



COMMUNITY VOLUNTEERING

JOINT VENTURE GUIDE



TABLE OF CONTENTS

Introduction..... 3

1. Executive Summary 4

Industry partner community work, 3

Host organisations eligible to take on members.4

Age of Pet Therapy members.....4

Duty of Care.....4

Assessment of the host (industry partner) organisation’s suitability.....5

Assessment of the host (industry partner) organisation’s induction and supervision arrangement5

Appropriateness of tasks and settings ..6

Emergency Management6

Hours of operation and duration.....7

Travel Arrangements7

Travel to and from community work.....7

Travel during community work.....7

Therapeutic Dog Services Arrangement form for members community work8

Members medical information9

Addressing Issues and concerns during community work.....9

Insurance9

INTRODUCTION

Industry partner community work, is community work undertaken by a Therapeutic Dog Services Incorporated registered member which:

- supports the members learning and career development.
- directly benefits the community.
- is organised by Therapeutic Dog Services Incorporated; and
- is approved by the management board of Therapeutic Dog Services as Industry Partner community work.

Industry experience is the short-term placement of members with industry partner organisations, to provide insights into pet therapy, the industry, and the workplace in which they are located.

Industry structured learning involves members undertaking structured on-the-job training during which they are expected to master a designated set of skills and competencies related to animal assisted activities.

1. EXECUTIVE SUMMARY

Members undertake industry partner community work voluntarily.

Members should voluntarily or willingly engage in any industry partner community work. Must also engage in industry partner community work without any remuneration or reward for their work.

Host organisations eligible to take on members.

The following organisations are eligible to take on member workers:

- not-for-profit organisations.
- community organisations whose work has direct benefits to the community; or
- any organisation (including organisations that are a business, trade or occupation executed for profit) where the volunteer work undertaken by the member has direct benefits to the community and whose employees would not be replaced by the volunteer worker.

Age of Pet Therapy members

The minimum age requirement for volunteers is 16. Prospective members, under 16 years old, must apply and be approved through the Exceptions Committee.

Duty of Care

Therapeutic Dog Services Incorporated have a general duty of care to their members to take reasonable steps to protect them from any foreseeable injury. This duty can extend beyond Therapeutic Dog Services grounds and includes approved activities such as industry partner community work. To fulfill their duty of care in these circumstances, Therapeutic Dog Services addresses all matters to reduce the risk of injury to their members.

Responsibility for risk management regarding industry community work programs lies with the management board. This requires the management board to take all reasonable steps to

ensure the safety of member workers undertaking industry community work with host organisations.

Assessment of the host (industry partner) organisation's suitability

In accordance with its duty of care to its members, Therapeutic Dog Services Incorporated must satisfy itself that the host organisation will provide a safe and suitable workplace for its members.

South Australian Occupational Health and Safety (OHS) legislation and standards impose duties on employers (Industry Partners) to ensure that a safe working environment is provided and maintained.

Therapeutic Dog Services Incorporated must be satisfied that the host organisation understands OHS legislation and standards and will comply with these laws and standards with respect to members as if they were its employees. This includes Therapeutic Dog Services being satisfied that the host organisation can provide a working environment that is safe and without risks to the health of its members.

The host organisation must complete Risk Assessment Form for Therapeutic Dog Services community work prior to the placement. It is the responsibility of the host organisation to identify and control risks/hazards in the members working environment and to document how they will do this. Therapeutic Dog Services will cooperate with the host organisation, where reasonably practicable, to ensure the risks are reduced (e.g. through the provision of relevant information about the member and by having member complete an OHS program prior to the Therapeutic Dog Services community work placement).

Management board review the completed form with the host organisation to be satisfied that risk management strategies will be implemented to control any hazards and potential risks before approving the placement. In addition, management board requires the host organisation to complete the relevant section of the Therapeutic Dog Services Arrangement Form for Industry Partner Community Work.

Assessment of the host (industry partner) organisation's induction and supervision arrangement

Therapeutic Dog Services must satisfy itself that the host organisation will provide members with an induction to the organisation and its workplace. Therapeutic Dog Services must also confirm that the host organisation has made appropriate arrangements for supervision of members. The host organisation must ensure that its supervisors are sufficiently competent to be able to ensure that tasks to be assigned to community work volunteers can be conducted safely.

Community Volunteering

Joint Venture Industry Partners

Any person from the host organisation who will be supervising the member while at work must hold a valid Police Clearance Check. Therapeutic Dog Services ensure that Police Clearance are held prior to the member commencing the industry partner community work placement.

Appropriateness of tasks and settings

Therapeutic Dog Services must ensure that the industry partner community work tasks and settings are appropriate for the member worker and not likely to be harmful to the members health, safety, moral or material welfare or development.

Consideration should be given to:

- the members age, competency, and physical and emotional development and maturity; and
- the nature and management of the work or activity and the nature and environment of the workplace where the community work is to be performed.

For example, the following types of work or activity are to be considered likely to be harmful to a member's health or safety unless the risk of harm arising from the work or activity is managed to minimize the risk:

- repetitive bending, twisting, or lifting.
- manually lifting heavy items.
- working near moving vehicles.
- working with uncontrolled animals; and
- working in extreme weather conditions.

Appropriateness of tasks and settings

Prior to commencing industry partner community work, the member worker should successfully complete an OHS program that is recommended by Therapeutic Dog Services Incorporated and relevant to the industry in which the industry partner community work is taking place. Therapeutic Dog Services also ensure that member workers have been provided with appropriate information in relation to issues of workplace discrimination, bullying and harassment.

Emergency Management

Therapeutic Dog Services will ensure that the host organisation will inform the volunteers of their emergency management plan as part of their OHS induction into the organisation.

Hours of operation and duration

Industry partner community work should take place within the times and dates as have been determined by Therapeutic Dog Services and the Industry Partner. It should also take place within day hours, except if the host organisation and Therapeutic Dog Services have made alternative arrangement.

It is not recommended that industry community work be organised outside day hours and/or outside the dates however, if this is to occur, the member must be consulted and before approving that work, the management board must be satisfied that there is an appropriate contact person during the time of the industry community work and that all matters raised in this Guidance document have been properly addressed.

If the management board is not satisfied that these matters can be properly addressed, the management board will not consent to the community work arrangement. Any community work that is not approved by Therapeutic Dog Services Incorporated becomes a volunteering arrangement that is entirely the responsibility of the member, and you are not covered by insurance under these circumstances.

If community work is to take place outside hours and/or outside Therapeutic Dog Services dates/times, the volunteer should give their written acknowledgement to the management board that they will be responsible.

Travel Arrangements

Travel to and from community work

Travel arrangements to and from industry partner community work should be outlined in the Timetable of Industry Partner Community Work and approved by the member and the board of management of Therapeutic Dog Services Incorporated.

Travel during community work

It is not recommended that members undertake travel between work locations during community work however if this is to occur, Therapeutic Dog Services must be informed of and give their consent to their member undertaking any vehicle travel with the host organisation or nominated workplace supervisor(s) and Therapeutic Dog Services will undertake reasonable inquiries to determine the suitability of the travel arrangements.

This should include having the proposed driver complete a statutory declaration in which they attest to the following matters:

- that he/she has a current and valid Australian driver's licence. A copy must be provided.
- that he/she is not disqualified or suspended from driving.
- that he/she is not subject to any other impediments to his/her ability to drive a motor vehicle.

Community Volunteering

Joint Venture Industry Partners

- that the vehicle in which the member is to be transported is comprehensively insured.
- that the vehicle is, to the best of his/her knowledge, roadworthy, safe for normal road use and suitable for the work-related purposes to which it will be put; and
- that he/she has a valid police clearance. A copy must be provided.

A Statutory Declaration for transport of a member worker during industry partner community work has been developed for this purpose.

Therapeutic Dog Services Arrangement form for members community work.

The management board is responsible for ensuring that full records of the industry partner community work arrangements are maintained.

There should be clear and complete records as to:

- name and age of the member involved.
- emergency contact details.
- name and address of the host organisation.
- name(s) of person(s) at the host organisation who will supervise the volunteer.
- the activities which the member will undertake; and
- a timetable for the members, industry partner community work that is agreed upon and signed by the member and management board. This timetable should clearly state the following details of the members volunteer community work:
 - whether the member is going to and from industry community work and home or Therapeutic Dog Services Office each day.
 - mode(s) of transport to and from the community work and whose responsibility it is for transporting the volunteer – e.g. guardian driver, arranged transport, the volunteer themselves (if using public transport).
 - start and finish times for the industry partner community work.
 - time of departure from the member location of origin each day; and

Prior to the commencement of the industry partner community work, the Therapeutic Dog Services *Arrangement Form for Industry Partner Community Work* must be completed and signed by all parties. This form, along with the *Timetable of Industry Partner Community Work* and the *Risk Assessment Form* for Industry Partner Community Work and must be retained by Therapeutic Dog Services. A copy of the completed form must be provided to the host organisation.

If the volunteer is injured during the industry partner community work, or Therapeutic Dog Services is aware of any complaints arising out of the members involvement in Industry Partner community work, records will be kept for longer than the minimum period.

Members medical information

Prior to the community work taking place, Therapeutic Dog Services must ensure that it has up-to-date medical information about members who will be participating. Therapeutic Dog Services requests that the member completes a *Confidential Medical Information Form* for Industry Partner Community Work prior to the commencement of the community work, which can be accessed by the management board in the event of an emergency. This information should be passed on to the host organisation with the consent of the member.

If the member has any medical condition, disability or special needs Therapeutic Dog Services should determine whether the host organisation is suitable to cater for the members requirements. In accordance with its legal obligations under anti-discrimination law, Therapeutic Dog Services will consult the host organisation, about any adjustments which can be made to enable the member to participate in industry partner community work.

Addressing Issues and concerns during community work

The member should contact Administration on 0481 293 370 or co ordinator on 0452 671 425, or AAI Director on 0415 132 654 if any issues or concerns arise during community work. We encouraged you to contact person for any issues or concerns that arise during your community placement work.

Therapeutic Dog Services contact person will be responsible for managing any issues that arise. (This may require that they terminate the industry partner community work.)

Insurance

Eligible members at Therapeutic Dog Services are provided insurance coverage to all members in the manner prescribed by law.

Benefits eligibility is dependent upon a variety of factors, including members classification.

Therapeutic Dog Services holds an insurance policy.

Policy: Public Liability, Products Liability, Professional Indemnity and Volunteer's insurance coverage.

Policy: 50 NPA 362359

Public Liability \$20,000,000

Products Liability \$20,000,000

Professional Indemnity \$10,000,000

Volunteer Insurance coverage

Community Volunteering

Joint Venture Industry Partners

Example Only: Covers you, working within Therapeutic Dog Services, industry partner facilities. This covers you and your dog from any damage or claims to a facility, (such as if a dog smashes something or bites etc.) It does not cover you and your dog for injury (such as falling down the stairs at a facility). This would be a claim against the facility, at which you were working. Each facility has their own public liability insurance to cover for these types of incidents.

Therapeutic Dog Services provides volunteers insurance program at no cost to members. This program covers any injury or illness sustained while volunteering that requires medical, surgical, or hospital treatment. Subject to applicable legal requirements, volunteer workers' compensation insurance provides benefits after a short waiting period or, if the member is hospitalised, immediately.

Members who sustain work-related injuries or illnesses should inform their supervisor immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. This will enable an eligible member to qualify for coverage as quickly as possible.

Neither Therapeutic Dog Services nor the insurance carrier will be liable for the payment of volunteer workers' compensation benefits for injuries that occur during a member's voluntary participation in any off-duty recreational, social, or athletic activity.

You are not covered by Therapeutic Dog Services insurance and not authorised to visit the industry partner facility as a Pet Therapy Team until you achieve accreditation status. [Read Maintaining Accreditation Booklet](#)

We are committed to providing adequate insurance cover for members whilst they conduct their community work, volunteering roles that have been approved and authorised by us.
