volunteers assist PCL through third party volunteer organisations such as Greening Australia and Conservation Volunteers Australia (CVA).

1.2 Definition

Volunteers are defined as people who undertake activities:

- of benefit to the environment and the community;
- of their own free will;
- without monetary reward (reimbursement for out-of-pocket expenses is not regarded as payment); and
- under the auspices of an ACT Government agency - this could be part of a formal volunteer program or an ad-hoc arrangement.

Conservation Volunteers Australia, though receiving some remuneration, are classed as volunteers.

The following are not considered to be volunteers:

- those seeking formal work experience (eg: school students on work experience placements);
- those required to perform community work as a result of having committed an offence of some kind; and
- participants in employment programs such as Green Corps.

1.3 Background

1.3.1 *Benefits of volunteer programs*

The principal benefits of volunteer programs to PCL are:

- better informed decisions which may have greater public acceptance;
- a community more widely informed on conservation and management issues and on PCL's roles and responsibilities;
- identification of management alternatives; and

- the availability of additional resources including: a wide range of skills, information, participation and additional financial support through grant programs.

1.3.2 *Volunteering in ACT*

The *Volunteering ACT Code of Practice* obliges host organisations where appropriate to:

- empower volunteers to meet their own and agency needs;
- offer volunteers work opportunities appropriate to their skills, experience and aspirations;
- provide volunteers with clear duty statements and orientation to the agency and its work;
- offer training and support for volunteers to achieve personal and work goals;
- implement procedures to safe-guard volunteer safety and well-being;
- offer reimbursement or other compensation for agreed out-of-pocket expenses;
- recognise volunteers as valued team members, with opportunities to participate in agency decisions which affect them; and
- provide mechanisms to acknowledge the value of contributions made by volunteers.

1.4 The Role of PCL

1.4.1 *Principles of management*

In providing opportunities for community participation in the management of the Territory's public reserves and open space, PCL recognises that:

- management must give due and considered recognition to the time and skills required by paid staff to supervise and support volunteer involvement;
- enthusiasm must be supported, encouraged and directed to achieve effective action;
- achievements should be recognised;
- promotion and encouragement must be broadly directed, and at a number of levels, to individuals, groups and agencies;
- social interactions play a critical role among volunteers in building team spirit and commitment;
- management retains a duty of care and responsibilities to provide a safe and healthy environment free of discrimination; and
- volunteering provides opportunities to learn new skills, maintain existing skills, increase self-esteem and obtain a record of achievement.

1.4.2 *PCL commitments*

PCL is committed to:

- providing a safe and satisfying work environment for volunteers;
- ensuring a broad understanding and support for the role of volunteers within PCL; and
- supporting volunteers and volunteer groups through:
 - a) provision of permanent staff to coordinate and support volunteers;
 - b) assistance in planning and coordination of activities;
 - c) provision of protective clothing and equipment;
 - d) insuring against public liability; and
 - e) enhancing relevant skills.

More specifically, PCL will:

- provide a range of opportunities for volunteering that complement the functions of the agency;
- cooperate with volunteers to coordinate and plan activities meeting management objectives and the interests and skills of the volunteers;
- assist volunteer groups with the development of funding applications for agreed projects both independently and through the relevant Catchment Group;
- assist in recruiting, training and supporting interested members of the community as volunteers;

- help volunteers identify and obtain necessary Personal Protective Equipment (PPE) and safety equipment;
- where necessary, provide PPE and safety equipment;
- employ a Community Programs Officer to assist with the operation of groups including communication, record keeping, evaluation and promotion of volunteering;
- encourage and assist volunteers in enhancing their skills through training, mentoring etc;
- provide training for agency staff in management of volunteer activities;
- support volunteer groups in fostering links/networks with other groups and agencies;
- recognise the range of motivations of volunteers and provide appropriate rewards to acknowledge their achievement and the value of participation;
- ensure that the work is balanced by some social content to encourage enjoyment, networking and ongoing participation;
- liaise and participate in relevant programs with Volunteering ACT as the peak body for volunteering in the region;
- promote a safe working environment and encourage safe work practices;
- provide administrative support such as photocopying, postage, printing etc;
- support and encourage Parkcare, Urban Landcare and other permanent volunteer groups to join relevant Catchment groups; and
- ensure all programmed volunteer work complies with legislation and policy.

1.5 PCL Volunteer Program

The goal of the PCL Volunteer Program is to ensure that the ACT's nature reserves, national park, urban parks and open space facilities and services are appreciated, protected and championed by the community. To this end, PCL offers a range of volunteering opportunities, the exact nature of which are dependent on the area and season; skills and interests of the volunteers; and the availability of staff and resources.

1.5.1 Parkcare

The Parkcare program involves organised groups of community volunteers such as 'Friends of' groups that usually concentrate their activities in a particular reserve. Parkcare activities may include: revegetation, erosion control, weed control, seed collection, walking trail maintenance, improving water quality and monitoring, propagating locally occurring native plants and organising educational activities for members of the public.

1.5.2 Urban Landcare

The Urban Landcare program is a community based program in which volunteers, supported and assisted by PCL, help in regenerating and conserving urban parks and open spaces.

1.5.3 Community Art Program

Community Art is generated, organised and produced by volunteer artists. It can take the form of painted murals in high profile places such as shopping centres and bus interchanges or lower profile pieces in underpasses and drains. Sites for community art include: public toilets, underpasses, dressing sheds in parks and ovals, tennis walls and privately owned buildings. Sites are selected based on certain criteria and are approved by the asset owner. PCL's Community Art program often attracts young and talented artists who may be vulnerable to involvement with illegal graffiti. One of the Program's aims is to increase opportunities for more socially acceptable outlets for graffiti artists.

1.5.4 Special Events

PCL welcomes the participation of volunteers in various roles at special events such as Floriade (including the Weedbusters Display), Lanyon Garden Festival, Parks Week, Tidbinbilla Extravaganza, and the Cotter Bush Picnic.

1.5.5 Other Community Groups

Other community groups participating in voluntary activities in areas managed by PCL include the National Parks Association (NPA), Kosciuszko Huts Association (KHA), Canberra Off-Road Cyclists (CORC), 4WD NSW and ACT, Canberra Alpine Club (CAC), Tidbinbilla Pioneers Association and Canberra Bushwalking Club. PCL supports these and other groups in planning their activities and developing areas of common interest.

1.5.6 Tertiary Student Summer Holiday Volunteer Program

The Tertiary Student Summer Holiday Volunteer Program is a program targeted towards environmental / resource management students. It is designed to give natural resource students an understanding of practical field-work and is recognised as a precursor to employment and therefore has some different requirements to other programs. This program is only conducted when resources permit.

1.5.7 Volunteer Interpreter Program (VIP) – Tidbinbilla

Managed by Conservation Volunteers Australia (CVA) in partnership with the ACT Government, the Volunteer Interpreter Program is aimed at helping visitors at Tidbinbilla Nature Reserve to develop a better understanding of the natural world. Volunteer Interpreters interact with visitors along trails in the Sanctuary at Tidbinbilla and are also positioned at the Visitor Centre where they greet visitors to the Reserve and provide them with a range of information that will help them to make the most of their visit.

1.5.8 Other

In addition to working directly with volunteers, PCL participates in employment programs such as Green Corps and school work-experience programs. While these are not generally considered to be volunteer programs, they undertake similar projects, have similar objectives and are managed in a way that complements volunteer projects.

The volunteer program resides within the Community and Volunteers section of PCL and is coordinated by the Community Programs Officer at Stromlo Offices.

1.6 Types of Volunteer Activities

The type of work that may be carried out by PCL volunteers includes;

- planning, construction and maintenance of walking trails;
- planning, construction and maintenance of landscape features in parks;
- care and maintenance of street and park trees;
- heritage site maintenance and rehabilitation;
- field surveys and mapping;
- monitoring and control of invasive weeds;
- surveys and monitoring of wildlife;
- erosion control;
- assisting with feral animal control through monitoring and mapping;
- seed collection, propagation and planting of local native species;
- removal of litter and abandoned vehicles;
- care and maintenance of urban waterways and lakes;
- visitor surveys;

- promotion of the volunteer programs and groups through production of materials, media, meetings and seminars;
- staffing of volunteer displays;
- public awareness and education programs (including the *Weedbuster* display at Floriade & Lanyon Garden Festival);
- volunteer guided walks; and
- street art graffiti/murals.

Work that will not be carried out by volunteers working with PCL

- operation of power tools such as chainsaws;
- driving of ACT Government vehicles including ride on mowers and tractors;
- law enforcement and compliance activities on behalf of PCL; and
- PCL formal representation.

2 VOLUNTEER MANAGEMENT

2.1 Legislation & Government Policies

Volunteers are to be managed in the same manner as PCL staff. Government policies regarding principles of staff management, including Occupational Health and Safety, Access and Equity and Social Justice will apply to all volunteers. Where the involvement of volunteers in public sector agencies is governed by legislation, any such legislative provisions will prevail should there be any inconsistencies with this policy.

2.2 Work Programs

District Rangers or the Community Programs Officer are to meet with volunteer groups annually to help coordinate and plan activities for the upcoming year. Work Program planning should take place in the month prior to Spring.

Annual work program planning involves PCL advising Parkcare Coordinators of intended work plans in a specific nature reserve. The work prescribed for each reserve is derived from the Bushfire Operational Plan (BOP), Pests and Vertebrate annual plan and annual weed control program. Volunteer Groups can use this opportunity to convey issues they feel are of priority and / or intended works. Upon sharing this information either party can choose to adjust priorities or works to enhance the other parties' efforts. Annual work Program meetings are intended to optimise the efforts of both volunteers and PCL staff.

2.3 Grant proposals

PCL is the land manager of ACT Parks and Reserves and as such is responsible for all outcomes on PCL land. Volunteers wishing to undertake projects on PCL land should seek district support prior to starting new projects or applying for external funding to ensure they can meet the criteria upon which funding may be granted and the project is consistent with management objectives.

PCL will support volunteers seeking funding through the provision of advice, stationery and postage and assistance in writing grant applications.

2.4 Tools and Equipment

PCL will provide volunteers with the necessary tools to carry out their volunteer work. Parkcare and Landcare groups will have tools dedicated for the purpose of Parkcare and Landcare. Tools will be stored at Athllon, Mitchell and Glendale Depots and can be collected or delivered by arrangement with District Rangers. It is the responsibility of the Group Coordinator or the Work Party leader to ensure all tools are returned at the end of an activity. Some Parkcare groups may have their own tools; the responsibility of these tools will fall with members of the Parkcare group and/or Parkcare Coordinator.

It is the responsibility of the PCL Community Programs Officer to conduct regular equipment stocktakes and ensure tools are repaired and replaced as required.

Community Arts Program equipment; aerosol paints, spill kits, signage and PPE equipment is stored at Stromlo Depot and is to be maintained and distributed by the Graffiti Coordinator.

2.5 Access to PCL Lands

Parks, Conservation and Lands appreciate and support the work of volunteers; however PCL can not provide unrestricted access to nature reserves, parks and open spaces. Vehicular access to reserves by volunteers is not generally permitted and there is an expectation that volunteers will be able to access the site of activities on foot. Where possible, the location of volunteer activities should be selected so that this is achievable by all members of the group. PCL recognises that there may be a need to make exceptions in order to optimise volunteer hours, in these cases alternative arrangements can be made with the Parks and Reserves Districts.

2.6 Volunteer Health and Safety

PCL is committed to providing a safe work environment for staff and volunteers. To minimise the risk and potential of accident or injury to volunteers, staff and/or members of the public, PCL has prepared a volunteer risk assessment which will be reviewed annually. The risk assessment covers all known volunteer activities – potential hazards are identified and a number of controls (see below) are established as a means of reducing the likelihood of an accident or injury occurring. The assessment is the foundation on which PCL has developed Standard Operating Procedures which, when complied with, ensure a safe work environment for volunteers, staff and members of the public.

Note: For a full list of hazards and controls please see the PCL Volunteer Risk Assessment. A copy can be obtained from PCL Community Programs Officer or for PCL staff at:

<G:\11 OCCUPATIONAL HEALTH & SAFETY\PROCEDURES\Risk Assessments\Programs Coordination\Community & Volunteers\CV-RA-001.doc>

Risk management controls identified in the above assessment are described below:

2.6.1 *Communicating Safe Work Practices*

PCL will determine safe work practices for all known volunteer activities and the following steps will be used to communicate these practices:

- At the start of each volunteer activity a responsible party (group coordinator, work party leader or ranger) is required to brief volunteers on potential hazards and possible strategies for reducing hazards. Briefings need only be simple reminders of safe work practices, for example: if working in a woodland area on a windy day, remind volunteers not to stand under dead trees.
- the PCL Volunteer Policy and Procedures will be distributed to all group coordinators;
- 'what to wear / bring' statements are to be distributed by the group coordinator as required;

- Safe Work Practice reminder / factsheet provided by PCL, to be distributed through volunteer networks sporadically.

2.6.2 Pesticide Use

Only volunteers who are Chemcert accredited may undertake weed control using herbicide products containing active ingredients:

- Glyphosate (Roundup);
- Fluroxypr (Starane); and
- Metsulfuron Methyl (Brushoff).

Volunteers using herbicides must at all times observe all label directions and ensure all safety equipment is used. Personal protective clothing such as; gloves, goggles, boots, disposable clothing and respirator mask (if spraying), must be worn at all times.

Volunteers who are not Chemcert accredited may only, under the supervision of a Chemcert accredited supervisor / volunteer, use herbicide products containing the active ingredients Glyphosate (Roundup). Under no circumstance are non-accredited volunteers to use Starane or Brushoff.

Volunteers can refer to District Rangers for advice on the most effective use of herbicides in controlling weeds.

Distribution and Storage of Herbicides

- Herbicides will only be issued to Chemcert accredited volunteers, it is then the responsibility of the Chemcert accredited volunteer to ensure chemicals are stored, transported and applied in accordance with their training;
- Herbicide will only be issued with the registered label attached, labels can be obtained from <http://full.chemwatch.net/chemgold/>
- It is the responsibility of the volunteer who has been issued with the herbicide to ensure that it is stored in a safe place, out of reach of children and within a container capable of withstanding the volume of the herbicide issued in the event of a spill or leak occurring. The product should also be stored away from direct sunlight;
- The person issued with the herbicide is required to sign an indemnity form stating that they agree to take responsibility for the appropriate and safe use and storage of the herbicide issued;
- Volunteers must report any spills or leakages to PCL as soon as possible;
- Volunteers will be issued with a maximum three litres of liquid chemical (Starane, Roundup) and maximum 10 grams of powder chemical (Brushoff), at any one time;
- When transporting, pesticides should be carried in the back or tray of a truck, ute or trailer - pesticides should not be carried in the same compartment as the driver or passengers.

Reporting

All herbicide use by volunteers must be recorded on a spray record sheet, provided when herbicide is issued. The completed record sheets must be returned to the relevant ranger or coordinator prior to being reissued with herbicide.

2.6.3 First-Aid Kit

PCL will provide a standard First Aid Kit on formation of a new volunteer group. An appointed member (such as Group Coordinator, Work Party Leader or an appointed First Aid Officer) must then ensure the kit is maintained to standard and is on location for all activities.

2.6.4 Working Alone

PCL does not encourage volunteers to work alone. However PCL recognises that there are a number of experienced volunteers who do so and the contribution of these volunteers is significant. PCL would ask volunteers who choose to work alone to report their movements to a friend or family member. Details such as location of work and expected time of return would be important information to convey to a second party.

2.6.5 Protective Clothing and Equipment

Preventative health and safety measures using clothing and equipment strategies identified in the PCL Volunteer Risk assessment are to be adhered to during volunteer activities. Protective clothing and equipment must be worn by volunteers when undertaking tasks which require it. PCL will provide a range of Personal Protective Equipment (PPE) for volunteers including hats, long-sleeved shirts, sweaters and gloves. Volunteers are strongly encouraged to wear these together with their own protective clothing as required.

2.6.6 Bushfire

- In the event of a Total Fire Ban (TOBAN) or active fire in the area, all volunteer activities are to be cancelled;
- In the event of a fire igniting during a volunteer activity; volunteers should dial 000, cancel the activity and evacuate the area immediately.

Other issues related to bushfire are described below in 3.0.

2.6.7 Aerosol Can Use

- Aerosol paints are not to be used in windy conditions;
- Mask areas that may be subject to overspray;
- Mark the site clearly and cordon off area until paint is dry;
- A paint spill kit is to be carried on-site containing: water, detergent, cloth rags and suitably sized bucket;
- Observe all Class 2 warnings and MDS recommendations; and
- Ensure aerosol cans are to be kept below 60 degrees Celsius; do not store paints in vehicle.

2.6.8 Working on or Near Roadsides

If a volunteer activity is on or near the roadside, volunteers are to contact the relevant District for approval and then seek approval from Roads ACT. Volunteers are required to park a safe distance from roads when attending volunteer activities.

2.7 Training

PCL encourages and supports volunteers to develop and enhance their skills by offering a variety of training opportunities which may include: training in the correct handling and use of chemicals and tools; species identification; GPS mapping; revegetation strategies; and workshops on natural resource management.

Informal learning and training also occurs in Parkcare and Landcare groups through the transmission of knowledge and skills from long term volunteers to newer members of Parkcare and Landcare groups. PCL will foster this mentoring process.

Conservation Volunteers Australia (CVA) provides particular training opportunities for volunteers at Tidbinbilla Nature Reserve. This training program aims to develop knowledge in a broad range of subjects including aspects of ecology, botany, zoology and geology. Training in interpretive

techniques gives Volunteer Interpreters the skills and confidence needed to communicate effectively with visitors.

2.8 Sign-on Sheets

For insurance purposes, volunteers are required to register their involvement in any volunteer activity. Volunteers are required to provide the following information:

- name;
- address and other contact details;
- date of activity;
- activity commencement time; and
- activity completion time.

The ranger, group coordinator or work party leader will provide volunteers with sign on sheets at each activity, on which information is to be recorded.

Volunteers are only covered by insurance when they have signed on – failure to use sign on sheets will result in volunteers not being insured.

2.9 Out of Pocket Expenses

Reimbursement may be provided for costs incurred as a direct result of volunteer activities. Cost will only be reimbursed when prior arrangements have been made with the PCL Community Programs Officer. Volunteers are advised to leave valuables at home – personal belongings, lost or damaged in the process of volunteering, will not be replaced by PCL nor will any monetary compensation be provided.

2.10 Communications

PCL is committed to fostering healthy and effective communication between volunteer groups, individuals and PCL staff. This is achieved by ensuring management objectives, land management practises and principles, and conservation values are shared and are complementary.

PCL's Community Programs Officer will facilitate communication through:

- The *Scribbly Gum* newsletter: a newsletter produced and distributed annually detailing works undertaken and future works proposed by Parkcare groups;
- a quarterly volunteer coordinators meeting organised by the Community Programs Officer; and
- day to day correspondence required to coordinate and help manage volunteer activities effectively and safely.

Volunteer Group Coordinators will facilitate communication through:

- the supply of event summaries and statistics to the Community Programs Officer on a regular basis; statistics will be used to report to Government and as an indicator of resourcing needs;
- activity sign on sheets must be used for all activities and forwarded to the Community Programs Officer for insurance purposes;
- reporting accidents and/ or injuries resulting from volunteer activities to Community Programs Officer ;
- reporting faulty tools or equipment to Community Programs Officer or District Rangers unless the tools belong to the group;
- notification of activities and events to Community Programs Officer; and
- notification of changes to works program to District Rangers and Community Programs Officer .

Districts will facilitate communication through:

- direct liaison with volunteers in regards to work being undertaken in reserves including an annual work program meeting; and
- day to day support for volunteers through the supply of assistance, information and advice, to the extent that resources deem this possible; and
- participation in welcoming new volunteer groups and/or individual volunteers; through an induction process detailed in section 2.14.

2.11 Public Image

2.11.1 Appropriate Dress for Public Contact Volunteers

When volunteers consider they are likely to be seen as representatives of PCL, it is appropriate that they should be neat and tidy. Public contact volunteers, such as Volunteer Interpreters at Tidbinbilla, should follow a standard dress code, which clearly distinguishes them from uniformed PCL employees. Tidbinbilla volunteers will be provided with a shirt, fleece and hat with an embroidered logo, and are required to provide their own neat, clean long pants, and closed shoes.

2.11.2 Volunteer Conduct

Parks, Conservation and Lands volunteer conduct in dealing with the public is a reflection of the PCL customer service commitment. Volunteers must undertake to abide by standards of conduct when joining any PCL volunteer activity. These include:

- abiding by the PCL equity position of a non-discriminatory and harassment-free volunteering environment;
- not disclosing any confidential or sensitive information concerning PCL or its customers to any persons;
- undertaking tasks in a responsible, dependable, conscientious and courteous manner;
- not engaging in any law enforcement activities on behalf of PCL;
- observing PCL policies and procedures and supporting the objectives of PCL; and
- not acting as a PCL spokesperson or dealing with the media as a representative of PCL without prior approval.

2.11.3 Contracting of Third Parties

On occasion, volunteer groups may obtain funding to undertake projects on the PCL estate. If third parties are to be contracted to undertake these projects then the following must be adhered to.

- Volunteers and volunteer groups should not engage third parties to undertake works on PCL land without approval from either the PCL Community Programs Officer or District staff;
- All such third-party work must be planned and supervised by the relevant District staff. An Operational Plan should be prepared as for any works on PCL land. Supervision by the District should be at a level to complement any supervision provided by the volunteer group engaging the third-party; and
- All such third parties undertaking works on PCL land need to be fully insured against public liability, workers, vehicle accident etc.

2.12 Bushfire Action Plan

When conducting activities within the bushfire season, it is essential that groups are aware of the fire readiness and have identified multiple exit points for evacuation if it becomes necessary.

During the fire season (nominally from 1 October to 30 April), groups are encouraged to check the Emergency Services Authority website <http://www.esa.act.gov.au> prior to the weekend to determine the fire danger rating for the day of their activity.

In the event of a Total Fire Ban, which will be broadcast on Canberra Radio stations, all activities must be cancelled. There may be other times when activities may be cancelled during periods of very high fire danger, or when in the proximity of an active fire. The Community Programs Officer should be contacted for further advice.

If a fire is detected during an activity, the group should immediately contact 000 and report the fire, then evacuate via the safest route. When in a safe area, the Group Coordinator should contact the Community Programs Officer to report that the group is out of the danger area. Groups should also have with them the contact numbers for the Duty Ranger for their district and the PCL after hours Agency Representative so that these parties can be informed of the groups' actions and whereabouts.

2.13 Insurance

The ACT Insurance Authority (ACTIA) provides Public Liability and Personal Accident insurance protection to **individual** volunteers and provides risk management advice for the ACT Government. The public liability insurance will provide cover for any legal costs and damages awarded against PCL volunteers if another party is injured or property is damaged as a result of their actions whilst volunteering. The personal accident insurance will pay a lump sum if the volunteer is injured whilst volunteering.

It is a condition of the Volunteer Public Liability cover offered by ACTIA that all volunteers to Government sign in a register when they arrive at the volunteer site and sign off when they leave. In addition, the officer responsible for each activity should hold the personal details of each volunteer. The purpose of these conditions is to ensure that, should a claim arise, it can be clearly shown whether the volunteer was involved in the activity at the time of the incident giving rise to the claim.

ACTIA only provides Public Liability and Personal Accident cover provided that:

- the individual meets the definition of "volunteer";
- the individual is volunteering to an ACT Government agency;
- the ACT Government agency provides instructions to the Volunteers and manages the activities undertaken by the volunteer;
- the agency has arranged for the cover to be in place; and
- the volunteer's activity is recorded.

ACTIA provides insurance only for individual volunteers but does not cover volunteer groups. PCL carries insurance for volunteer **groups** such as Parkcare and Landcare groups through Allianz Pty Ltd providing:

- volunteer group objectives are consistent with PCL organisational objectives;
- work undertaken by volunteer groups is almost exclusively on PCL land;
- activities are ongoing and regular;
- the number of group members is greater than five; and
- all activities are recorded using sign on and sign off sheets.

2.14 Volunteer Induction

On the formation of new Parkcare / Landcare groups, PCL will support these groups through promotion and recruitment, and by providing district staff to induct volunteers to PCL values. District staff will attend work parties until such time that volunteers are familiar with PCL organisational objectives, and volunteers or Parkcare / Landcare coordinators are experienced enough to safely undertake the responsibility of providing safe work practice briefings at the commencement of each activity.

New volunteers will be welcomed to Parkcare / Landcare groups by an experienced group coordinator or member. Group Coordinators will need to help new volunteers identify safe work practices, and help familiarise new volunteers with the area in which they will be working.

2.15 Security

Volunteers are not permitted to use PCL resources, information or position for personal or third-party benefit or in any way that is not intended to further PCL's objectives. Volunteers are asked to appreciate and respect the confidential nature of information that may be acquired during the course of volunteering. To minimise access to sensitive information, volunteers are not permitted to enter PCL buildings without staff supervision, nor are volunteers to be given access to PCL computers without staff supervision.

All PCL staff respect volunteers' right to privacy and personal information will be stored in a confidential manner. Personal details will not be supplied to third parties without prior permission from volunteers.