

Managing Volunteer's Policy

1 Document Information

Version Date <i>(Draft or Council Meeting date)</i>	[22 May 2018]
Author	Risk Management Coordinator
Owner <i>(Relevant director)</i>	Director of Finance & Corporate Services
Status – <i>Draft, Approved, Adopted by Council, Superseded or Withdrawn</i>	Adopted by Council
Next Review Date	12 months from Council being elected
Minute number <i>(once adopted by Council)</i>	18/05/20

2 Summary

Cabonne Council is committed to providing the community with the best possible service delivery. To achieve this requires a high level of commitment and competence from all those who provide that service, including volunteers.

The Volunteer policy addresses the need to formalise roles and responsibilities of all involved in the volunteering process.

Council is required to fulfil its duty of care to potential volunteers and to the existing workforce.

3 Approvals

Title	Date Approved	Signature
Director of Finance & Corporate Services		

4 History

Minute No.	Summary of Changes	New Version Date
11/10/23	Volunteer's Policy adopted by Council	17 October 2011
13/09/30	Readopted as per s165(4)	17 September 2013
18/05/20	Readopted as per s165(4)	22 May 2018

5 Reason

To ensure that a safe environment is maintained for customers, volunteer workers and Council staff, it is imperative that the procedures and responsibilities in this policy are adhered to by all stakeholders.

Council aims to:

- Ensure that volunteering remains a mutually beneficial activity.
- Recognise the important contribution volunteers make to achieving Council and community goals.
- Clarify the relationship between Council's staff and volunteers.
- Provide a safe and healthy workplace for volunteers.
- Identify training requirements to ensure associated activities are satisfactorily performed.

Provide appropriate supervision to ensure activities are satisfactorily performed.

6 Scope

This policy applies to all volunteer workers involved in Council organised activities, including Council staff who volunteer to be involved in activities external to their normal workplace duties, Committees of Council set up under the provisions of Section 355 of the Local Government Act and all individuals and organisations undertaking work on Council property but not under the direction of Council such as Service Clubs etc.

Volunteering is an activity which is:

- Of benefit to the community and the volunteer.
- Undertaken of the volunteer's own free will and without coercion.
- For no financial payment.
- In a position not designated as paid.

7 Associated Legislation

Local Government Act, 1993

Work Health and Safety Act 2011

Work Health and Safety Regulations 2011

8 Definitions

Organisation – Not-for-profit organisations such as service clubs, charitable organisations, Rural Fire Service and the like that carry their own insurance and manage the involvement of their volunteers through their organisation.

Program Coordinator – Volunteer leader with the Volunteer group and is also the spokesperson for the organisation.

Department Manager – Paid employee of Council with delegated responsibility to manage the functions of a department within Council.

Program Manager – Paid employee of Council who is responsible to manage the project.

Human Resources – Section within Council that manages the Volunteer policy functions.

Volunteer – Any person from the community who offers to do work for Council without monetary compensation.

Responsibilities

8.1 General Manager

The General Manager is responsible for ensuring that:

- The Volunteer policy is effectively developed and implemented.
- WHS principals are enforced in the work place.

8.2 Directors and Managers

Directors and Managers are responsible, and will be held accountable for, ensuring that:

- The Volunteer policy is effectively implemented in their area of control.
- Supervisors have the support necessary, and are held accountable for, their specific responsibilities.
- Employees under their control are consulted about issues affecting their health and safety.
- Prompt action is taken to eliminate unsafe or unhealthy conditions or behaviour.

8.3 Program Manager/Program Supervisor

The Program Manager, including Program Coordinators, are responsible, and will be held accountable, for:

- Taking all practical measures to ensure that the area they control is safe and without risks to health and that the Volunteer policy is adhered to.
- Ensuring that persons at the workplace are behaving in a safe manner.
- Volunteers are supervised and trained sufficiently to perform the required tasks and notifying the Human Resources Department when inductions are required.
- Detecting and promptly remedying risks to health and safety where they have the necessary authority, or promptly reporting these risks with a proposed solution to their supervisor who has the necessary authority to fix the problem.
- Referring Volunteers' health and safety concerns to their manager if they cannot be resolved.
- Inducting Volunteers.

8.4 Volunteer

Volunteers are responsible, and will be held accountable, for:

- Taking reasonable care for health and safety of themselves and others.
- Cooperating and complying with the Volunteer policy and program.

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- Promptly reporting all incidents, accidents, illnesses and any risks to health and safety.

8.5 Human Resources Department

- The Human Resources Department is responsible for recording induction and training information relating to Volunteers.

9 Related Documents

Document Name	Document Location
Cabonne Councils Managing Volunteers Manual	Policy & Procedures Database - Procedures

10 Policy Statement

Registering of Volunteers

An application to work with Council as a Volunteer must be completed by each volunteer worker. Each area utilising volunteer workers must maintain a register of all volunteers with the original being held in Records. The General Manager (or Director) must approve a Volunteer's application and provide them a copy of this policy and a copy of Council's Code of Conduct prior to commencement.

Council may require the Volunteer to undergo the Working with Children check or relevant policy checks for certain activities as appropriate.

Assessment of the suitability of an individual or organisation for the specified project will be undertaken by the relevant Department Manager. Council will undertake an assessment of the group's activities according to the Volunteer Activity Safety Rating. This will identify any associated risk and Activity Specifications required.

Before starting work, volunteer workers must participate in a program which familiarises themselves with workplace health and safety requirements. This program includes consultation with the supervisors as to the hazards at the site and controls developed. Volunteers will be provided with an induction to the organisation by the Council. Further training may be provided as required.

Organisations who undertake work not organised by Council on property owned or managed by Council will be required to provide proof of insurance.

Use of a Council or Private Vehicle

Any Volunteer who is required to operate a vehicle (Council or private) as part of their volunteering duties must provide Council with proof of their current driver's licence. If using a private vehicle, the volunteer must provide evidence of their motor vehicle third party and comprehensive insurance details. Failure to meet this requirement will exclude the volunteer from driving a Council vehicle or provided transport for customers of Council. Volunteer workers must drive in accordance with the rules and regulations set down by the Roads and Traffic Authority and NSW

Police and are responsible for any parking or traffic offences incurred by them for not complying with these rules and regulations.

Tools and equipment

If a volunteer is required to supply his/her own tools or equipment they must be checked and tagged in accordance with WorkCover and Council procedure and entered into the Volunteer tool and protective equipment register.

Any tools or equipment issued by Council are to be used as per manufacturer's instructions or Councils direction or standard operating procedure.

A Volunteer is not to operate equipment, tools or vehicles that they do not hold a licence for or are not qualified to use.

Working hours

Working hours will be agreed to and complied with for the purposes of communication and contact, and in the event that there is a claim made by or against a volunteer. Volunteers must advise the Program Coordinator they are working with if they cannot commit to the agreed hours on any occasion.

Volunteer obligations

Volunteers are expected to maintain the same standards of confidentiality, punctuality, courtesy, organisational discipline and compliance with policy as is required of Council's paid employees.

Volunteer workers who are required to enter the homes of customers of Council are, at all times, to remember that they represent Cabonne Council and are to behave in a manner which reflects favourably on both themselves and Council.

Volunteers are expected to work in a constructive and cooperative way with Council staff.

Volunteers must comply with all council workplace policies, including OHS, anti-discrimination, no smoking and no harassment and will attend an appropriate induction program provided by Council.

Volunteers are required to record details in an attendance register on each volunteering occasion. Council will provide each volunteer group with "volunteer" badges where appropriate, to identify volunteers whilst working.

Volunteers may work under the guidance of Council staff. Guidance may be intermittent, depending on the nature of the project.

Volunteers will be required to wear appropriate personal protective equipment (PPE) at all times during volunteer activities where identified in the Activity Specification/s. The Program Manager will determine what PPE requirements are appropriate on a

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project by project basis. The Program Manager will determine responsibility for provision of PPE in consultation with the volunteer/s. Council will supply the volunteer group with a First Aid Kit where required, which is to be present during all volunteering activities. Details of all equipment supplied will be entered into the Volunteer tool and protective equipment register.

In the event that a volunteer has an issue concerning the project they are involved in, the volunteer is required to raise the matter with the Program Coordinator for referral to the Project Manager if the matter remains unresolved.

Any breach of the volunteer agreement will result in a first verbal warning from the Program Coordinator managing the volunteer. A second breach will result in a verbal warning and will be reported to the Program Manager. A third breach will result in a written warning from the Director of the department.

The General Manager or a Director may terminate the services of a volunteer worker at any time without notice.

Recognition

Appropriate recognition will be given to all volunteers who assist with Council projects. Such recognition is at the discretion of the relevant Director. Minimum recognition will be the issuing of a Certificate of Appreciation.

Future paid employment

Volunteering will not be a process for recruiting new employees, as it is a breach of the Equal Employment Opportunities Act and also of Council's Recruitment and Selection policy.