

	Function: Community Services	Adopted: February 2009 C42:2009
	Policy Number: CS003	Last Review: 1 st March 2023 C70:0323
	Version Number: 3	Next Review: March 2027
VOLUNTEER POLICY		

POLICY STATEMENT

Copper Coast Council (Council) supports volunteering and understands that effective engagement of volunteers provides the organisation with skills, talents and perspectives that are essential to remaining relevant and sustainable and extends our capacity to accomplish our goals.

Council recognises that the volunteer program provides several benefits to both the volunteers and the community including:

- Community participation
- Enhanced personal development and self-esteem
- Increased access to resources and information
- Social interaction and satisfaction
- Participation with established Council services and events
- Improvement to the well-being of the community.

Council supports a range of volunteer programs that serve the local community in a variety of areas including, but not limited to: art galleries and community events.

Volunteer responsibilities are formalised and documented for each volunteer program, which clearly identify the role of each volunteer. Council provides adequate resources to manage its various volunteer programs to ensure that the objectives of this Policy are met.

1. Introduction

- 1.1. Council recognises the importance and the role of volunteering in strengthening connections and understanding between people which promotes a sense of belonging and social wellbeing for individuals, communities and society.
- 1.2. Council acknowledges volunteers are motivated by diverse factors and is committed to engaging volunteers in meaningful activities suited to their skills and interests. Council provides the support and recognition needed to assist volunteers perform their roles effectively. Council values diversity and we are committed to supporting a diverse volunteer base which is representative of our community.
- 1.3. Council demonstrates effective volunteer engagement delivered through a volunteer management framework and in accordance with the 'National Standards for Volunteer Involvement' (Volunteering Australia 2015).

2. Scope

- 2.1. This Policy is intended as a guide for all Council Departments which involve volunteers that are registered with Council. It also guides Council's vision for the ongoing engagement and involvement of volunteers.
- 2.2. This Policy applies to all volunteers and to those employees who work in activities, programs and services where volunteers are involved.

3. Legislative Framework

- South Australian Work Health and Safety Act, 2012
- South Australian Work Health and Safety Regulations, 2012
- Local Government Act, 1999
- Volunteer Protections Act 2001
- Children's Protection Act 1993
- Children's Protection Regulations 2010
- Privacy Act 1988.

4. Integration with Corporate Objectives

- 4.1. This Policy supports Council's Strategic Plan 2019 - 2029

Social Objective – Wellbeing

Goal 1 - To enhance the quality of life of our community by encouraging health, wellbeing and safety.

1.5 Volunteers – Support service clubs and develop volunteering programs that enhance Council services and enrich the community.

5. Related Council Policies and Documents

- 5.1. This Policy is also designed to operate in conjunction with other Council policies, including but not limited to:
 - Code of Conduct for Council Employees
 - Code of Conduct for Volunteers
 - Work Health Safety and Return to Work Policy
 - Conduct Counselling and Discipline Policy
 - Employee Grievance Policy
 - Complaints Policy
 - Children and Vulnerable Persons Policy
 - Zero Tolerance to Bullying Policy
 - Equal Opportunity/Sexual Harassment Policy
 - Public Interest Disclosure Policy.

6. Definition

For the purposes of this Policy, the following definitions apply:

- 6.1. **Volunteering** is time willingly given for the common good and without financial gain (Volunteering Australia 2015).

- 6.2. **Volunteer** is an individual who is registered with and has approval by Council to undertake activities:
- Of the volunteer's own free will and without coercion
 - For no financial reward from Council
 - In designated volunteer positions only
 - Is not to replace the services provided by paid staff.
- 6.3. The following persons, for the purposes of this Policy, are not considered volunteers:
- People on student placement and work experience programs
 - Council Members of Copper Coast Council or partners
 - Council Employees or partners
 - Volunteer partners
 - Persons receiving payment outside of the volunteer reimbursement framework
 - People working on a voluntary basis for organisations with the Council
- 6.4. **Volunteer Coordinator** is defined as a Council employee who develops and implements systems to support, attract, recruit and retain volunteers and who supports Volunteer Leaders to manage and lead volunteers.
- 6.5. **Volunteer Leader** is defined as an individual (can be a volunteer and/or a Council employee) who is responsible for a group of volunteers at an event or Council site, under the direction of a Council employee responsible for the coordination of an event or activity.

7. Roles and Responsibilities

7.1. Volunteers' Rights:

Council recognises that volunteers have the right to:

- Make a choice of type of involvement, commitment of time, and the right to say 'no'
- Be provided with a clearly written *Volunteer Role Description* and to receive appropriate orientation and ongoing training
- Have access to designated employees (Volunteer Leaders) with queries or support relating to their volunteer role
- Receive ongoing support and direction from Volunteer Leaders
- Be provided with the appropriate resources to undertake their volunteer duties as required
- Be treated with respect and as a valued member of the team
- Receive reimbursement for approved out-of-pocket expenses
- Be consulted, valued and welcomed regarding ideas and suggestions for improvements to the program with which they work
- Have complaints or grievances heard by an appropriate People Leader (Volunteer Leader, Volunteering Coordinator or Team Leader) and to be aware of the grievance procedures
- Work in a safe environment
- Be covered by appropriate insurances whilst engaged in their volunteer duties
- Terminate their volunteer role with Council at any time.

Electronic version on Council N:/ drive is the controlled version. Printed copies are considered uncontrolled. Before using a printed copy, verify that it is the current version.

7.2. Volunteers' Responsibilities:

Council recognises that volunteers have obligations and responsibilities to the Council including:

- Make a realistic commitment in terms of involvement and reliability
- Understand and acknowledge the requirements of the Code of Conduct for Volunteers and relevant policies and procedures
- Participate in the appropriate induction and ongoing training as provided
- Report to their Volunteer Leader any damage to property or third party
- Notify their Volunteer Leader if they are unable to undertake duties
- Report any unsafe working conditions/potential hazards to their Volunteer Leader
- Operate under the direction and supervision of Council employees to achieve the objectives required
- Maintain confidentiality regarding Council business, program information or any other sensitive, private information they come across during their volunteer duties
- Council Volunteers must follow local, State and Federal regulations and legislation in relation to bushfire, pandemic and disaster management.

7.3. Council's Rights:

Council has the right:

- To negotiate a commitment from a volunteer
- To expect a volunteer to undergo appropriate training
- To expect to be notified in advance if a volunteer is unable to undertake duties
- To refuse a volunteer placement
- To request that a volunteer undertakes a Criminal and Relevant History Screening Check or medical check for fitness for the position, predetermined by the chosen area of work, if required.
- To expect a volunteer to observe privacy and confidentiality obligations
- To terminate a volunteer appointment due to unsatisfactory volunteer work and/or inappropriate behaviour or if the role is no longer required.

7.4. Council's Responsibilities:

Council will ensure that volunteers:

- Do not undertake duties assigned to employees
- Have adequate skills and knowledge to undertake duties
- Are provided with a volunteer induction and local orientation and appropriate training
- Receive appropriate support and supervision
- Are registered with Council, maintained through Skytrust, and insured within Council's Personal Accident and Public Liability policies whilst undertaking approved work activities
- Have a safe working environment, safe equipment and safe systems of work
- Have adequate resources to ensure the sustainability of the volunteer management system.

- The Executive Team is accountable for ensuring that adequate resources are identified and provided to enact this Policy and supporting procedures effectively.
- Coordinators/Team Leaders are accountable for ensuring that Volunteers have the appropriate skills and/or access to relevant training to undertake the activities identified within this Policy and supporting procedures.

8. Complaints

8.1. Complaints in regard to this Policy must be in writing to the Chief Executive Officer and lodged in accordance with Council’s Complaints Policy.

9. Council Delegation

- 9.1. Pursuant to Section 44 of the Local Government Act 1999, Council has delegated to the Chief Executive Officer authority to administer Council’s policies.
- 9.2. This Policy will be implemented by the Chief Executive Officer or relevant portfolio Director and managed in accordance with Council’s scheme of delegations.
- 9.3. In terms of this Policy, the Chief Executive Officer sub delegates to the Director of Corporate and Community Services.

10. Adoption and Review

10.1. This Policy shall be reviewed every four (4) years, or more frequently, if legislation or Council requires by the Corporate and Community Services Department and a report shall be provided to Council for consideration and adoption.

11. Records Management

11.1. Official records will be managed in accordance with Council’s Records Management Policy pursuant to Section 125 of the Local Government Act 1999.

12. Availability of Policy

- 12.1. Policies will be available for inspection without charge at Council’s Principal Office and on Council’s website www.coppercoast.sa.gov.au.
- 12.2. A copy of this Policy may be obtained on payment of a fee in accordance with Councils’ Register of Fees and Charges.

Signed	 Mayor	 Chief Executive Officer
Date	1 st March 2023	

Electronic version on Council N:/ drive is the controlled version. Printed copies are considered uncontrolled. Before using a printed copy, verify that it is the current version.

