



# Volunteer Policy

## **1. PURPOSE**

The purpose of this policy is to provide a framework to ensure best practice in volunteer involvement through effective leadership, management and support of our volunteers.

## **2. CORPORATE COMMITMENT**

The Corporate Governance Group and staff are committed to effective volunteer involvement through organisational leadership and a culture and structure that supports and values the role of volunteers.

We will involve volunteers in supporting the delivery of our services, activities, projects and programs to achieve our Community Plan's vision of a community that is smart, culturally rich, prosperous, safe, connected and sustainable.

## **3. SCOPE**

This policy applies to:

- Individuals who are registered as volunteers to support the delivery of our programs, services and activities; and
- Employees involved in the management, supervision and support of volunteers

This policy excludes:

- Individuals and groups undertaking acts of citizenship or informal volunteering within their communities
- Volunteers of incorporated bodies in a partnership arrangement with council
- Reference, advisory, resident and business groups
- Volunteers of community centres managed by independent boards
- Employees of not for profit organisations undertaking corporate volunteering activities
- Community forums and participants engagement activities
- Individuals undertaking work experience, internships or student placements
- Participants of Work for the Dole initiatives (excluding New start Allowance volunteers)
- Council members in their capacity as a Council Member

#### 4. DEFINITIONS

Culture	The way a group of people engages with each other and the shared values and behaviours of an organisation.
Mount Barker District Council Volunteer	An individual who is approved by and registered with Mount Baker District Council to support the delivery of our services, activities, programs or projects.
National Standards for Volunteer Involvement	Best practice standards for developing and reviewing how volunteers are involved in organisations.
Volunteer	A person who undertakes activities: <ul style="list-style-type: none"><li>- without monetary reward</li><li>- of their own free will</li><li>- of benefit to Council and the local community</li><li>- that complements but does not replace the services provided by paid staff.</li></ul>
Volunteer Coordinator	An employee who has delegated responsibility to coordinate volunteer activities at the operational level and / or provides regular supervision and support to the volunteer.
Volunteer program	The collective term used to describe a council service, activity, program or project that involves volunteers in its delivery model.
Volunteer Management Framework	Council's principles, policy, standards, procedures and tools for effective volunteer involvement.

#### 5. ROLES & RESPONSIBILITIES

##### **Chief Executive Officer**

- Create and lead a culture and structure that values the role and impact of volunteer involvement.
- Plan and resource volunteer involvement to achieve actions within the Community Plan 2035.
- Communicate Mount Barker District Council's commitment to safe and effective volunteer involvement.

##### **Corporate Governance Group**

- Provide supportive environment and culture for volunteer involvement.
- Consider volunteer involvement in annual business plans and allocate appropriate resources including financial, human and technology.

- Review volunteer involvement regularly in-line with organisational safety, risk and quality management frameworks to assess, manage and/or mitigate potential risks to volunteers, council, employees, customers and participants.
- Ensure responsibility for supervision and support of volunteers is assigned to employees with the appropriate classification level, skills, knowledge and experience.

### **Managers**

- Lead a supportive environment and culture for volunteer involvement.
- Ensure the requirements of council's Volunteer Management framework is applied across all activities and services involving volunteers, including approving any new Volunteer positions created.
- Identify and secure appropriate resourcing for volunteer involvement.
- Provide support and supervision to volunteer coordinators to ensure successful outcomes for both volunteers and employees.
- Provide sufficient time and training opportunities to enable volunteer coordinators to carry out their responsibilities relating to volunteer coordination.
- Monitor volunteer involvement to ensure safety and quality of service delivery to customers and participants.

### **Volunteer Coordinator**

- Proactively contribute to providing a welcoming, supportive and safe environment for volunteers.
- Provide instruction and assistance to ensure the safety of the volunteering activities to be undertaken.
- Operate within the requirements of council's Volunteer Management framework.
- Ensure that volunteers are involved in meaningful ways that reflect their skills, interests and backgrounds.
- Contribute to the planning and evaluation of volunteer involvement.

### **Council Members**

- Recognise that engaging in activities that do not fall within a Council Members' role, defined by the Local Government Act 1999 s58 and s59, may place a Council Member at risk of incurring personal or financial cost or injury when not undertaken in the performance of an official council sanctioned activity.
- Ensure any interactions with the community are conducted in accordance with the Local Government Act 1999 s62 and s63, including not engaging in activities on Council's behalf.

- Recognise that Council Members have no authority under the Local Government Act 1999 to direct or influence the activities of volunteers.

### **Volunteer Development Officer**

- Support, coach, mentor, assist and advise Volunteer Coordinators in their role.
- Implement best practice volunteer management across the organisation.
- Monitor, review, develop and report on compliance within the Volunteer Management framework.
- Advocate for volunteer involvement to ensure the value and impact of volunteers is understood, appreciated and acknowledged across the organisation.
- Identify new volunteering initiatives to address emerging trends and increase the participation, quality and diversity of volunteering experiences.
- Develop and maintain working relationships with the volunteer sector and appropriate stakeholders.

### **Volunteers**

- Understand how volunteer roles support the achievement of Council's Community Plan 2035.
- Understand the rights and responsibilities of a volunteer.
- Operate within relevant organisational policies, procedures and guidelines and as directed by the Volunteer Coordinator.
- Respect Council's values and behaviours and adhere to the Volunteer Code of Conduct.
- Participate in induction and relevant training.
- Demonstrate a commitment to their volunteer position, be actively involved in providing feedback and ensure a safe working environment.
- Notify the Volunteer Coordinator as soon as possible of any concerns or the intention to give notice.
- Seek pre-approval for reimbursement of out-of-pocket expenses incurred through their volunteer role.

## **6. CORPORATE POLICY STATEMENT**

- 6.1.** Mount Barker District Council values and encourages the involvement of volunteers within appropriate services, activities, programs and projects.
- 6.2.** Volunteers, in partnership with employees, participate actively in achieving our vision of a community that is smart, culturally rich, prosperous, safe, connected and sustainable.
- 6.3.** We recognise that volunteering is a two-way relationship:
- Mount Barker District Council is able to enhance the delivery of our services through harnessing the diverse experiences, backgrounds, life skills, knowledge and expertise of our volunteers; and
  - For volunteers, involvement brings a range of personal benefits such as developing social connections, learning new skills, gaining valuable experience for future employment and a sense of community pride and wellbeing.
- 6.4.** Our approach to the management of volunteers will comply with the National Standards for Volunteer Involvement, the Work Health and Safety Act 2012 (SA), equal opportunity legislation and the requirements of self-insurers under the Local Government Mutual Liability Scheme.
- 6.5. Principles**
- 6.5.1. All people have the right to volunteer regardless of their cultural or ethnic origin, religion, age, gender, physical, social and economic position.
- 6.5.2. Volunteers are welcomed and treated as valued and integral members of Council's team.
- 6.5.3. Volunteers are consulted in decision-making that affects their involvement as a volunteer.
- 6.5.4. Council acknowledges and recognises the contribution of volunteers, and the benefits to the volunteer, Council and the community.
- 6.5.5. The rights of volunteers are protected and they are supported to carry out their roles and responsibilities effectively.
- 6.5.6. Volunteers have responsibilities and are accountable for their actions.

### **6.6. Defining employee and volunteer roles**

A clear delineation must be evident between the work of employees and volunteers. The tasks undertaken by volunteers must:

- Complement the role of employees,

- Be meaningful and not exploit the good will of the volunteer,
- Enhance and extend our services,
- Not replace employee roles, and
- Not threaten the security and job satisfaction of employees.

#### **6.7. Work Health and Safety**

- 6.7.1. The Work Health and Safety Act 2012 (SA) identifies volunteers as 'workers' for the purposes of the Act.
- 6.7.2. Volunteers have the same rights and responsibilities in relation to the provision of a safe working environment and safe work practices.
- 6.7.3. Council has a duty of care to ensure the quality and safety of services and activities that involve volunteers.

#### **6.8. Risk management and insurance**

- 6.8.1. Mount Barker District Council's Risk Management Policy includes volunteers to protect them and Council from exposure to liabilities.
- 6.8.2. Return to Work legislation does not cover volunteers.
- 6.8.3. Volunteers are covered by public liability and personal accident insurance while undertaking approved volunteer duties.

### **7. TRAINING / EDUCATION**

Positions with roles and responsibilities in this policy will be provided training in this policy and the Volunteer Management Framework as it relates to their position.

### **8. REVIEW**

This Corporate Policy will be reviewed every three years, or earlier in the event of changes to legislation or related Policies and Procedures, or if deemed necessary by the Volunteer Development Officer.

### **9. ACCESS TO THE CORPORATE POLICY**

The Volunteer Policy is available to staff via the Volunteer Management on the Intranet, and to volunteers via Council's website in the volunteering section: [www.mountbarker.sa.gov.au/community/volunteering](http://www.mountbarker.sa.gov.au/community/volunteering)

### **10. FURTHER INFORMATION**

For further information on this Corporate Policy, please contact:

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RESPONSIBLE OFFICER/ DEPARTMENT:	Volunteer Development Officer, Planning and Community
APPLICABLE LEGISLATION:	Local Government Act 1999 Work Health and Safety Act 2012 (SA) Equal Opportunity Act 1984 (SA) Volunteer Protection Act 2001 (SA) Children and Young People (Safety) Act 2017 (SA) Disability Discrimination Act 1992 (Cwth)
COMMUNITY PLAN 2020-2035:	Theme 1, Community Wellbeing:  Objective CW 2.4: Deliver, facilitate and support a diversity of volunteering opportunities.  Delivery Guideline 1: Leadership and Good Governance  LGG Strategy 1.5: Demonstrate accountability through clear, relevant and easily accessible policies, corporate reporting and legislative compliance.
RELATED POLICIES / CORPORATE POLICIES:	WHS 10 WHS & Return to Work Policy WHS 47 Administration Policy Fair Treatment in the Workplace Policy Risk Management Policy 2020
SUPPORTING PROCEDURES:	Volunteer Management Procedure Volunteer Code of Conduct
PREVIOUS CORPORATE POLICY DATE:	April 2017 – April 2021
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VERSION 2.0	December 2021	Lisa Bond	Re-write of document into new template and updates in-line with best practice standards for volunteer management.
<b>DOCUMENT LOCATION:</b>	Insite and available for inspection, downloading or printing from Council's website: <a href="http://www.mountbarker.sa.gov.au/community/volunteering">www.mountbarker.sa.gov.au/community/volunteering</a>		