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PBRB PO 018	29 August 2024	3

1 PURPOSE

This Policy articulates the commitment of the Puffing Billy Railway Board (PBRB), operators of Puffing Billy Railway (PBR) to ensuring volunteers are treated with respect, work in safe and fulfilling roles and are acknowledged for their valued contribution to the daily operations of PBR in the meeting of the organisations vision, mission, strategic objectives and obligations under the **Puffing Billy Railway Act 2022** (the Act).

2 SCOPE

This Policy applies to all volunteers, both current and prospective, across all locations at PBR and any other locations where activities are undertaken by or on behalf of the organisation.

3 DEFINITIONS

TERM	MEANING
VOLUNTEERING	<p>The commonly accepted definition of volunteering in Australia was issued by Volunteering Australia in 2015. “...Volunteering is time willingly given for the common good and without financial gain...” Volunteering is undertaken:</p> <ul style="list-style-type: none"> • To be of benefit to the community and the volunteer; • Of the volunteer’s own free will and without coercion; • For no financial payment; and • In designated volunteer roles.

4 RESPONSIBILITIES

CEO and Management Executive Group (MEG) have a responsibility to:

- Implementing this policy and advocating for role of volunteers within the organisation
- Ensure appropriate resourcing – including but not limited to employee supervision, training
- Report to the Board on the Volunteering experience

Branch Managers have a responsibility to:

- Monitor and provide direction to registered volunteers ensuring their safety
- Provide training and support to volunteers

People and Culture are responsible for

- Organising the overarching recruitment, induction, recognition and retention programs for volunteers.
- Assigning supervisors to volunteers and supporting the work of volunteer supervisors
- Keeping records of volunteer involvement



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PBR Volunteers are responsible for

- Abiding by the organisations policies and procedures and requirements of the PBR Volunteer Agreement

5 POLICY

PBR values its volunteer workforce and is committed to supporting existing volunteers and to growing our volunteer programs. Under the Act the PBRB is required to recognise the importance of volunteer participation in the operation of the Puffing Billy Railway; provide a safe, inclusive and diverse working environment and manage volunteer engagement.

PBR agree to manage and support volunteers in accordance with legal requirements and Volunteering Australia's principals. We endorse the **National Standards for Volunteering Involvement** and the **Volunteering Australia National Strategy for Volunteering** complying with the Australian definition, principles and model code of practice for involving volunteers. PBR endorse the following:

Volunteers offer an invaluable asset — their time — to contribute to activities and causes they care about, without expectation of reward. Throughout history, volunteering has been at the centre of communities and the driver of social change. As Australian communities evolve, the richness of an increasingly diverse population is reflected in the myriad of ways volunteering takes place. Whether connected by place, time, passion, or interest, volunteers come together to make an individual contribution to a collective effort for the betterment of society.

Because volunteering is an integral part of community with far-reaching benefits across society, its impact cannot truly be quantified. Measuring outcomes as numbers of volunteers or hours contributed does not fully capture what is an inherently personal and social activity. Measuring what matters begins with understanding and then celebrating the multitude of benefits volunteering creates for people, places, and the planet.

National Strategy for Volunteering 2023-2033, Page 18.

PBR recognises the value of the life skills, knowledge, and experience that volunteers bring to the organisation and will support their rights and to provide appropriate orientation, training and insurance coverage. PBR volunteering roles will be meaningful and add value for both parties to assist PBR in delivering enhanced programs and services.

PBR will ensure adequate resources are provided such as time, funds, equipment, technology, and training to support volunteer involvement.

Training and development opportunities are provided for volunteers including a comprehensive induction program covering safety, particularly rail safety, organisation history, key organisational policies including the expectations under The Child Safe Standards of which PBR subscribe as a Child Safe Organisation. Volunteers are expected to regularly participate in education opportunities to ensure skills and knowledge are current and aligned with rules, regulations, and community expectations.



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PBR acknowledges the important contribution of all volunteers to the work of PBR and as such have programs and processes in place to ensure volunteers remain engaged and are included in the decisions and directions of the organisation. Opportunities will be created for volunteers to contribute to the PBR volunteering experience, providing input into volunteer programs including recruitment, retention and recognition; the development and implementation of relevant policies and procedures that impact on volunteers and activities that support volunteering.

PBR is committed to continuous improvement and prioritises collecting and implementing the feedback of volunteers to better understand how PBR programs and services can be improved to deliver better outcomes.

6 SUPPORTING DOCUMENTATION

6.1 EXTERNAL SOURCES

- [National Standards for Volunteer Involvement \(National Standards\)](#)
- [National Strategy for Volunteering 2023-2033 – Volunteering Australia](#)
- [The Child Safe Standards](#)
- Puffing Billy Railway Act (Vic) 2022
 - Part 1, Clause 1 Purpose (f)
 - Part 2, Clause 6 Objectives of the Board (e), (i), (j)
 - Part 2, Clause 7 Functions of the Board (1)(b), (2)(c)(ii)(iv)
 - Part 2, Clause 9A Stakeholder Consultative Committee (2)(d), (3)(d)
- Equal Opportunity Act (Vic) 2010
- Occupational Health and Safety Act (Vic) 2004

6.2 INTERNAL SOURCES

- Issue (Grievance) Resolution Policy PBRB PO 012
- Discrimination, Harassment and Bullying Policy PBRB PO 008
- Sexual Harassment Policy PBRB PO 064
- Diversity and Inclusion Policy PBRB PO 030
- Volunteer Recruitment Policy PBRB PO 060
- Volunteer Induction and Orientation Policy PBRB PO 063
- Volunteer Performance Management Procedure PBRB P 049
- Volunteer Management Procedure PBRB P 009
- Code of Conduct PBRB S 001
- Child Safety and Wellbeing Code of Conduct PBRB S 002
- Recognition Policy PBRB PO 068
- PBR Vision, mission and strategic objectives
- PBR Volunteer Agreement



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7 DOCUMENT INFORMATION, CONTROL, AND REVIEW.

7.1 INFORMATION

DOCUMENT ID	DOCUMENT TITLE
PBRB PO 018	Commitment to Volunteers Policy

7.2 RESPONSIBILITY

DOCUMENT OWNER	DOCUMENT AUTHOR	APPROVING BODY
People and Culture	People and Culture Manager	Puffing Billy Railway Board

7.3 VERSION CONTROL AND CHANGE

VERSION NUMBER	APPROVAL DATE	APPROVED BY	AMENDMENT
1	28 May 2015	Board	First Version
2	13 August 2019	Board	Revision – Replacement of ETRB PO 018
3	29 August 2024	Board	MoC 50-2024

REVIEW

Due Date August 2027



Puffing Billy Railway’s staff and volunteers are committed to providing positive experiences for children in an environment that is caring, nurturing and safe.

Our Children, Our Focus, Our Future, Speak Up!