

2011

# AGIC Volunteer Handbook



Laura Raby

Australian Green Infrastructure Council

1/1/2011

## Welcome from the CEO



AGIC was formed through a unique and committed effort of over 100 volunteers determined to make a difference to the sustainable “connectivity” of Australia’s cities and towns. This essential social connectivity involving transport, energy, water and communications needs to be delivered with economic, social and environmental issues integrated into all stages of a new project or existing asset upgrade. It is the result of a great volunteer effort valued in excess of \$2.0m that AGIC’s sustainability rating scheme is becoming a reality. The time and commitment provided by our volunteers is greatly appreciated and highly valued by the AGIC Board.

*Doug Harland*

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## Organisation Overview

AGIC is a company limited by guarantee and formed by a group of industry professionals from engineering, environmental, planning, legal, financial and construction backgrounds working in both private and public organisations related to infrastructure.

## Mission

*AGIC will be the principal industry catalyst for advancing sustainability in the design, construction and operation of Australian infrastructure.*

AGIC's mission will be achieved by driving market transformation through education, training, advocacy and by recognising leading sustainable practice via a sustainability rating and awards scheme.

It is AGIC's purpose:

1. To promote a vision for future sustainable infrastructure.
2. To deliver a practical national assessment, certification and award scheme for sustainability in new and existing infrastructure.
3. To be an independent forum provider for industry and governments to openly, confidentially, and non punitively discuss infrastructure issues of the day and discuss the actual needs of both parties in a media free environment.
4. To be a knowledge portal and hub for the sourcing and dissemination of preferred sustainability practices for the education of stakeholders in the infrastructure sector.
5. To encourage innovation and communicate emerging innovations to industry.

## Values

The values by which office bearers, volunteers, supporting organisations and commissioned agents will conduct themselves when undertaking AGIC duties are:

Value	Description
Sustainability	We value natural, social and economic capital that provides intergenerational sustainability.
Communication	We value high quality, open and honest communication.
Integrity and responsibility	We value the people with whom we work and respect the diversity of their ideas and cultures.
Respect for people	We value personal responsibility and act with integrity at all times.
Whole industry and community focus	We aim to serve the infrastructure industry as a whole for the benefit of all.
Challenge status quo	We have the courage to challenge the status quo and champion means to re-orient the infrastructure industry towards sustainability.
Learning and innovation	We value learning from innovation and meaningful change. We also value sharing new knowledge.

## Objectives

AGIC's objectives are:

1. To be Australia's principal coalition of leaders from the infrastructure industry involved in promoting sustainable infrastructure and raising the standard of sustainability performance in the design, construction and operation of Australian infrastructure.
2. To encourage the dissemination and development of knowledge regarding sustainable infrastructure practices.
3. To establish sustainability performance benchmarks which are recognised as leading-practice for Australian conditions for infrastructure.
4. To publicise sustainable infrastructure practices within the infrastructure industry and the wider community.
5. To act as a focal point for information on sustainable infrastructure to consumers and the infrastructure industry.
6. To act as a lead partner in research projects into sustainable infrastructure and evaluation metrics.
7. To support and encourage teaching and research programs aimed at raising the knowledge and skill base of infrastructure practitioners in sustainable infrastructure and, in particular, to actively work to align relevant publicly funded research to the practice/market requirements for innovation and development in sustainable infrastructure provision and operation.
8. To participate in public debate on sustainability issues within the infrastructure industry.
9. To responsibly manage the organisation's activities including membership, assets, finance and general administration and to campaign, solicit or otherwise obtain funds to be applied towards the above objects.

## Key Initiatives

To achieve its mission, AGIC will develop programmes and activities in the following areas:

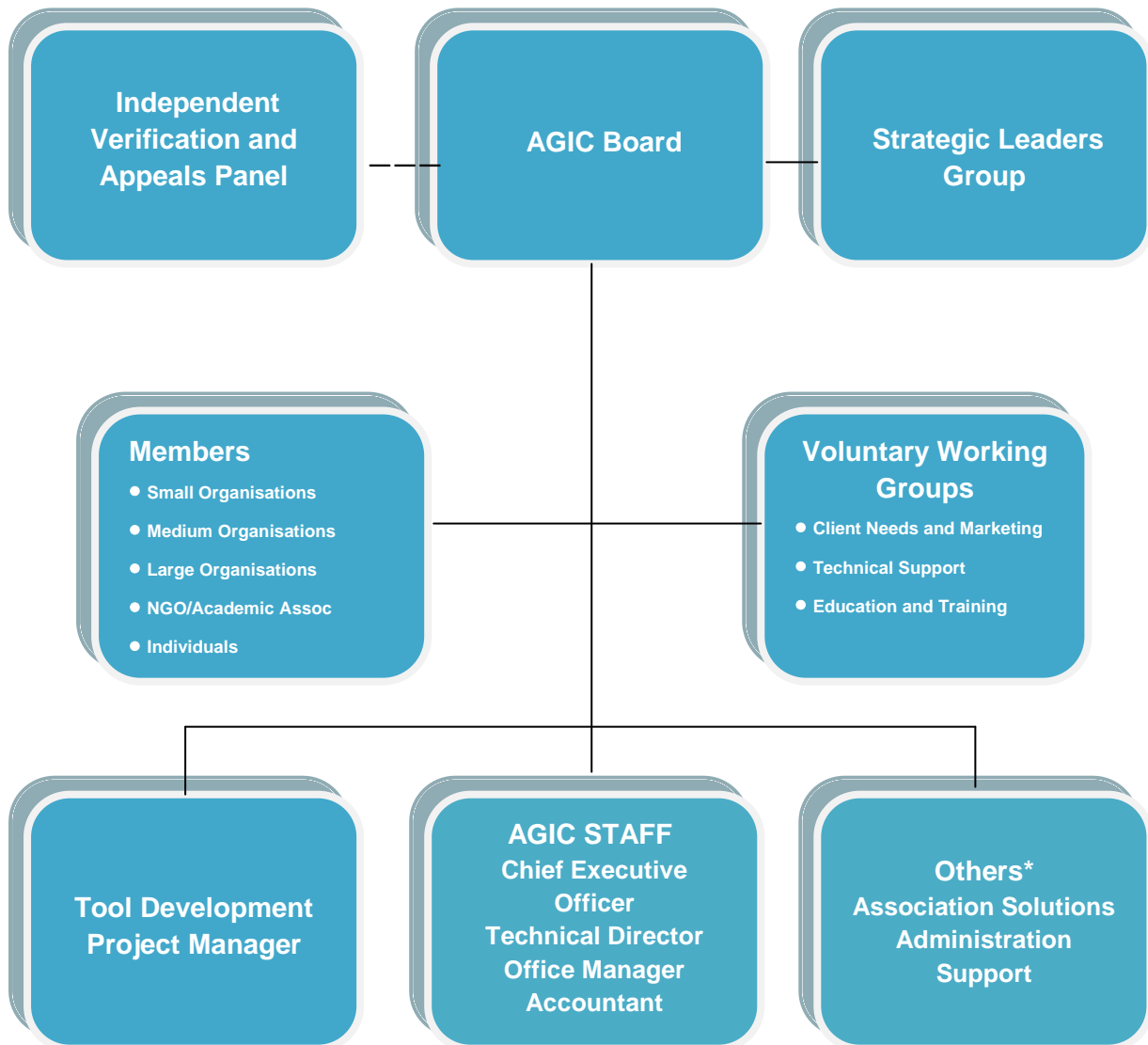
1. **Knowledge** – promote and establish forums for the development, discussion and dissemination of sustainability knowledge, practices and case studies within the infrastructure industry and to its broader stakeholders.
2. **Tools** – establish sustainability performance benchmarks and assessment tools for infrastructure projects which recognise leading-practice for Australian conditions.
3. **Innovation** – develop programs and schemes that encourage and reward innovation in the design and delivery of infrastructure sustainability.
4. **Research** – act as a lead partner in research projects into sustainability in infrastructure design, construction and operation and in developing performance evaluation metrics.
5. **Education** – encourage and develop teaching and training programs aimed at raising the knowledge and skills base of infrastructure professionals (public and private sectors) on sustainability issues.

## AGIC Organisational Chart

### AGIC ORGANISATIONAL CHART

Not for Profit

Company Limited by Guarantee



\*Optional committees, consultants and contractors for training delivery, Category Development, Award Assessments, Advocacy, Governance and Administration.

## Volunteer Policy

AGIC involves volunteers in its work to:

- Give member organisations and industry an opportunity to influence AGICs work
- Provide support to staff to complete key tasks

AGIC volunteers can expect the following benefits from their contribution:

- Learn new skills
- Gain work experience and expand your CV
- Explore career opportunities
- Learn something about yourself
- Meet new people
- Assist a worthwhile sustainability initiative become a working reality

We will promote and protect the rights of volunteers who work in our organisation. AGIC volunteers have the rights to:

- Be provided with accurate information about AGIC
- Be given the opportunity to air grievances
- Have confidential and personal information dealt with in accordance with Australian privacy legislation
- Undertake volunteer work in a healthy and safe environment
- Be covered by AGIC insurance when undertaking volunteer work for AGIC.

It is expected that AGIC volunteers will:

- Undertake their roles in an ethical, responsible, and professional manner
- Work as members of a team
- Respect the opinions, rights, privacy and dignity of fellow volunteers
- Ensure confidential information is respected and treated appropriately, including completing and signing a confidentiality agreement
- Be dependable, if unable to meet a commitment, give adequate notice and try to assist in finding a replacement.

Our staff, paid and unpaid, are given responsibility and authority to identify problems, identify opportunities, and after appropriate consultation, implement solutions to these problems.

We will review and update our policies every 12 months to ensure that we meet the National Standards for Volunteer Involvement in Not-for-profit Organisations.

As I stated in my welcome, AGIC is a strong organisation today due largely to the dedication of committed volunteers. I look forward to welcoming you to the AGIC family.

Doug Harland  
Chief Executive Officer

Date: 01/01/2011

## Recruitment Policy

AGIC's recruitment policy is driven by our purpose, which is to fulfill the needs of our organisation and the expectations of our volunteers. We apply the principles of equal opportunity to its recruitment processes and will not withhold a volunteer job on the basis of race, age, gender or religion. As we are a member based organisation, preference will be given to applicants from member organisations.

There is no such thing as a typical AGIC volunteer or job description. Our policy is to ensure prospective volunteers are given a role that matches their particular skills, interests and expectations. In the process we also assess how they might complement AGIC's needs.

A 'Volunteer Position Description' will be prepared for all volunteer roles before a volunteer can be assigned to them. This will include:

- The work group that the volunteer will be involved in;
- Background information pertaining to the relevance and need of the volunteer's position;
- A list of basic tasks involved;
- Desirable skills required to carry out the position;
- Duration of position and time commitment;
- Name of supervisor.

It is the role of AGIC Board/Staff to determine whether a position is appropriate to give to a volunteer and is not within the scope of work expected from AGIC employees.

All vacant volunteer positions will be made publically available on the AGIC website and in newsletters. Prospective volunteers are expected to apply to vacant positions, and be interviewed prior to placement. The selection criteria for each position depends upon the particular skills needed to fulfill the duties of that position. Commitment to the goals and values of AGIC will be looked upon favourably as will be the ability to work as part of a team and the acceptance of the relevant roles and responsibilities. It is preferable that prospective volunteers commit to AGIC for a period of 12 months.

## Resignation

Volunteers are an invaluable resource to AGIC and it is recognised that due to changing circumstances a volunteer may need to resign from their voluntary position. AGIC asks all volunteers to give as much notice as possible to their supervisor and/or the Volunteer Coordinator before leaving AGIC. The supervisor should then notify the Volunteer Coordinator. All volunteers are asked to provide their supervisor / Volunteer Coordinator with an update on the progress of their work prior to leaving, and be prepared to provide a handover for the new volunteer.

AGIC is committed to constantly improving the Volunteer Program and all feedback regarding the volunteer's experience at AGIC would be appreciated. If the volunteer is leaving due to problems encountered at AGIC or dissatisfaction with AGIC it would be beneficial for the Volunteer Coordinator to be notified as to their reasons. Confidentiality will of course be respected in all matters relating to this.

## The Faces of AGIC



Glenn Hedges  
Leader, Technical Support  
Working Group



Penny Townley  
Leader, Client Needs and  
Marketing Working Group



Angela Reidy  
Leader, Education and  
Training Working Group



Rick Walters  
AGIC Technical Manager

This handbook was the work of Laura Raby, AGIC Volunteer Coordinator. AGIC thanks Laura for her invaluable contribution.

Updated 24.02.2011