



Volunteer Management Policy

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Department	Community Development	Division	Community Health and Wellbeing
Function		Responsible Officer	Manager Community Health and Wellbeing

1 PREAMBLE

1.1 Background

- 1.1.1 Volunteers provide a vital service for the City of Salisbury. At any given time, several hundred individuals give their time, skills, experience and knowledge to support Councils programs, services, activities and events.
- 1.1.2 The importance of volunteers to the work of the City is recognised in the City's vision *Salisbury – a flourishing City with opportunity for all*, where people have the opportunity to participate in and contribute towards our diverse community.
- 1.1.3 The City of Salisbury recognises the value that volunteers bring to its activities, programs, services and events and seeks to provide a rewarding personal experience.
- 1.1.4 Volunteers undertake activities that complement but do not replace the services provided by paid staff, however they may be engaged to perform activities that extend and enhance services provided by Council outside of budget allocation areas.

1.2 Purpose

- 1.2.1 This policy provides a framework to ensure the best practice management of volunteers. It clarifies the City of Salisbury's underlying philosophy for involving volunteers and establishes a framework to provide direction and structure to the way volunteers are managed.
- 1.2.2 This policy aims to clearly define the relationship between the City of Salisbury and its volunteers; it sets out the expectations of the City of Salisbury and articulates the rights and responsibilities of volunteers.
- 1.2.3 This policy informs paid staff at all levels of the organisation of their responsibility towards volunteers.

1.3 Scope

This policy applies to individuals registered as volunteers with the City of Salisbury and employees who are responsible for volunteer supervision, coordination and/or management.

2 DEFINITIONS

2.1 Volunteer – A volunteer is an individual who is registered with and has approval by the City of Salisbury to undertake activities:

2.1.1 to be of benefit to the Council, local community and the volunteer

2.1.2 of the volunteers own free will and without coercion

2.1.3 for no financial reward

People undertaking volunteering to meet Centrelink requirements and students undertaking volunteering as a part of the education curriculum are considered volunteers

The following persons, for the purpose of this policy, are not considered volunteers:

2.1.4 People on work placement and work experience programs

2.1.5 Work for the Dole placements

2.1.6 Management Committee members of incorporated community centres with which Council has a partnership agreement

2.1.6 Elected Members of Council

2.1.7 Persons receiving payment outside of the volunteer reimbursement framework

2.2 Reimbursement – A payment to the volunteer for any pre-approved expense incurred during the course of carrying out responsibilities.

2.3 True Honorarium – A monetary gift made to a volunteer in recognition of the persons voluntary contribution. It follows that a true honorarium is not an amount that is relied on or expected by the person as a source of income.

3 POLICY STATEMENT

The City of Salisbury values and encourages the involvement of volunteers within all appropriate activities, programs, services and events and makes the following commitments:

3.1 Protection and Insurance

3.1.1 Council will comply with the various legislation protecting volunteers including the Volunteer Protection Act 2001 (SA), Work Health and Safety Act 2012 (SA), Fair Work Act 2009 (Cth) and Equal Opportunity Act 1984 (SA).

3.1.2 Council will purchase Public Liability Insurance and Personal Accident Insurance to cover volunteers who are identified as registered volunteers of the City of Salisbury and whilst engaged in clearly defined activities that are approved and controlled by Council.

3.1.3 The City is bound by the Health Insurance Act 1973 which prohibits the reimbursement of out of pocket medical expenses incurred due to injury or illness

3.2 Placement, Induction and Training

3.2.1 Volunteers will be interviewed and placed in programs, services, activities and events that match their skills, interests, knowledge and/or experience.

3.2.2 A reference check is optional and may be undertaken to verify information, previous performance, behaviour and character.

3.2.3 Where relevant to the role, volunteers will be appropriately assessed prior to engagement including criminal history screening, driver competency assessment and medical fitness certificates

3.2.4 Volunteers can expect clear delineation of their duties, responsibilities, time commitment and working environment and will be provided with a current role statement detailing the role requirements.

- 3.2.5 Volunteers will be provided with a corporate and site induction and site orientation that outlines Councils operations, policies and safety requirements.
- 3.2.6 Volunteers will be required to participate in training appropriate to their role and as determined as essential by their relevant Manager (or delegate) and/or Volunteer Development Officer.
- 3.2.7 The City of Salisbury has the right to refuse or end a volunteers engagement with Council if:
 - a There is a perceived risk to a customer or volunteers health or welfare
 - b Suitable volunteer duties are not available or no longer available
 - c The volunteer does not comply with City of Salisbury policies and procedures including the Code of Conduct for Volunteers
 - d The volunteer does not comply with the role statement
 - e The volunteer does not provide a suitable background screen
 - f The volunteer has not attended two consecutive shifts without informing their supervisor in a timely manner prior and/or without providing a suitable reason
 - g The volunteer does not complete mandatory training
 - h The volunteer does not comply with council policies, procedures and/or values

3.3 Criminal History

- 3.3.1 All volunteers must provide a suitable background screen prior to commencement in their voluntary role and in accordance with Councils Protecting Children and Vulnerable People Policy and Criminal and/or Relevant History Screening Procedure.
- 3.3.2 Volunteers may be required to provide a current National Police Check to determine their suitability to volunteer with Council.
- 3.3.3 Volunteers should be aware that the following behaviours could result in instant dismissal, subject to the principles of fairness, equity and natural justice:
 - (i) any criminal act committed whilst engaged with Council or not disclosed to Council at the time of engagement; and/or
 - (ii) failure to immediately notify Council of pending criminal charges and/or police investigation.

3.4 Finance

- 3.4.1 Where appropriate, volunteers will be reimbursed pre-approved out of pocket expenses.
- 3.4.2 Where appropriate and within budget provision, a volunteer may receive a true honorarium.

3.5 Identification

Volunteers are required to be easily identified as a City of Salisbury volunteer by wearing a personal identification badge and/or uniform.

4 Rights and Responsibilities

- 4.1 Volunteers have the right to:
 - a be treated fairly and respectfully and as an important member of the team and Council
 - b be recruited in accordance with equal opportunity and anti-discrimination legislation
 - c be given accurate and truthful information about the volunteer program
 - d work in a healthy and safe environment in accordance with the Work Health and Safety Act 2012
 - e personal accident insurance coverage procured by Local Government Risk Services
 - f be given or have access to any Council policy or procedure

- g have a current written role statement and agreed hours of contribution
- h be provided with training relevant to their role or as legislated
- i have their personal information managed and retained to a standard that ensures their privacy and confidentiality
- j be provided with appropriate information, training, supervision and support to carry out their role
- k to have complaints or grievances heard in accordance with Councils Fair Treatment Policy and Procedure
- l to leave or resign from their volunteer role at any time

4.2 Volunteers have a responsibility to:

- a become familiar with and work within Councils policies, procedures and values
- b provide current personal details to Council in order for Council to undertake the selection and registration of volunteers and administer their duty of care responsibilities
- c work productively and collaboratively within a team structure
- d accept direction and supervision from relevant Council paid staff
- e communicate effectively and regularly with their supervisor
- f be reliable and accountable for their actions
- g respect and maintain confidentiality
- h carry out the role according to the role statement
- i work in a safe manner and not put others at risk
- j be committed to the Council and its volunteer philosophy
- k undertake training as required by Council
- l attend team meetings as required by Council
- m give reasonable notice before leaving or resigning from Councils volunteer program
- n value and support other team members, paid or unpaid
- o have respect for their work environment, Council premises and equipment
- p adhere to relevant legislation and funding requirements

4.3 Council has a right to:

- a make decisions about the engagement and placement of volunteers
- b review volunteer performance according to Council policies, procedures and values
- c expect volunteers to perform given tasks to the best of their ability
- d expect from all volunteers respect and courtesy towards fellow volunteers, staff, consumers and other stakeholders
- e establish the parameters and guidelines of volunteer roles
- f refuse or end a volunteers engagement with Council in accordance with point 3.2.5.

4.4 Council has a responsibility to:

- a allocate budget for the management of volunteers
- b implement volunteer management practices and systems to meet best practice management of volunteers and compliance with legislative and funding requirements
- c ensure staff managing volunteer programs have the skills and capacity to do so effectively
- d provide relevant staff with volunteer management training
- e provide appropriately skilled staff to inform, supervise and support volunteers
- f retain volunteer personal information in a secure and safe system to ensure volunteer privacy and confidentiality
- g set clear lines of communication about complaints and conflict resolution procedures

- h comply with legislation applicable to volunteers including the Work Health and Safety Act 2012
- i where relevant include volunteers in decision making processes
- j have policies and procedures for volunteers and their management
- k recognise the vital role volunteers have within the organisation

5 LEGISLATION

- Work Health and Safety Act, 2012
- Health Insurance Act, 1973
- Equal Opportunity Act, 1984
- Volunteer Protection Act , 2001

6 REFERENCES

- National Standards for Volunteer Involvement, Volunteering Australia
- Volunteer Management Portal, LGRS

7 ASSOCIATED PROCEDURES

- Volunteer Management Corporate Guidelines
- Various City of Salisbury Work Health and Safety policies and procedures
- City of Salisbury Values

Document Control

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