



# ADMINISTRATIVE POLICY

## Volunteer Policy

|                                  |   |                           |                        |
|----------------------------------|---|---------------------------|------------------------|
| <b>Policy Number:</b>            | PO137                                     |                           |                        |
| <b>Strategic Plan Objective:</b> | Goal 5 – Responsible Governance           |                           |                        |
| <b>Policy Owner:</b>             | Director Corporate and Community Services | <b>Record Number:</b>     | 16/14237 [v4]          |
| <b>Responsible Officer:</b>      | Manager People, Culture and Safety        | <b>Minute Reference:</b>  | <b>CMT: 02/05/2022</b> |
| <b>Date Adopted:</b>             | 02/05/2022                                | <b>Fixed Review Date:</b> | February 2026          |

### 1. Purpose

This policy sets out the principles adopted by Yorke Peninsula Council (Council) and establishes a professional framework to ensure the appropriate and consistent management of volunteers in accordance with the National Standards for Involving Volunteers in Not-for-Profit organisations. It affirms the status and legitimacy of volunteers within the organisation and the Yorke Peninsula community.



### 2. Scope

This policy applies to all volunteers providing services or expertise to Council as part of Council's Volunteer Programme. Council is committed to supporting its volunteers by:

- Offering where applicable, appropriate guidance as documented within a Volunteer Handbook;

- Facilitating opportunities to work alongside Council's employees, to deliver and enhance a broad range of services and programmes offered;
- Provide leadership, support and advocacy for all volunteers to increase volunteer participation through Council run volunteer programmes;
- Encourage and promote volunteering across Council's region in various programmes and projects; and
- Acknowledge, recognise and celebrate the contribution all volunteers make within the community.

Through the future development of the Council's Volunteer Programme, Council will maintain an ongoing commitment to its involvement with the community and its volunteers. The following office holders are not defined as volunteers in relation to this Policy:

- the Mayor; or
- Elected Members of Council.

Community representative members of Council Committees and/or Working Parties are not defined as volunteers in relation to this policy unless they engage in duties and/or activities outside of and separate to the meeting structures.

Volunteer programmes run by the Council operate within the overall legislative framework of the *Local Government Act 1999* and the *Work Health Safety Act 2012 (SA)*. Volunteering activities support Council's Strategic Plan and contribute to the Council's 'organisational efficiency and resource management objectives.

### 3. Definitions

Refer to Attachment 1.

### 4. Policy Statement

This policy has been prepared for the benefit of members of the public who may volunteer their time with the Council. Council appreciates that volunteers contribute valuable assistance and experience that would otherwise not be available and in turn can themselves gain valuable experience that will enhance their skills and enable self-fulfilment. It is therefore important that Council encourages the participation of volunteers under supervision, whilst ensuring the safety and security of all parties.

#### 4.1. Recruitment and Selection

Where tasks are identified for voluntary work, it is important to match the volunteer to the work. Volunteer work should be meaningful, not contrived and should never replace the role of a paid worker. Volunteers will be recruited in a non-discriminatory manner ensuring a skills match between the applicant and the competencies contained within the relevant Position Description. In order to achieve this, prospective volunteers will be subject to reference checks to confirm their identity, skills and attributes along with an interview in all cases.

#### 4.2. Screening of Prospective Volunteers

Volunteers engaged by Council will have specific screening requirements which will be determined by their Position Description. These screenings are a requirement to ensure Council adheres to specific legislation for example, Worker Screenings (disability) or working with children checks etc.

In addition, a National Criminal Records Check may be undertaken prior to any placement. Council also reserves the right to carry out any screening or criminal records checks on volunteers, applicants who do not agree to a screening or criminal records check may have their application and/or involvement as a volunteer revoked.

If a screening or National Criminal Records Check confirms concerning background information, the Programme Volunteer Coordinator, in consultation with the Director Corporate and Community Services and relevant Manager will assess and determine whether or not the applicant is suitable for the volunteering role or continuation of the volunteering role in question.

**4.3. Agreement**

All volunteers will be issued with a Position Description and a Volunteer Agreement which clarifies the intentions and expectations of both parties in order to avoid any subsequent disputes.

**4.4. Code of Conduct**

Volunteers are required to comply with the PO014 Employee Code of Conduct (Code of Conduct) and this will form part of their induction process. The Code of Conduct sets out the principles and standards of behaviour that are expected of all workers of Council.

**4.5. Training and Development**

It is essential for volunteers to be properly trained for the role they are expected to carry out. Programme Volunteer Coordinators will ensure that volunteers within their area of responsibility receive and are properly trained with regard to any activity in which they are involved. Volunteers will undertake an orientation and induction process including, but not limited to, Work Health and Safety (WHS), to ensure volunteers understand the environment they are required to work in. Training and development will assist to clarify how the volunteer is expected to carry out their tasks.

**4.6. Expenses**

Council recognises the diverse volunteering programmes that are undertaken within the Council region and the differing funding arrangements that apply. Volunteers are not expected to incur expenses related to their volunteer role. Reimbursement for expenses will be outlined by the Programme Volunteer Coordinator prior to undertaking an orientation and inductions. Any reimbursement can only be made with the prior agreement from their Programme Volunteer Coordinator.

**4.7. Liability**

For any Council activity undertaken by a volunteer, the Council's public liability/professional indemnity insurance will apply. Volunteers are not entitled to benefits under the Return to Work Act 2014, but have limited benefits under Councils insurance policies. Volunteers shall be made aware that Councils insurance does not cover them for loss of earnings should they sustain an injury.

Volunteers are not required, under any circumstance, to use their private vehicle for official purposes if they do not wish to do so. In the event that a Council Pool

car is not available, a Volunteer can elect to utilise their private vehicle for official purposes. All volunteers who agree to use their own private motor vehicle for Council business purposes must sign Councils Private Motor Vehicle – Approval to Use (SF320) form. Volunteers using their own vehicle for official purposes must have the prior approval from their Programme Volunteer Coordinator.

Volunteers using their own private motor vehicle for Council business are required to have their vehicle registration current and be covered by a comprehensive insurance policy. The volunteer shall be reimbursed per kilometre travelled as determined by Council. In the event of an accident, Council will not cover any property or vehicle damages, but will pay up to a maximum amount of \$500 towards the insurance excess (evidence of the insurance excess charge must be provided to be eligible for reimbursement). In the event that the volunteer is not covered by either form of insurance cover, no financial liability will be accepted by Council.

**4.8. Equality**

The Council's commitment to diversity and equality applies equally to volunteers and values the contribution made by unpaid volunteers.

**4.9. Supervision**

Every volunteer will have a Programme Volunteer Coordinator within the Volunteer Programme who they can go to with queries or problems. This is also important for feedback so volunteers know how they are performing. Should a volunteers performance fall below the required level, steps shall be taken to address the performance issues. Standards need to be established and maintained regardless of the status of the individual. Situations of misconduct also need to be similarly managed as being a volunteer does not excuse poor behaviour. However, it must be remembered that volunteers are not bound by any contractual obligations to Council.

**4.10. Confidentiality**

Volunteers working with Council must keep all privileged information in relation to Council, other employees and clients confidential. However, information affecting the health and safety of clients, employees or others including members of the public shall be reported to the Manager People, Culture and Safety.

**4.11. Gifts**

Volunteers are required to comply with Councils PO150 Gifts and Benefits Policy at all times. Volunteers must never encourage the provision of gifts for services rendered and they must not accept any gifts, benefits or favours which may influence, or be seen to influence their objectivity within their Volunteer role.

**4.12. Accidents**

Volunteers must report any accidents/incidents, near miss or hazard to the Programme Volunteer Coordinator as soon as possible. Programme Volunteer Coordinators in consultation with the Senior Safety Advisor (High Risk) will ensure Councils Incident/Near Miss Form (SF246) is completed.

**4.13. Work Health Safety (WHS)**

Volunteers, are entitled to work within a safe environment. The Programme Volunteer Coordinator is responsible for promoting Councils WHS policies, procedures and associated documents, where applicable.

Volunteers have a duty of care to:

- Take reasonable care of their health and safety and that of those affected by their activities;
- Comply with any reasonable instruction that is given whilst undertaking their volunteering duties to ensure compliance with the *Work Health Safety Act 2012 (SA)*; and
- Cooperate with any reasonable policy, procedures and associated documents set out by Council that has been notified to the volunteer.

#### 4.14. Absences

Volunteers are expected to perform their roles on a regular and timely basis unless negotiated otherwise. Volunteers must report their absence as far in advance as possible so that the Programme Volunteer Coordinator can ensure that alternative arrangements can be made. Continual absenteeism may result in a review of the volunteer's role.

#### 4.15. Performance Appraisal and Feedback

Council is committed to ensure that all volunteers are involved in regular performance appraisals with their Programme Volunteer Coordinator. A range of methods will be used to undertake appraisals, including selection, orientation, on the job and informal training, formal and informal feedback.

Council shall respond to issues raised by volunteers and where appropriate, provide reasonable training and volunteers will be encouraged to contribute to this process.

#### 4.16. Unsatisfactory Performance

In the event a volunteer's performance is not up to standard, deviates from principles and goals of the service, contravenes the rights and responsibilities of volunteers or places a client/ employee or any other person at risk:

- The Programme Volunteer Coordinator will discuss the issue with the volunteer and establish the appropriate standard of conduct with the volunteer; and
- A written record of the meeting shall be kept of the issues discussed and the agreed strategies to support the volunteer to improve their performance. The volunteer will receive a copy.

Deliberate or negligent acts that grossly endanger the safety of others, abuse of a member of the public, misconduct in public, public behaviour or making statements, which are likely to discredit Council, or other similar incidents may result in cessation of the volunteer arrangement immediately.

In the event that a Volunteer believes that their placement has been terminated unfairly, the Volunteer can raise their grievance with Programme Volunteer Coordinator or Manager People, Culture and Safety.

Cessation of a 'Volunteer arrangement' can occur by either party giving one (1) week's notice or by mutual agreement by both parties. All Volunteers are to return

any materials, files (electronic or otherwise) belonging to the Council prior to leaving.

#### **4.17. Grievances**

Volunteers have the right to raise and have resolved any grievances they may have without fear of retribution. All grievances shall be handled in a confidential and sensitive manner and where possible, resolved quickly. The following procedure will apply:

1. Should any matter occur which is of concern to a Volunteer, they shall raise the matter with their immediate Programme Volunteer Coordinator.
2. If the issue is not settled to their satisfaction, the Volunteer may raise the matter with the Manager People, Culture and Safety.
3. If the issue is still not settled to their satisfaction, the Volunteer may raise the matter with the Director Corporate and Community Services.

Each grievance reported will be taken seriously and people involved will be treated with understanding, fairness and respect. Procedural fairness for all parties will be observed at all times and parties involved in a grievance may request a representative to be present as an independent observer at any planned meeting. The grievance shall remain confidential and only the people who are involved with, or investigating a grievance will have knowledge of an allegation unless the grievance involves allegations of a criminal nature including fraud, which in this case the matter will be referred to South Australian Police.

## **5. Rights and Responsibilities**

### **5.1. Corporate Management Team**

The Corporate Management Team are accountable for:

- ensuring that adequate resources are identified and provided to enact this policy and supporting processes.

### **5.2. Council Volunteers**

Any Council Volunteer has the following rights and responsibilities:

- deemed as 'workers' under the Work Health Safety Act (SA) 2012 and have the same rights and responsibilities as paid workers under this act. Volunteers must adhere to the Work Health and Safety requirements of Council. Volunteers will be instructed on these requirements as part of the induction process;
- do not receive rights under the Return to Work Act 2014, where they are not deemed as employees;
- only deemed to be engaged by Council whilst performing agreed duties for the Council with Council's knowledge;
- be provided with a healthy and safe work environment;
- be interviewed and engaged in accordance with equal opportunity and antidiscrimination legislation;
- be reimbursed for reasonable out-of-pocket expenses as outlined within the Volunteer Handbook and approved by the Programme Volunteer Coordinator;

- be given a copy of this document and any other relevant policies and procedures;
- must not do the work of paid employees during industrial disputes;
- be provided with a Volunteer Position Description and agreed hours of engagement;
- have access to a grievance process (as per this policy);
- be provided with an orientation to Council and induction to the specific programme for which the Volunteer is working;
- have personal and confidential information dealt with in accordance with legislation;
- be provided with sufficient training to perform their role;
- shall respect and adhere to Council policies and procedures;
- ensure they are working safely when working in an environment with other Volunteers, paid employees, clients and members of the public;
- provide truthful and accurate information to Council employees, other volunteers and community members;
- perform Volunteer activities in accordance with the agreed position descriptions and working arrangements;
- maintain confidentially; and
- shall attend orientation, induction and other training activities as required.

### **5.3. Programme Volunteer Coordinators**

Programme Volunteer Coordinators are responsible for providing:

- a safe and healthy workplace as far as is practicable for volunteers to perform their role for Council;
- Volunteers with orientation, induction and ongoing supervision;
- Volunteers with all necessary safety information, instruction, personal protective clothing and equipment (as applicable);
- Ensure Volunteer records are saved into the electronic Records Management system;
- training to Volunteers where required;
- treat Volunteers as valuable team members, inform and consult them on matters that affect their work and acknowledge their contributions; and
- facilitate the reporting requirements for any incidents involving Volunteers to the Senior Safety Advisor (High Risk).

### **5.4. Team Leader HR & People Experience**

The Team Leader HR & People Experience is responsible to:

- provide advice to departments engaging volunteers on the requirements in Councils' Background Check (e.g. - working with children, elderly or frail,

handling cash or significant access to confidential and/or sensitive corporate information);

- retain confidential volunteer documents according to privacy principles. e.g. registration forms and confirmation of police checks etc.)

## **6. Training**

Council Training Needs Analysis (TNA) shall be used to identify the Volunteer training needs. All volunteers shall have induction and training provided in accordance with the Volunteer's TNA.

## **7. Complaints**

Complaints relating to Volunteering within Council can be made in writing to the Manager People, Culture and Safety. All complaints will be managed in accordance with Council's Complaints Policy (PO147) or in the case where the Policy only applies internally and not to the public, via the Grievance process outlined in this Policy.

## **8. Review**

In line with Council's Document Management Policy (PO019), this procedure shall be reviewed every four (4) years via a four-year fixed review cycle outlined in the Controlled Documents Register (RO078). Updates will still occur during this period if changes to legislation or Council needs occurs, but the review date will remain fixed. Next review date scheduled for February 2026.

## **9. Related Council Policies and Documents**

PO001 WHS & Return to Work Policy

PO014 Employee Code of Conduct

PO021 Safe Environment Policy

PO026 Fair Treatment Policy

PO147 Complaints Policy

PO150 Gifts and Benefits Policy

PO177 YP Leisure Options Worker Screening Requirements

SF246 Incident/Near MissForm

SF320 Private Motor Vehicle – Approval to Use

SF407 YPLO Volunteer Induction Checklist

SF408 Volunteer Induction Checklist

SF410 YPLO Confidentiality Agreement

SF411 YPLO Volunteer Charter

SF414 YPLO Volunteer Registration Form

SF423 YPLO Volunteer Travel Reimbursement Form

SF424 YPLO Photography Consent

SF425 YPLO Volunteer Emergency Contact

SF427 Volunteer Registration Form

SF428 Volunteer Agreement  
SF429 Volunteer Charter  
SF430 Volunteer Confidentiality Agreement  
YPLO Volunteer Handbook

**10. References and Legislation**

Age Discrimination Act 2004  
Children’s Protection Act 1993  
Protection Regulations 2010  
Disability Discrimination Act 1992  
Equal Opportunity Act 1984 (SA)  
Human Rights Commission Act 1986  
Local Government Act 1999  
National Standards for involving Volunteering in Not-For-Profit Organisations –  
Volunteering Australia  
Privacy Act 1988  
Racial Discrimination Act 1975  
Return to Work Act 2014  
Sex Discrimination Act 1984  
Volunteer Protections Act  
Work Health Safety Act 2012 (SA)  
Work Health Safety Regulations 2012  
Workplace Gender Equity Act 2012

**11. Council Delegation**

|                               |   |
|-------------------------------|---|
| <b>Details of Delegation:</b> | <i>Local Government Act 1999 and Work Health Safety Act (SA) 2012</i> |
| <b>Delegate:</b>              | Corporate Management Team   |

**12. Document History**

| <b>Version No</b> | <b>Issue Date</b> | <b>Description of Change</b>   |
|-------------------|-------------------|--|
| 1.0               | 11/09/2009        | New Policy   |
| 2.0               | 12/2015           | Minor Review   |
| 3.0               | 30/01/2019        | Change to four yearly review period, delete document references to YPVIC, update minor document references, add Records Management item under 5.3 and change responsibility title for 5.4. |

## PO137 – Volunteer Policy

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| Version No | Issue Date | Description of Change   |
|------------|------------|---|
| 4.0        | 02/05/2022 | Update to Position Titles, removal of reference to Operation Manual, update 4.2 screening process, 4.7 liability, Related Council Policies and Documents and Delegation table. Added fixed review period. |

### Attachment 1 – Definitions

|                                 |  |
|---------------------------------|--|
| Grievance                       | Disputes or problems with any act, behaviour, omission, situation or decision relating to the volunteering role. It may include discrimination, workplace harassment, bullying or other issues that relate to the workplace environment.                                   |
| Programme Volunteer Coordinator | Allocated Council officer who is responsible for the management and supervision of the volunteer.  |
| Volunteering Activities         | Takes place in not for profit organisations or projects and is: <ul style="list-style-type: none"><li>• of benefit to the community;</li><li>• done of one's own free will and without coercion; and</li><li>• done without monetary reward.</li></ul>                     |
| Volunteer                       | People who undertake activities: <ul style="list-style-type: none"><li>• Of their own free will;</li><li>• Without payment;</li><li>• Which will be of benefit to the community; and</li><li>• Which complement but do not replace the activities of paid staff.</li></ul> |
| Volunteer Programme             | The designated area within Council that the volunteer will be allocated for example, Yorke Peninsula Leisure Options.  |
| Worker                          | As defined in the WHS Act 2012 (SA)  |