



# AFP Practical Guide on the Volunteers in Policing Program (ACT Policing)

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## 1. Disclosure and compliance

This document is classified **UNCLASSIFIED** and is intended for internal AFP use.

Disclosing any content must comply with Commonwealth law and the [AFP National Guideline on disclosure of information](#).

## Compliance

This instrument is part of the AFP's professional standards framework. The [AFP Commissioner's Order on Professional Standards \(CO2\)](#) outlines the expectations for appointees to adhere to the requirements of the framework. Inappropriate departures from the provisions of this instrument may constitute a breach of AFP professional standards and be dealt with under Part V of the [Australian Federal Police Act 1979](#) (Cth).

## 2. Acronyms

<b>AFP</b>	Australian Federal Police
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## 3. Definitions

**AFP appointee** – has the same meaning as contained within s. 4 of the [Australian Federal Police Act 1979](#) (Cth).

**Delegate** – means Coordinator Human Resources ACT Policing

**Police volunteer** – means a person who, subject to their contract (Deed of Agreement), provides a service for the Commonwealth of Australia as represented by the Australian Federal Police and who receives no remuneration except for the payment of pre-determined out of pocket expenses.

**Team Leader** – means in this guideline Volunteer in Policing Team Leader.

## 4. Guideline authority

This guideline was issued by the Chief Police Officer for the ACT using power under s. 37(1) of the [Australian Federal Police Act 1979](#) (Cth) as delegated by the Commissioner under s. 69C of the Act.

## 5. Introduction

This guideline outlines the roles and responsibilities of AFP appointees when dealing with police volunteers.

## 6. Policy

The Volunteers in Policing Program offers enormous benefits to all stakeholders. The AFP recognises that the inclusion of police volunteers in its structure affords ACT Policing an invaluable local resource that helps to forge stronger links between police and our community.

## 7. Roles and responsibilities

The Volunteers in Policing Team Leader is responsible for:

- the planning and coordination of all recruitment, selection and training of police volunteers
- reporting to the Coordinator ACT Policing Human Resources on all financial and administrative matters relating to the management of the Volunteers in Policing Program
- liaising with external stakeholders in other police volunteer jurisdictions
- liaising with the ACT's peak volunteering body, Volunteering ACT
- the conduct of police volunteers
- ensuring police volunteers obtain appropriate security clearances to work in AFP buildings
- monitoring the performance of police volunteers to identify significant achievements worthy of recognition
- conducting annual performance evaluation sessions on all police volunteers
- collation and certification of all police volunteer timesheets on a monthly basis
- certifying all claims for fuel reimbursements and forward to the Delegate for approval and payment
- providing additional support to police volunteers
- ensuring police volunteers comply with their contractual obligations as set out in the contract (Deed of Agreement) including:
  - compliance with all secrecy, privacy, confidentiality and conduct obligations while providing their services as a police volunteer.

Police volunteers should have access to an identified workplace supervisor, who will provide advice about their duties and performance.

Team leaders/supervisors should ensure they:

- submit requests for police volunteer support by using the 'Request for Police Volunteers' form (AFP forms)
- discuss the creation of new police volunteers roles with the Team Leader
- provide support to police volunteers under their supervision
- apply to the Team Leader if they require a police volunteer to work more than 16 hours
- do not require police volunteers to undertake duties which would prevent employees being paid for the task
- provide police volunteers with appropriate equipment and facilities to carry out their role effectively
- provide suitable workplace orientation and role description to police volunteers
- inform police volunteers of any occupational health and safety risks relevant to their role
- provide feedback to the Team Leader on a police volunteer's performance on request.

Team leaders/supervisors must ensure that police volunteers do not:

- ordinarily work more than 16 hours per week
- purport to be a member of the AFP
- represent the AFP by securing contracts or services.

To ensure that police volunteers are not asked to perform in a role outside of their scope or abilities, supervisors must consult with the Team Leader prior to tasking a police volunteer with a task.

## 8. Duties

Police volunteers may be used to support paid staff in routine tasks including:

- administration (e.g. filing, archiving, media clippings etc)
- role-playing for recruit training
- ushers at special events
- bus driving duties
- catering support
- Front office support
- consensual fingerprinting support
- helping Crime Prevention on stands at major events
- any other support role that has been approved by the Team Leader.

Police volunteers may also assist in emergency after-hours situations such as catering support to police involved in an operation (e.g. siege situation, fatal motor vehicle accident).

Other situations requiring after-hours support may include:

- monitoring unidentified juveniles while police try to establish their identities
- supporting children of witnesses/suspects while appropriate care arrangements are made
- supporting victim of crime while officers are engaged in more urgent associated duties.

Where police volunteers are required outside of business hours, the Team Leader must be contacted via Police Communications.

Police volunteers may:

- work a set roster with a workplace supervisor
- be assigned duties by the Team Leader as they arise
- if agreeable, be called out in an emergency by the Team Leader.

## 9. Identification

Team leaders/supervisors must ensure that police volunteers under their supervision display an official AFP photographic identification pass at all times.

Access to AFP premises will not be permitted without this identification.

## 10. Corporate clothing

The Team Leader must ensure that all police volunteers are issued with the appropriate corporate clothing, including the following items:

- a light blue chambray shirt (long or short sleeved), embroidered with 'POLICE VOLUNTEER' in dark blue
- a navy blue polar fleece jacket, (long or short sleeved), embroidered with 'POLICE VOLUNTEER' in white
- a baseball cap and wide-brimmed sun hat embroidered with 'POLICE VOLUNTEER' in white
- a navy blue jumper embroidered with 'POLICE VOLUNTEER' in white
- a blue wet weather jacket with POLICE VOLUNTEER in reflective print on the back
- an orange reflective safety vest marked with 'POLICE VOLUNTEER' (to be worn when high visibility is required)
- dark blue King Gee cargo pants, which may only be worn as protective dress for specific roles, such as:

- catering support
- dirty/dusty environments
- out of public view, such as packing show bags etc.

## 11. Police Volunteer support

All appointees must treat police volunteers with respect.

The Team Leader should ensure police volunteers are aware of their entitlement to access the AFP's support services, such as the Welfare Officer, Chaplain and the Confidant Network.

The Team Leader should encourage police volunteers to first utilise the services of Welfare assistance or the Employee Assistance Program, however police volunteers may also access Davidson Trahaire, on referral from the AFP Employee Assistance Program.

## 12. Expenses

The Team Leader is responsible for authorising:

- all expenses as they are incurred, such as parking fees etc
- reimbursement of expenses (e.g. fuel costs).

## 13. Motor vehicles

The Team Leader and supervisors must ensure that police volunteers:

- do not drive marked police vehicles, under any circumstances
- do not use their own vehicle when performing their nominated role
- only drive unmarked AFP vehicles if they are appropriately licensed
- comply with AFP requirements for driving official vehicles, when appropriate.

Police volunteers may be asked to drive the Crime Stoppers bus if appropriately licensed however, must be cleared by ACT Policing's Traffic Operations Centre.

## 14. Access to AFP systems

The Team Leader and supervisors must ensure police volunteers are:

- not given access to PROMIS
- given access to appropriate applications including:
  - Microsoft Word, Outlook and Excel
  - the AFPHUB.

## 15. Complaints

Supervisors must refer all complaints involving police volunteers to the Volunteers in Policing Team Leader in the first instance.

The Team Leader will assess the complaint and deal with the matter in the first instance.

Where further action is warranted, the Team Leader will refer the complaint to the appropriate agency.

Performance issues should be dealt with appropriately by the workplace supervisor. If this is unsuccessful, or for more serious issues, the Team Leader must be consulted.

All minor complaints, performance issues or customer service issues will be dealt with by conciliation.

## 16. Serious breach of contract

A serious breach by police volunteers of their contract (Deed of Agreement) may result in termination of their services.

## 17. Further advice

Queries about the content of this guideline should be referred to the Volunteers in Policing office, Tuggeranong Police Station.

## 18. References

- [Request for Police Volunteers Form \(DOT, 109KB\)](#) (AFP Forms)