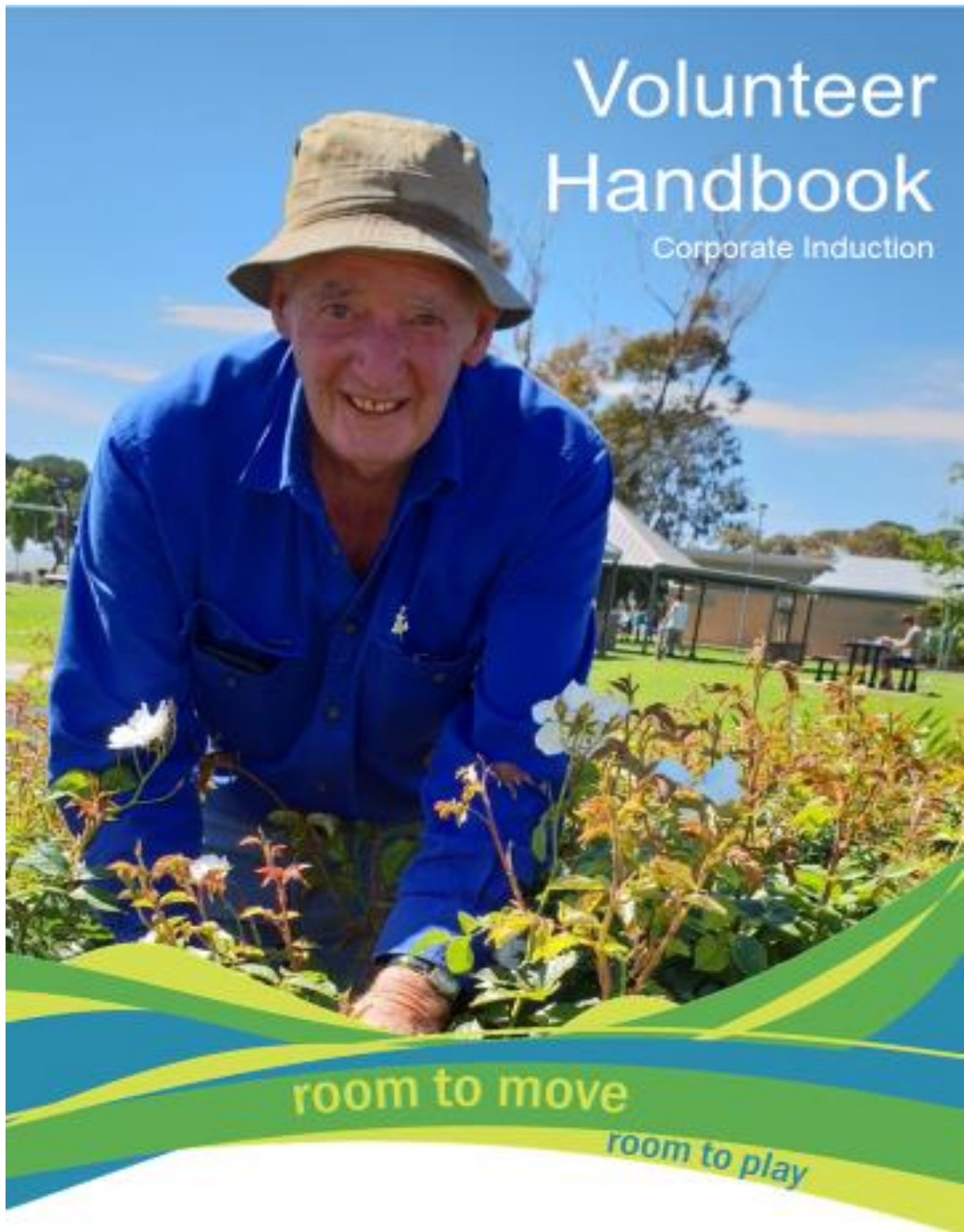


Volunteer Handbook

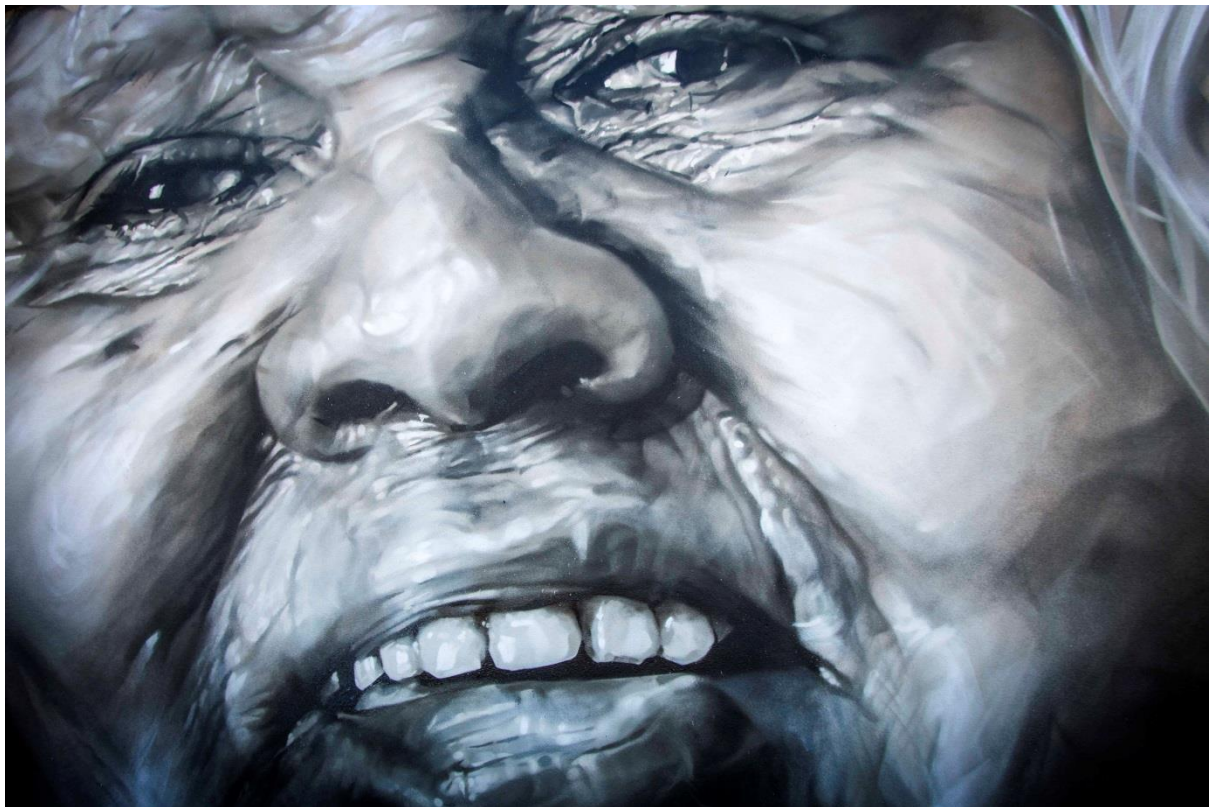
Corporate Induction



room to move

room to play





The Coorong District Council wishes to acknowledge and pay respect to the traditional custodians – the people of the Ngarrindjeri nation whose ancestral lands on which we meet.

We acknowledge the deep feelings of attachment and relationship of Aboriginal people to country. We also pay respect to the cultural authority of Aboriginal people from other areas of South Australia and Australia

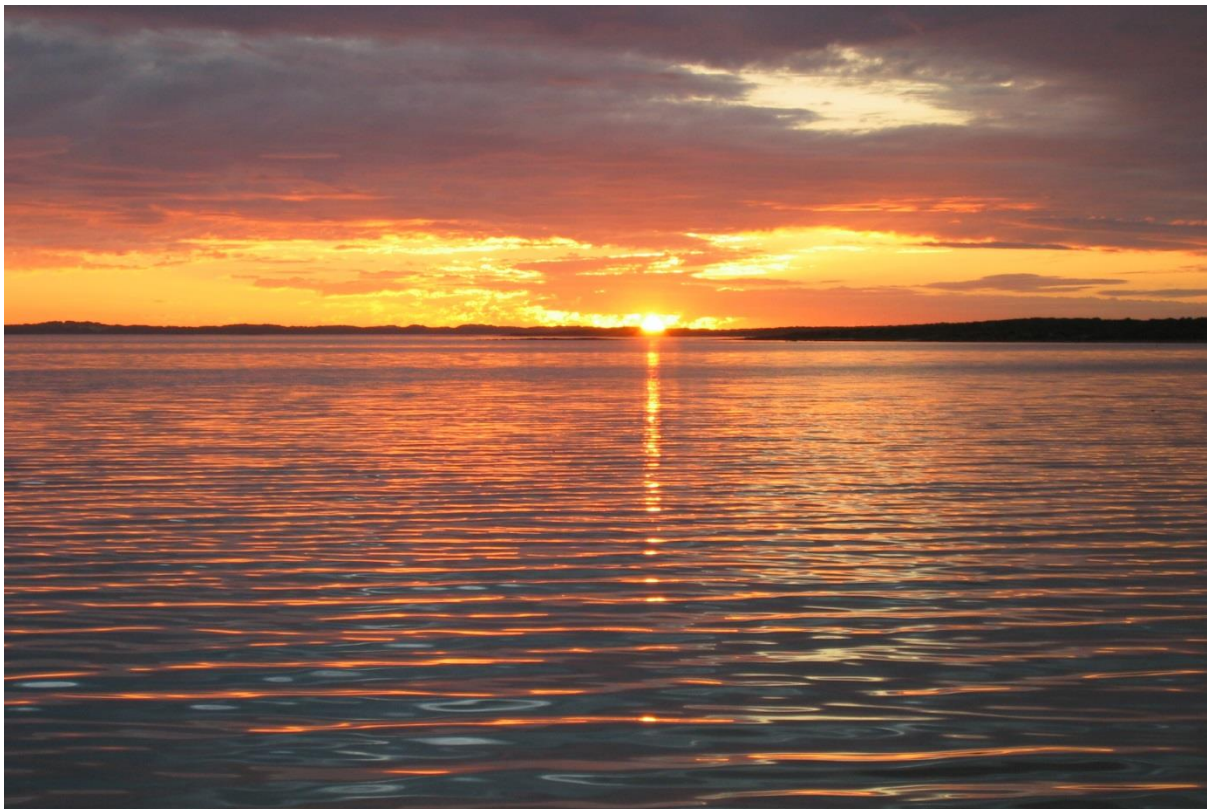
Welcome from the Mayor and CEO

Welcome to Coorong District Council. On behalf of Council, we wish to extend our sincere thanks to you for your decision to become a volunteer of Council. Volunteer programs forge a strong bond between Council and the local community and Council appreciates and acknowledges the services of volunteers in improving the quality of community life within the local Council area.

Because volunteers give freely of their time and skills, Council is aware that the relationship between itself and the volunteers needs to be approached differently than its relationship with its paid employees. However, under the Work Health and Safety Act of 2012 Section 7(1) volunteers are deemed as “workers” of Council. As a result of this legislation, volunteers have the same rights and responsibilities in relation to the provision of a safe working environment.

In order to assist you with this, Council has established a “Volunteer Induction Handbook”, which outlines policies and procedures that will step you through your rights and responsibilities as a volunteer of Council.

After your induction process with your Volunteer Coordinator has been completed, please take the time to read the contents of the Induction Handbook and if you have any questions please discuss them with your Supervisor or Volunteer Coordinator.



About the Coorong District Council

The Coorong District Council, named after the unique habitat that stretches along its local government area (LGA) western boundary, was formed in May 1997 following the amalgamation of the District Councils of Peake, Coonaplyn Downs and Meningie.

The Coorong District Council local government area is characterised by expansive agricultural properties, spectacular beaches, picturesque River & Lake locations and isolated bushland. These attributes offer visitors an exciting range of recreation activities and an environmentally important landscape to enjoy, as well as provide our residents with an income, housing diversity and an enviable country lifestyle.

The agricultural industry is by far our major economic contributor. Tourism-related activities are expected to increase their contributions to the economy when the Tailem Bend Motorsport Park, a major development in South Australia, is operational.

The majority of our residents are English speaking and were born in Australia. However, the LGA is also home to a significant indigenous community (Ngarrindjeri Nation), which adds cultural diversity to the population and helps to foster respect and understanding about our land and water bodies.

The Coorong district is faced with population, socio-economic and environmental challenges, but its community will continue to show resilience through a love for the land, strong community connections and a healthy commitment to volunteering and sporting participation.

Whilst it has a relatively small rate income and a very large area to look after, the Coorong District Council delivers a broad range of services and has proved very capable in attracting grant funding and advocating to other government levels for the benefit of the community.



Overview of the Volunteer Induction and Orientation Program

Council places a great level of value on its volunteers and is committed to providing leadership for the community and ensuring efficient and effective management of the community's resources. Through its volunteer program Council actively enhances the quality of life for the community by encouraging health, well being and safety.

Under the Work Health and Safety Act of 2012 Section 7(1) volunteers are deemed as “workers” of Council. As a result of this legislation, volunteers have the same rights and responsibilities in relation to the provision of a safe working environment.

Volunteers are provided with the necessary training and information required to transition into a volunteering role with ease and as quickly as possible. The volunteer induction and orientation program covers council's policies, procedures and corporate philosophy to enable you to learn about and become part of the Coorong District Council's activities and culture.

The volunteer induction and orientation program is designed to:

- ensure that all volunteers feel welcome and quickly settle in the Coorong District Council
- ensure that Work Health and Safety practices are established and maintained
- ensure that volunteers are introduced to key people within the organization
- provide volunteers with an insight into the diversity of the Council's operations

The induction program will assist in building a framework of understanding council activities and how you fit within those activities. This included defining your role and informing you of your role requirements.



Council's Vision, Mission & Core Values

The Council has retained its Vision, Mission and Core Values statements. The Council has changed its slogan from "Creating a Better Future With Pride" to "Room to Move, Room to Play" to impart a more distinctive brand for the district that reflects the wide open spaces of our landscape and underpins our area as home to exciting recreational pursuits. The adoption of the new slogan became effective upon adoption of the 2016-2020 Strategic Management Plan.

Vision Statement

A progressive and proactive Council recognised for its diverse communities, prosperous economy and unique and highly valued environment.

Mission Statement

The Coorong District Council is committed to:

- Providing leadership for the community and ensuring efficient and effective management of the community's resources.
- Responsibly managing the natural and built environment to achieve sustainability.
- Facilitating economic prosperity, growth and employment throughout the district.
- Actively enhancing the quality of life for the community by encouraging health, well being and safety.
- Being an employer of choice that attracts, develops and inspires highly talented employees and elected members.

Council Slogan

Room to Move, Room to Play





Core Values

The principles, attributes and qualities the Council hold as important that will be displayed in the way we go about our business.

Integrity

Adherence to moral and ethical principles, being honest, transparent, accountable, trustworthy and authentic.

Proactive

Acting in anticipation of future opportunities, issues, needs or changes.

Progressive

Making use of new ideas and opportunities.

Collaborative

Working as a team to achieve common goals.

Service Excellence

Consistently delivering quality service outcomes for external and internal stakeholders.

Enjoy Work

Achieving satisfaction and a sense of wellbeing from work.

What is volunteering?

Volunteering is defined as "Volunteering is time willingly given for the common good and with out financial gain".

A volunteer is a person who chooses, of their own free will, to undertake beneficial, defined activities without payment or monetary reward to provide a service to the community.

A volunteer must be officially recruited, selected, orientated, trained and registered by the Coorong District Council before commencement as a volunteer.

The role of volunteer complements that of our paid staff – volunteering is not a right to paid employment, nor does it replace paid staff. A volunteer must act within the law and reasonable care and diligence.

Introduction

Volunteering involvement has a powerful impact on society, communities, organisations and individuals.

Volunteer Involvement:

- Is fundamental to a healthy society
- Is vital for strong, inclusive and resilient communities
- Builds the capacity of a community
- Is personal and promotes a sense of belonging and general wellbeing
- Is about building relationships, it connects people to the cause they care about and allows community outcomes and personal goals to be met with a spectrum of engagement
- Creates opportunities for organisations to accomplish their goals by involving volunteers
- Allows volunteers an opportunity to engage with and contribute to building their community.

This volunteer handbook provides information and guidance in relation to the Coorong District Council policies and procedures and is to be read in conjunction during the Volunteer induction. If you have specific questions that relate to the program, roles policies or procedures please do not hesitate to contact the Volunteer Coordinator.

Definitions

- **CDC** means Coorong District Council
- **Volunteer** means a person undertaking tasks or performing a service for Council as a part of a volunteer program
- **Volunteer Coordinator** means the council employee who is responsible for leading and facilitating a strategic and coordinated approach to the management of volunteering programs and services across the organization.
- **Volunteer program** means council projects which have the aim of assisting the community
- **Volunteer Register** means a database of volunteer names and preferred notes
- **Volunteer Supervisor** means the person who is directly responsible for daily management of a volunteer in their role for a registered Volunteer Program.

Volunteer recruitment process

Volunteering opportunities are promoted to the community in various ways: for example, through the CDC website, which provides a list of volunteer programs. The website also has links to the volunteer brochure and Volunteer Policy.

Recruitment of volunteers is coordinated by the Volunteer Coordinator and will include liaison with Volunteer Supervisors. Volunteers are selected in a non-discriminatory manner. The skills of the volunteer should correspond with the role statement of the Volunteer Program.

An interview for all volunteer applicants are held with the Volunteer Coordinator and Program Supervisor to determine the suitability of the applicant for the program of their interest and to ensure the applicant is aware of the prerequisites including a National Police Check, and the roles and responsibilities. Additional information that an applicant may need to provide might include drivers license, health conditions etc.

Volunteers are obliged at the time of the interview to disclose any medical conditions, illnesses or injuries that may adversely affect their ability to perform the volunteer role satisfactorily and safely. Volunteers who do not disclose any relevant medical conditions, illnesses or injuries at the time of their interview will have their volunteer placement withdrawn.

Any potential volunteer who indicates that they are under the care of a doctor for either physical or psychological treatment may be asked to present verification from their doctor as to the ability to satisfactorily and safely perform the volunteer duties of the program area. Any potential volunteer under a course of treatment, which may affect their volunteer work, will not be accepted without written verification of suitability from their doctor. Any volunteer who, after acceptance as a volunteer

with council enters a course of treatment, which might adversely impact upon the performance of their volunteer role, should consult with the Volunteer Coordinator.

Successful and unsuccessful applications will be notified by mail.



Placement

The Volunteer Coordinator has the responsibility of placing all volunteers into a program that is best suited to the volunteer based on the information provided and their application form and from their interview. A suitable placement will be determined on the skills, experience, and interests of the volunteer in conjunction with the requirements of the Volunteer Program, role description and vacancies.

Acceptance and Appointment

Volunteer service with the council will begin when the following has been completed:

- A satisfactory police or DCSI check
- Orientation, induction and on the job training
- Where applicable, proof of drivers license and comprehensive motor vehicle insurance
- Details entered into our volunteer register
- Confirmation of start date and roster with supervisor

A letter will be provided to all new volunteers confirming their appointment as a volunteer of the Coorong District Council following completion of the volunteer recruitment process.

Probationary Period

All volunteer placements shall be subject to a probationary period determined by the Volunteer coordinator in consultation with other relevant staff, but usually a period of three months.

At the end of the trial period the program supervisor will review the volunteer's performance and forward findings to the Volunteer Coordinator.

The review will discuss the volunteer's performance and whether it is suitable for the volunteer to continue the role.

All parties will also reflect on the volunteer's level of satisfaction with the roles, level of support and working relationships.

Inactive Volunteers

Volunteers are asked to commit to the minimum requirements for their program area to remain an 'active' volunteer of the CDC. For example some programs require a minimum of 1 – 2 shifts per month.

If a volunteer is inactive for three to six months and has not notified the appropriate staff of a reason for being absent they will be listed as 'inactive' and contact will be made with the volunteer requesting that they advise CDC of their intentions to resume or cease volunteering.

Volunteers who have been inactive for six to twelve months and wish to return to volunteering will undertake refresher training to ensure they are up to date with any changes that may have occurred while they were absent.

Role of the Volunteer Coordinator.

The productive involvement of volunteers requires a planned and organized effort. The function of the Volunteer Coordinator is to provide a central coordinating point for effective volunteer management within the CDC, and to direct and assist staff and volunteers efforts to jointly achieve the aims and objectives of the CDC.

The Volunteer Coordinator plans for effective volunteer involvement, assists staff in identifying productive and creative volunteer roles, recruits suitable volunteers, track and evaluates the contribution of volunteers to the program.



Responsibilities of the Volunteer Coordinator

The Volunteer Coordinator is responsible for the development, implementation, review and maintenance of policies and procedures associated with volunteers. All employees and volunteers are encouraged to identify areas of need and to be involved in the implementation of new or amended policies and procedures with appropriate consultation and contribute to the CDC overall development and continuous improvement of the Volunteer Program.

The Volunteer Coordinator ensures volunteers are appropriately inducted and made aware of:

- Their rights and responsibilities while undertaking volunteer activities
- the rights and responsibilities of CDC
- Relevant policies and procedures
- The process to resolve volunteer issues/concerns

The Volunteer Coordinator ensures a register is maintained of all volunteers working with the Volunteers Programs. He or She:

- Maintains a register on each volunteer, including: dates of service, reference checks, personal contact details, emergency contact details etc. Volunteer records may be assessed only by designated personnel and will be treated confidentially and not used for any other purpose than that stated.
- Coordinates the grievance resolution process and to give guidance and feedback as required
- Ensures volunteers are appropriately recognized

Evaluation of Volunteer Programs:

- The Volunteer Coordinator in consultation with department staff and volunteers (where appropriate) shall conduct an annual evaluation of the involvement of the CDC volunteers. This evaluation shall include information gathering from volunteers, staff and records of volunteer involvement.

Volunteer Program Supervisors

Each Volunteer Program has a supervisor. The Supervisor's responsibility is to guide and oversee the volunteers involved in work programs. The Supervisor also assists with any processes.

The Supervisor has the required skills and training to undertake the role. The Supervisor will identify any issues and resolve them in a positive manner.

A supervisor will deal with any grievances that a volunteer may have in consultation with the Volunteer Coordinator.

A volunteer may act as supervisor of other volunteers, provided that the supervising volunteer is under the direct supervision of a paid staff member.

Recognition

Annual volunteer recognition event will be conducted to highlight and reward the contribution of volunteers to the CDC. This may take place during National Volunteers Week, International Volunteers day and/or other appropriate occasions.



Policies, Procedures, Guidelines and General Information

The following information has been put together to provide you with an overview of the policies, procedures, guidelines and general information that is relevant to your volunteering role with Council.

Full copies of the policies, procedures, guideline and general information relevant to your volunteering position can be found in the WH&S policies and procedures folder. Your Program Supervisor will advise on where this can be found.

Volunteering policy

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. Volunteer Programs help to forge a strong bond between the Council and the local community by:

- Encouraging community participation, independence and interdependence
- 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 events

A full copy of Council's Volunteer Policy is included as Appendix 1

Grievance resolution

Disputes are a reality of any workplace and can be disruptive and generate negative feelings within the work team. Any volunteer that feels they have a genuine grievance is strongly encouraged to utilise the policy and procedure, included at Appendix 2 to address the issue in a timely manner.

Equal opportunity, sexual harassment and bullying

Any form of harassment in the workplace is completely unacceptable, and must be dealt with immediately and fairly. Coorong District Council wants all volunteers to feel safe in the workplace, not just physically, but mentally and emotionally as well. All employees who feel that they are being harassed in any way are encouraged to report the matter using the procedure located at Appendix 3

Interaction with vulnerable groups

At first glance, Local Government may not seem a high-risk area for exposure of children and other vulnerable people to a risk of exploitation or abuse. However, increasingly Councils are providing child care services, school holiday programs for children, social and recreational programs for young people, and social and

community care options for frail, aged people and people with a disability. In addition to children, other vulnerable people could potentially include:

- Young people (under 18 years of age)
- People with a disability (physical, intellectual or a mental illness)
- The frail and aged
- People who experience disadvantage, for example, Aboriginal Australians and newly arrived immigrants or refugees.

Due to recent legislative changes, Coorong District Council has adopted a Safe Environment Policy, in accordance with the Local Government Association's Safe Environment Policy Model, included as Appendix 4. Council is committed to ensuring that any operations where interaction with vulnerable groups is carried out in accordance with legislation and minimises any risk to children and vulnerable groups. To this end, all volunteers that will interact with vulnerable groups must complete an application for a National Police Check and subject to the program, volunteers may be required to undertake a DHS screening.

Code of conduct

All employees and volunteers must behave in a manner reflecting their positions as officers of Council. A full copy of the Code of Conduct is included as Appendix 5

Confidentiality

As a volunteer of Council, there may be occasions where you are privileged to confidential and sensitive information. There is a reasonable expectation that information you have access to during your time as an employee of Council, remain confidential. Please indicate your willingness to accept by signing the Confidentiality Agreement included with your induction pack.

Personal accident insurance

In March 1991, the Local Government Mutual Liability Scheme (LGAMLS) recognised the efforts that Volunteers of Council provide to Local Government Industry and its Board of Management by passing the following resolution:

"Cover will only extend to volunteers of Council identified by Council as members of specified groups or individuals assisting Council in clearly defined activities that are approved and controlled by Council".

Therefore, Council volunteers are afforded the protection of the Local Government Mutual Liability Scheme (LGAMLS), but only while undertaking approved activities with the appropriate supervision and control by Council.

Media relations

Volunteers are not permitted to liaise with media on behalf of Council. The Chief Executive Officer and the Mayor are responsible for building all media relationships.

Permission to use volunteer photographs

From time to time, Council staff will photograph volunteers at various Council sites or other locations throughout the Council area. A photograph is considered to be intellectual property of Council, however Council acknowledges that volunteers also have a right to privacy. Council may elect to use photos in publications and/or presentations to external groups. As such, if you are willing to allow your photograph to be utilised for such purposes, please complete the Photographic Release Form included with your induction pack.

Whistleblowers protection

In accordance with the Whistleblowers Protection Act 1993, Council has a Whistleblowers Protection Policy. The policy acts as a tool to ensure transparency and accountability in administrative and management practices and encourages disclosures that reveal public interest information. The objective of the policy is to ensure that the Coorong District Council:

- properly fulfils its responsibilities and appoints Responsible Officers under the Whistleblowers Protection Act 1993;
- encourage and facilitate disclosures of public interest information which may include occurrences of maladministration and waste within the Council, and corrupt or illegal conduct in general, so that internal controls may be strengthened;
- provide a process by which disclosures may be made so that they are properly investigated; and
- provide appropriate protection for those who make disclosures in accordance with the Act.

For the purpose of the policy, volunteers are deemed to be employees of Council and as such, are protected in the same manner. A copy of the full policy is included as Appendix 6

Keeping you and your friends safe

Work health and safety (WHS)

Coorong District Council is committed to ensuring, so far as is reasonably practicable, that via a Management Systems approach to WHS and Injury Management, employees are provided with a healthy and safe system of work, in line with the organisational vision of Local Government Workplaces i.e. safe and free of injury and disease. This will be established by:

- Council is committed to providing and undertaking such measures as to minimise risks (through safe workplace environments, systems of work, plant and substances) of injury/ill health to employees and others while at work and demonstrates a systematic approach to planning and implementation of Work Health and Safety consistent with the WHS Act 2012 and associated Regulations.
- Management commitment to Work Health and Safety and Injury Management in accordance with Council's Corporate objectives.
- Development of Programs and Action Plans with outline identified policy objectives and procedural requirements.
- Measurement and evaluation of the WHS/Injury Management program against defined objectives, targets and performance indicators.
- Reviewing management systems to identify scope for continuous improvement.

Council's peak WHS and Injury Management Policy is supplied within the WHS Policy and Procedure manual.

Hazard identification and reporting

The Coorong District Council is committed to achieving a high level of pro-active Work Health and Safety (WHS) management in line with the organisational vision of a progressive and proactive Council recognised for its diverse communities, prosperous economy and unique and highly valued environment.

To facilitate this, the organisation has implemented a Work Health and Safety Hazard Management system which contains minimum standards and is designed to encourage and facilitate the provision and maintenance (so far as is reasonably practicable) of:

- A safe working environment.
- Safe systems of work, and
- Plant and substances in a safe condition, for workers, and others in accordance with legislative requirements and the Performance Standards for Self Insurers (PSSI).



Workers / volunteers are accountable for:

- Attending training when required.
- Taking reasonable care of their own and others safety at work by immediately eliminating any hazards they identify, if safe to do so.
- When immediate elimination is not practicable or achievable, putting in place interim controls to prevent the risk of an injury occurring or recurring, e.g. cordon off an area where a spill has occurred until it is cleaned up, and reporting the hazard to their Council supervisor and recording it on the relevant form.
- Assisting in assessing risk, implementing controls measures and evaluating them for effectiveness as required.
- Complying with this procedure.
- Following any reasonable instruction in relation to this procedure.
- Seeking assistance to manage hazards when required.

Key elements of the system are:

- Hazard Identification, Risk Assessment and Control Procedures
- Incident Reporting & Investigation Procedure
- Workplace Inspection Procedure
- Plant Procedure

Key processes of hazard management are:

- Identification of the hazard
- Documenting the hazard using the hazard report form supplied by Council
- Assessing the risk association with the hazard
- Controlling the hazard by either elimination, substitution, isolation, engineering, administrative controls, or use of personal protective equipment.
- Monitoring and evaluating the controls.

All hazards that cannot be instantly rectified must be reported to the Council supervisor via a hazard report form. Council's Hazard Management Procedure is included in the WHS Policy and Procedure manual at 04-02.

The Committee should retain a copy of the Hazard Report form and forward a copy to their Council supervisor. If the hazard has not been able to be remediated, an Action Sheet will be drafted and included on Council's Corrective and Preventative Action (CAPA) register. Once the Action Sheet has been completed the Committee should retain a copy and forward the original to the WHS Officer, which will ensure the action is closed out on the CAPA. Any outstanding actions will be tabled at the next WHS Committee Meeting.

If you sustain an injury or near miss you will be required to complete an incident report which your Council supervisor can assist you with. It is important to report everything no matter how small so Council can make improvements to minimise the risk of something similar reoccurring. Council's Accident/Incident Investigation and Reporting Procedure is included in the WHS Policy and Procedure manual at 05-01.

For tasks that workers carry out on a regular basis, volunteers and Council will assess and treat the risk to staff by a Task Risk Assessment (TRA). From the TRA process, Safe Operating Procedures (SOP) documents for the safe use of plant and equipment will be supplied and Safe Work Procedures (SWP) for the physical task will be supplied. Volunteers are responsible for using the TRA, SWP and SOP's during their activities.

First aid

In accordance with Council's commitment to the provision of a safe and healthy workplace, Council will provide first aid facilities at applicable sites where volunteers are providing physical, on ground works eg: Coonalpyn Swimming Pool, Pangarinda Arboretum etc. Six monthly checks on all First Aid kits are conducted by an independent contractor.



Drugs and alcohol in the workplace

Volunteers and employees of Coorong District Council all have a duty to themselves and others to be in a fit state to attend work and to work safely.

Council acknowledges individuals' right to consume alcohol socially as well as drugs when properly prescribed. However, it is well known that the consumption of drugs or abuse of alcohol can affect an individual's ability to perform tasks safely and productively. A copy of the full Drug and Alcohol Policy is included in the WHS Policy and Procedure manual 02-07. Please take the time to read it carefully as the purpose of this policy is to set out the limits that apply in relation to:

- The consumption of alcohol at any Council site;
- The possession and consumption of drugs at any Council site; and
- Workers whose performance is affected as a result of consuming drugs or alcohol.

As a condition of your volunteer service with Coorong District Council, you are to indicate your willingness to comply with the policy by endorsing the Non Use Agreement, included with your induction pack will be kept on your file.

Smoking in the workplace

Coorong District Council is committed to the promotion of work health and well-being of all volunteers and employees. The Council is concerned for the health of all volunteers and employees. Those who smoke at present will be encouraged and

assisted to quit the habit completely. Some of the more specific details of the policy are:

- Under no circumstances will smoking be permitted in any confined area. This applies to all buildings, workshops and cabins of all vehicles at all times.
- A three (3) metre distance from the previous must be smoke free, including a distance of six (6) metres from exits and windows.
- The smoking status of staff and any applicants for positions will not be used as a criterion in the selection process.

Risk management

Risk management is the culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effects within the Coorong District Council environment. Risk is inherent in all business activities and every member of Council's staff manages risk on a daily basis.

Formal and systematic approaches to managing risk have evolved and they are now regarded as good management practice. As a consequence Council acknowledges that the adoption of a strategic and formal approach to risk management will improve decision-making, enhance outcomes and accountability.

The aim of Council's Risk Management Policy is not to eliminate risk, rather to manage the risks involved in all Council activities to maximise opportunities and minimise adversity.



Council Policies and Procedures

Appendix 1	Volunteer Policy
Appendix 2	Grievance Resolution Policy
Appendix 3	Equal Opportunity, Discrimination, Harassment and Bullying Policy
Appendix 4	Safe Environment Policy
Appendix 5	Employee Code of Conduct
Appendix 6	Whistleblowers' Protection Policy

Council undertakes regular reviews of its policies and procedures. To view current copies please refer to your programs policy and procedure folder or alternatively visit www.coorong.sa.gov.au