

POLICY



C010 Volunteer Policy

1 Purpose

This policy identifies the mutual obligations and responsibilities of Hindmarsh Shire Council (**Council**) and Council Volunteers. The policy also aims to:

- ensure a robust Volunteer program which augments Council's services and programs;
- ensure that each Council volunteer has access to the required information when choosing to volunteer with Council and throughout their period of service;
- ensure that Volunteers are properly inducted to Council.

2 Scope

This policy applies to Council staff, volunteers, Councillors and contractors who engage with Council volunteers.

3 Principles

Council values and is heavily reliant on the contribution of volunteers to provide support where Council does not have the funding or resources to do so.

Volunteering is an activity undertaken which is:

- to be of benefit to the community and the volunteer
- of the volunteer's own free will and without coercion
- in positions not designated as paid
- underpinned by the 'Principles of Volunteering' as defined in the National Standards for Volunteer Involvement 2015.

The relationship between Council and its volunteers is one of trust, recognition and mutual obligations. Volunteers take on agreed obligations and responsibilities and in return the organisation is committed to be responsive to the needs and expectations of those who volunteer their services.

3.1 The relationship between volunteers and paid staff

Effective relationships between volunteers and paid staff lead to enjoyable and productive workplaces. The involvement of volunteers in Council should not constitute a threat to job security or work satisfaction of paid employees. The role of volunteers compared with paid employees will be distinct but complementary. The roles that volunteers perform are designed to enhance and add value to the achievements made by paid employees.

3.2 Volunteer responsibilities

Volunteers play an important role in the life of the services and have a responsibility to comply with all the policies and procedures of Council. In addition volunteers will be expected to:

- Undertake a Volunteer Police Check that is paid for by Council;
- Undertake a Volunteer Working with Children Check in accordance with Council's Working with Children Check and Policy Check Policy and Child Safe Standards Policy;
- Take responsibility in complying with all health and safety requirements and reporting of any issues, thereby contributing to a safe work environment for other volunteers, paid employees, clients and members of the public;
- Be responsible in making realistic commitments in terms of both time and areas of involvement and to honour those commitments;
- To treat Council, personal and confidential information in accordance with the *Privacy and Data Protection Act 2014 (Vic)*, in particular the Information Privacy Principles contained within this Act;
- Bring to the attention of management any issues that relate to their volunteering activities;
- Where a volunteer uses their own vehicle to carry out a service, the vehicle must be registered and maintained in a roadworthy condition. The onus for insurance coverage rests with the owner of the vehicle (or the volunteer), who should ensure appropriate third party property damage or comprehensive insurance is kept current. This must be provided to Council at the commencement of the volunteer position, and provided on a recurrent basis as the coverage is renewed.
- Adhere to the Council Code of Conduct while undertaking duties or tasks on behalf of Council.

3.3 Council responsibilities

Council recognises the important role that volunteers play in the life of the community and as such agree to:

- Engage volunteers in accordance with anti-discrimination, equal opportunity and gender equality legislation;
- Provide volunteers with a healthy and safe workplace;
- Provide a formal induction to all volunteers before they are allocated tasks;
- Define volunteer roles and develop clear role statements;
- As required, provide training to volunteers to improve their skillset and assist them in the performance of their voluntary role;
- Not require a volunteer to perform any role or task that they are not appropriately qualified or skilled to undertake;

- Provide appropriate public liability insurance coverage for volunteers, where applicable;
- Provide feedback on performance;
- Inform volunteers of their responsibilities as volunteers and ensure that their work complements but does not undermine the work of paid employees;
- Reimburse volunteers for pre-agreed out of pocket expenses;
- Provide all volunteers with information on grievances and unsatisfactory performance operational frameworks and procedures; and
- Regularly acknowledge and recognise the contributions of volunteers.

4 Policy Responsibilities and Delegations

4.1 Council

- Responsibility to ensure that this policy is consistent with the current Council Plan and Vision and other Council Policies.

4.2 Chief Executive Officer

- Overall responsibility for compliance with this policy.
- Overall responsibility for enforcing accountability.
- Overall responsibility for providing resources.
- Overall responsibility for performance monitoring.

4.3 Director Corporate and Community Services

- Responsibility for compliance with this policy.
- Responsibility for enforcing accountability.
- Responsibility for providing resources.
- Responsibility for performance monitoring.

4.4 Manager Governance and Human Services

- Responsibility for reviewing this policy every two years.
- Responsibility to develop frameworks and procedures in compliance with this policy.
- Responsibility to enforce compliance with frameworks and procedures.
- To maintain a volunteer personnel file as per PROV standards.

4.5 Employees Responsible for the management of volunteers

- Responsibility to ensure that each new volunteer is given relevant information for the volunteer role requested.
- Responsibility to ensure that all employees of council are aware of the role of a volunteer and the procedures that need to be undertaken in order to become a volunteer.

4.6 All Council Employees, Contractors and Volunteers

- Responsibility to participate where required in the development of frameworks and procedure in compliance with this policy.
- Responsibility to comply with frameworks and procedures developed to achieve compliance with this policy.

5 References

Related documents	Legislation
Hindmarsh Shire Council Code of Conduct Child Safe Standards Policy	<i>Local Government Act 2020 Local Government Act 1989 Equal Opportunity Act 2010 Occupational Health and Safety Act 2004 Gender Equality Act 2020 Privacy and Data Protection Act 2014</i>

DOCUMENT CONTROL

Hindmarsh Shire Council Volunteer Policy		Policy Category	Council
Version Number	1.3	Policy Status	ADOPTED
Approved/Adopted By	Council	Approved/Adopted on:	26 July 2023
Responsible Officer	CEO	Review Date	26 July 2025
Version History	Date	Version	Description
	10 October 2019	1.0	Initial version
	16 April 2015	1.1	Updated version
	15 June 2019	1.2	Updated to be Council wide policy
	26 July 2023	1.3	Reviewed and updated