

## Volunteer Policy

Strategic Reference	Vibrant, cohesive, diverse community providing a healthy, quality lifestyle Provide leadership, good governance, and efficient, effective and responsive Council services
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Relevant Legislation	Volunteer Protection Act 2001 Child Protection Act 1993 Work Health & Safety Act 2013
Related Policies	Human Resource Policy Safe Environment Policy
Related Procedures / Documents	Volunteer Procedure

### 1 Purpose

The purpose of the Volunteer Policy is to:

- Guide Council's vision for the ongoing recruitment, management and recognition of volunteers.
- Assist in defining the role of volunteers.
- Encourage active community participation and social interaction through appropriate volunteering opportunities.
- Provide a framework for the relationship between Council Staff and Volunteers.

### 2 Policy statement

The District Council of Yankalilla recognises the importance of volunteers within its community and acknowledges their contribution to improving the quality of community life within the local council area. Volunteer Programs help to forge a strong bond between the Council and the local community by:

- Encouraging community participation, independence and interdependence
- Providing additional access to resources and information
- Increasing opportunities for social interaction, support and satisfaction
- Value-adding to services and programs
- Extending the reach or impact of Council services and events

Current Council programs that involve volunteers are:

- CHSP Volunteer Drivers & Companions
- Visitor Information Centre volunteers
- Volunteer Youth Workers
- Coastal and Estuarine volunteers
- Library volunteers

### 3 Definitions

**“Volunteers”** are defined as persons who undertake activities:

- without monetary reward
- of their own free will
- of benefit to Council and the local community
- that complement but do not replace the services provided by paid staff

### 4 Council’s responsibilities to volunteers

Volunteers are not paid for their services, nor are they free labour. As with paid staff, in order for volunteers to effectively fulfil their duties and meet legislative requirements, they need to access information and appropriate resources – human, physical and financial. The resources need to be allocated in line with relevant Council policies and the National Volunteering Australia Standards.

Council’s general employee management policies also apply to volunteers.

Council will:

- recognise the different roles, rights and responsibilities of volunteers.
- create a climate of mutual respect.
- provide a safe work environment.
- ensure that volunteers have access to the services of the Local Government Association Mutual Liability Scheme, Local Government Association Workers Compensation Scheme and a Personal Accident policy.
- provide appropriate 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 staff.
- require volunteers to work under the direction and supervision of paid staff and/or appointed coordinators.
- where necessary, require volunteers to undertake successful National Police Checks or gain other security/safety clearance depending on their role.
- volunteer based services will be adequately supervised, managed and resourced. Staff who work with/supervise volunteers will be provided with the necessary information, skills and resources to ensure a mutually satisfactory working relationship and effective and efficient service provision is achieved.
- volunteers can expect a clear description of their duties, responsibilities and working environment which promotes productivity and satisfaction. Job descriptions for each category of volunteer involvement will be provided.
- Council staff will ensure adequate management of volunteer programs in terms of recruitment, selection, support and supervision. Where resources are not available for appropriate supervision and training, volunteers will not be involved.
- volunteers will be selected according to their skills, experience, ability and interests. Those whose skills and abilities do not match Council/ organisational needs, will be directed to an appropriate volunteer referral service.
- records will be kept of details of volunteers ie name, address, phone contact, next of kin, relevant medical conditions which impact on ability to do work, skills and time commitment. When appropriate, a medical check may be required.
- Where volunteers are working with clients in areas such as, the frail and isolated, clients who have disabilities, children, or are responsible for handling money, recent references and police checks are required.
- Volunteers will be provided with an orientation to organisational structure. Communication channels will be clearly defined, and the names of key personnel given.
- Volunteers will have the right to information, consultation and participation in decision making appropriate to their job.
- Volunteers will be given appropriate supervision and equipment to ensure safe and effective working conditions.
- Volunteers will be provided with information on approved out-of-pocket expense entitlements.
- Regular reviews will provide both the Council staff and the volunteer with an opportunity to assess satisfaction and make adjustments.
- A clearly defined grievance procedure will ensure any dissatisfaction, by Council staff or the volunteer, can be dealt with quickly and effectively.

## 5 Responsibilities of Volunteers

Volunteers have obligations to Council and are required to:

- act honestly and with reasonable care and diligence.
- demonstrate appropriate behaviour while volunteering including:
  - not attempting to influence another person for advantage or favors
  - reporting potential conflicts of interest
  - not soliciting, demanding, requesting or accepting any gift or benefit from another person
  - maintaining confidentiality and privacy
- acquaint themselves with the objectives and functions of Council and the services they are providing.
- understand and acknowledge the requirements of relevant legislation, Council policies and guidelines.
- participate in appropriate induction and training.
- operate under the direction and supervision of Council personnel to achieve the objectives required.
- notify of any potentially hazardous situation to themselves or a third party.
- report any injury/damage to themselves or a third party.
- Make a realistic commitment in terms of involvement and reliability.
- Be aware of and adhere to Council's policies and procedures, in addition to relevant organisational policies and including an agreed Code of Conduct, where appropriate.
- Ensure confidentiality of information relating to clients and respect rights of clients.
- Notify appropriate staff of accidents, unsafe working conditions, or inability to perform required tasks.
- Undertake necessary training to maintain skills required.
- Follow all instructions, consistent with the volunteer's job description, that may be given by the nominated supervisor.

Volunteers are entitled to the rights and responsibilities under various legislations, including the Work Health & Safety Act 2012. Volunteers must therefore adhere to the Work Health and Safety requirements of the Council. Volunteers will be instructed on these requirements as part of their Induction Programs.

Council Recognises volunteer contributions at all levels of the organisation through appropriate reward and recognition.

Council is committed to ensuring that the volunteers are valued and recognised for their contribution, through planned events and activities including (but not limited to):

- Celebration during Volunteers week in May
- Mayoral Volunteer celebration
- Christmas Volunteer luncheon

## **6. Council works in partnership with key agencies that support volunteering**

Council will work with key agencies including Volunteering SA, Officer for Volunteers and the Local Government Association to support and develop initiatives that encourage volunteer participation.

Networking and partnering with these bodies enable more effective and sustainable use of resources, contributes to decision making, establishes and maintains best practice for the management of volunteer programs and activities, offers cross organisational skills, development and training and provide volunteers other opportunities to participate in their community.

## **7. Indicators of Effectiveness**

- **A Volunteer Satisfaction Survey**

A survey is to be undertaken annually, surveying every volunteer aiming to 80% satisfaction, rating agree or above.

- **Service Provider Satisfaction Survey**

A service provider satisfaction survey is to be undertaken annually, surveying relevant internal program coordinators to indicate 80% satisfaction, rating agree or above.

- **Volunteer Numbers**

Volunteer numbers must be sufficient to match the needs of the programs and services.

## **8 Further Information**

This policy will be available for inspection at the Council office listed below during ordinary business hours and provided to interested parties as per Council's Fees and Charges Register. Copies are available to be downloaded, free of charge, from Council's website: [www.yankalilla.sa.gov.au/policies](http://www.yankalilla.sa.gov.au/policies)

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1 Charles Street  
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## **9 Grievances**

Any grievances in relation to this policy or its application should be forwarded in writing addressed to the Chief Executive of Council.

## **10 Review**

This document is subject to review in three (3) years from the date of authorisation.

## 11 Availability of this Policy

This Policy will be available for inspection at Council's principal office during ordinary business hours and on the Council's Skytrust HR & Safety management system.

## 12 Power to make this Policy

Council is empowered to make this Policy in accordance with *Section 132A of the Local Government Act 1999*.

## 13 Related Documents

Safe Environment Policy

## 14 Document History

Date	Version	Council Resolution No.	Description of changes
June 2017	1.0	N/A	New Policy
March 2019	2.0	N/A	Reviewed Entire Document
July 2019	2.1	N/A	Updated template
August 2020	3.0	N/A	Editing changes to CHSP and spelling corrections