

THE BAROSSA COUNCIL VOLUNTEER MANAGEMENT POLICY



1. Purpose

- 1.1. The Barossa Council ("Council") recognises the importance of Volunteers within its community.
- 1.2. This Policy sets out a framework for the relationship between Volunteers and Council and best practice principles to guide Volunteer management and support, and, along with its supporting Process and Code of Conduct, establishes clearly defined roles and responsibilities for Volunteers and Council.

2. Scope

- 2.1. For the purpose of this Policy, the following persons are **not** considered Volunteers:
 - People on work placement and work experience programs
 - Students undertaking volunteering as part of the education curriculum
 - Elected Members of Council
 - Persons receiving payments outside the Volunteer reimbursement framework
 - External volunteering groups who support Council events
- 2.2. Volunteers are only deemed to be engaged by Council whilst performing agreed duties for the Council with Council's knowledge.
- 2.3. This Policy applies to all Volunteers, and are in addition to any legislative requirements of the *Local Government Act 1999* or any other Act.
- 2.4. Volunteers may be considered public officers for the purposes of the *Independent Commission Against Corruption Act 2012* if they have delegated authority from Council or sub-delegations from the CEO, and may be subject to the requirements of the Act. Conduct that breaches this Policy or the Volunteer Code of Conduct, or supporting Processes may constitute misconduct under the Act.
- 2.5. This Policy is relevant to all Employees working with Volunteers.

3. Policy Statement

- 3.1. Council recognises and values the commitment and contribution that Volunteers make to Council services and community wellbeing, and is committed to raising the profile and support of volunteering within Council and the community. Volunteers are valued for providing increased services and enhancing programs resulting in improved quality of life for both themselves and the broader community.
- 3.2. Council actively encourages and recognises the unique contribution of Volunteers in the development of the physical, social and cultural wellbeing of the community. Council's aim is that volunteering will:
 - Enhance and extend the provision of Council services, service levels, programs and activities;
 - Increase community awareness and participation in Council activities;
 - Provide opportunities for social interaction;
 - Improve the quality of life for Council residents and visitors;

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- Provide a link between Council and the community; and
- Assist individuals to develop skills, knowledge and awareness and build community resilience.

3.3. Council's responsibilities to Volunteers include ensuring that:

- Volunteers are engaged in accordance with equal opportunity and anti-discrimination legislation;
- Volunteers are not to be utilised in a position previously held or undertaken by a paid worker or a task that paid staff are unwilling to do;
- Safe, meaningful work is provided which, in agreement with the Volunteer and where applicable, is matched with the Volunteers skills and abilities;
- A clearly written Volunteer position description and agreed voluntary hours are provided;
- Volunteers are provided with the opportunity to contribute to the decision making process, where appropriate;
- A well-managed and safe work environment is provided;
- Access is provided to a designated Volunteer Supervisor to provide guidance and support relating to the Volunteer role;
- Clearly stated policies, processes and guidance documents which include rights and mutual responsibilities are provided;
- Necessary legal protection is in place for Volunteers to carry out their duties;
- Authorised expenses that have been incurred in the course of volunteering are promptly reimbursed;
- Appropriate induction, orientation and ongoing training and support is provided, which includes awareness of:
 - relevant Code of Conduct, policies and processes;
 - Council policies relating to purchasing and procurement to ensure compliant purchasing and spending of Council's approved budget;
 - Council's policies and processes relating to complaints, grievances and dispute resolution and that complaints or grievances are heard by an appropriate Volunteer Supervisor;
- Volunteers are provided with an understanding that they are able to decline roles or tasks which are unsuitable or they do not wish to do;
- Volunteers are treated with respect and as a valued member of the team;
- Volunteers are provided with the equipment essential to undertake their tasks;
- Volunteers are consulted, valued and welcomed with regard to ideas and suggestions for improvements of the program with which they work;
- Volunteers receive appropriate recognition for their valued contribution to the community;
- Volunteers are covered by appropriate insurance as specified in the Volunteer Management Process.

3.4. Council expects that Volunteers will:

- Fulfil their duties, comply with and act in accordance with their Volunteer position description, relevant legislation, Code of Conduct, and Council policies and processes;
- Participate in the implementation of this policy, its supporting processes, and Council's policies, processes and Codes of Conduct where required;
- Participate in training, induction and ongoing training;
- Be familiar with the objectives and functions of Council and the services Volunteers are providing;
- Operate under the reasonable direction of Volunteer Supervisors and relevant employees to achieve the objectives required;
- Maintain confidentiality;

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- Comply with Work Health and Safety requirements of Council, including reporting requirements.

4. Supporting Processes and Documents

Volunteer Code of Conduct - Ref: 17/69049*
 Volunteer Management Process - Ref: 17/50404*
 Grievance/Dispute Resolution Process - Ref: 13/48375*

5. Related Policies

Work Health Safety and Return to Work Policy
 Hazard Management Policy
 Equal Opportunity, Diversity and Inclusion Policy
 Privacy Policy
 Assessing and Handling Criminal History and Working with Children Information Policy
 Safety of Children and Vulnerable Adults Policy

6. Legislation and References

Work Health and Safety Act 2012
 Work Health and Safety Regulations 2012
 Local Government Act 1999
 Equal Opportunity Act 1984
 Volunteers Protection Act 2001
 Volunteering Australia, National Standards for Volunteer Involvement 2015
 Local Government Association Insurance Scheme
 Anti-discrimination and equal opportunity legislation
 State Records Act 1997
 Freedom of Information Act 1991
 Independent Commissioner Against Corruption Act 2012

7. Review


This Policy will be reviewed by [the Council / Document Control Officer] in consultation with the relevant stakeholders, within four (4) years or more frequently if legislation or Council's need changes.

8. Further Information

- 8.1. This Policy is available on Council's website at www.barossa.sa.gov.au. It can also be viewed electronically at Council's principal office at 43-51 Tanunda Road, Nuriootpa and all Council branches, during ordinary business hours. A copy of this Policy can be obtained at those venues upon payment of a fixed fee.
- 8.2. Complaints regarding this Policy or its application can be made to the Customer Service team on 8563 8444 or barossa@barossa.sa.gov.au at first instance, who will refer you to the most appropriate officer according to Council's *Customer Service Policy* (see clause 8.1 above for availability).

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9. Document Control

Corporate Plan Link:		6.2 Ensure that Council's policy and process frameworks are based on principles of sound governance and meet legislative requirements		
Document Owner:	Director Corporate and Community Services		Document Control Officer:	Coordinator Volunteering Services
Consultation Rating:	A	Audience:	Internal	Next Review Date: 17/12/2024
Version history				
Version No.	Date	Description of Change		
2.0	17/12/2019	Policy reviewed and updated		
1.0	17/12/2013	New Policy		

10. Definitions

Employee	All full-time, part-time and casual employees of The Barossa Council including trainees, apprentices, and on-hire employees.
Volunteer	A person who is acting on a voluntary basis (irrespective of whether the person receives out-of-pocket expenses) [As defined in <i>Work Health and Safety Act 2012</i>]
Volunteer Supervisor	Any direct line supervisor who is an Employee, including Chief Executive Officer, Director, Team Manager, Line Manager, Coordinator, Supervisor or Leading Worker who are responsible for Volunteer(s) reporting to them.
Worker	A person is a worker if the person carries out work in any capacity for Council, including work as: (a) an employee; or (b) a contractor or subcontractor; or (c) an employee of a contractor or subcontractor; or (d) an employee of a labour hire company who has been assigned to work in the person's business or undertaking; or (e) an outworker; or (f) an apprentice or trainee; or (g) a student gaining work experience; or (h) a volunteer; or (i) a person of a prescribed class.