



POLICY DOCUMENT

12.16.34

Policy Name	VOLUNTEER MANAGEMENT
Policy No	12.16.34
Reviewed By	Katrina Eastham Volunteer Officer
CEO Authorisation	Rob Donaldson CEO
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1. INTRODUCTION

The City of Port Lincoln ("Council") recognises the importance of volunteers and volunteering within its community, whether through Council program/s or the diversity of community group activities that involve volunteers. Council supports volunteering as an important way of contributing to community development, providing both:

- personal development and well-being benefits and
- enhanced community well-being through volunteers' offering of skills, knowledge, experience and energy for community benefit.

Volunteers benefit from and help to generate:

- a) social interaction and satisfaction;
- b) community participation and engagement;
- c) community capacity and resilience

This policy addresses the management of volunteers in Council-managed programs.

2. DEFINITION OF VOLUNTEERS IN LOCAL GOVERNMENT

Council defines volunteers as people who:

- undertake activities without monetary reward;
- undertake activities of their own free will;
- undertake activities of benefit to the wider community through the use of their skills and abilities, knowledge, efforts or time;
- undertake activities that complement but do not replace the services provided by paid employees and contractors.

The following persons, for the purpose of this Policy, are not considered volunteers:

- Council Members;
- people on work placement and work experience programs, including Work for the Dole or similar programs(refer policy 12.62.5 Work Experience & Work Placements);

- students undertaking volunteering as part of the education curriculum;
- persons receiving payment for activities/programs delivered on behalf of Council.

3. LEGISLATION APPLICABLE TO VOLUNTEERS

Pursuant to the Work Health and Safety Act 2012 (WHS Act), volunteers are 'workers' with Council and have the same rights and responsibilities in relation to the provision of a safe working environment including the provision of safe work practices. Therefore, volunteers must adhere to Council's WHS requirements. Volunteers are not, however, entitled to benefits pursuant to the Return to Work Act 2014.

Relevant legislation applicable to volunteers are, but not limited to:

Work Health and Safety Act, 2012

Work Health and Safety Regulations, 2012

Return to Work Act 2014

Local Government Act, 1999

Volunteer Protections Act 2001

Children's Protection Act 1993

Children's Protection Regulations 2010

Privacy Act 1988

4. VOLUNTEER MANAGEMENT

In addition to the legislative requirements and provisions outlined in Section 3 of this policy, a Code of Conduct and Council's policies, procedures also apply to volunteers.

Initial assessment, registration and training/induction of Volunteers will be carried out upon commencement and periodically reviewed thereafter.

Council has the right to both refuse a volunteer placement or to end a placement if:

- a) there is a real or perceived risk to the health or welfare of the volunteer, Council employees or the general public;
- b) suitable volunteer duties are not available or are no longer available;
- c) the volunteer does not comply with Council's policies, procedures or Code of Conduct;
- d) the volunteer does not comply with the Volunteer Role Statement;
- e) the volunteer does not qualify for cover by Council's insurance policy;
- f) the volunteer does not comply with any reasonable request for personal information, including name, address, personal and emergency contact details, National Criminal History Record Check and Screening Assessment (if required) and signing for receipt of information.

The management of volunteers will be carried out in line with the principles of the Local Government Association Mutual Liability Scheme's - 'Covering All Bases – An Information Guide for Managing Volunteers in Local Government'.

5. COUNCIL'S RESPONSIBILITIES TO VOLUNTEERS

Council is responsible for:

- adherence to this policy and the supporting processes, to ensure compliance with related and relevant policies and procedures;

- ensuring that adequate resources are identified and provided to enact this policy and supporting procedures effectively;
- ensuring that Council Supervisors/Managers of volunteers fulfil their responsibility to ensure Volunteers have the appropriate skills and/or access to relevant training to undertake the volunteer activities specified in the volunteer's role statement;
- the effectiveness of this policy and the supporting processes, to identify opportunities for continuous improvement;
- review of this policy as required following the Policy Review & Development Checklist process.

6. **VOLUNTEER RIGHTS AND RESPONSIBILITIES**

Unlike paid staff, volunteers are not covered by awards or workplace agreements. Volunteers however have rights and responsibilities which are in part defined by legislation and in recognition of the significant value that volunteers bring to the community.

6.1. ***Volunteer Rights***

Council is committed to ensuring that the rights of volunteers are protected and that they are supported to carry out their roles and responsibilities. Volunteers can expect:

- to be respected and valued in the role as a volunteer;
- to be recruited in accordance with equal opportunity and anti discrimination legislation;
- to select the type of activities they are to be involved with, in accordance with their skills, interests and needs, subject to suitable activities being available;
- to receive an orientation and induction session;
- to work in a healthy and safe environment including access to procedures and templates where necessary to assist in safe performance of activities;
- to have the training, equipment and resources required to perform defined volunteer activities;
- to have open communication, be consulted on decisions that affect them and have their ideas welcomed and acknowledged;
- to be able to raise any grievances or issues in accordance with Council's grievance policies and procedures;
- to be protected by insurance whilst undertaking the defined activity agreed and authorised by Council.
- to be able to decline or withdraw from their volunteer role at any time

6.2. ***Volunteer Responsibilities***

The *National Standards for Volunteer Involvement* recognises that "Volunteers have responsibilities, which include acting responsibly, being accountable for their actions to the organisation, and respecting the organisation's values and practices." In line with this principle, Council volunteers are expected to ensure that they:

- acquaint themselves with the objectives and functions of Council and the services Council provides;
- fulfil the duties as specified in their role statement in accordance with relevant legislation;

- complete Volunteer Registration (inclusive of National Criminal History Record Check – refer Section 9 below) and participate in the appropriate induction and on-going training as provided;
- understand and acknowledge the requirements of Council’s Code of Conduct and relevant policies, procedures and guidelines presented in the induction and training including WHS;
- operate under the direction and supervision of Council staff and/or a suitably trained and appointed volunteer leader to carry out approved volunteer activities and not undertake any unapproved or prohibited activities;
- complete necessary timesheet and Safe Work Instructions (SWIs), prior to commencement of approved activities;
- maintain confidentiality regarding Council business, program information or any other sensitive, private information they come across during their volunteer activity;
- notify Council of any potential or actual hazard or incident, or near miss to themselves or a third party via the incident reporting & investigation procedure. The incident must be notified as soon as reasonably practical or within 24 hours of occurring;
- meet Statutory reporting obligations where a notifiable incident has occurred.

7. INCORPORATED VOLUNTEER GROUPS

Council may enter into a Memorandum of Understanding (17-64-T22) with incorporated community groups that may co-ordinate volunteers to undertake activities to provide or enhance the level of service or facilities on land owned or under the care and control of Council. Such agreement will be subject to the terms and conditions, (including restrictions on permissible activities,) contained within the Memorandum of Understanding, which must be signed for and on behalf of both Council and the incorporated community group.

8. INSURANCE

Council, as a member of the Local Government Association Mutual Liability Scheme (LGAMLS), provides Personal Accident Insurance for its volunteers up to an age as prescribed in the current LGAMLS insurance policy. Benefits are available for death, permanent total disablement and some non-medical related expenses. Ambulance cover is not included.

Cover will only extend to cover injuries to volunteers of Council identified by Council as members of a specified group or individuals engaged in or on any authorised voluntary work on behalf of Council in clearly defined activities that are approved and controlled by Council.

9. NATIONAL CRIMINAL HISTORY RECORD CHECK AND SCREENING ASSESSMENT

Volunteers must undertake a satisfactory National Criminal History Record Check and Screening Assessment prior to the commencement of volunteer activities (and may require ongoing checks) where their duties are likely to involve:

- a) working with or near vulnerable people or children;
- b) cash handling or financial responsibilities;
- c) working in or visiting a resident’s home or being on their property in an unsupervised capacity;
- d) where it is a requirement of a funding agreement or other legislation.

The administration of the Screening Assessment will be undertaken by Council and related costs borne by Council.

10. REVIEW

This policy shall be reviewed by the City of Port Lincoln within 12 months after the conclusion of each periodic election or on significant change to legislation or aspects included in this Policy.

11. RELEVANT DELEGATED POWERS AND DUTIES

Any actions or decisions made regarding this policy will be enacted upon as per Council's current Delegations Register.

12. REFERENCES

12-70-T27 Volunteer Registration Form

12-35-T15 Volunteer Activity Timesheet & JSA

17-64-T7 Volunteer Best Practice Guide

12-70-T30 Volunteer Induction

12-70-T29 Induction Checklist for Volunteers

17-64-T21 Volunteer MOU Establishment Task List

17-64-T22 Volunteer MOU

Code of Conduct

'One System' Policies and Procedures

Work Health and Safety Act 2012

Equal Opportunity Act 1984

Return to Work Act 2014

Local Government Association Mutual Liability Scheme's – 'Covering All Bases – An Information Guide for Managing Volunteers in Local Government'

WHS Incident Reporting & Investigation Procedure OSPRO7