



VOLUNTEER MANAGEMENT POLICY

GDS Category: Human Resource Management

Public Document? **NO**

Date: October 2019

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Version: 5

Review Date: October 2022

Policy

The Whyalla City Council (the organisation) recognises the importance of Volunteers within its community. Volunteers are valued for providing customer focused services enhancing established Council programs.

Volunteers forge a strong bond between Council and the Community and will extend and enhance services to improve the quality of community life by encouraging:

- Community engagement;
- Access to resources and information;
- Social interaction and satisfaction;
- Participation in established Council services and events;
- Viability to core Council Operations.

Council appreciates and acknowledges the services provided by Volunteers in improving the quality of services across the Council area.

The Volunteer Policy is guided by principles of good governance, advocacy, compliance and service provision. The Volunteer Management Procedure provides guidance regarding volunteer management in order to support people who manage volunteers and provide understanding for volunteers in their roles, rights and responsibilities.

SIGNED:
CEO

.....
Chairperson, Health and Safety Committee

Date: ____/____/____

Date: ____/____/____

Definitions

Volunteers of Council ensure a direct link between the Community and Council. Volunteers are defined as persons who:

- Undertake activities without monetary reward.
- Undertake activities of their own free will.
- Undertake activities of benefit to Council, the local community and the volunteer.
- Undertake activities that complement but do not replace the services provided by paid staff.
- Meets Centrelink requirements.

For the purpose of this policy, the following persons are not considered volunteers:

- People on work placement and work experience programs.
- Students undertaking volunteering as a part of the education curriculum.
- Elected Members of Council.
- Persons receiving payment outside of volunteer reimbursement framework.

Volunteer Programs

Council operates a number of volunteer programs to ensure that the community has access to a number of services. Volunteer Programs include but is not limited to:

- Library activities
- Maritime Museum and Visitor Centre
- Parks and Gardens
- Community events

Responsibilities

Council's responsibilities to Volunteers

Council will regularly review this document in consultation with its Workers and Volunteers to ensure:

- The effectiveness of this policy and supporting processes to identify opportunities for continuous improvement.
- Adherence to this policy and the supporting processes to ensure compliance with related and relevant policies and procedures.



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The Whyalla City Council is accountable for:

- Ensuring that adequate resources are identified and provided to enact this policy and supporting procedures effectively.
- Supervisors/Managers are accountable for ensuring that Volunteers have the appropriate skills and/or access to relevant training to undertake the activities identified within this policy and supporting procedures.

Responsibilities of Volunteers

Volunteers are accountable for adhering to the requirements of this policy and supporting procedures and reporting any inability to do so to their Supervisor at the earliest opportunity. Volunteers must:

- Acquaint themselves with the objectives and functions of the Council and the services they are providing.
- Understand and acknowledge the requirements of relevant Council policies and procedures.
- Participate in the appropriate induction and training provided.
- Maintain and respect confidential information.
- Perform responsibilities as defined in volunteer task activity statements (role descriptions).
- Work in a team structure and accept direction and supervision from appropriate staff.
- Inform a supervisor if they are unable to attend their volunteer role at any time.
- Attend to their duties punctually and perform tasks appropriately.
- Work in a same manner and not put themselves or others at risk.

Legislation

- South Australian Work Health and Safety Act, 2012
- South Australian Work Health and Safety Regulations, 2012
- Local Government Act, 1999
- Volunteer Protections Act 2001
- Privacy Act 1988
- Child Safety (Prohibited Persons) Act 2016 (the Prohibited Persons Act)
- Children's Protection Law Reform (Transitional Arrangements and Related Amendments) Act 2017
- Child Safety (Prohibited Persons) Regulations 2019

References / Documentation

- Volunteer Management Procedure
- Fair Treatment Policy and Procedure
- Code of Conduct for Volunteers
- Volunteer Registration Form (template no. 4-5-153)
- Volunteer Induction Checklist (template no. 4-5-188)
- Volunteer Acceptance Form (template no. 4-5-154)
- Volunteer Handbook/Pamphlet (template no. 4-5-152)
- Volunteer Performance Feedback Form (template no. 4-5-473)
- Volunteer Task Activity Statements (role descriptions)
- Volunteer Activity Timesheets (template no. 4-5-155)
- LGRS Council Volunteers Personal Accident Cover Flyer
- Safe Environment Policy (Minimising the risk of harm to children and vulnerable adults)

Review

This Volunteer Management Policy shall be reviewed by the Whyalla City Council at minimum within three years (3) years of Issued Date (or on significant change to legislation or aspects included in this policy that could affect the health and safety of workers).

Document Review History

Version No:	Issue Date:	Description of Change:
1	2003	Previously Named Policy No. 1-4-143 Volunteers
2	August 2003	Previously named Policy No. 1-5-702 NER Volunteer Policy
3	December 2006	Previously named Non Employment Relationship Policy (Volunteers). Reviewed by OHS Committee and JC Committee in December 2006. Adopted by SMT December 2006.
4	April 2015	New Volunteer Management Strategy update replaces previous version - Non Employment Relationship Policy (Volunteers). Update provided by LGAMLS. Endorsed by the WHS Committee 19 May 2015. Adopted by EMT on 21 May 2015.
5	October 2019	Minor updates to reference documentation, template numbers and formatting etc. Changed reference to role descriptions to task activity statements. Updated child related legislation. Endorsed by WHS Committee: 12 December 2019. Adopted by EMT: 17 December 2019.

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