

<p>POLICY</p>		Responsible Department	Governance & Community
		Original Adoption Date	08.12.10
		Current Adoption Date	27.03.19
		Audit Committee Review Date	n/a
		Date of Review	31.03.23

TITLE	Volunteer Management Policy
Latest Review Changes	Change in policy review period Updated references to legislation
Previous Council Reviews	08.12.10, 07.05.15
Previous Audit Committee Reviews	Not applicable

Applicable Legislation:

<p>Volunteers Protection Act 2001 Work Health and Safety Act (SA) 2012 Work Health and Safety (SA) Regulations 2012 Child and Young People (Safety) Act 2017 Child and Young People (Safety) Regulations 2017 Equal Opportunity Act 1984 Privacy Act 1988</p>

Related Policies (alphabetical list):

<p>Child and Vulnerable Persons Policy</p>
--

Related Procedures:

<p>Volunteer Management Procedures</p>
--

Reference Documents:

<p>Local Government Mutual Liability Scheme 2015 <i>Covering All Bases: An Information Guide for Managing Volunteers in Local Government</i></p> <p><i>Volunteer Management in Local Government 2014</i> (www.lga.sa.gov.au)</p>

1. BACKGROUND

The Roxby Downs Council (“Council”) recognises the importance of volunteers within the community.

Volunteers forge a strong bond between the Council and the community harnessing people’s time, interests and skills and providing benefits to the volunteer, to the persons or projects assisted and the organisation within which they work.

Volunteers can initiate, extend and enhance services and improve the quality of community life by encouraging:

- Community participation;
- Access to resources and information;
- Social interaction and satisfaction;
- Participation in established Council services and events.

2. PURPOSE

The Volunteer Management Policy (“Policy”) provides a framework to ensure best practice in the management of volunteers. It clarifies the Council’s underlying philosophy of involving volunteers and provides direction and structure to the way volunteers are managed.

The Policy aims to clearly define the relationship between Council and its volunteers; it sets out the expectations of Council and articulates the rights and responsibilities of volunteers.

The Policy informs paid staff at all levels of the organisation of their responsibilities towards volunteers.

3. SCOPE

The Policy applies to:

- Individuals who are registered as volunteers to support the delivery of Council’s programs, services and activities
- Council employees involved in the management, supervision and support of volunteers.

4. DEFINITIONS

Volunteers are defined as individuals who give their time willingly for the common good and without financial gain. Volunteers:

- Undertake activities that benefit the community and themselves
- Provide services of their own free will and without coercion;
- Do not receive any monetary reward or payment (out of pocket expenses are not regarded as monetary reward or payment)
- Complement, but not replace or threaten the livelihood of, paid workers

5. VOLUNTEER REQUIREMENTS

All volunteers must meet the following criteria to volunteer for the Council

- Complete a satisfactory criminal history check prior to appointment and at least every 3 years

- If working in a prescribed position, in accordance with the Children and Vulnerable Persons policy, undertake a DCSI Working with Children check

6. COUNCIL'S RESPONSIBILITIES TO VOLUNTEERS

- Provide a safe work environment including administration of criminal history checks in accordance with legislation
- Manage volunteers in a structured and professional manner
- Provide appropriate insurance coverage
- Provide out of pocket expenses where appropriate
- Recognise volunteer contributions
- Promote volunteering in the community
- Oversee the day to day responsibilities of volunteers at work

7. RESPONSIBILITIES OF VOLUNTEERS

Volunteers have the responsibility to:

- Uphold Council's reputation and image
- Maintain confidentiality and privacy
- Consider volunteering to be a serious commitment
- Abide by Council's policies, standards and procedures
- Participate in the appropriate induction and training provided
- Give notice as soon as possible of their unavailability
- Be reliable and give adequate notice before termination
- Report any injury or accident to their Volunteer Manager immediately or as soon as possible after the event
- Raise issues of concern with their Volunteer Manager as they arise
- Have respect for others work time, skills and workplaces
- Respect and treat the general public, Council employees and fellow volunteers in a courteous manner (as they would like to be treated)
- Be committed to working cooperatively as a team member
- Share information and skills with other volunteers
- Ask for help when needed
- Only accept tasks they feel comfortable with
- Declare any gifts or gratuities to their Volunteer Manager
- Wear appropriate dress
- Wear safety clothing when required

8. VOLUNTEER RIGHTS

Volunteers have the right to:

- Received sufficient appropriate ongoing training to fully prepare for their role

- Be kept up to date with any new developments in regard to their role
- Receive ongoing support and supervision
- Be heard by their Volunteer Manager if they need to voice any concerns, queries or complaints and have such issues dealt with sensitively and expeditiously
- Contribute ideas, attend meetings if desired or appropriate and have their contributions recognised
- Refuse tasks they believe are unsuitable
- Be treated as co-worker by Council employees and other volunteers
- Receive reimbursement of any authorised out of pocket expenses
- Work in a safe environment

9. COUNCIL RIGHTS

Council has a right to:

- Negotiate a commitment from a volunteer
- Refuse the services of volunteers
- Expect volunteers to adhere to volunteer policies and procedures
- Have Council property and equipment respected

10 RECOGNITION OF VOLUNTEERS

Council will recognise the valuable contributions made by volunteers through annual events and functions.

11. REVIEW & EVALUATION

This Policy will be reviewed and evaluated no less than once every four years.

12. AVAILABILITY OF THE POLICY

This Policy will be available for inspection at the Council Office at 6 Richardson Place, Roxby Downs during ordinary business hours and at Council's website www.roxbydowns.sa.gov.au.