

Volunteer Management Policy



Record number	D20/98848
Responsible Manager	Manager Community Development & Engagement
Other key internal stakeholders	Director Community & Cultural Development Director Assets & Environment Director Organisational Services & Excellence Manager Library Services Arts & Culture Manager Organisational Development Team Leader Community Prosperity
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1. PURPOSE

The policy aims to assist Council to strengthen community wellbeing by inspiring, valuing and celebrating volunteering. It provides direction and structure to the way the City of Tea Tree Gully engages volunteers ensuring that the relationship between the Council and its volunteers is clearly defined.

2. POLICY

2.1 Volunteering and Community Wellbeing

The City of Tea Tree Gully recognises that volunteer programs provide a number of wellbeing benefits to both the volunteers and the community including:

- a. Connectedness and reduced isolation through participation and engagement with others
- b. Personal development of skills and self esteem
- c. Greater life meaning and purpose
- d. Increase positive perceptions around community safety
- e. Access to community resources and information
- f. Improvement to the quality of life for the community at large.

Council is committed to the ongoing measurement and monitoring of how the Volunteer Program is contributing to the personal wellbeing of volunteers and more broadly wellbeing at the community level.

2.2 Volunteering Opportunities

Council supports a number of volunteer programs that serve the local community in a variety of areas including, but not limited to:

- a. Transport
- b. Shopping assistance
- c. Library services
- d. Graffiti removal
- e. Justice of Peace
- f. Art and Recreation
- g. Environmental initiatives

The role and tasks of each volunteer will be clearly documented for each volunteer program. Council will provide adequate resources to manage its various volunteer programs to ensure that the objectives of this policy are met.

Due to the large number of people who request to volunteer, Council recognises it has an important role to support other community organisations operating within its boundaries with volunteer recruitment. This support can include the promotion of such volunteer opportunities including through Council's volunteer webpage, community networks and its volunteer pool.

2.3 Placement, Induction and Training

Council supports the concept of volunteering and encourages the recruitment and training of volunteers to assist in the planning, promotion and operation of specific volunteer programs. As people wanting to volunteer often have different needs and motivations Council will endeavour to offer volunteer programs that allow volunteers to contribute their unique talents, skills and knowledge while deriving a sense of self-satisfaction. People seeking to volunteer will be offered volunteer positions based on merit taking into consideration their individual talents, skills and knowledge.

Recruitment, registration and induction of all volunteers will be carried out according to established, documented procedures, including those advised by both the Local Government Association Workers Compensation Scheme and the Local Government Association Mutual Liability Scheme.

Volunteers will be interviewed and placed in activities, programs and services that match their skills, interests, hobbies, knowledge and experience. Volunteers will be provided with:

- a. A role statement that clearly sets out their duties, requirements, organisational relationship, training needs, accountability, authority, responsibilities and benefits of the role
- b. An induction, including a site orientation, that outlines Council's operations, policies and safety procedures including any personal protective equipment requirements
- c. Any training that is required prior to commencing their role, including role related health and safety procedures and training
- d. The personal protective equipment and clothing relevant to their role
- e. An identification badge.

Council will offer a range volunteer training programs which all volunteers may be require to attend depending on their role.

Council has the right to not engage a volunteer's service or to end a placement if:

- a. There is a perceived risk to Council, the nominated service/program, or to a customer's or volunteer's health or welfare
- b. The nominated service/program has ceased
- c. The volunteer is not suited to the task or duties to be undertaken
- d. The desired duties are not available
- e. The service/program is being adversely affected by the behaviour or performance of the volunteer
- f. The volunteer does not comply with the requirements of Council's policies and procedures
- g. The volunteer does not comply with their role statement
- h. The volunteer is not covered by Council's insurance
- i. The volunteer is deemed to be not suitable to work with children, youth or vulnerable people through a relevant history screening or reference check – or in other circumstance determined by the responsible Council officer
- j. The volunteer does not comply with any reasonable request for personal information (e.g. name, address, personal and emergency contact details, relevant history screening).

2.4 Relevant History Screening

Council is committed to creating and maintaining an environment that promotes and enhances the safety and welfare of children, young and other vulnerable people in the community who access our services or participate in programs developed by or on behalf of Council. All volunteers who work with children, youth or vulnerable people must participate in relevant history screening in accordance with the Children and Vulnerable Persons Safe Environment Policy and the Relevant History Screening and Assessment Principles and Procedure. Screening costs will be met by Council. Volunteers must not commence volunteering until any relevant history screening has been completed and assessed by the relevant Council officers.

2.5 Work Health and Safety and Insurance

We are committed to ensuring, so far as is reasonably practicable, the health and safety of our Volunteers through the implementation of our health and safety management system. To contribute to the health and safety of everyone, Volunteers must:

- a. Take reasonable care to protect their own and others health and safety
- b. Identify and report health and safety risks, accidents, incidents, injuries and property damage at the workplace
- c. Use any equipment that is provided to protect their health and safety
- d. Follow reasonable instructions given on health and safety and injury management
- e. Comply with our health and safety and injury management policies and procedures and actively participate in associated training and programs.

Council will provide appropriate insurance cover for its registered Volunteers while working in clearly defined activities that are approved and controlled by Council. This cover will provide limited benefits for:

- a. Death and permanent total disablement
- b. Non-medical expenses.

The extent of this cover will be at the Chief Executive Officer's discretion in accordance with local government standards and after consideration of advice from Council's insurers.

2.6 Volunteer Rights

The success of many of Council's programs and services is due to Volunteer involvement. In order for Volunteers to be treated fairly, and to ensure that they are given support, Council recognises that Volunteers have the following rights to:

- a. Expect support, direction and support from the employees and individual Program Coordinators
- b. Know as much as possible about the organisation, about the way the Volunteer Program operates and to be informed of any new developments
- c. Work in a safe environment
- d. Contribute ideas and attend meetings
- e. Be allocated suitable tasks
- f. Be protected from excessive demands and to decline work
- g. Be treated fairly and respectfully and be valued as an important member of the team.

2.7 Volunteer Responsibilities

Council recognises that Volunteers have obligations and responsibilities to Council as the host body, including:

- a. To acquaint themselves with the objectives and functions of Council and the specific services the Volunteer will provide
- b. To understand and comply with all relevant Council policies and procedures
- c. To participate in all relevant induction and training programs
- d. To operate under the direction and supervision of nominated Council employees to deliver the intended services

2.7 Support and Recognition of Volunteers

Council will provide support for Volunteers to enhance and underpin their valuable role. Support may include programmed training, and access to counselling services or grievance procedures, if required. Volunteers will be reimbursed for out-of-pocket expenses when they meet established documented criteria under each of the programs.

Council will provide training to assist employees to work effectively with Volunteers. Input from Volunteers is welcomed and sought after for the organisation's planning and evaluation.

Council will recognise the valuable contribution of its Volunteers in a number of ways, including the provision of an annual event including various awards and certificates.

3. DEFINITIONS

For the purposes of this policy the following definition applies:

Volunteer

An individual who is registered with and has approval by Council to undertake activities:

- a. Of the volunteer's own free will and without coercion
- b. For no financial reward
- c. In designated volunteer positions only
- d. To meet Centrelink requirements

This does not include persons undertaking work placement or work experience with the Council.

4. LEGISLATIVE FRAMEWORK

There is no legislative requirement for Council to have a policy relating to this area.

Council's Volunteer Program is managed in accordance with the following legislation:

- a. [Work Health and Safety Act 2012](#)
- b. [Equal Opportunity Act 1984](#)
- c. [Volunteers Protection Act 2001 and Volunteers Protection Regulations 2004](#)
- d. [Children's Protection Act 1993](#)
- e. [Local Government Act 1999 and Local Government \(General\) Regulations 2013](#)

4.1 Other references

Council’s document including:

- a. Community Wellbeing and Inclusion for All Action Policy
- b. Volunteer Handbook
- c. Guidelines for Managing Volunteers
- d. Fees and Charges Register
- e. Children and Vulnerable Persons Safe Environment Policy

External documents including:

- a. National Standards for Involving Volunteers in Not-for-Profit Organisations

5. STRATEGIC PLAN/POLICY

5.1 Strategic Plan

The following strategic objectives in Council’s Strategic Plan 2025 are the most relevant to this report:

Objective	Comments
Community	
<i>People feel a sense of belonging, inclusion and connection with the City and the community</i>	Volunteering contributes to residents belonging, inclusion and connection
<i>Diversity is welcome and celebrated</i>	Volunteer programs are open to all residents of all abilities, cultures, and backgrounds
<i>There are opportunities for people to volunteer, give back and share their skills with others</i>	Volunteering gives residents an opportunity to share their skills and give back to where they live
<i>Our services are accessible to all and respond to changing community needs</i>	The use of volunteers allows Council to respond to emerging community needs
<i>People can have a say in decisions that affect them and the key decisions of the Council</i>	Volunteering promotes active community participation and engagement
Environment	
<i>Environmentally valuable places and sites that are flourishing and well cared for</i>	Volunteers play an important role in caring for the natural environment
Economy	
<i>People are supported to develop their leadership and employment capabilities</i>	Through volunteering residents develop their skills and capabilities
Places	
<i>Opportunities exist to express and experience art and culture</i>	Volunteering plays an important role in providing opportunities for the community to express and experience art and culture

Leadership	
<i>Delivery of services is sustainable and adaptable</i>	Creating volunteer opportunities within programs and services ensure that we deliver them in a cost effective and sustainable manner

5.2 Organisation Plan

Our Strategic Plan is supported by an Organisation Plan which focuses on five key themes of organisational excellence. The themes most relevant to this report are: People and Leadership; Customers and community relations; Governance; Finance and systems, Continuous improvement

5.3 Policies / Strategies

The Disability Access and Inclusion Plan 2020-2024 details that people living with disability have opportunities to participate in meaningful volunteer opportunities within the City.

6. POLICY IMPLEMENTATION

This Policy will be implemented by the Chief Executive Officer or relevant portfolio director and managed in accordance with Council’s scheme of delegations.