



# VOLUNTEER RIGHTS & RESPONSIBILITIES



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## ABOUT BTF

On September 13<sup>th</sup> 1998, Western Australia's longest walk trail, the 'new' Bibbulmun Track, was opened. It is one of the world's great long-distance walk trails, stretching almost 1000kms from Kalamunda (near Perth) to Albany.

Along the way, 49 campsites each provide a three-sided wooden or rammed earth sleeping shelter with bunks for 8 to 16, tent sites, pit toilet, picnic table, and fire-rings in low fire risk areas. By following the 'waugal' trail markers and using the Track maps and guide books, walkers will discover some of the most beautiful and peaceful coastal, forest and rural areas of Australia's South West.

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### Business Description

*The Bibbulmun Track Foundation* is an incorporated, not-for-profit organisation established to provide support for the management, maintenance and marketing of the Bibbulmun Track.

Whilst the *Department of Biodiversity, Conservation and Attraction's (DBCA) Parks and Wildlife Service (Parks and Wildlife)* continues to act as Manager of the Track, *The Bibbulmun Track Foundation* is recognised as the primary focal point for community-based support and involvement, and has primary responsibility for promoting the Track to potential walkers from within the State, other parts of Australia and overseas.

The relationship and key roles of the Foundation and the department are outlined in a 'Memorandum of Understanding'.

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### Vision

The Bibbulmun Track Foundation is a vibrant, soundly managed and economically stable organisation that utilises a strong community base to provide essential support for the ongoing management, maintenance and marketing of the Track.

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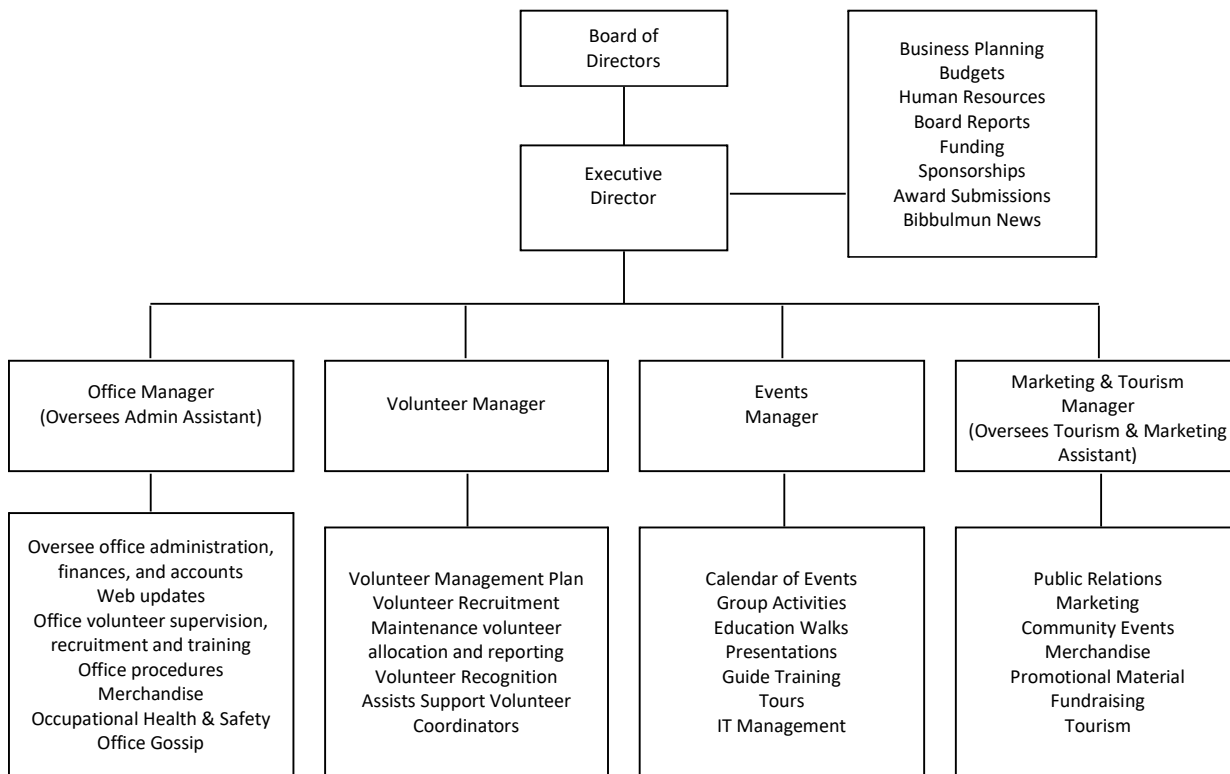
### Mission

"To support the management of the Bibbulmun Track so that it remains a sustainable long distance walk trail of international significance and quality" through:

- 1) Community participation contributing to physical and social well-being;
- 2) Development of opportunities for tourism, employment and education;
- 3) Protection of the natural, cultural and heritage values of the Track;
- 4) Attraction of funds and other resources; and
- 5) Being an advocate for the Track in relation to the formulation and implementation of relevant government economic, social and environmental policy.

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## Organisation Chart



## ABOUT THIS BOOKLET

This booklet has been developed as a guide for Bibbulmun Track Foundation volunteers to ensure fair and equitable treatment of volunteers and a guide for volunteers regarding their obligations and entitlements as a volunteer with the Bibbulmun Track Foundation.

In developing this booklet we seek to ensure an attractive and well managed working environment where volunteers can contribute to their full potential, and where individuals respect each other and promote teamwork.

The booklet contains important information regarding practices utilised by the Bibbulmun Track Foundation (BTF) including;

- Volunteers Rights and Responsibilities
- Volunteer Rewards System
- Volunteer Insurance

This booklet supplements the documents mentioned below that have been developed for specific volunteer roles:

- Office Induction and Occupational Health and Safety Handbook
- Office Procedures Manual
- Guide Training Manual
- Volunteer Maintenance Handbook

## VOLUNTEER RIGHTS AND RESPONSIBILITIES

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### Volunteer Rights

#### **Volunteers have the right to:**

- An adequate orientation to the organisation
- A clearly written job description
- Be assigned to a job that suits their personal preferences, motivation, skills, experience and qualifications, where possible
- Be trained to do their job
- A suitable place to work
- A satisfying job
- Know their supervisor or co-ordinator and know how to contact them
- Be provided with adequate guidance
- Protection, safety and insurance when carrying out their assigned tasks
- Have their personal information held confidentially
- Be involved in decisions that affect their areas of responsibility, where applicable
- Have their complaints and concerns heard
- Be respected by all team members
- Feedback about their performance
- Be recognised for contributing their time, experience, ideas and skills
- Say 'no' – volunteers should not be coerced into doing tasks against their wishes or those they do not feel qualified to do
- Take time off for a holiday or personal reasons
- Resign from their positions

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## Volunteer Responsibilities

### **Volunteers have the responsibility to:**

- Ensure they have the time necessary to take on a volunteer position
- Work within the policies and rules of the organisation
- Respect the privacy of staff, clients, members and other volunteers
- Be reliable and dependable
- Complete agreed hours and tasks
- Record hours worked, either on their volunteer profile on the BTF website, or via a time sheet
- Inform the organisation when they will not be available to volunteer
- Be loyal to the organisation
- Speak up about important issues and concerns
- Attend orientation and training sessions where required
- Follow directions given by supervisors or volunteer co-ordinators
- Be a team player and support staff and other volunteers
- Be considerate about the views of staff, clients or members and other volunteers
- Identify their limitations and expectations
- Be accountable to, and accept, constructive criticism

Your contribution as a volunteer is highly respected and valued. Whilst some volunteers will have specific tasks assigned to them, others may be called upon to assist in any capacity as a need arises. Ultimately, all volunteers report to the Volunteer Manager, although you may find yourself assisting any member of the BTF team (staff and/or volunteers).

The [Organisation Chart](#) on page 4 may help you understand how the duties you engage in contribute to the organisation as a whole. Please feel comfortable seeking guidance or assistance from other members of the team whenever necessary.

## VOLUNTEER REWARD SYSTEM

The Bibbulmun Track Foundation and the DBCA are very mindful of the time contributed by volunteers throughout Western Australia, and as such, all registered volunteers are included in a rewards program as follows:

- 20 hours – 20% discount voucher at Parks and Wildlife outlets
- 50 hours - Parks & Wildlife Service Volunteer park pass\*
- 150 hours - Limited edition WA native species lapel badge
- 300 hours - \$30 Parks & Wildlife Service voucher
- 500 hours- Landscape subscription

\*The Parks and Wildlife Volunteer annual park pass provides free entry for one vehicle and passengers into any WA National Park for 12 months from stamped date of issue. Rewards are distributed to volunteers once annually, after the end of financial year auditing requirements have been met.

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### Bibbulmun Track Foundation Volunteer Rewards

(In addition to DBCA Rewards)

- 100 hours - tba
- 300 hours - tba and mystery reward
- 500 hours - tba and mystery reward

**All BTF awards are given for hours accumulated during one financial year. Hours are calculated from times submitted to the Foundation.**

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### Long Service Awards

The BTF also recognises that many volunteers are unable to give more than a few hours of their time in any given year but have supported the Foundation for many years. A Long Service Award is available to acknowledge the generous commitment and loyalty of these volunteers.

Awards are offered for 5, 10, 15 and 20 years of continuous service. What fabulous commitment!

## RECORDING OF HOURS

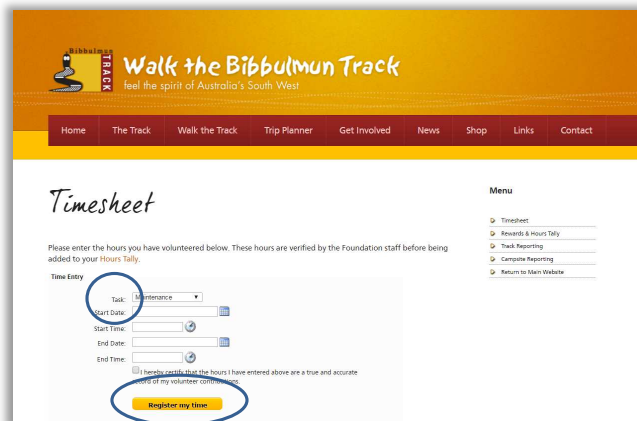
Please record your hours for each period of work. (NOTE: Hours are from home to home)

The procedure is:

1. Log into the Bibbulmun Track website (<https://www.bibbulmuntrack.org.au/>) using your email address and password.



2. Select **Volunteer Website** at the very top of page - this will take you to the **Timesheet** page.



3. Select the relevant task from the **Task** drop-down box.
4. Complete the remaining fields.
5. Click **Register my time**.
6. Close that webpage and log off website.



## VOLUNTEER INSURANCE

Volunteers with the Bibbulmun Track Foundation are covered by Parks & Wildlife Service insurance for personal accidents while volunteering as outlined below.

Department of Biodiversity, Conservation and Attractions' (DBCA) Parks & Wildlife Services' volunteers who have completed a registration form to be registered with the Department as a volunteer and are undertaking authorised volunteer activity, as outlined by the Department, are covered by the Department's RiskCover volunteer personal accident insurance.

Volunteers are also covered whilst travelling between place of residence and place of voluntary employment but not during any substantial deviation for reasons unconnected with the voluntary employment. General information on claims is as follows:

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### Personal Injury:

Benefits are paid on an "out of pocket basis" after other entitlements have been exhausted. That is, volunteers are required to first claim on Medicare, private health cover, personal insurance, employment sick leave entitlements, compulsory third-party insurance etc.

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### Vehicle and Property Damage:

Benefits will be paid on an "out of pocket basis" for damage caused to a volunteers' private motor vehicle or personal property used whilst undertaking authorised Departmental volunteer activities, after other entitlements have been exhausted. That is, volunteers are required to first claim on private insurance before submitting a claim for out of pocket expenses to the department.

RiskCover may pay excess over \$1,000.

The volunteer claims the damage/repair through their own insurer (if applicable), pays the account in full and submits an invoice/account/receipt showing their out of pocket expenses (excess) and this may be reimbursed from the cost centre via a Form 10 to Finance Branch who will issue a cheque for them.

It is therefore essential that persons supervising volunteers ensure that the volunteer:

- holds a current motor vehicle insurance
- holds an appropriate driving license
- is driving a roadworthy vehicle.

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### Insurance Claim by a Volunteer - Medical

#### Coverage – Volunteers must be registered

- Administer first aid and report injury to Volunteer Coordinator
- Seek medical attention and obtain a First Medical Certificate from their GP (Note: it is essential to advise the GP that this is not 'Workers Compensation')
- Volunteer pays for the treatment, otherwise delays may occur possibly resulting in debt collection from volunteer by provider
- Volunteer to complete RiskCover Workers' Compensation Claim form (obtained from Parks & Wildlife Services' Volunteer & Community Involvement Unit or Risk Management Branch)

- Provide documents showing out of pocket costs e.g. difference between Medicare payment and GP
- Risk Cover reviews information accuracy vital to determine liability
- Claim is determined – if approved, claimant is reimbursed out of pocket expenses

NOTE: Claimant must pay the account first, then claim through their own insurance or Medicare. Insurance does not cover total cost of treatment.

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### Insurance Claim by a Volunteer - Vehicle

#### **Coverage – Volunteers must be registered**

- Report incident to Volunteer Coordinator
- Report accident to Volunteers’ own insurance company
- Volunteer pays the account first. Otherwise delays will occur possibly resulting in debt collection from volunteer by provider.
- Volunteer to complete a RiskCover Claim form (obtained through Parks & Wildlife Services Community Involvement Unit or Risk Management Branch)
- Provide documents showing out of pocket costs e.g. Excess
- Risk Cover reviews information accuracy vital to determine liability.
- Claim is determined – if approved claimant is reimbursed out of pocket expenses.

NOTE: Claimant must pay the account first, and then claim through their own insurance. Insurance does not cover total cost.

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### Children

Parks & Wildlife Service’s personal accident insurance policy usually only covers volunteers 16-years or above. However, this can be adapted for children 13- 16 if they are deemed mature enough and always accompanied and managed by a parent or guardian who is above 16-years old. These children (13-16) should fill out a registration form (205). This decision should be agreed to by the BTF project coordinator based on appraisal of risk.

Children under 13 years can be engaged as a volunteer in the Parks & Wildlife Services project but will be considered as accompanying a parent or guardian and under their direct supervision. These children (under 13) will not be covered by the department’s personal accident insurance and should not complete a registration form.

For the purpose of good supervision and records, all persons onsite should be recorded on the group form, including under 13 years. Support will be given to family members who want to work together on volunteer projects.

Volunteering WA has provided the following suggested community insurance option. These may assist if a group wishes to take out an additional insurance policy to cover children under 13.

Volunteering WA: 9482 4333

[http://www.volunteeringwa.org.au/assets/downloads/community\\_insurance\\_links\\_aug08.pdf](http://www.volunteeringwa.org.au/assets/downloads/community_insurance_links_aug08.pdf)

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## Elderly

Parks & Wildlife Service's personal accident insurance policy does not have a set upper age limit. Volunteer safety is a primary concern and the decision to allow volunteers of any age (over 13) will be made at the BTF project leader's discretion and may request a medical check at the volunteer's own expense.

As with any volunteers, they must be registered Parks & Wildlife Services volunteers to be covered by the department's personal accident insurance, and:

- They are supervised while on the project;
- The BTF project coordinator agrees that a person of age can perform the tasks required of volunteers on the project;
- The BTF project coordinator determines that the task, location and danger associated with project involvement are acceptably low for the volunteer to undertake the tasks; and
- The volunteer has completed a Parks & Wildlife Service registration form.

## ODE TO OUR VOLUNTEERS

*Our vollies are a funny lot  
They work hard and whinge a lot  
About the scrub they have to hack  
Laying all across the Track  
And in the office too  
There are lots of things to do  
Lick the stamps, answer the phone  
Working fingers to the bone  
Upon our vollies we depend  
To keep the Track free end-to-end  
Of trees that have over blown  
All of this they do alone  
Answer questions by the score  
Of people coming to our door  
Telling them just what we think  
When they want to take the kitchen sink  
Vollies are the backbone of this organisation  
With lots of skills and occupation  
With smiling face they never shirk  
Even the most unpleasant work  
Our vollies they are versatile  
Never frown, always smile  
Fighting ants and sucking ticks  
As they pick up rocks and sticks  
So if you're retired and nought to do  
Come on down, we'll find a job for you  
Join our happy band of volunteers  
It will keep you occupied for years  
Once a year we get a reward  
For all the work hours that we've scored  
So come down and join our list  
Without our vollies we can't exist.*

***Jim Freeman (aka The Mad Axeman)***