



# VOLUNTEER MANAGEMENT PROCEDURE

GDS Category: Human Resource Management

Public Document? **YES**

Date: October 2019

Page 1 of 7

Version: 5

Review Date: October 2022

## 1. Overview

Whyalla City Council (the organisation) Volunteers shall ensure that the Volunteer's place of work is conducive to preserving their health, safety and general wellbeing.

This procedure aims to ensure that:

- Volunteers provide a direct link between the Community and Council.
- Volunteers are identified as "Workers" under the SA Work Health and Safety Act and Regulations 2012 and have the same rights and responsibilities as paid workers.
- The organisation has a duty to ensure that the requirements under the SA Work Health and Safety Act and Regulations, Codes of practices, other legislation and the organisations WHS Policies and Procedures extend to and include the activities of Volunteers. It however should be noted that Volunteers do not have rights pursuant to the Return to Work Act 2014, where they are not deemed as employees.

SIGNED: .....  
CEO

.....  
Chairperson, Health and Safety Committee

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

## 2. Core components

The core components of this Volunteer Management Procedure aim to ensure:

- There is a clear system for the management of Volunteers
- Assesses the requirements of Volunteer Programs in the organisation
- Suitability of a Volunteer
- Engagement of a Volunteer through:
  - Pre-qualification
  - Registration
  - Position Description (Task Activity Statements)
  - The organisation's and site specific inductions
- That training is provided so that all Volunteers are able to demonstrate competency in their tasks
- Supervisory responsibility incorporating Hazard Management
- Volunteer Monitoring and Reporting.

## 3. Definitions

Volunteer	Volunteers are defined as persons who: <ul style="list-style-type: none"> <li>• Undertake activities without monetary reward</li> <li>• Undertake activities of their own free will</li> <li>• Undertake activities that are of benefit to Council, the local community and volunteers</li> <li>• Meets Centrelink requirements, and</li> <li>• Undertake activities that complement, but do not replace the services provided by workers.</li> </ul>
Community Volunteers	Volunteers engaged in voluntary work in the community, not directly for the organisation.
Community Organisations	Organisations involved in working for and within the community, which may or may not engage volunteers.
Grievance	Any dispute or problem about any act, behaviour, omission, situation or decision relating to the volunteer role. It may include discrimination, workplace harassment, bullying or other issues that relate to the workplace environment.
Supervisor / Coordinator	The Supervisor / Coordinator is a paid staff member of the Council who the volunteer reports to. The volunteer may or may not be directly supervised by this person.
Information Communication and Technology Resources (ICT)	All information and communications technology resources, including, but not restricted to computer hardware (personal computers (PC's), servers, shared and private network storage, network infrastructure), printers, scanners, software applications and the data they contain, telephones, mobile phones.



# VOLUNTEER MANAGEMENT PROCEDURE

GDS Category: Human Resource Management

Public Document? **YES**

Date: October 2019

Page 2 of 7

Version: 5

Review Date: October 2022

Worker	As defined in the SA Work Health and Safety Act 2012, a person is a worker if the person carries out work in any capacity for a person conducting a business or undertaking, include work as: a) An employee; or b) A contractor or subcontractor; or c) An employee of a contractor or subcontractor; or d) An employee of a labour hire company who has been assigned to work in the person's business or undertaking; or e) An outworker; or f) An apprentice or trainee; or g) A student gaining work experience; or h) <b>A volunteer</b> ; or i) A person of a prescribed class.
--------	---

## 4. Procedure

The Volunteer's Supervisor (or Coordinator) will ensure that all organisational Policies and Procedures that apply to Volunteers will be made available and are adhered to.

### 4.1 Engaging a Volunteer for a task

- 4.1.1 Volunteer positions will be created in response to an identified need.
- 4.1.2 Volunteer work should be meaningful and will not replace the role of paid worker.
- 4.1.3 Volunteers should not be engaged to carry out tasks that paid workers are not assessed or skilled to carry out.

### 4.2 Position Description (Task Activity Statement)

- 4.2.1 Position Descriptions are an important requirement.
- 4.2.2 Volunteers should receive a Position Description to define their role for the organisation. The Position Description will enable an accurate assessment of responsibility, duties and supervision that the role entails.
- 4.2.3 Volunteer coverage and other related insurance applies only while volunteers are carrying out tasks specific to their role within pre-agreed time frames. It is therefore essential that the role be clearly defined.

### 4.3 Rights and Responsibilities

- 4.3.1 Volunteers are identified as "workers" under the SA Work Health Safety Act 2012 and have the same rights and responsibilities as paid workers. Volunteers must adhere to the Work Health and Safety requirements of the organisation. Volunteers will be instructed on these requirements as part of the Induction process.
- 4.3.2 Volunteers do not have rights pursuant to the Return to Work Act 2014, where they are not deemed as employees.
- 4.3.3 Volunteers are only deemed to be engaged by the organisation whilst performing agreed duties under Council's supervision.
- 4.3.4 A Position Description will outline volunteer's responsibilities which will promote the development of a mutually beneficial relationship.
- 4.3.5 Volunteers must comply with all applicable statutory legislation and organisational policies and procedures.

### 4.4 Council Code of Conduct for Volunteers

The Code of Conduct sets out principles and standards of behaviour that are expected of Council volunteers. All volunteers must read and sign the Code of Conduct for Volunteers policy prior to commencement of volunteer activities.



# VOLUNTEER MANAGEMENT PROCEDURE

GDS Category: Human Resource Management

Public Document? **YES**

Date: October 2019

Page 3 of 7

Version: 5

Review Date: October 2022

All volunteers must adhere to specific requirements of the Code of Conduct for Volunteers, which includes:

- Acting in a fair, honest and proper manner according to the law.
- Acting with reasonable care and diligence in the performance of their duties and responsibilities.
- Behaving in a manner that facilitates constructive communication between volunteers and the community.
- Relationships with fellow volunteers and workers of the organisation should always be conducted with courtesy and respect and with regard for diversity of opinion and culture.
- Volunteers must use information obtained in the course of their duties in accordance with the organisation's Confidentiality Requirements and other legislative requirements.
- Council information should never be used for personal gain.
- A volunteer must not discriminate against anyone on the basis of but not limited to, physical characteristics, nationality, gender, sexuality, marital status, pregnancy, race, physical impairment, intellectual impairment or age.

#### 4.4.1 Gifts and Benefits

- The acceptance of gifts/benefits must be in accordance with the organisation's policies.
- Confirmation of acceptance is to be obtained from a Council Supervisor.
- Volunteers must never encourage the provision of gifts for services rendered.
- Volunteers should not accept any gifts, benefits or favours which may influence, or be seen to influence, their objectivity within their Volunteer role.

#### 4.4.2 Confidentiality and Privacy

- Confidentiality and Privacy must be maintained in accordance with the organisation's Policies and Procedures.
- During the course of their work, volunteers may receive confidential information concerning an organisation, community member or another Volunteer. Security and confidentiality is a responsibility and matter of concern for all persons who have access to information and information systems.
- All workers, including volunteers, must not use or disclose the affairs or personal details of another person learnt through their duties.
- Whilst creating the Volunteer Position Description, the role must be assessed in order to decide whether a network access is required. All volunteers who have access to the organisation's records, information and/or Information Technology systems must sign a Network Access and Acceptable Use Policy as part of their volunteer work.

### 4.5 Reimbursements

- 4.5.1 Volunteers are not expected to incur expenses related to their volunteer role. However, where expenses cannot be avoided, reimbursements can be made to volunteers as long as prior agreement is made with their Supervisor/Coordinator.

### 4.6 Grievance/Dispute Resolution Process

Matters of grievance will be dealt with in accordance with the organisation's Fair Treatment Policy and Procedure.

- 4.6.1 In most cases the Volunteer's Supervisor will be the first point of contact in reporting and/or initiating any Grievance/Dispute Resolution Process.
- 4.6.2 Where reporting to the Volunteer's Supervisor is not a suitable option the matter can be discussed with one of the organisation's Fair Treatment Contact Officers. Details of the Fair Treatment Contact Officer will be provided at induction.
- 4.6.3 Every grievance reported will be taken seriously and people involved will be treated with understanding, fairness and respect (natural justice).

- 4.6.4 The grievance will remain confidential and only the people who are involved with, or investigating a complaint will have knowledge of an allegation unless the issue falls under 4.6.6.
- 4.6.5 In the case of a formal complaint, Human Resources will keep all parties advised of progress. Procedural fairness for both parties will be observed at all times. Parties involved may request a representative to be present as an independent observer at any planned meetings.
- 4.6.6 Where a grievance involves allegations of a criminal nature, including fraud, the matter will be referred to SAPOL.

#### **4.7 Insurance/Coverage**

- 4.7.1 Volunteers are provided with a Personal Accident Policy while undertaking approved work for the organisation. Details are provided at induction.
- 4.7.2 Volunteers are not entitled to the benefits pursuant to the Return to Work Act 2014.
- 4.7.3 Volunteers are protected for civil liabilities (such as public liability) while undertaking approved work for the organisation.
- 4.7.4 Volunteers who utilise their car as an integral part of their role should ensure that their motor vehicle has comprehensive car insurance.

#### **4.8 Timesheets/Records**

- 4.8.1 Volunteers are only covered by the Personal Accident policy when they are carrying out tasks that are specific to their volunteer role. Records of volunteer activity should be recorded to comply with the organisation's Records Management system.

#### **4.9 Screening of Prospective Volunteers**

- 4.9.1 Volunteers engaged by the organisation will have specific screening requirements which will be determined by their Position Description (Task Activity Statement) during volunteer registration. Some roles may have to adhere to specific legislation such as volunteers working with children or other vulnerable groups. These volunteers will be assessed under the Safe Environment Policy.
- 4.9.2 It is important to determine in advance the screening process required to highlight suitable applicants.
- 4.9.3 It should be made clear to prospective volunteers that they will be required to undergo a screening process and that a volunteer role will not automatically be offered.
- 4.9.4 Screening could take the following forms:
  - (a) Telephone referees to follow up character references
  - (b) Conducting interviews with the applicant in person
  - (c) Asking for identification from the applicant
  - (d) Conducting a criminal history assessment or Working with Children checks.
  - (e) Medical.
- 4.9.5 It is important to remember when conducting criminal history assessments that the information provided is limited and a number of screening methods, applied together, may result in more accurate information.
- 4.9.6 Physical and skills matching requirements may be called for in certain volunteer positions to ensure Council's duty of care.

#### **4.10 Volunteer Induction**

- 4.10.1 All volunteers must be inducted using the organisation's Induction Process. Because of the differing needs for each volunteer role, Departments may have their own site specific recruitment and induction information (e.g. volunteer drivers would need to produce their driver's licence). However, there are common mandatory items that must be completed before the commencement of volunteer duties.



# VOLUNTEER MANAGEMENT PROCEDURE

GDS Category: Human Resource Management

Public Document? **YES**

Date: October 2019

Page 5 of 7

Version: 5

Review Date: October 2022

- 4.10.2 Volunteers who use their private vehicle require evidence of proof of vehicle registration and insurance with volunteer approval from their Insurance Company.
- 4.10.3 Certain volunteer roles carry mandatory (reporting) requirements and these are highlighted in the Volunteer Recruitment process.
- 4.10.4 The responsibilities of the organisation and Volunteers will be explained during induction and relevant sections of the organisation's WHS Management System will be made available.

## 5. Training

- 5.1 The organisation's training needs analysis shall identify the Volunteer training needs.
- 5.2 Managers and Supervisors shall be trained in the Volunteer Management Procedure and Process.
- 5.3 Persons undertaking risk assessments shall have specific training that includes the legislative requirements.
- 5.4 All Volunteers shall have induction and training provided in accordance with the Volunteer's training needs analysis.
- 5.5 All Volunteers shall be made aware of relevant Policies and Procedures.

## 6. Records

Records related to Volunteers should be maintained. The list includes, but is not limited to:

- 6.1 Risk assessments.
- 6.2 Incident reports.
- 6.3 Training records.

All records must be retained in line with the current version of [GDS 20](#).

## 7. Responsibilities

- 7.1 The Executive Management Team is accountable for:
  - 7.1.1 Recommending any additional reasonably practicable budgetary expenditure necessary for the Volunteer Management Process.
  - 7.1.2 Providing direction for Volunteer management, development, implementation, review and continuous improvement.
  - 7.1.3 Maintaining records of meetings.
  - 7.1.4 Ensuring the requirements of the WHS legislation, LGAWCS, LGAMLS and PSSI are met.
- 7.2 Managers and Supervisors are accountable for:
  - 7.2.1 Checking that Volunteers have had appropriate training to undertake the activities identified within this document and supporting processes and will:
    - Recognise the different roles, rights and responsibilities of Volunteers;
    - Create a climate of mutual respect;
    - Provide a safe work environment;
    - Provide sufficient induction and training relating to the various activities;
    - Assess Volunteer skills to match tasks with expectations, interests and time commitments;
    - Ensure that Volunteers are not used to permanently replace paid workers;
    - Require Volunteers to work under the direction and supervision of paid workers and/or appointed coordinators; and
    - Maintain accurate records.
  - 7.2.2 Communicating the contents of the approved Volunteer Management Process to their team.
  - 7.2.3 Ensuring relevant Volunteer management activities are implemented, measured, monitored and reviewed within their teams.





# VOLUNTEER MANAGEMENT PROCEDURE

GDS Category: Human Resource Management

Public Document? **YES**

Date: October 2019

Page 6 of 7

Version: 5

Review Date: October 2022

7.2.4 Ensuring conformance with WHS policies, procedures and processes.

7.2.5 Providing data related to team WHS performance.

7.3 Volunteers are accountable for:

7.3.1 Participating in the Volunteer Management Process implementation, as necessary.

7.3.2 Reporting any new hazards or incidents as they arise.

7.3.3 Acquainting themselves with the objectives and functions of the organisation and the services they are providing.

7.3.4 Participating in the appropriate induction and training provided by the organisation.

7.3.5 Operating under the direction of a nominated supervisor or Coordinator.

7.3.6 Maintaining appropriate confidentiality.

7.3.7 Duties pursuant per Section 28 of the Work Health and Safety Act.

## 8. Review

8.1 The Volunteer Management Procedure shall be reviewed by the management team, in consultation with workers or their representatives, every three years or more frequently if legislation or organisational needs change. The review may include a review of:

8.1.1 Legislative compliance issues.

8.1.2 Audit findings relating to volunteer management.

8.1.3 Incident and hazard reports, claims costs and trends related to volunteer management.

8.1.4 Feedback from managers, workers or other stakeholders.

8.1.5 Other relevant information.

8.2 Results of reviews may result in preventative and/or corrective actions being implemented and revision of this document.

## 9. References

- South Australian Work Health and Safety Act 2012
- South Australian Work Health and Safety Regulations 2012
- 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 (the Transition Act)
- Child Safety (Prohibited Persons) Regulations 2019

## 10. Related documents

- WHS Administration Policy
- Volunteer Management Policy
- WHS & Return to Work Policy
- Fair Treatment Policy and Procedure
- Safe Environment Policy
- 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)
- LGRS Volunteers Personal Accident Cover Flyer
- Volunteer Register



# VOLUNTEER MANAGEMENT PROCEDURE

GDS Category: Human Resource Management

Public Document? **YES**

Date: October 2019

Page 7 of 7

Version: 5

Review Date: October 2022

## Documentation

All Policies, Procedures, Templates and Checklists are available on the Intranet or Skytrust. Assistance can be provided by administration staff to assist workers with access to the intranet.

### 11. Document review history

Version No:	Issue Date:	Description of Change:
1	2003	1-4-143 Volunteer Policy and Procedure
2	September 2003	Previously named 1-4-143 Volunteer Policy and Procedure
3	December 2006	Previously named Non Employment Relationship Procedure (Volunteers). Reviewed by OHS Committee and JC Committee in December 2006. Adopted by SMT December 2006.
4	April 2015	New Volunteer Management Procedure update replaces previous version - Non Employment Relationship Procedure (Volunteers). Update provided by LGAMLS. Endorsed by the WHS Committee 19 May 2015. Adopted by EMT on 21 May 2015.
5	October 2019	General update including changes to Council to organisation for consistency with other WHS documentation, update to reference documentations, template numbers, minor formatting adjustments etc. Updated child related legislation. Endorsed by WHS Committee: 12 December 2019. Adopted by EMT: 17 December 2019.