



# Volunteer Management Guidelines

**ECM Document Set No.:** 4062293

---

**Version No.:** 3

---

**Date of Current Version** 7 December 2018

---

**Responsible Team** Community Inclusion

---

**Other Key Internal Stakeholders** Executive & Organisational Development

---

**Initial Date of Adoption** 13 February 2014

---

**Last Reviewed** 7 December 2018

---

**Authorised By** Deputy CEO

---

**Resolution No.:** *Only applicable if a Council endorsed guideline*

---

**Legal Requirement**

---

**Date of Next Review** 7 December 2020

---

## 1. Purpose

These guidelines should be read in conjunction with the Volunteer Management Policy.

The purpose of this guideline is to identify the roles and responsibilities of Council staff in the involvement of volunteers and the processes required in order to fulfil legislative and volunteer management requirements.

## 2. Scope

These guidelines define the relationship between Council and its volunteers; setting out the role and responsibility of Council and outlining the rights and responsibilities of volunteers.

## 3. Legislation and References

Volunteers are entitled to protection through the following legislation:

- Work Health & Safety Act (2012) SA
- Volunteer Protection Act (2001)
- Equal Employment Opportunity Act (1992)

## 4. Definitions

**Volunteers** working on behalf of Council will be defined as individuals who:

- provide their services of their own free will
- do not receive any monetary reward for their services (out of pocket expenses are not regarded as monetary reward)
- benefit the community and themselves by participating in volunteer programs
- complement, but do not replace or threaten the livelihood of, paid workers in designated positions only.

The following persons, for the purpose of the Policy, are **not** considered volunteers:

- People on work placement, traineeship and work experience programs
- Students undertaking volunteering as a part of the education curriculum
- Elected Members of Council
- Persons receiving payment outside of the volunteer reimbursement framework.

**Volunteer Coordinators** will be defined as paid staff members who are directly responsible for the day to day management of a volunteer undertaking duties on behalf of Council.

**Councillor** is a person appointed or elected by the electors of a particular ward, as a representative of the ward in the City of Playford.

**Organisation** is the body corporate known as the City of Playford which includes the Employing Authority

**Organisational Development** refers to the Human Resource management team

## **5. Guidelines**

### **5.1 Volunteer involvement**

Council will use the Volunteer Involvement Decision Making guidelines (Appendix 1) to determine the appropriateness of volunteer involvement in any proposed activity. This will be undertaken in consultation with the Volunteer Strategic Development Officer and relevant Manager.

### **5.2 Code of Conduct**

The Code of Conduct for volunteers is regulated by the LGA SA as the standards to be adopted in the performance of their role. The Code of Conduct is to be read in conjunction with Council policies and procedures.

### **5.3 Position Descriptions**

Council recognises that volunteers require a clear, complete and current position description that:

- Outlines the objectives, responsibilities, skills, knowledge, equipment and training required to fulfil the position
- Delineates boundaries between paid staff and volunteers
- Protects the rights of volunteers and establishes the guidelines for insurance and risk management purposes.

### **5.4 Recruitment and Selection**

Volunteers will be recruited and selected in accordance with relevant legislative requirements ensuring that an appropriate skills match between the applicant and the role requirements as outlined in the position description is undertaken.

Recruitment and selection will be undertaken using the Volunteer Interview / Selection Checklist

Electronic version is the controlled version. Printed copies are considered uncontrolled. Before using a printed copy, verify that it is the current version.

## **5.5 Induction**

Council will provide all volunteers with the appropriate information and training to fulfil their agreed duties. This will be undertaken as follows:

- Corporate 'Volunteering in Playford' session
- Role Induction using the induction checklist
- Volunteers will be provided with a Volunteer Handbook

## **5.6 Information Communication Technology (ICT) & Security access**

Volunteers requiring access to Council ICT and/or building access to fulfil their agreed duties can be requested through the volunteer coordinator and submitted by the relevant Manager using the Employee Request Form.

## **5.7 Criminal Record Checks**

The appropriate screening will be conducted on all volunteers where required by law, external funding, working with vulnerable persons or prescribed position holders (as per the HR - Children & Vulnerable Persons Policy & Procedure). This check will be updated every 3 years thereafter (as required by legislation).

## **5.8 Grievance & Dispute Resolution**

Council is committed to procedural fairness for all parties and provides a process through which volunteers may make an informal or formal complaint related to their volunteering role. The process is set out in the Volunteer Grievance Procedure.

Complaints that relate to customers who wish to apply for a review of a Council / staff decision, or raise a complaint regarding a service, action or experience that hasn't met expectation are to be managed using the Council Complaints Handling Framework

## **5.9 Training & Development**

Council is committed to the training and development of each individual in order to fulfil their agreed duties. Volunteer Coordinators are responsible for ensuring that volunteers within their programs are suitably trained with regard to any activity in which they are involved.

Any introduction of new legislation, policies and procedures may require that volunteers undergo additional training. The Volunteer Strategic Development Officer will be responsible

for ensuring that such training takes place and for providing personal development opportunities.

### **5.10 Career Path/Internal Positions**

City of Playford recognises the valuable contribution Volunteers make to the organisation and the community. To facilitate and support the development of career pathway opportunities for volunteers, volunteers with 3 months active service with the City of Playford are eligible to apply for positions which are restricted to internal applicants only.

To be undertaken using the HR – Recruitment & Onboarding Policy & Procedure

### **5.11 Volunteers Protection Act (2001)**

This act was introduced to provide protection to individual volunteers from personal liability for loss, injury or damage caused as a result of an act or omission on the volunteer's part whilst undertaking volunteer duties on behalf of an incorporated organisation.

*"...A volunteer incurs no personal civil liability for an act or omission done or made in good faith or without recklessness in the course of carrying out community work for a community organisation. (s 4)*

The personal liability of the volunteer is transferred to the organisation under this Act within certain criteria.

### **5.12 Insurance**

Council provides indemnity and insurance protection to registered Council volunteers while undertaking a clearly defined activity that are approved and controlled by Council in the areas of:

**5.12.1 Civil Liability** to the public including Public Liability and Professional Indemnity. This area covers injury to, or damage to property of, members of the public.

**5.12.2 Personal Accident** - This provides financial compensation should a volunteer sustain personal injury whilst working for Council in a voluntary capacity. The benefits provided extend to compensate in the event of death or personal disablement, loss of weekly income, non-medical expenses and out of pocket expenses incurred as a direct result of the personal injury where not excluded by legislation.

Electronic version is the controlled version. Printed copies are considered uncontrolled. Before using a printed copy, verify that it is the current version.

**5.12.3 Motor Vehicle** - Councils motor vehicle insurance provides the following coverage for volunteers private vehicles whilst being used on volunteer work for Council:

Reimbursement of any excess(es) payments incurred by the Volunteer as a result of a claim made against their own private motor vehicle insurance. Reimbursement of any additional premium costs incurred by the Volunteer following a loss of no claim bonus entitlements as a result of claiming against their own private motor vehicle insurance.

If Volunteers are using their own private vehicle for volunteer duties the car must be comprehensively insured with Certificate of Insurance provided to Council. Volunteers are covered by Council Personal Accident Insurance from the time they leave home and return from volunteering in Playford. The only condition of this is that it is a direct route to volunteering and a direct route home from volunteering without deviation. **Please note that Personal Accident is different to Motor Vehicle Insurance.**

Councils Motor Vehicle Insurance Policy **does not** provide the following coverage for Volunteers private vehicles:

If a Volunteer parks their personal car in any car park whilst undertaking volunteering the car is not protected by Volunteer insurance. If the car is stolen or damaged the Volunteer must seek compensation through their own insurance arrangements.

### **5.13 Ambulance Cover**

Ambulance cover remains the responsibility of the individual. If an ambulance is required as a direct result of the work that the volunteer was undertaking on behalf of Council the claim would be processed in relation to the Third Party Administrator (TPA) Service Level Agreement (SLA). Claims Assessment Service for Personal Accident - Non Medicare Medical Expenses excluded under the Personal Accident policy for volunteers.

### **5.14 Support & supervision**

Council ensures that each volunteer has a clearly identified Coordinator who is responsible for the day to day management and guidance of the volunteer.

A volunteer may act as a supervisor of other volunteers, providing that the volunteer leader is under the direct supervision of a paid staff member.

### **5.15 Reimbursement of expenses**

Volunteers should not be out of pocket as a result of carrying out a legitimate task or approved activity for the City of Playford. Each program provides guidelines as to what expenses are covered.

### **5.16 Confidentiality**

Council maintains a confidential personal file for each volunteer to assist in the management of its volunteers. To protect the privacy of individuals, personal information will be stored in a secure environment on the Better Impact Volunteer database and registered in the volunteer personnel file in ECM. Council maintains a system to ensure only the volunteer or others authorised through legislation may gain access to the file as managed by Council Record Management Policy.

Any volunteer misconduct warning must be registered in ECM in reference to the volunteer's personnel file. When registering using the Class name: VTEERS Confidential Volunteer doc

Volunteers are required to keep any information obtained through the course of their duties as confidential and respect the privacy of Council information or personal information of staff, volunteers and clients.

### **5.17 Work Health & Safety**

Pursuant to the Work Health & Safety Act 2012 (SA), SafeWork SA "As a volunteer, you must take reasonable care for you own health and safety, and ensure that your actions do not adversely affect others. You must also comply with any reasonable instructions, policies and procedures relevant to health and safety given by the PCBU" 'persons conducting a business or undertaking'

"As a PCBU, you must ensure (as far as reasonably practicable) the health and safety of workers (including volunteers whom you engage) consult with them on work health and safety matters, and provide them with the necessary information, training and supervision"  
SafeWork SA Fact Sheet

Please refer to Council's Risk & WHS policies, procedures and guidelines.

### **5.18 Employee Assistance Program (EAP)**

The City of Playford EAP (Professional Counselling Service) is extended to Council volunteers on a “manager referral” basis for the purpose of receiving assistance for a situation (personal or work related) that the Coordinator feels that the volunteer would benefit from accessing counselling.

To be undertaken using the HR – Employee Assistance Program Policy

### **5.19 Evaluation and feedback**

The performance of all volunteers will be reviewed as necessary. Regular supervision will allow for an ongoing review of a volunteers performance, job satisfaction and provide an opportunity for the both the Volunteer and Coordinator to provide feedback.

A volunteer survey will be undertaken by the Volunteer Strategic Development Officer annually and reported as required through the Council Service Standards.

### **5.20 Recognition & Reward**

Council is committed to ensuring that the volunteers are valued and recognised appropriately for their contribution, through planned events and activities including (but not limited to):

- Annual National Volunteers Week event
- Christmas celebration – up to a value of \$25 per volunteer can be spent as volunteer reward and recognition at Christmas with approval from the relevant Manager. Volunteer Strategy & Development Budget can contribute \$10 per volunteer with the additional amount to come from individual program budgets.
- Northern Volunteer Awards
- Incorporated into staff events where appropriate

Any individual gift or benefit provided to volunteers must be in accordance with Council Gifts, Benefits & Networking Procedure.

### **5.21 Volunteer age limits**

There is no age limit, however all volunteers 14 and under will be required to be personally supervised by a designated caregiver who will also need to become a registered volunteer of Council.

Volunteers aged 90 and over will be notified that they are no longer covered by personal accident insurance. They will be able to continue to volunteer provided that their activities are re-assessed on a regular basis as being appropriate to their skills and abilities. This may be undertaken in consultation with a medical professional.

#### **5.22 Hour limit/breaks**

Volunteers should not be performing any one volunteer role for more than 16 hours per week without approval from the appropriate Manager.

Volunteers should not perform a volunteer role for more than 7.6 hours per day and should not work more than 4 hours continually without taking a break totalling at least 30 minutes. Where this is not possible due to the nature of the role i.e. accompanying clients on outings this will be negotiated and agreed between the volunteer and Manager/Coordinator prior.

#### **5.23 Employee/family volunteering**

Family members of employees are encouraged to volunteer however it is not appropriate (with the exception of one-off events) that they volunteer within the same team.

#### **5.24 Exit Interviews**

Council offers all leaving volunteers the opportunity to participate in an exit interview. The purpose of the exit interview is to obtain feedback on their experience as a Volunteer and for management to identify areas for improvement. This will be conducted by the Volunteer Strategic Development Officer.

## **6. Responsibilities**

**Volunteer Coordinators** are responsible for adhering to the policy and guidelines

**Community Services** is responsible for implementing this guideline

## **7. Accessibility**

The guidelines and policy can be found on Click in the Corporate Policy Library.

## 8. Approval and Change History

Version	Approval Date	Approval by	Change
3.	7 December 2018	Deputy CEO	Update to 5.20 to reflect agreed monetary value for volunteer Reward & Recognition
2.	13 February 2014	GM City Services	

## Volunteer Involvement Decision Making Guidelines

The following information has been provided to assist staff when developing new volunteer roles, to decide whether or not volunteer involvement will enable the best possible outcome for the volunteer, community and Council. It also takes into account the guiding principles, roles and responsibilities of volunteers and Council as outlined in the Volunteer Management Policy.

While each question has been posed as YES/NO it's intended to prompt further discussion and guide the decision making process.

