



RACV Member Volunteer Agreement

Thank you for agreeing to be a volunteer with the Royal Automobile Club of Victoria (**RACV**) Limited. Volunteers have an important part to play within RACV and this Volunteer Agreement has been developed to ensure that you fully understand your rights and responsibilities.

This agreement is made between you and RACV. In completing the online application form, you agree to accept and abide by the terms of this agreement.

1. Volunteer Standards

RACV has developed the RACV Volunteer Standards that outline the standard of behaviour expected of RACV's volunteers. When volunteering with RACV you are required to be aware of the Volunteer Standards and observe them.

In addition to the RACV Volunteer Standards, we ask that you:

- a) Behave appropriately and courteously to staff, other volunteers and the public with whom you interact when volunteering with us;
- b) Dress appropriately for the volunteering activity and in a manner consistent with RACV's expectations;
- c) Use any property or equipment provided only for the purpose of assisting you in performing your volunteer role, and return any such property and equipment to RACV when you finish the volunteer activity;
- d) Provide reasonable notice if you are no longer able to perform any volunteering role or activity so that we can make alternative arrangements;
- e) If requested for certain specialised activities, agree to provide us with references, undertake a National Police Check and/or provide us with a valid Working with Children Check.
- f) Act in accordance with the role description assigned to you and in accordance with any directions given to them by the volunteer manager or organiser.

2. Confidentiality and Privacy

- a) The activities you perform as a volunteer for RACV may involve access to confidential information. You should not discuss sensitive information with members of the public, other volunteers, staff members or other organisations. Also, you should not use information gained in the course of your volunteer placement to cause harm or detriment to the RACV, any person or body.
- b) The information provided by you as a volunteer will be collected by RACV and will be used for the purpose of administration and volunteer co-ordination by RACV, including for communicating with you about the volunteering activity. Your contact details will also be included in the RACV's volunteer database. RACV may need to disclose this information to (and in limited circumstances, collect it from) third parties such as our Business Partners (including organisations for whom we provide volunteer services) our Contractors (such as our information technology providers) and our mailing service providers. In limited circumstances, our third party service providers may store or access your information overseas.
- c) RACV may also use your personal information to notify you about other products, services and special offers. You can request not to receive this material by contacting the RACV MemberLine on 13 RACV.

- d) Your privacy is important to RACV. We will always act to protect your personal information and we are careful about how and when your information is collected, used and disclosed. If you would like further information about how RACV complies with its obligations under the Privacy Act 1988 (Cth), or if you want to find out how to:
- a. request access to the information that RACV holds about you;
 - b. seek the correction of such information; or
 - c. complain about a breach of your privacy,

You can obtain a copy of the RACV Privacy Charter online at racv.com.au, from any RACV shop or by calling the RACV MemberLine on 13RACV.

- e) As a volunteer, you consent to the publication and/or use in any form of media whatsoever of your name, image, statements or persona in any context pertaining to the volunteer activity or otherwise during or after you perform your volunteering role, whether for advertising, promotions or otherwise for no fee or remuneration.

3. Payment and Relationship with RACV

- a) The volunteer work you do is unpaid and you acknowledge that you have not become a volunteer of RACV with the expectation of financial reward.
- b) You acknowledge that the relationship between you and RACV is as a volunteer. You are not an employee of RACV and there is no intention to create an employment relationship between you and RACV now or at any time in the future. You are not entitled to a salary or other benefits or entitlements associated with employment.
- c) As a volunteer, you have no authority to act on behalf of RACV. You need to seek prior written approval from an appropriately authorised person before creating any financial or other obligations on behalf of RACV.

4. Health and safety

- a) You must be safe and responsible at all times and must comply with all safety policies, procedures and directions notified by RACV. You acknowledge that you may need to be physically able to volunteer for certain activities and you represent that you have not been advised otherwise by a qualified medical practitioner. If you become aware of any medical condition or impairment that will be detrimental to your health if you volunteer, or are otherwise sick or injured prior to the volunteer activity, you should notify RACV.
- b) You consent to receive medical treatment that may be deemed advisable in the event of injury, illness, accident and/or illness during any volunteer activity.

5. Release and indemnity:

You acknowledge that (to the extent permitted by law) you volunteer at your own risk, and in consideration of and as a condition of acceptance of your application to be a volunteer you agree:

- a) to release (to the extent permitted by law) RACV and each of its agents, affiliates, employees, members and promoters ("those indemnified") from all and any claims, demands or proceedings arising out of or in connection with your performance of tasks (or failure to perform tasks or to perform tasks adequately) as a volunteer; and
- b) to indemnify those indemnified and to keep them indemnified against all liability for all injury, loss or damage arising out of or in connection with your performance of tasks (or failure to perform tasks or to perform tasks adequately) as a volunteer,

to the extent that:

- c) you acted other than in good faith;
- d) you knew, or ought reasonably to have known, that at the relevant time you were acting:
 - i. outside the scope of the work organised by RACV; or
 - ii. contrary to any instructions given by RACV; or
- e) your ability to act in a proper manner was, at the relevant time, significantly impaired by alcohol or drugs.

This release and indemnity continues forever and binds each volunteer's heirs, successors, executors, administrators, personal representatives and assigns.

6. Intellectual property

As a volunteer, you agree to transfer all intellectual property rights and interests (including copyright) in any materials produced during the period of engagement as a volunteer to RACV upon submission. You consent to our use of such creations and agree not to bring any claim for infringement of your moral rights in respect of that use.

7. Induction briefing

Upon commencement of your volunteer role, you will receive an induction and training session relevant to the volunteer work you will undertake. Details of the induction and training sessions will be posted on the RACV website and attendance at this session is mandatory.

8. Contact person

RACV undertakes to explain the standards we expect for our services and encourage and support you to achieve and maintain them. We will provide you with appropriate support and guidance and there will be a specific staff member or volunteer manager who will meet with you, as required to discuss your volunteering role and any successes and issues.

9. Ending your volunteer arrangement

Either you or RACV may, at any time and for any reason whatsoever, terminate your volunteer arrangement. In the event you do not wish to continue with your volunteer arrangement, we ask that you let us know in writing.

10. Volunteering Australia National Standards

Please refer to the National Standards from Volunteering Australia for further information regarding your rights and responsibilities as a volunteer, see here for further details

http://www.volunteeringaustralia.org/wp-content/uploads/National-Standards-Document-FINAL_Web.pdf

We appreciate you volunteering your time and skills with us and we will do our best to make your volunteering experience with us enjoyable and rewarding.



RACV Volunteer Standards

The following standards are designed to provide a safe and efficient working environment for everyone. Accepting and following these standards is a condition of your Volunteer Agreement with RACV.

Punctuality	Arrive at work and return from your breaks on time. Please phone the office on (03) 9790 2995 or nominated phone number if you are running late for whatever reason.
Dress standards	Your appearance is to be clean and neat. Where a uniform is provided by RACV it must be worn at all times as required. Where a uniform is not required, we ask that you do not wear clothing which may cause offense e.g. profanity, nudity, offensive gestures or suggestive cartoons.
Personal Protective Equipment Requirements	Wear safety clothing and use safety equipment (e.g. protective gloves, glasses) as instructed at all times.
Behaviour	Behave courteously and professionally towards RACV members, suppliers, RACV employees, fellow volunteers and the general public. Carry out instructions given to you in a friendly and co-operative manner.
Honesty and integrity	Honesty and integrity when dealing with RACV members, suppliers, RACV employees, fellow volunteers and the general public is expected at all times. It is important that RACV business, member and employee related matters are treated confidentially.
Safety	You are expected to carry out your work in a safe and responsible manner. Observe and follow all safety practices at all times. Take care of your own safety and the safety of others affected by your actions. Report anything that is unsafe to the volunteer manager or RACV representative.
First aid and injuries	If you need first aid treatment or have been injured in any way report it to your volunteer manager immediately.
Fire and emergency evacuation	If there is a fire or another emergency on site, notify one of the fire wardens or volunteer manager immediately. Remain calm and follow their instructions. These may include assisting people on site to evacuate to the emergency assembly area.
Injuries, incidents and hazards	Any accidents, incidents, injuries, "near misses", dangers and hazards are to be reported to the volunteer manager immediately.
Notice if no longer available to volunteer	Please telephone the office on (03) 9790 2995 or nominated phone number as soon as you know that you can't attend your volunteer opportunity.

Termination of volunteer engagement	<p>RACV has a zero tolerance policy to unsafe and illegal behaviour. Volunteer engagement may be terminated, without notice, for serious misconduct, for any (but not limited to) of the following reasons:</p> <ul style="list-style-type: none">• Being in possession of, trafficking or consuming illegal drugs on RACV premises or at any RACV function, event or activity;• Reporting for volunteer work or returning from breaks affected by alcohol or other drugs;• Consuming alcohol while on volunteering, except where specifically authorised in advance by the volunteer manager;• Being in possession of, or using weapons while on duty;• Smoking in a non-smoking area;• Stealing;• Bullying/harassment of any nature;• Driving irresponsibly;• Fighting, assault or intimidation;• Making threats of violence.
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