

## VOLUNTEER MANAGEMENT POLICY

<b>Policy Type</b>	Council
<b>Responsible Department</b>	City Services
<b>Responsible Officer</b>	Manager Community Connections
<b>Related Policies and Procedures</b>	<ul style="list-style-type: none"> <li>• The City of Unley Code of Conduct for Volunteers</li> <li>• The City of Unley Volunteer Handbook</li> <li>• The City of Unley Volunteer Recognition Guideline</li> <li>• The City of Unley Workplace Respect Policy</li> <li>• The City of Unley Safe Environment Policy</li> <li>• National Volunteer Involvement Standards for Volunteer Involving Organisations</li> </ul>
<b>Community Plan Link</b>	1. Community Living 1.2 Our Community participates in community activities, learning opportunities and volunteering
<b>Date Originally Adopted</b>	26 February 2007
<b>Last Review Date</b>	June 2024
<b>Next Review Date</b>	February 2027
<b>ECM Document No.</b>	8997140

### 1. PREAMBLE

1.1. The City of Unley recognises and values the significant contribution of volunteers and the benefits and positive impacts of volunteering. Volunteering builds the capacity and resilience of our community and provides people with strong social and community networks. Volunteers undertake activities that are of benefit to Council, the community, and the individual. The City of Unley is committed to optimising the use, management, and support of volunteer programs.

### 2. SCOPE

2.1. The policy applies to:

- Individuals inducted as City of Unley volunteers supporting the delivery of the City of Unley's programs, activities, and services.
- Council staff who are involved in the management, supervision, and support of volunteers.

For this Policy, the following are not considered volunteers:

- Volunteers of community centres managed by independent boards,
- Elected Members in their capacity as Elected Members,
- Individuals undertaking work experience, internships, or student placements,
- Work for the Dole participants, or
- Council staff, contractors, and consultants.

### 3. PURPOSE/OBJECTIVES

3.1. The purpose of this Policy is to provide a best practice framework for the management of volunteers that:

- Guides decision making in relation to managing volunteers, and
- Provides volunteers with an understanding of their rights and responsibilities.

### 4. DEFINITIONS

<b><u>Term</u></b>	<b><u>Definition</u></b>
<b>Activity</b>	A specific task or set of tasks that are undertaken as part of a volunteer position.
<b>Code of Conduct for Volunteers</b>	Outlines the behaviours expected of City of Unley volunteers when undertaking their volunteer activities.
<b>Council</b>	The City of Unley.
<b>National Standards for Volunteer Involvement</b>	A best practice guide for volunteer involvement developed by Volunteering Australia.
<b>Position</b>	The volunteer opportunity that a volunteer is recruited to and undertakes.
<b>Reimbursement</b>	Repayment of a pre-approved expense.
<b>Volunteer</b>	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.
<b>Volunteer Position Description</b>	Outlines the responsibilities and requirements of the volunteer position.
<b>Volunteer Program</b>	A Council service, activity or program involving volunteers.
<b>Volunteer Recognition Guideline</b>	Assists Program Coordinators and employees involved in the management, supervision, and support of our volunteers to understand what recognition mechanisms are available at the City of Unley.

## 5. ROLES AND RESPONSIBILITIES

<u>Role</u>	<u>Responsibilities</u>
<b>Council</b>	To set strategic direction and approve the Policy.
<b>CEO/Executive Management Team</b>	To appropriately resource the training, development, support, and management of volunteers.
<b>Manager Community Connections</b>	Responsible for the Policy and ensuring a supportive, inclusive environment and culture for volunteer involvement.
<b>Team Leader Community and Cultural Development</b>	Overseeing the Volunteer Coordinator's management of Council's volunteers, ensuring best practices are being met.
<b>Volunteer Coordinator</b>	Responsible for the effective management and administration of the volunteer management program.
<b>Program Coordinator</b>	Responsible for the operational implementation and supervision of volunteer programs.

## 6. STATEMENT

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

6.1.1. 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 for Council, volunteers and the community.

6.1.2. Benefits to the City of Unley include:

- Providing a broader range of programs, activities and services than would otherwise be possible,
- Providing the organisation with a broader resource base from which to deliver positive community outcomes,
- Enhancing community participation through volunteering,
- Enhancing the social, environmental and economic prosperity of the local area, and
- Enriching the lives of City of Unley residents and improving their quality of life.

6.1.3. Benefits to volunteers include:

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

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

- 6.2.1. Where possible, Council will deliver volunteer programs in accordance with the National Standards for Volunteer Involvement.
- 6.2.2. The City of Unley will:
  - Value and promote volunteer involvement in the organisation,
  - Provide a clear Volunteer Position Description,
  - Ensure volunteers are appropriately inducted, and receive necessary training and accreditation, licensing or assessment,
  - Where necessary, provide financial or other support for volunteers to obtain necessary training, accreditation, licencing or assessment, and
  - Ensure processes are in place to support volunteers to undertake their position effectively and in-line with organisational requirements.
- 6.2.3. Volunteers will be treated fairly and respectfully, with support and direction from their Program Coordinator.
- 6.2.4. 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.**

- 6.3.1. The City of Unley provides a recognition program that celebrates its volunteers. This may include National Volunteer Week, an end of year or other milestone celebration, Years of Service certificates and other opportunities throughout the year.

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

- 6.4.1. Volunteers will be 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, or
  - Other methods as required and appropriate.
- 6.4.2. Volunteers have a responsibility to:
  - Read and adhere to the City of Unley Code of Conduct, the City of Unley Volunteer Handbook, Volunteer Agreement and relevant Council policies.
  - Attend a volunteer induction session and a site-specific induction.
  - Only undertake the activities outlined in the signed Volunteer Position Description.
  - Attend all mandatory training as requested by the Volunteer Coordinator or Program Coordinator.
  - Follow the instructions of the Volunteer Coordinator and/or Program Coordinator and undertake activities in accordance with Council's Work, Health and Safety Policies.
  - Be reliable and punctual and inform the Program Coordinator if unable to attend their place of volunteering at a scheduled time.

- Be respectful and courteous towards all clients, customers, paid staff and other volunteers.
- Uphold a positive image of the City of Unley and perform activities to the best of ability.
- Report any incident, injury, illness, accident, hazard, near miss or property damage immediately to the Program Coordinator (within 24 hours).
- Return all property of City of Unley when leaving a volunteer position. This may include name badges, resources, uniforms, access keys or any other items provided by council specific to the volunteer position.

6.4.3. Volunteers have a right to:

- Be treated with respect and dignity,
- A healthy and safe environment,
- A Volunteer Position Description,
- Be provided with sufficient training,
- Receive feedback about their performance,
- Cease and refuse tasks where there is a reasonable concern that they will be exposed to a serious risk to health or safety,
- Be adequately covered by insurance whilst undertaking the activities outlined in their Volunteer Position Description, and
- Have their personal information treated confidentially.

6.4.4. Volunteers may be public officers for the purposes of the *Independent Commissioner Against Corruption Act 2012 (SA)*.

## 6.5. Commitment to diversity and inclusion

6.5.1. All people have the right to volunteer regardless of their cultural or ethnic origin, religion, age, sexuality, gender, physical, social and economic position.

## 6.6. Work Health and Safety

6.6.1. The *Work Health Safety Act 2012* identifies volunteers as “workers” for the purpose of the Act. As such, volunteers have the same rights and responsibilities as paid staff in respect to the provision of a safe working environment including the use of safe work practices.

6.6.2. Volunteers shall not undertake, or be expected to undertake, an activity which may be of a hazardous nature.

6.6.3. Personal Injury and Public Liability Insurance cover is provided for volunteers who are undertaking the activities as outlined in their Volunteer Position Description.

6.6.4. 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 testing as required.

## 7. DELEGATIONS

7.1. Nil applicable.

## 8. LEGISLATION

- *Local Government Act 1999*
- *Volunteers Protection Act 2001 (SA)*
- *Disability Discrimination Act 1992 (Commonwealth)*
- *Disability Inclusion Act 2018 (SA)*
- *Work Health and Safety Act 2012 (SA)*
- *Equal Opportunity Act 1984 (SA)*
- *Children and Young People (Safety) Act 2019 (SA)*
- *Independent Commissioner Against Corruption Act 2012 (SA)*

## 9. AVAILABILITY OF POLICY/PROCEDURE

9.1. The Policy/Procedure 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	Version No.	Comment
26 February 2007	Version 1	C48/07
29 April 2019	Version 2	C1457/19
24 June 2024	Version 3	C1317/24