

Volunteer Policy

Strategic Reference	Objective 1; a caring, healthy and resilient community. Strategy 1.5; promote volunteering and encourage, value & support community volunteers.
File reference	AR16/4853
Responsibility	Office of the Chief Executive Officer
Revision Number	4
Effective date	September 2003
Last revised date	December 2016
Minutes reference	267/16, 412/13, 358/11
Next review date	Biennially, December 2016
Applicable Legislation	Volunteer Protection Act 2001 Child Protection Act 1993 (SA) Children's Protection Regulations 2010 SA Work Health & Safety Act 2012 SA Work Health & Safety Regulations 2012 Equal Opportunity Act 1984 (SA) Sex Discrimination Act 1984 Racial Discrimination Act 1975 Disability Discrimination Act 2005 Age Discrimination Act 2004 Workplace Gender Equality Act 2012 Local Government Act 1999 Privacy Act 1996
Related Policies	Safe Environment Policy Work Health Safety & Injury Management Policy (do you have one?)
Related Procedures	Volunteer Handbook (under review) Work Health Safety & Return to Work Plan 2016-2018

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

2. Policy statement

Coorong District Council recognises the importance of volunteers within its Community and acknowledges their contribution to improving the quality of community life within the local council area. Volunteers are valued for providing customer focused services and enhancing established Council programs. Council encourages volunteers to contribute their unique talents, skills and knowledge whilst finding a sense of self satisfaction.

Volunteer Programs help to forge a strong bond between the Council and the local community and will extend and enhance services to improve the quality of community life by:

- Encouraging community engagement, participation, independence and interdependence
- Encouraging volunteerism
- 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 event

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

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

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 favour
 - reporting potential conflicts of interest
 - not soliciting, demanding, requesting or accepting any gift or benefit from another person
 - maintain 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; and
- report any injury/damage to themselves or a third party.

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 & Safety requirements of the Council. Volunteers will be instructed on these requirements as part of their Induction Programs.

6. Council's Rights

Council has the right to:

- negotiate a commitment from a volunteer;
- expect a volunteer to undergo appropriate training;
- expect to be notified in advance if a volunteer is unable to undertake duties;
- refuse a volunteer placement;
- request that a volunteer undertakes a police check or medical predetermined by the chosen area of work; and
- expect a volunteer to embrace privacy and confidentiality obligations.

7. Council's General Responsibilities

Council will ensure that volunteers:

- do not take responsibility for duties assigned to paid staff;
- have adequate skills and knowledge to undertake duties;
- are provided with an induction and appropriate training;
- receive appropriate support and supervision;
- are registered with Council and insured whilst understanding approved work activities;
- have a safe working environment, safe equipment and safe systems for volunteers; and
- have adequate resources to ensure the sustainability of the volunteer management system

8. Further Information

This policy will be available for inspection at the Council offices listed below during ordinary business hours and available to be downloaded, free of charge, from Council's internet site: www.coorong.sa.gov.au

Coorong Civic Centre

95-101 Railway Terrace
Taillem Bend
Phone: 1300 785 277
Fax: 8572 3822

Meningie Information Hub

49 Princes Highway
Meningie
Phone: 1300 785 277

Tintinara Customer Service Centre

37 Becker Terrace
Tintinara
Phone: 1300 785 277

Copies will be provided to interested parties upon request. Email council@coorong.sa.gov.au

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