



Volunteer Management Policy

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Volunteer Management

This policy is set by Council for use by the community and council administration

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Responsible Team Libraries and Community Services

Other Key Internal Stakeholders Human Resources

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Legal Requirement

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1. Purpose

Volunteering promotes civic participation and encourages local people to be active, shape, contribute and make a difference to their local community. Volunteering benefits everyone including the individuals involved, the City of Playford ('Council') and the wider community.

Council is committed to utilising and valuing the skills, time, talents and energy of volunteers effectively which is supported through the provision of a comprehensive volunteer management framework in accordance with the National Standards for Volunteer Involvement (Volunteering Australia 2015).

2. Scope

This policy defines 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)

This policy is to be read in conjunction with the Volunteer Management Guidelines.

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 (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 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 in the Council 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.

5. Policy

Background

The City of Playford ('Council') has a well-established volunteer program which has experienced significant growth since its inception in 2001 with volunteer numbers increasing from 153 to in excess of 590 in 2017. Volunteers work alongside staff to deliver and enhance a diverse number of services and initiatives offered by Council. Many of these services and initiatives would not occur or would not be sustainable in the long term without the support and contribution of volunteers.

The following outlines the various categories of volunteering throughout Council:

- Formal (Service Delivery) including Food Co-ops, Grenville Community Connections Hub, Social Inclusion programs, Graffiti Removal, Home Assist/Community Passenger Network, Rural program, Libraries, Elizabeth Rise Community Centre, Environment and Northern Sound System.
- Community participation and planning including Playford Alive Community Reference Group, Youth Advisory Committee, Elizabeth Riders Committee, Access & Inclusion Advisory Group, Home and Community Care Consumer Reference Group and Playford Greening & Land care.

Principles

The following principles underpin Council's approach to volunteering:

- **Council performance:** Volunteers contribute to the delivery of the Council Strategic Plan 2016 – 2020
- **Community participation:** All citizens have the right to apply to volunteer and Council will provide opportunities for members of the community to participate as volunteers in a variety of programs and Council activities
- **Inclusiveness:** Council will ensure its programs and activities meet individual needs, are welcoming of diversity and value the strengths and abilities of all community members
- **Training:** Volunteers will be equipped with the necessary skills and resources required to successfully fulfil the positions
- **Identifying strengths and meeting individual needs:** Volunteers' expectations, interests, availability, abilities, skills and knowledge will be taken into account when matching them with a volunteer position
- **Balance of paid staff and volunteers:** Volunteers will complement, but not threaten the livelihood of paid workers or replace the services or roles provided by paid staff
- **Risk Management:** Council will provide a safe working environment and address risks that affect the safety and wellbeing of volunteers
- **Mutual benefit:** Volunteering remains a mutually beneficial activity for the individual volunteer, the program, the community and the Council.
- **Volunteer Management:** Volunteers will be managed in a structured, organised and professional manner in accordance with the National Volunteer Standards.

Volunteer Rights and Responsibilities

Unlike paid staff, volunteers are not covered by awards or workplace agreements. Volunteers however have rights and responsibilities which are in part defined by legislation and in recognition of the significant value that volunteers bring to Council and the community. Council will adopt the following principles with respect to the rights of volunteers:

Volunteer Rights

- To be respected and valued in the role as a volunteer
- To work in a healthy and safe environment
- To choose the type of activities they are to be involved in accordance with their skills, interests and needs
- To receive an orientation and induction to the City of Playford and program areas
- To have their ideas welcomed and acknowledged by their Volunteer Coordinator and Council staff
- To be able to raise any grievances or issues in accordance with Council Volunteer Grievance Procedure
- To receive reimbursement for out of pocket expenses
- To have the training, equipment and resources required to do the duties
- To have open communication between Volunteer, their Volunteer Coordinator and Council
- To be protected by insurance
- To be actively involved in the decision making that affects them.

Responsibilities of Volunteers

Volunteers have obligations to Council and will be required to:

- Fulfil the duties as specified in their position description and in accordance with relevant legislation
- Understand and acknowledge the requirements of the Local Government Association regulated Code of Conduct and relevant policies and guidelines
- Participate in the appropriate induction and on-going training as provided
- Operate under the direction and supervision of Council staff to achieve the objectives required
- Maintain confidentiality regarding Council business, program information or any other sensitive, private information they come across during their volunteer duties
- Report any unsafe working conditions / potential hazards to their Volunteer Coordinator
- Report any injury/damage to themselves or a third party.

6. Responsibilities

Senior Manager Libraries and Community Services is responsible for ensuring that the policy and supporting guidelines are implemented and adhered to.

7. Relevance to Strategic Plan

Strategy 1: Our Foundations – services, city presentation and community pride.

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8. Accessibility

This policy can be found on the Council website and internally in the Policy Library on Click.

9. Feedback

We invite your feedback on this policy which can be directed to Senior Manager Libraries & Community Services to playford@playford.sa.gov.au.

10. Approval and Change History

Version	Approval Date	Approval by	Change
1	12/2/14	Executive	
2	18/12/17	Senior Manager Libraries & Community Services	