

THE BAROSSA COUNCIL

VOLUNTEER MANAGEMENT PROCESS



1. Overview

- 1.1 The Barossa Council ("Council") acknowledges the services of Volunteers in improving the quality of community life within the Council area and is committed to ensuring that the relationship between the Volunteer and the Council is mutually beneficial.
- 1.2 The Volunteer Management Process supports the Volunteer Management Policy and the Volunteer Code of Conduct.

2. Core Components

The core components of our Volunteer Management Process aim to ensure that there is a clear framework for the management of Volunteers including policies and processes for:

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3. Process

3.1 Volunteer Code of Conduct and Council Policies that apply to Volunteers

- 3.1.1 The Volunteer Code of Conduct sets out principles and standards of behaviour that are expected of Volunteers. All Volunteers must adhere to Council's relevant Code of Conduct.

Volunteers must comply with all applicable legislation and relevant Council Policies and Processes.

3.1.2 The Volunteer's Supervisor will ensure that all Council policies and processes that apply to Volunteers are made available to and understood by the Volunteer.

3.1.3 All Volunteers are expected to have read and understood the Volunteer Code of Conduct, the Volunteer Management Policy and any other Council Policies and Processes that apply to their volunteer position.

3.2 Eligibility

Age Related Factors

3.2.1 Volunteers are eligible to be involved in Council programs from the age of 18, unless the Terms of Reference of the program/group/committee expressly allows Volunteers to be eligible outside of this restriction or with the approval of the Manager Community and Culture. For example Youth programs allow Volunteers under the age of 18 to be eligible to apply.

3.2.2 All Volunteers under the age of 18 must provide written consent to the Council from a parent or guardian prior to undertaking any Volunteer role/activities.

3.2.3 Volunteers over the age of 90 will be made aware by the Volunteer Supervisor (who will make a record of the notification which the Volunteer will sign) that they are not covered by Personal Accident Insurance. In this situation, the Volunteer may continue to act in their Volunteer role after the assessment of their activities in consultation with a medical professional, or if a medical clearance is provided by the Volunteer for activities that they undertake in their role. The assessment shall be conducted on a regular basis, at the discretion of Council or Volunteer Supervisors, at the Volunteer Program's expense (either as a payment or reimbursement to the volunteer where appropriate).

Past employees

3.2.4 Past employees are not eligible to return as a Volunteer into the same program as which they were previously employed for a period of at least 12 months. Any changes to this ruling is subject to the Director's approval.

3.3 Engagement

3.3.1 Volunteers engaged by Council will have specific skills that align with their Position Description as determined during Volunteer Registration.

3.3.2 It should be made clear to prospective Volunteers that they will be required to undergo an engagement process and that a Volunteer role will not be automatically offered. When conducted openly, assessments should send a positive message to potential Volunteers that Council is thorough in its approach to Volunteer management, safety and security. Temporary Volunteers may not need to undergo a formal engagement process however are required to complete the registration process.

3.3.3 Assessment of Volunteers may take the following forms:

- Asking for identification from the applicant e.g. Driver's Licence
- Conducting an interview with the applicant in person;
- Telephoning referees to follow-up character references; and

When applicable

- Conducting a Criminal History Check;
- Ensuring the Volunteer holds a satisfactory Working with Children Check or other check in accordance with Council's policies and processes;

- Obtaining a Medical Clearance;
- Provision of current licences and insurances

Any information collected or used shall be in accordance with Council's *Privacy Policy* and *Assessing and Handling Working with Children and Criminal History Information Policy*.

- 3.3.4 It is important to remember when conducting Criminal History Checks that the information provided by the assessment is limited and a number of assessment methods, applied together, may result in more accurate information.
- 3.3.5 It is important to follow-up on any Volunteer enquiries, interviews and acceptance/engagements of Volunteers in a prompt, professional and friendly manner.
- 3.3.6 In the cases where the engagement process is unsuccessful the Coordinator Volunteering Services will advise the prospective volunteer via telephone and follow-up in writing to confirm. This letter will provide further information to help the Volunteer find a suitable role.
- 3.3.7 A Volunteer engagement or placement may be refused or terminated if:
- There is a perceived risk to the customers', Workers' or Volunteer's health or welfare;
 - Suitable Volunteer duties are not available or no longer available;
 - The Volunteer does not comply with Council policy or processes or relevant legislation (including the Volunteer Code of Conduct and Work Health Safety requirements);
 - The Volunteer does not comply with the Position Description or with reasonable direction given to the Volunteer;
 - The Volunteer is not covered by the Council's personal accident insurance or other relevant insurance;
 - The Volunteer fails, or refuses to provide consent to conducting a Criminal History Check, Working with Children Check, Medical Check, or any other check, consent, approval or assessment required for their role (see also *Assessing and Handling Working with Children and Criminal History Information Policy*); or
 - The Volunteer fails to successfully complete their induction, any required training; or to obtain any required qualifications, licenses or permits that are necessary for their role (e.g. driver's licence); or
 - Inappropriate use of Council resources.

3.3.8 Working with Children and Criminal History Checks

Council's policy is that in certain circumstances Volunteers working with children, young people or vulnerable adults hold a current Working with Children Check and/or Criminal History Check. This is dependent on the Volunteers role and program involved in. For more information, refer to Council's *Assessing and Handling Working with Children and Criminal History Information Policy*.

Criminal History Checks are valid for three (3) years, and Working with Children checks are valid for five (5) years. Council must receive an updated assessment or check before the expiration date in order for the Volunteer to continue volunteering in the nominated program. Where there is a cost, Council will cover the costs of Criminal History Check and/or Working with Children Check.

If required, all Volunteers working with children or young people must complete the appropriate training, at Council's expense, and show evidence to their Volunteer Supervisor. For more detail, refer to Council's *Safety of Children and Vulnerable Adults Policy* and supporting Processes.

3.3.9 Medical Checks and clearances

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Subject to 4.2.3, medical checks are only needed if the role determines it necessary, for example, driving over age 70.

Prior to resuming activities after an injury, Council may require a medical clearance from the Volunteer's general practitioner.

Where appropriate and depending on the circumstances Council may cover the costs associated with medical check and/or clearance requirements.

3.3.10 Temporary Volunteers

Council may engage Temporary Volunteers based on the needs of the person undertaking the volunteering role, or the needs of the organisation.

A Temporary Volunteer is a Volunteer who is engaged for a specific or one-off Council event or activity within a specified timeframe, which would normally be within one week unless authorised by Coordinator Volunteering Services or Manager, Community and Culture.

Where authorisation is required:

- it must be obtained in writing; and
- The Temporary Volunteer's engagement cannot commence until authorisation is received.

3.4 Registration

3.4.1 All Volunteers are required to register using the Volunteer Registration Form. The registration period will be continuous until further notice except in the case of temporary Volunteers.

3.4.2 Registration forms are an essential requirement of Council and must be signed by the Volunteer and Coordinator Volunteering Services before commencement of duties.

3.4.3 Registration forms should be entered into the Volunteer's individual EDRMS container with access controls and details recorded on Better Impact. Temporary Volunteer registration forms will be entered into a group container in Council's EDRMS with access controls.

3.4.4 During the registration process, any required qualifications or checks (including expiry dates) must be recorded on Better Impact and in the relevant EDRMS container with appropriate access controls.

3.4.5 It is the responsibility of the individual Volunteer to ensure that the details provided on the registration form are up to date and current at all times. If any personal details change a volunteer registration update form must be completed and provided to the supervisor. Volunteer supervisors are required to update the relevant information both within EDRMS and on the Better Impact database as soon as received.

3.4.6 Failure to complete the registration process may result in a Volunteer not being covered for Insurance purposes or being able to participate as a volunteer.

3.5 Position Descriptions

3.5.1 The Volunteer Position Description will accurately outline Volunteer responsibilities, duties, requirements, and will promote the development of a mutually beneficial relationship.

3.5.2 Volunteers will receive a Volunteer Position Description during induction which must be signed by the Volunteer prior to commencing any activities.

3.5.3 Temporary Volunteers may not be provided with a Position Description.

3.6 Induction

- 3.6.1 Council's Volunteer induction process allows all Volunteers to gain valuable information relevant to operating effectively and staying safe in their new role. Additionally each Volunteer program will have their own site specific induction information.
- 3.6.2 The responsibilities of Council and Volunteers will be explained during induction and relevant sections of Council's Work Health Safety Management System will be made available.
- 3.6.3 Volunteers will be provided with the Volunteer Induction Manual before commencement of duties. Temporary volunteers who are engaged for a Council activity or event may not be provided with the Volunteer Induction Manual, however will be required to complete the Temporary Volunteer checklist. The Temporary Volunteer will be required to complete a Volunteer Registration form for each activity or event.

3.7 Engaging a Volunteer for a Task

- 3.7.1 Where tasks are already allocated to paid staff, Volunteers will not be engaged to undertake said tasks simply because paid staff are reluctant to do them.
- 3.7.2 *Volunteer Task Determination Flowchart* should be used by the relevant Supervisor when deciding on task to be carried out by a Volunteer.

3.8 Communication

- 3.8.1 Open and transparent communication is encouraged between Volunteers and Council staff.
- 3.8.2 Communication related to Volunteers will be provided primarily via the My Impact page on Better Impact by the Volunteer Supervisor or Coordinator Volunteering Services. It is the Volunteers' responsibility to be regularly checking their My Impact page.

3.9 Reviews

- 3.9.1 To ensure all Volunteers obtain the knowledge, skills and feedback needed to effectively carry out their responsibilities, it is important that the Volunteer Supervisor holds a regular review with the Volunteer, as this provides an opportunity for both parties to:
 - seek feedback and have constructive and open conversations;
 - identify any development opportunities;
 - ensure continuous improvement; and
 - establish any changes in the Volunteer's personal circumstances.
- 3.9.2 The review provides an individual and team approach to identifying and supporting Volunteers to achieve their personal and professional goals and is intended to enhance the Volunteer's alignment with Council's strategic objectives and constructive culture.
- 3.9.3 A review may be conducted through group discussion, informal meetings, in writing (e.g. via email) or via a survey.
- 3.9.4 Volunteers should make use of the review process to voice any concerns or provide suggestions for improvement they might have. This may be done at any time to the Volunteer Supervisor or Coordinator Volunteering Services.

3.10 Hours

- 3.10.1 Care needs to be taken to ensure that the goodwill of a Volunteer is not exploited. As a general rule, Council Volunteers are encouraged to maintain a balanced

approach to their time contributed. It is recommended that Volunteers limit their contribution to an approximate accumulated total of 16 hours per week per business unit or program.

- 3.10.2 Volunteer positions will complement but will not replace Council paid roles.
- 3.10.3 Volunteers are entitled to the same rest periods as all other Workers. These should be negotiated with the Volunteer Supervisor.
- 3.10.4 Volunteers are encouraged to take time away from their volunteering role. As a result, adjustments to rosters may be required in order to maintain program service levels.
- 3.10.5 Volunteer contribution is recorded in Council's Volunteer database (Better Impact) to comply with Council's Knowledge Management Policy.

3.11 **Acknowledgement of Service**

- 3.11.1 In the months of March, July and November Volunteers who have recently resigned or retired are invited to attend the Council meeting to receive a Recognition of Service Award from the Mayor. The Coordinator of Volunteering Services contacts all Volunteer Supervisors in the months prior to these to ask for nominations for awards. If the person is unable to attend the presentation then their certificate will be posted or emailed out to them.
- 3.11.2 Upon the Coordinator Volunteering Services being notified of a Volunteer retiring or resigning they will contact Council's Communications team to advise of recipients attending and request photos be taken and used in accordance with Council's Privacy Policy.
- 3.11.3 Council will acknowledge years of service at 2, 5 and 10 year anniversaries, and 5 year increments thereafter, during National Volunteer Week celebrations with a certificate of recognition.
- 3.11.4 Where there has been exceptional/long standing service to Council's Volunteering programs consideration may be given to providing further recognition of service at the discretion of the Director Corporate and Community Services.

3.12 **Grievance/Dispute Resolution Process**

- 3.12.1 Matters of grievance or dispute will be dealt with in accordance with Council's Grievance/Dispute Resolution Process.

In most cases the Volunteer Supervisor will be the first point of contact in reporting and/or initiating any Grievance/Dispute Resolution Process. Details of the Council's Grievance/Dispute Resolution Process will be provided to Volunteers at induction.

- 3.12.2 Where a grievance involves allegations of a criminal nature including fraud, maladministration or misconduct, the matter will be referred to the Relevant Authority, in accordance with relevant legal and policy requirements.

Volunteers should be aware that they are generally not classified as public officers unless they have delegations from Council or sub-delegations from the CEO. Therefore, they are not normally able to make appropriate disclosures of public administration information, nor are they a relevant authority for the purposes of receiving environmental and health information, pursuant to the Public Interest Disclosure Act 2018 and Council's relevant policies and processes.

On rare occasions where a Volunteer is considered a public officer, they will be subject to the requirements of the *Independent Commission Against Corruption Act 2012*, and any conduct that breaches this Policy or the Volunteer Code of Conduct, or supporting Processes may constitute misconduct under the *Independent Commission Against Corruption Act 2012*.

3.13 Use of non-Council owned Motor Vehicles

3.13.1 In the event that a Volunteer is required to use a non-Council owned motor vehicle, in the course of volunteering Council expects that:

- The driver holds a current appropriate licence for the type of vehicle;
- The vehicle is registered, roadworthy and appropriate for the task;
- The vehicle has appropriate insurance cover; and
- The vehicle is only used with the approval of the Volunteer Supervisor and not at the volunteers own discretion.

3.14 Reimbursements

Volunteers are not expected to incur expenses related to their Volunteer role. However where expenses cannot be avoided, reimbursements can be made to Volunteers as long as prior agreement is made with their Supervisor and expenses are incurred pursuant to Council's Procurement Policy.

3.15 Insurance

3.15.1 Volunteers are provided with cover under Local Government Mutual Liability Scheme while undertaking approved work during agreed hours for Council. There may be limitations placed on cover due to factors such as age ie. Over 90 years of age.

3.15.2 Volunteers are not entitled to benefits pursuant to the *Return to Work Act 2014*.

3.15.3 Volunteers are protected against civil liabilities (such as public liability claims) while undertaking approved work for Council.

3.15.4 Volunteers should ensure that their motor vehicle insurance will cover Volunteer work. The Volunteer may be indemnified in respect of any damage incurred to personal motor vehicles or third party vehicles in the course of volunteering for Council. However this may be limited to excess payable and loss of no claim bonus subject to the insurer.

3.16 Acceptable Usage of Council Resources (including ICT)

Where Volunteers have access to Council Resources, during induction they will be provided details of appropriate use of these (including ICT Resources) prior to any use or access. Inappropriate use of Council resources (which may include personal use of Council equipment and property) may result in termination of the Volunteers engagement in accordance with clause 4.3.7 of this Process.

3.17 Work Health and Safety

3.17.1 Volunteers must comply with the Work Health and Safety requirements of Council and will be instructed on these requirements as part of the induction process and at other times as necessary.

3.17.2 Workers should be aware that external volunteering groups who support an event held on Council land are expected to have Work Health and Safety management system in place.

3.17.3 In the event a Volunteer is involved in or is witness to a significant incident the Director may approve access to counselling services at a cost to Council.

4. Accountabilities / Responsibilities

4.1 Volunteer Supervisors are accountable for:

Checking that Volunteers have had appropriate training to undertake the activities identified within the Volunteer Position Description, this Process and supporting processes and will:

- Recognise the different roles, rights and responsibilities of Volunteers;
- Create a constructive culture in accordance with Council's core principles;
- Provide for a safe work environment;
- Ensure that Volunteers have access to the services of the Local Government Association Mutual Liability Scheme ("LGAMLS") and a Personal Accident policy;
- Provide sufficient induction and training relating to the various activities;
- Assess Volunteer skills to match tasks with expectations, interests and time commitments;
- Ensure Volunteers work under the direction and supervision of appointed Volunteer Supervisor;
- Communicate the contents of this Process to their team;
- Ensure relevant Volunteer management activities are implemented, measured, monitored and reviewed within their teams;
- Ensure compliance with Council's policies and processes;
- Keep all Volunteers informed of all other relevant policies and processes;
- Liaise with the Coordinator Volunteering Services as appropriate; and
- Maintain accurate records of all points above.

5. Training

- 5.1 Volunteer Supervisors shall be aware of the Volunteer Management Policy and Volunteer Management Process.
- 5.2 Persons undertaking risk assessments will have specific training that includes the legislative requirements.
- 5.3 All Volunteers will have induction and training provided in accordance with Council's Induction Policy and Training Needs Analysis Process.

6. Documents to Implement Process

All records created from these tools must be retained within the EDRMS in accordance with the current version of the General Disposal Schedule.

Volunteer Management Policy

Volunteer Registration Form

Volunteer Induction Checklist – Corporate

Volunteer Induction Checklist – Supervisor

Volunteer Handbook

Volunteer Code of Conduct

Volunteer Task Determination Flowchart

Induction Policy

Induction Process

Training Needs Analysis Process

Grievance/Dispute Resolution Process

Assessing and Handling Working with Children and Criminal History Information Policy



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7. 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

8. Review

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

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		Process reviewed and updated	
1.0	17/12/2013		New Policy	

10. Definitions

Criminal History Check [from the <i>Assessing and Handling Working with Children and Criminal History Information Policy</i>]	A criminal history report (also known as a National Police Certificate or a National Criminal History Record check) is a check of the records of all Australian police services that discloses information on charge(s), pending matters, outstanding warrants, court outcome of the matters heard including court name, hearing date, any penalty or sentence imposed on the applicant. A criminal history report contains any recorded criminal history across all jurisdictions in Australia (subject to each jurisdiction's spent convictions scheme). Under the <i>Child Safety (Prohibited Persons) Act 2016</i> a Criminal History Check prepared by South Australia Police does not constitute a working with children check.
EDRMS	An automated system used to manage the creation, use, management and disposal of hardcopy and electronically created Documents and Records for the purposes of supporting the creation, revision and management of digital records improving an organisations workflow and providing evidence of business activities.



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Employee	All full-time, part-time and casual employees of The Barossa Council (including contract based) including trainees, apprentices, and on-hire employees.
Grievance	Any dispute or problem about any act, behaviour, omission, situation or decision relating to the volunteer role. It may include discrimination, workplace harassment, bullying or other issues that relate to the workplace environment.
ICT Resources	All information and communications technology resources, including, but not restricted to, computer hardware (PCs, servers, shared and private network storage, network infrastructure), printers, scanners, software applications and the data they contain, telephones, mobile phones, mobile devices such as iPads. It also includes but is not limited to the identity information required to use these, such as usernames and passwords, network locations, phone numbers, application permissions, etc.
Relevant Authority	The Relevant Authority shall include the SA Police Anticorruption Branch, Independent Commissioner Against Corruption, Office of Public Integrity, SA Ombudsman, Minister for State/Local Government Relations or a relevant authority or responsible officer under the <i>Public Interest Disclosure Act 2018</i> .
Temporary Volunteer	A volunteer who is engaged for a specific or one-off Council event or activity within a specified timeframe, which would normally be within one week unless authorised by Coordinator Volunteering Services or Manager, Community and Culture.
Volunteer	<p>A person who is acting on a voluntary basis (irrespective of whether the person received out-of-pocket expenses). [As defined in <i>Work Health and Safety Act 2012</i>]</p> <p><u>Note:</u> At clause 2.1, the Volunteer Management Policy states that the following persons are not considered Volunteers:</p> <ul style="list-style-type: none"> • 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
Volunteer Position Description	A document provided to the Volunteer prior to the Volunteer commencement outlining their Volunteer position, or undertaking any activities, that outlines the Volunteer's responsibilities, duties, agreed volunteer hours/times and supervision.
Volunteer Supervisor	Any direct line supervisor who is an Employee, including the Chief Executive officer, Director, Team Manager, Line Manager, Coordinator, Supervisor or Leading Worker who are responsible for Volunteer(s) reporting to them
Worker	<p>A person is a worker if the person carried out work in any capacity for Council, including work as:</p> <ol style="list-style-type: none"> (a) An employee; or (b) A contractor or subcontractor; or (c) An employee of a contractor or subcontractor; (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.



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<p>Working with Children Check</p> <p>[from the <i>Assessing and Handling Working with Children and Criminal History Information Policy</i>]</p>	<p>Undertaken in accordance with the Child Safety (Prohibited Persons) Act 2016 via a central assessment unit to determine (based on an assessment of information available to the central assessment unit) –</p> <ul style="list-style-type: none"> (i) whether the person poses an unacceptable risk to children; and (ii) whether the person should be prohibited from working with children.
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The Barossa Council