



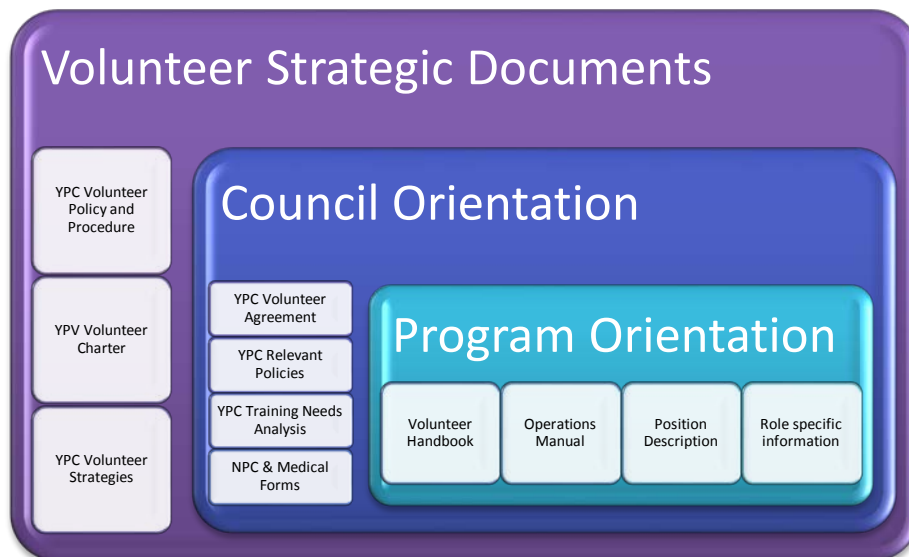
ADMINISTRATIVE POLICY

Volunteer Policy

Policy Number:	PO137		
Strategic Plan Objective	Organisational Efficiency and Resource Management		
Policy Owner:	Chief Executive Officer	File Number:	12.63.1.1
Responsible Officer:	Manager People and Culture	Minute Reference:	CMT
Date Adopted:	December 2015	Next Review Date:	December 2018

1. POLICY OBJECTIVES

This policy sets out the principles adopted by Yorke Peninsula 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 the Yorke Peninsula Council's Volunteer Program. Council is committed to supporting its volunteers by:

- Offering appropriate guidelines as documented within the relevant Volunteer Handbook and Volunteer Operations Manual for the consistent management of volunteers engaged in Council volunteer programs and projects;
- Facilitating opportunities to work alongside Council's employees, to deliver and enhance a broad range of services and programs offered;
- Provide leadership, support and advocacy for all volunteers to increase volunteer participation through Council run volunteer programs;

- Encourage and promote volunteering across Yorke Peninsula in various programs and projects; and
- Acknowledge, recognise and celebrate the contribution all volunteers make within the community.

Through the future development of the Volunteer Program, the Yorke Peninsula Council will maintain an ongoing commitment to its involvement with the community and its volunteers.

The Mayor and Elected Members of Yorke Peninsula Council are not defined as volunteers in relation to this policy. 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 programs run by the Yorke Peninsula 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' objective.

3. DEFINITIONS

Grievance	Any dispute or problem about 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.
Local Government Association Mutual Liability Scheme (LGAMLS)	The LGAMLS provides civil liability coverage and risk management services to South Australian Councils.
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"> • of benefit to the community; • done of one's own free will and without coercion; and • done without monetary reward.
Volunteer	People who undertake activities: <ul style="list-style-type: none"> • Of their own free will; • Without payment; • Which will be of benefit to the community; and • Which complement but do not replace the activities of paid staff.
Volunteer Program	The designated area within Council that the volunteer will be allocated (for example, Yorke Peninsula Leisure Options or Yorke Peninsula Visitors Information Centre).
Worker	As defined

4. POLICY STATEMENT

This policy has been prepared for the benefit of members of the public who may volunteer their time with the Yorke Peninsula Council. Council appreciates that volunteers contribute valuable assistance and experience that would otherwise not be available and in turn can themselves gain valuable work 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

Whatever 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 as some roles may have to adhere to specific legislation such as volunteers working with children.

In addition, a National Criminal Records Check will be undertaken for all volunteer applicants prior to any placement. Council also reserves the right to carry out criminal records checks on volunteers at any time. Applicants who do not agree to a criminal records check may have their application and/or involvement as a volunteer terminated. National Criminal Records Checks will remain valid for a maximum of three years and should be renewed prior to the end of that period.

If the check confirms a criminal record, the Programme Volunteer Coordinator, in consultation with the Director Corporate and Community Services and/or any other relevant authorities 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 subsequent disputes.

4.4 Code of Conduct

Volunteers are required to comply with the mandated Code of Conduct for Council Employees 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

Council believes 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 are properly trained with regard to any activity in which they are involved. Volunteers will receive training directly related to the tasks they undertake and an orientation and induction process (including Work Health Safety), will be followed in every case 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 programs that are undertaken within the Yorke Peninsula region and the differing funding arrangements that

apply. Volunteers are not expected to incur expenses related to their volunteer role. Reimbursement for expenses is outlined within the relevant Volunteer Handbook that is issued prior to undertaking an orientation and induction. 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 should be aware that this insurance does not cover them for loss of earnings should they sustain an injury.

No volunteer is required, under any circumstance whatsoever, 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 'Use of Private Vehicle' form. Any volunteer using their own vehicle for official purposes must have the prior approval from their Programme Volunteer Coordinator.

All volunteer using their own private motor vehicle for Council business are required to have their vehicle registration current and the vehicle covered by a comprehensive insurance policy. The volunteer shall be reimbursed per kilometre travelled as determined within the Programme Volunteer Handbook. In the event of an accident, Council will not cover the vehicle for damages, but will pay a maximum amount of \$300 towards the insurance excess. 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 program who they can go to with queries or problems. This is also important for feedback so volunteers know how they are performing. Should the volunteers' performance fall below the required level, steps should be taken to remedy this. Standards need to be established and maintained regardless of the status of the individual. Situations of misconduct need to be similarly managed and being a volunteer does not excuse poor behaviour. However, it must be remembered that volunteers are not bound by any contractual obligations.

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 and Culture.

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 Risk Management Officer will ensure Accident/Incident paperwork is completed and appropriate action taken. Details of all incidents and emergencies involving volunteers will be recorded by the Programme Volunteer Coordinator and reported to Risk Management Officer as soon as practicable.

4.13 Work Health Safety

Volunteers, in the same way as paid Council employees, are entitled to work within an environment that is safe. The Programme Volunteer Coordinator is responsible for promoting Councils Work Health and Safety policies and procedures, 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 or procedures 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 from work as far in advance as possible so that the Programme Volunteer Coordinator can ensure that alternative arrangements may 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 work 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 is to 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 and Culture.

Cessation of a 'volunteer arrangement' can occur by either party giving one 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 and Culture.
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 (natural justice). 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 complaint 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 SA Police.

4.18 Rights and Responsibilities

Corporate Management Team are accountable for:

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

Council Volunteers have rights and responsibilities including:

- being deemed 'workers' under the Work Health Safety Act (SA) 2012 and have the same rights and responsibilities as paid workers. 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 outlines within the Programme Volunteer Handbook;
- be given a copy of Yorke Peninsula Council's Volunteer Policy and any other relevant policies and procedures;

- must not fill a position previously held by a paid worker;
- must not do the work of paid employees during industrial disputes;
- be provided with a Position Description and agreed working hours;
- have access to a grievance process;
- be provided with an orientation to the Yorke Peninsula Council and induction to the specific program for which the volunteer is working;
- have personal and confidential information dealt with in accordance with legislation; and
- be provided with sufficient training to perform their role.
- must respect and adhere to Council policies and procedures;
- ensure they are working in a safe working environment for 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
- must attend orientation, induction and other training activities as required.

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;
- 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
- provide a reporting mechanism for any incidents involving volunteers to the Risk Management Officer.

People and Culture team 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);
- ensure an appropriate level of insurance coverage for volunteers engaged;
- retain confidential volunteer documents according to privacy principles. E.g., registration forms, confirmation of police checks etc.)

5. COMPLAINTS

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

6. REVIEW

This policy will be reviewed every three (3) years, in consultation with employees and/or their nominated representative(s). The policy will also be reviewed as deemed necessary in consideration of any changes to legislation or aspects included in this policy that could affect the health and safety of workers.

7. TRAINING

Council training needs analysis shall identify the Volunteer training needs. All volunteers shall have induction and training provided in accordance with the Volunteer’s training needs. All Volunteers shall be made aware of relevant Council Policies and Procedures.

8. RELATED COUNCIL POLICIES AND DOCUMENTS

- PO014 Mandatory Code of Conduct for Council Employees
- PO150 Gifts and Benefits Policy
- PO001 WHS & Return to Work Policy
- Yorke Peninsula Leisure Options (YPLO) Volunteer Handbook
- Yorke Peninsula Visitors Information Centre (YPVIC) Volunteer Handbook
- YPC Volunteer Agreement
- YPC Volunteer Charter
- YPC Volunteer Confidentiality Agreement
- YPC Volunteer Position Descriptions
- YPC Volunteer Registration Form
- YPC Volunteer Training Needs Analysis
- YPLO Induction Checklist
- YPLO Operations Manual
- YPLO Operations Manual
- YPVIC Induction Checklist
- YPVIC Operations Manual
- YPVIC Operations Manual

9. 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
- Sex Discrimination Act 1984
- Volunteer Protections Act
- Work Health Safety Act 2012 (SA)
- Work Health Safety Regulations 2012
- Workplace Gender Equity Act 2012

10. COUNCIL DELEGATION

Details of Delegation:	Chief Executive Officer.
Delegate:	Nil.

11. VERSION HISTORY

Archived Policy Name	Policy Number	Date Adopted	Last Reviewed
Volunteer Policy	PO137	11/08/09	8/6/2010