

## COU0022: VOLUNTEER MANAGEMENT POLICY

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| <b>Policy Type:</b>                    | Council Policy  |
| <b>Responsible Department:</b>         | Community Connections   |
| <b>Responsible Officer:</b>            | Manager Community Connections   |
| <b>Related Policies and Procedures</b> | <ul style="list-style-type: none"> <li>• Code of Conduct for Council Volunteers</li> <li>• Safe Environment Policy</li> <li>• Fair Treatment and Equal Employment Opportunity Policy</li> </ul> |
| <b>Community Plan Link</b>             | <i>Community Living</i><br>1.5 Our City is connected and accessible.  |
| <b>Date Adopted</b>                    | 26 February 2007; C48/07  |
| <b>Last review date</b>                | 29 April 2019: C1457/19   |
| <b>Next review date</b>                | April 2021  |
| <b>Reference/Version Number</b>        | COU0022: Version 2  |
| <b>ECM Doc set I.D.</b>                | <a href="#">4783164</a>   |

### 1. PREAMBLE

The City of Unley recognises and values the significant contribution that volunteers provide to Council and the community, and is committed to optimising the management of volunteer programs.

The Volunteer Management Policy guides decision making in relation to managing volunteers, and provides volunteers an understanding of their rights and responsibilities.

### 2. SCOPE

The policy applies to all volunteers and activities, programs and services where volunteers are involved.

### 3. POLICY PURPOSE/OBJECTIVES

The purpose of this policy is to provide a best practice framework for the management of volunteers. Volunteers undertake activities that are of benefit to Council, the local community and the individual and support the City of Unley's vision.

## 4. DEFINITIONS

*Activity* – Refers to a specific task or set of tasks that are undertaken as part of a volunteer position.

*Cause testing* – Refers to the criteria and basis on which a reasonable belief exists that demands action to require a volunteer to undertake a drug and alcohol test.

*Children* – Refers to individuals aged under 18 years.

*Code of Conduct* – Refers to the City of Unley Code of Conduct for Volunteers.

*Council* – Refers to the City of Unley.

*Department of Human Services screening* – Refers to a background screening check undertaken by the State Government Department of Human Services.

*Incident-related testing* – Refers to drug and alcohol testing that may occur where there is an incident involving injury or damage.

*Mandatory Training* – Compulsory training specific to each volunteer position to be completed prior to undertaking the volunteer position.

*Position* – Refers to the role that a volunteer is recruited to and undertakes.

*Position description* – Outlines the responsibilities and requirements of the position.

*Program Coordinator* – Council employee who has responsibility for overseeing volunteer/s assigned to a Council program, activity or service.

*Reimbursement* – Repayment of a pre-approved expense.

*Volunteer* – An individual who provides services of their own free will, without coercion and for no financial reward, that complement but do not replace the services provided by staff. This does not include persons undertaking work placement or work experience with Council. Individuals must have undertaken a Council and program specific induction; have appropriate clearances in place; have agreed to undertake activities as per a signed volunteer position description; and are actively contributing to their assigned volunteer program/s.

*Volunteer Coordinator* – Council employee responsible for the effective management and administration of the volunteer management program.

## 5. ROLES AND RESPONSIBILITIES

The Manager Community Development and Wellbeing, Team Leader Community and Cultural Development, Volunteer Coordinator and Program Coordinators are responsible for the implementation and administration of this policy.

## 6. POLICY STATEMENT

### 6.1 Volunteering in the City of Unley is of mutual benefit

Volunteers develop and strengthen the bond between Council and the community, and contribute to creating a vibrant, healthy and positive place to live.

There are positive outcomes achieved for both Council and volunteers.

Benefits to the City of Unley include:

- Providing the organisation with a broader resource base from which to deliver positive community outcomes;
- Enhancing community participation through volunteering;
- Enriching the lives of City of Unley residents and improving their quality of life.

Benefits to volunteers include:

- Providing opportunity to connect with others, resulting in greater social inclusion, fun and fulfillment;
- Opportunities to learn new skills and/or providing a stepping stone to employment;
- A sense of purpose that enhances health, wellbeing and quality of life;

## **6.2 Effective volunteer management, training, development and support is provided.**

The City of Unley aims to:

- value and promote volunteer involvement in the organisation;
- ensure processes are in place to support volunteers to undertake their position effectively and in line with organisational requirements;
- ensure quality training, development and support is available to volunteers.

Volunteers will be treated fairly and respectfully, with support and direction from their Program Coordinator.

Volunteers have a right to raise any grievances and for these to be handled and resolved in an appropriate, fair and sensitive manner.

## **6.3 Volunteers are recognised and celebrated.**

The City of Unley provides a recognition program that celebrates its volunteers, including National Volunteer Week, Christmas celebrations, Years of Service certificates and other opportunities throughout the year.

## **6.4 Volunteers have rights and responsibilities.**

Volunteer responsibilities are defined in Council's Volunteer Agreement and Volunteer Handbook, provided at induction. Additionally, volunteer position-specific activities are outlined in the volunteer position description and in program-specific inductions.

Volunteers are recruited and selected through a targeted recruitment approach, whereby available volunteer positions are advertised, suitable individuals are selected, provided with training to undertake their volunteer activities, and inducted into their volunteer program.

Volunteers have a responsibility to perform their activities to the best of their abilities, ensuring they read and adhere to the City of Unley Code of Conduct for Volunteers, Volunteer Handbook, Volunteer Agreement, and relevant Council policies.

Volunteers may be public officers for the purposes of the *Independent Commissioner Against Corruption Act 2012 (SA)* (the ICAC Act). Upon induction, volunteers are provided information regarding ICAC and the Code of Conduct for Volunteers. Conduct which breaches this Code may be misconduct under the ICAC Act.

All volunteers have a right to expect a safe environment when undertaking their activities. It is the Council's responsibility to ensure this, as per the *Work Health and Safety Act (SA) 2012*. Volunteers shall not undertake, or be expected to undertake, an activity which may be of a hazardous nature.

Volunteers are considered 'workers' under the *Work Health and Safety Act (SA) 2012* and the *Equal Opportunity (SA) Act 1984*. Personal Injury and Public Liability Insurance cover is provided for volunteers who are undertaking the activities as outlined in their Volunteer Position Description.

Volunteers must present for volunteering in a fit state to ensure their safety and the safety of others. The City of Unley has a non-invasive drug and alcohol-testing program in place, and volunteers may be subject to incident or cause testing as required.

## 7. POLICY DELEGATIONS

Nil applicable.

## 8. LEGISLATION

- *Children's Protection Act 1993*
- *Disability Discrimination Act 1992 (Commonwealth)*
- *Equal Opportunity Act 1984 (SA)*
- *Volunteers Protection Act 2001*
- *Work Health and Safety Act (SA) 2012*
- *Independent Commissioner Against Corruption Act 2012 (SA)*

## 9. AVAILABILITY OF POLICY

9.1. The Policy is available for public inspection during normal office hours at:

The Civic Centre,  
181 Unley Road, Unley SA 5061.

A copy may be purchased for a fee as determined annually by Council.

It is also available for viewing, download and printing free of charge from the Council's website [www.unley.sa.gov.au](http://www.unley.sa.gov.au).

## 10. DOCUMENT HISTORY

| Date       | Ref/Version No. | Comment |
|------------|-----------------|---------|
| 26/02/2007 | C48/07: V1      |         |
| 29/04/2019 | C1457/19: V2    |         |
|            |                 |         |