



Sydney Heritage Fleet Membership and Volunteer Policy

Date adopted by the Board	27 th July 2021, revised 26 th October 2021
Replacing policy dated	9 th October 2019
Date of latest review	22 nd November 2022
Date for next review	October 2023
Related policies and documents	<p>Sydney Heritage Fleet Work Health and Safety Policy</p> <p>Sydney Heritage Fleet Privacy Policy</p> <p>Sydney Heritage Fleet Child Safety Policy</p> <p>Sydney Heritage Fleet Complaints Policy</p> <p>Sydney Heritage Fleet Social Media and Communications Policy</p> <p>Sydney Heritage Fleet Discrimination, Harassment, Bullying and Equal Employment Opportunity Policy</p> <p>Sydney Heritage Fleet Volunteer Procedures and Volunteer Code of Conduct</p>

1. Introduction

Sydney Maritime Museum Ltd, trading and hereafter referred to as Sydney Heritage Fleet or SHF, is a member-based organisation and as such, recognises the central importance of its members.

The Fleet celebrates the fact that many members volunteer their time and labour to its activities and recognises that, without this volunteer contribution, it could not operate. Accordingly the Sydney Heritage Fleet has signed up to the NSW Government's *Statement of Principles for the Recognition of Volunteers*, which states:

- *This organisation demonstrates a commitment to best practice in volunteer management and all our people respect and support this commitment.*
- *Our volunteers are involved in the life of the organisation and are included in decisions that affect them.*
- *This organisation provides volunteers with clarity about their roles and is clear about expectations and policies that impact on their roles.*
- *Our volunteers respect the roles of everyone in the organisation.*
- *This organisation recognises and celebrates the contribution of volunteers.*
- *Our volunteers are provided with training and professional development for their roles.*
- *This organisation provides all our people with the opportunity to resolve disputes with respect and dignity.*

2. Purpose

It is the objective of Sydney Heritage Fleet to ensure that its members are respected and supported.

Further, Sydney Heritage Fleet recognises that the implementation of the *Statement of Principles for the Recognition of Volunteers* requires a commitment to support volunteers and respect the roles they perform within the Fleet. It also requires a commitment to ensure that the principles are embedded across and between the following areas:

- the Sydney Heritage Fleet organisational culture
- risk management
- complaints management and reporting
- human resources (through various mechanisms including but not limited to recruitment practices, training, supervision and Codes of Conduct).

All volunteers with Sydney Heritage Fleet are required to be members of the Fleet. This ensures that they are covered by the Fleet's insurance policy.

In addition, Sydney Heritage Fleet has members who do not volunteer. They contribute to the Fleet in other ways, including through their membership fees. Sydney Heritage Fleet recognises the importance of our non-volunteer members and aims to treat them with the same respect and dignity as our volunteering members.

3. Application

This policy has broad applicability to every member of Sydney Heritage Fleet staff and all volunteers and members.

This policy is intended to complement other relevant Sydney Heritage Fleet policies, in particular those relating to Work Health and Safety and Privacy, and be supplemented by Sydney Heritage Fleet Volunteer Procedures (see Appendix 1).

4. Applicable Legislation and Standards

Sydney Heritage Fleet is committed to compliance to the following legislation:

- The Privacy Act 1988
- The Work Health and Safety Act 2011
- (NSW) Children and Young Persons (Care and Protection) Act 1998

- (NSW) Anti-Discrimination Act 1977
- Racial Discrimination Act 1975
- Sex Discrimination Act 1985
- Human Rights and Equal Opportunity Commission Act 1996
- Disability Discrimination Act 1992.

In addition, SHF notes and is guided by the following standards and guidelines:

- [Volunteering Australia: National Standards for Volunteer Involvement](#)
- [Safework Australia: The Essential Guide to Work Health and Safety for Volunteers.](#)

5. Responsibility

The responsibility for oversight of this policy rests with the Sydney Heritage Fleet Board.

The responsibility for the implementation of this policy is shared between the **Volunteer Services Committee** and **SHF staff and volunteers**.

The way in which the above responsibilities are to be discharged is outlined in the **Sydney Heritage Fleet Volunteer Management Procedures** (Appendix 1).

The Terms of Reference of the Volunteer Services Committee (Appendix 2) are determined by the Board of Sydney Heritage Fleet and the Volunteer Services Committee will be accountable to and report to the Board.

The role of the Volunteer Services Committee is complemented by **Sydney Heritage Fleet staff and volunteers** who perform a range of duties as outlined in Appendix3.

Volunteers do not get paid because they are worthless, but because they are priceless.

APPENDIX 1:

Sydney Heritage Fleet Volunteer Management Procedures

The following complements the **Sydney Heritage Fleet Membership and Volunteer Policy** and sets out expectations in terms of its implementation.

i. Recruitment

Once a person makes contact with the Sydney Heritage Fleet (SHF) expressing an interest in volunteering, they will be:

- given advice about the various volunteer opportunities available
- asked about their interests
- invited to participate in an orientation experience such as a Fleet Discovery Day
- guided towards the area(s) in which they expressed an interest, including being given the contact details of the supervisor or person responsible for that area
- informed about training opportunities
- asked to become a member of SHF to ensure insurance coverage
- asked to provide identification details and proof of any relevant qualifications or certification.

While there are no limits on the age of membership of SHF, volunteers have to be over the age of 18, except in cases where signed permission has been obtained from the parent or legal guardian of a person aged 16 or 17 for them to participate in Fleet activities and the involvement of that person had been approved in writing by the SHF staff member or volunteer responsible for the area in which they will be volunteering.

Where a potential volunteer is known to be a person other than a citizen or permanent resident of Australia, SHF will check whether the terms of the person's visa allow him or her to volunteer before agreeing to their involvement.

In particular circumstances, such as where a person is visiting from overseas and has a particular interest in or skills related to the work of the Fleet, that person may be invited to be a guest of the Fleet. As a guest they can participate in Fleet activities but they are not a formal volunteer and will not be covered by SHF insurance.

SHF reserves the right to decline to engage a person considered not suitable for volunteer work with SHF or a person who is unable to undertake the work they wish to do within the safety standards set for that activity.

SHF also reserves the right to terminate connection with any person whose activities with the Fleet are considered unsafe or against the ethos of the Fleet in accordance with provisions set out in the **Sydney Maritime Museum Constitution**.

2. Induction and Training

All volunteers shall be offered appropriate information and training to discharge their functions, including but not limited to participation in a site or Fleet tour and introduction to the supervisor in charge of the area in which they have expressed an interest in volunteering.

All volunteers are required to undertake Work Health and Safety training applicable to the area in which they will volunteer as soon as possible and before starting work. In addition, where specific skills are required to undertake duties, volunteers will be provided with targeted training. This includes but is not limited to training in the safe operation of the Fleet's vessels and equipment.

3. Work Health and Safety

The Sydney Heritage Fleet is committed to maintaining a safe workplace for all volunteers and staff and it is expected that the highest standards of safety are maintained at all times.

Under the terms of the Work Health and Safety (WHS) Act, a person volunteering with the Sydney Heritage Fleet:

- is classified as a 'worker' under the WHS Act
- has the responsibility of a 'worker' to take reasonable care for health and safety
- is owed health and safety duty under the WHS Act
- can be prosecuted for failing to comply with their duties under the WHS Act if they do not take reasonable care for their own health and safety and not to create risks to others.

The person responsible for oversight of WHS within the Fleet is the **Operations Manager**. Any issues or concerns should be brought to his attention and all accidents, injuries or incidents reported to him as a matter of priority.

For more on Work Health and Safety, go to the **SHF Work Health and Safety Policy**.

4. Role Descriptions

Volunteers perform many functions within SHF. Broadly speaking they can be divided into the following broad areas:

- Governance
- Guiding
- Hospitality
- Maintenance and restoration
- Marketing and promotion
- Model making
- Office work
- Operation of the Fleet's vessels
- Training
- Youth and community programs.

SHF recognises the importance of each of these roles and their complementarity for the preservation of the vessels and the future of the organisation.

Volunteers may contribute to one or more of the above areas. Volunteers should not be disadvantaged if they limit their volunteering to only one area.

5. Supervision

All volunteers shall receive appropriate supervision in the exercise of their functions.

6. Volunteer Records

Volunteer records are held in a secure data base.

The Sydney Heritage Fleet will respect the privacy and confidentiality of personal information supplied by volunteers in accordance with the provisions of the **SHF Privacy Policy**.

7. Communication

It is expected that all communication within the Sydney Heritage Fleet and among those involved with it is characterised by the following: respect, courtesy, transparency and honesty.

Every effort will be made to ensure that volunteers are kept informed of relevant matters. This will be done through Fleet Forum, the Members section of the SHF website and other means as appropriate.

8. Insurance

In accordance with the law, volunteers are insured for personal injury and liability.

A copy of the Insurance Policy can be found in the Members' Section of the SHF website. It is the responsibility of volunteers to acquaint themselves with the provisions of this policy.

9. Code of Conduct

SHF is committed to creating a safe and enjoyable environment where everybody is treated with dignity, courtesy and respect and in which discrimination, harassment, victimisation and bullying are recognised as unlawful and are not tolerated. To achieve this, volunteers and staff members are required to sign the **Sydney Heritage Fleet Volunteers Code of Conduct** (Appendix 4).

10. Other Compliance Requirements

Roles undertaken by volunteers within some areas of the Fleet have attached to them certain compliance requirements. These include qualifications relating to:

- operation of vessels and equipment
- safe food handling
- responsible service of alcohol.

In addition, some volunteer roles require certain standards of dress for safety reasons and/or to identify the volunteer as a member of the Fleet.

In accordance with the **Sydney Heritage Fleet Child Safety Policy**, where a volunteer role involves participating in activities offered for children (anyone under the age of 18), the volunteer must submit evidence of having undergone a Working With Children Check and a signed **Child Safety Code of Conduct** form.

Other volunteers, especially active crew, are asked to obtain Working with Children clearance as there are occasions when clients require this when chartering vessels and/or young people might be on site. SHF reserves the right to exclude volunteers without Working with Children clearance from certain activities.

All of these requirements will be explained to volunteers by the person responsible for their induction, a trainer or a senior crew member of an SHF vessel.

11. Recognition

Depending on the Fleet's financial circumstances, volunteers who have contributed 100 hours or more service to SHF over a period of a year may be rewarded with vouchers or gifts. Information about Volunteer Rewards can be found in the Members Section of the SHF website.

12. Complaints

Complaints are to be managed in accordance with **Sydney Heritage Fleet Complaints Policy**.

SHF is committed to ensuring that concerns raised by volunteers are managed consistently, transparently, equitably and in line with principles of natural justice.

13. Disputes and Complaints

Disputes are to be managed in accordance with [Sydney Maritime Museum Constitution](#).

14. Reimbursement

Volunteers must seek prior permission for expenditure if they wish to be reimbursed for expenditure incurred in the exercise of their duties.

APPENDIX 2:

Sydney Heritage Fleet Volunteer Services Committee Terms of Reference

Mandate

The Volunteer Services Committee is accountable to the Board of Sydney Heritage Fleet. It is responsible for:

- actively recruiting volunteer members
- keeping a watching brief on the work of Sydney Heritage Fleet Membership and Volunteer Services Staff and Volunteers (see Appendix 3) to ensure that requests for information about volunteering with and/or membership of Sydney Heritage Fleet are responded to expeditiously
- vetting requests for membership and submitting a list of names to the Board for approval
- ensuring that the parent or guardian of a prospective volunteer aged 16 or 17 has signed and submitted the parental permission form and that the person overseeing the area in which they wish to volunteer is aware that they are a minor and agrees to their involvement and has signified their agreement to this in writing
- ensuring prospective volunteers receive a full induction, including but not limited to a site related Work Health and Safety briefing, and sign the Volunteer Code of Conduct
- managing volunteer participation and retention
- monitoring the relationship between volunteers and paid staff
- responding to concerns or complaints from volunteers and members referred to the Committee in accordance with the SHF Complaints Policy
- keeping the Board abreast of its activities and alerting the Board to any issues that might pose an actual or reputational risk to Sydney Heritage Fleet.

Membership

The Committee composition shall be as approved by the Board from time to time and shall include volunteers representing all Fleet sites and the director appointed by the Board with oversight of volunteer activities.

The President shall be an ex-officio member.

Reporting

The Committee will prepare a summary report for the Board after each meeting.

Meetings

The Committee shall meet at least six times in a calendar year.

Authority

The Committee has no authority to incur expenditure, recruit staff, consultants or contractors.

The Committee has no authority to represent the Museum externally.

APPENDIX 3:

Sydney Heritage Fleet Staff and Volunteers

Sydney Heritage Fleet staff and volunteers perform a variety of important complementary roles including:

- responding to initial requests from potential volunteers and members
- referring potential volunteers to relevant sections within SHF
- maintaining the members' register
- notifying the Child Safety Officer when Junior Volunteers (16-17 year olds) join the Fleet
- managing Fleet-wide correspondence with members
- processing receipt of membership fees
- sending out membership renewals
- recording hours of voluntary service
- recording and tracking volunteer qualifications and certification
- verifying Working with Children Check clearance numbers with the Office of the Children's Guardian
- ensuring those responsible for organising crew on vessels have access to current information about potential crew members' qualifications, Working with Children clearance, age (if under 18) and medical clearance
- administering volunteer rewards if and when relevant
- ordering uniforms and related items with prior approval of the Chair of the Audit Committee or his/her delegate.

APPENDIX 4:

SYDNEY HERITAGE FLEET: VOLUNTEER CODE OF CONDUCT

When you become a volunteer with Sydney Heritage Fleet (SHF) you will be working alongside a diverse group of people, undertaking a range of tasks, some of which may have elements of danger, and participating in a regulated environment.

To ensure you have the best possible experience, and understand what is expected of you, we ask that all volunteers sign the Code of Conduct set out below.

In all of my activities associated with the Sydney Heritage Fleet I commit to the following:

- Undertaking my duties diligently, to the best of my ability and for the benefit of SHF.
- Treating everyone with respect and courtesy.
- Following the directions of the person in charge of the activity in which I am involved.
- Not discriminating against anyone on the basis of their gender, sexual orientation, ethnicity, religion or any other defining characteristic.
- Respecting the privacy of those associated with the Fleet.
- Ensuring that none of my words or deeds can be perceived as bullying, harassment or victimisation.
- Ensuring that I maintain a high level of vigilance in relation to my safety and that of others (volunteers, staff, passengers and visitors) and not doing anything that will compromise my safety or that of others.
- Ensuring that I disclose any known medical condition that might affect my ability to perform my duties with safety and competence.
- Respecting SHF's policies in relation to the use of alcohol, illicit drugs and tobacco and not engaging in any SHF activities while under the influence of alcohol or illicit drugs.
- Dressing in a manner suitable for the role I perform. This may include the wearing of a uniform or safety clothing.
- Adhering to all SHF policies and procedures (details of which can be found on the SHF website).
- Complying with additional requirements associated with the particular role I perform (e.g. as a member of the crew of one of the SHF vessels or when working with children).
- Not speaking to the media or in public on behalf of the Fleet unless authorised to do so.
- Ensuring compliance with the Sydney Heritage Fleet Social Media and Communications Policy when posting on any social media platform or communicating through any other electronic medium.

- Not doing anything that will bring the Fleet into disrepute.
- Bringing any concerns in relation to breaches of this Code to the President or another member of the SHF Board.

I recognise that a serious breach of this Code will lead to disciplinary action and might lead to my involvement with the SHF being terminated in accordance with provisions set out in the Sydney Maritime Museum Constitution.

Print Name:

Signed:

Dated: