Volunteer Program Policy

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Document control

Version	Approved by	Approval date	Revisions
V1	Executive Group	July 2009	
V2	Executive Group	February 2010	Amendment to 6.3.3 Volunteer Program
V3	Director Corporate Services	July 2015	Amendments including 6.3.2 Information Privacy and 6.4.3 Intellectual Property
V4	State Librarian and CEO	October 2018	Amendments including new template, updated position titles, ALIA statement and terminology to reflect The National Standards. Improved clarification between onsite and offsite volunteers and online contributors. Addition of 9.2 Reference to Accounting Standard 1058 for reporting.
V5	State Librarian and CEO	November 2021	Amendments including new template, updated position and role description titles, and reference to Centrelink accreditation of the volunteer program.
V6	State Librarian and CEO	November 2024	Amendments including updated position titles and clarified reference to Centrelink accreditation of the volunteer program as being applicable only to volunteers, not online contributors.

1   Authority

This policy is applied by the authority of the State Librarian and Chief Executive Officer (SLCEO).

2   Responsibilities

State Library of Queensland, as a member, supports [Volunteering Australia's *National Strategy for Volunteering 2023 – 2033*](#) vision that 'Volunteering is the heart of Australian communities' and vision principals:

- Where more people volunteer more often

- Where volunteers feel respect and know their contribution makes a difference

- Where volunteering is valued and properly considered in policy settings, service design, and strategic investment

- Where diversity in volunteering is recognised, celebrated, and supported

- Where people individually and collectively realise their potential for creating thriving communities.

Additionally, the three interconnected focus areas, each with a clear aim, form the framework for the National Strategy for Volunteering:

1. Individual Potential and the Volunteer Experience – volunteering is safe, inclusive, accessible, meaningful, and not exploitative

2. Community and Social Impact – the diversity and impact of volunteering is articulated and celebrated

3. Conditions for Volunteering to Thrive – the right conditions are in place for volunteering to be effective and sustainable.

The State Library volunteer program is underpinned by [Volunteering Australia's *National Standards for Volunteer Involvement* (2024)](#):

Standard 1: Volunteering is embedded in leadership, governance and culture

Standard 2: Volunteer participation is championed and modelled

Standard 3: Volunteer roles are meaningful and tailored

Standard 4: Recruitment is equitable and diversity is valued

Standard 5: Volunteers are supported and developed

Standard 6: Volunteer safety and wellbeing is protected

Standard 7: Volunteers are recognised

Standard 8: Policies and practices are continuously improved.

State Library supports the principles outlined in the *ALIA Statement on voluntary work in library and information services (2017)*:

Use of volunteers in library and information services for specific purposes is acceptable but must never compromise the quality-of-service provision, nor replace paid employment in any way.

Library services can be enhanced by well supported volunteers and providing volunteers with meaningful community roles is a legitimate function of a public library service.

3   Policy statement

The State Library is committed to the involvement of volunteers to enhance, promote and complement the services we provide. We will work with volunteers in ways that enhance their experiences and comply with legislation and duty of care.

4　Purpose

The purpose of the Volunteer Program Policy is to articulate the policy, principles and framework of the State Library Volunteer Program.

5　Scope

This policy applies to:

- all State Library staff supervising and / or working with volunteers on our projects and activities
- all volunteers taking part in State Library projects and activities.

6　Definitions

Word	Definition
Volunteer	**Onsite** - An inducted volunteer assigned to a project and undertaking work at State Library premises. This may include work on digital projects.
	Offsite - An inducted volunteer assigned to a project and undertaking work offsite. Note induction may take place at State Library or online depending on the volunteer's location and ability to visit State Library premises.
Online contributors	Online contributors participate in online tasks or activities and work from a location other than State Library premises. No induction required.
ALIA	Australian Library and Information Association

7　Recruitment and Selection

State Library recognises Standard 4 from The National Standards for Volunteer Involvement 2023.

Volunteer roles are advertised on the Volunteering Queensland portal. Volunteers are selected based on interest, knowledge and skills or attributes relevant to the Volunteer Role Description, and consistent with anti-discrimination legislation.

The pre-requisites to volunteering at State Library are:
- the individual's ability to perform an identified role
- being over the age of fourteen years
- the completion of an Employment Screening Consent Form (18+ years of age).

Details of the volunteer recruitment and selection process are documented in the Volunteer Program Procedures.

The State Library has the right to offer or withhold an offer of a volunteer placement to any applicant based upon the availability of a suitable volunteer role for that applicant at that time.

Volunteers offer their services, skills and experience of their own free will, with no coercion and for no

financial payment. The offer of a volunteer role is in no way a commitment to an offer of a future paid role within State Library.

8   Management and Operations

8.1 Commitment to Volunteer Involvement

State Library is committed to providing suitable resources to support and maintain the Volunteer Program. This includes the provision of support and supervision, workspace and equipment necessary to satisfactorily undertake volunteer roles.

The Volunteer Program is managed by the Visitor Engagement team.

Recruitment, administration, recognition and reporting is managed by the Team Leader, Engagement (Volunteer Program and Anzac Square Memorial Galleries).

Supervision of volunteers is the responsibility of the volunteer project manager.

State Library is an approved voluntary work organisation with Centrelink. Where volunteer hours can be verified by a project supervisor, State Library volunteers may apply to Centrelink to have their volunteer hours counted towards their Mutual Obligation Requirements. Online contributors who are not directly supervised by State Library staff (such as those volunteering via external platforms such as Trove) are ineligible to apply.

8.2 Reporting on volunteer services

The number of volunteer hours of contribution (including online contributors) will be recorded and reported to the Executive Leadership Team and volunteer supervisors will be required to assist with capturing data. Note volunteer hours of online contributors are not monitored; estimates of hours will be used where available.

State Library reports financially as per Queensland Treasury's Financial Reporting Requirements for Queensland Government Agencies. In order to recognise volunteer services within our financial statements, the following criteria must be met:

1. Services would have been purchased if not provided voluntarily; and
2. The fair value of those services can be measured reliably.

In order to evaluate their fair value for financial statements, volunteer activities will be defined as either:

- activities performed that would not otherwise be purchased - the services performed would not have been purchased if not provided voluntarily, this would not be recognised in State Library's financial statements.
- activities performed that would otherwise be purchased - the services performed would have been purchased if not provided voluntarily, this would be recognised in State Library's financial statements; AND
- activities performed can be reliably measured - if we cannot reliably measure the fair value of the services provided, this would not be recognised in State Library's financial statements.

In addition:

- activities that lead to the generation of an asset - If the activity performed by a volunteer lead to the generation of or increase in value of an asset, this should be recognised in State Library's financial statements e.g., in the creation of a digital asset.

8.3 Records Management

Confidential personnel information is maintained for each volunteer assisting at State Library. Information maintained includes up to date personal and contact information and a history of the volunteer's involvement with the library. This may include commencement date, roles undertaken, attendance records, recognition received, and copies of any correspondence written on behalf of the volunteer.

Information is not maintained for online contributors.

The Team Leader, Engagement (Volunteer Program and Anzac Square Memorial Galleries) is responsible for the maintenance of volunteer records based on information received from the volunteers and supervising staff.

State Library is subject to privacy legislation which applies to the Queensland public sector — the *Information Privacy Act 2009* (the Information Privacy Act). The Information Privacy Act contains a number of privacy principles that set out how agencies must handle personal information.

8.4 Volunteer Roles

Onsite Volunteers

Volunteer roles are defined, documented and communicated to volunteers. State Library is committed to placing volunteers into roles that provide meaningful work and that match the volunteer's interests and abilities.

Prior to the commencement of a volunteer, a Role Description will be developed for the role or activity with a State Library staff member designated as project supervisor. The project description must be signed and approved by the Project Supervisor, Manager/Director responsible for the project and the relevant Executive Director. If the volunteer role relates to the transcription of collections, it must also be signed and approved by the Director, Content Management. Volunteer roles are reviewed annually with input from volunteers and employees.

Volunteers will undertake a formal induction process and be provided with a security access card if required with access determined in line with their duties. Volunteers will be asked to return their access card at the end of their project. Volunteers undertaking a back of house project are not permitted to be onsite on weekends or public holidays.

Some volunteer roles do not require the provision of security access cards or formal induction where the role is short-term, infrequent and does not require building access. i.e., those attending trial shifts or single-day events. Visitor passes may be issued in these circumstances where applicable. A relevant workplace health and safety briefing will be conducted.

Volunteers will be issued a network account and ICTS orientation session if applicable.

Offsite Volunteers

Offsite volunteers are not based at State Library premises. Offsite volunteers will undertake either a formal onsite or online induction process. Volunteers correspond via the project supervisor. The supervisor is responsible for ensuring appropriate welcome and induction to the project is undertaken.

Online contributors

Online contributors do not undertake induction, are not assigned specific project work but contribute to identified tasks for State Library, for example, tagging of collections.

9   Volunteer Responsibilities and Conduct

The Code of Conduct for the Queensland Public Service provides a framework of positive expectations within which everyday work is conducted. The Code of Conduct applies to all volunteers engaged by the State Library as well as to all permanent, temporary and casual staff.

9.1 Representation of the State Library

Volunteers are not permitted, without approval, to make public statements to the media, engage in partnerships or lobbying with other organisations, or enter into any agreement involving contractual or other financial obligations on behalf of the State Library. Volunteers are authorised to act as representatives of State Library only as specifically indicated within their role descriptions and only to the extent of such written specifications.

9.2 Confidentiality

State Library volunteers have the right to access information relevant and necessary for the satisfactory performance of any role undertaken. Volunteers are responsible for ensuring that the confidentiality of any information to which they have access whilst working as a volunteer, whether this information involves staff members, volunteers, clients or other persons involved with State Library is maintained.

9.3 Intellectual Property and Copyright

All intellectual property, including copyright, created by volunteers as a result of work performed as part of their volunteer duties is owned by State Library.

9.4 Conflict of Interest

Any possible conflict of interest by a volunteer is to be openly declared and satisfactorily resolved as soon as possible between the volunteer and State Library.

10   Workplace Safety and Wellbeing

The health, safety and wellbeing of volunteers is protected in the workplace.

State Library has a developed workplace health and safety program with strategies for the prevention of accidents and incidents and the elimination of potential hazards. Volunteers will be provided with relevant information and guidelines to ensure the maintenance of a safe and healthy workplace

(including COVID-19 Safe training) along with training and information regarding emergency procedures.

Volunteers are covered under State Library's Public Liability Insurance and required to report any injury to their staff supervisor and / or the Team Leader, Engagement (Volunteer Program and Anzac Square Memorial Galleries) as soon as possible. Volunteers working at an event offsite are covered while they are undertaking volunteer duties.   Volunteers have access to the same post-incident debriefing and support provided to State Library employees. Offsite volunteers and online contributors are not covered under State Library's Public Liability Insurance.

10.1 Complaints and Grievances
Volunteer complaints or grievances will be managed consistently, transparently and equitably as detailed in State Library's *Volunteer Program Procedures.*

11   Volunteer Recognition

State Library ensures that volunteer contribution, value and impact is understood, appreciated and acknowledged and that volunteers are informed about how their contributions benefit the organisation, service users and the community.

State Library maintains Volunteer Service Awards for length of service to the library and Special Achievement Awards for examples of outstanding contribution to the library through volunteer service. State Library acknowledges contributions made by volunteers and a recognition function for volunteers will be held at least annually.

12   Essential considerations

There are no human rights under the *Human Rights Act 2019* that are impeded by the Policy. In conducting actions within the scope of this policy, the impact on the *Human Rights Act 2019* will be considered.

13   Risk management and mitigation

State Library applies sound risk management procedures in accordance with applicable risk management standards (ISO 31000:2018), including Financial and Performance Management Standard 2019 Part 2.

Risk	Description of risk	Mitigation management
1	Injury or loss to a volunteer while performing services for State Library	Onsite volunteers undertake Fire and Evacuation as part of their Induction. Onsite volunteers are covered under State Library's Public Liability Insurance and required to report any injury to their staff supervisor and/or Team Leader as soon as possible.
2	Volunteers performing inappropriate tasks	Volunteer projects have a corresponding role description, so volunteers know what to expect. Project managers supervise volunteers and monitor performance.

14 References

The policy is supported by:

Queensland Government
- Code of Conduct for the Queensland Public Service
- Human Rights Act 2019
- Information Privacy Act 2009
- COVID Safe Checklist for Restricted Businesses
- Queensland Government - Child Employment Act 2006 and Child Employment Regulation 2016
- Accounting Standard AASB 1058 - Income of Not-for-Profit Entities

State Library of Queensland
- Responsible Conduct Policy
- Volunteer Program Procedures
- State Library Volunteer handbook

Other
- National Standards for Volunteer Involvement 2023
- ALIA Statement on Voluntary Work in library and information services (2017)

15 Approval

Approved by State Librarian and CEO on 21 January 2025

16 Creative Commons