



VOLUNTEER POLICY

1 OBJECTIVE

To document the process by which volunteers interact with Council at an Administrative and Operational level.

2 PRINCIPLES

- 2.1 To ensure that volunteering remains a mutually beneficial activity.
- 2.2 To recognise the important contribution volunteers make to achieving Council and community goals.
- 2.3 To clarify the relationship between Council' staff and volunteers
- 2.4 To provide a safe and healthy workplace for volunteers
- 2.5 To identify training requirements to ensure associated activities are undertaken in a safe manner
- 2.6 To provide appropriate supervision to ensure activities are satisfactorily performed

3 SCOPE OF POLICY

- 3.1 Committees of Council set up under the provisions of Section 355 of the Local Government Act.
- 3.2 All individuals applying to volunteer with Council
- 3.3 Work experience students
- 3.4 All individuals and organisations undertaking work on Council property, but not under the direction of Council i.e. Service Clubs, Showground Trusts, Roadside Clean up campaigns, Environmental groups, Sport and Recreation Groups

4 DEFINITIONS

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|--------------------------|--|
| Organisation | Not-for-profit organisations such as service clubs, charitable organisations, Rural Fire Service and the like that carry their own insurance and manage the involvement of their volunteers through their organisation |
| Program Co-ordinator | Volunteer leader with the Volunteer group and is also the spokesperson for the Organisation |
| Group Leaders & Managers | Paid employee of Council with delegated responsibility to manage the functions of multiple or single Operational Areas within Council |
| Program Manager | Paid employee of Council who is responsible to manage the project. |

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| Human Resources | Section within Council that manages the Volunteer policy functions |
| Volunteer | Any person from the community who offers to do work for Council without monetary compensation. |

5 OVERVIEW

Young Shire Council is committed to providing the community with the best possible service delivery. To achieve this requires a high level of commitment and competence from all those who provide that service, including volunteers.

The volunteer policy addresses the need to formalise roles and responsibilities of all involved in the volunteering process.

Council is required to fulfil its duty of care to potential volunteers and to the existing workforce.

6 RESPONSIBILITIES

6.1 General Manager is responsible for ensuring that:

- 6.1.1 The volunteer Policy is effectively implemented
- 6.1.2 OH&S principals are enforced in the work place

6.2 Group Leaders and Managers are responsible, and will be held accountable for, ensuring that:

- 6.2.1 The volunteer policy is effectively implemented in their area of control
- 6.2.2 Supervisors have the support necessary, and are held accountable for, their specific responsibilities
- 6.2.3 Employees under their control are consulted about issues affecting their health and safety
- 6.2.4 Prompt action is taken to eliminate unsafe or unhealthy conditions or behaviour.

6.3 Program Manager, including Program Co-ordinators, are responsible, and will be held accountable, for:

- 6.3.1 Taking all practical measures to ensure that the area they control is safe and without risks to health and that the Volunteer policy is adhered to
- 6.3.2 Ensuring that persons at the workplace are behaving in a safe manner
- 6.3.3 Volunteers are supervised and trained sufficiently to perform the required tasks and notifying HR department when inductions are required
- 6.3.4 Detecting and promptly remedying risks to health and safety where they have the necessary authority, or promptly reporting these risks with a proposed solution to their supervisor who has the necessary authority to fix the problem
- 6.3.5 Referring Volunteers' health and safety concerns to their manager if they cannot be resolved.

6.4 Volunteers are responsible, and will be held accountable, for:

- 6.4.1 Taking reasonable care for the health and safety of themselves and others
- 6.4.2 Co-operating and complying with the Volunteers Policy and Program
- 6.4.3 Promptly reporting all incidents, accidents, illnesses and any risks to health and safety

6.5 Human Resources Officer Responsible for: -

- 6.5.1 Inducting Volunteers

6.6 Documentation / Firmware / References

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|--|-----------------|
| Volunteer Program Co-ordinator's Manual | Induction |
| Manual/Handbook | |
| Volunteer Application Forms | Safety Handbook |
| Specified Personnel Policies and Procedures, for e.g.: | OH&S, EEO, and |
| | Grievance |
| Activity Specifications | |

7 PROCEDURES

- 7.1 Individuals or organisations who offer voluntary assistance to Council must complete the appropriate application form and lodge it with the relevant Program Manager prior to commencement
- 7.2 Individuals or organisations who undertake work not organised by Council on property owned or managed by Council must complete the appropriate application form and lodge it with the relevant Program Manager prior to commencement.
- 7.3 Assessment of the suitability of the organisation for the specified project will be undertaken by the relevant Program Manager.
- 7.4 Assessment of the suitability of an individual for the specified project will be undertaken by the relevant Program Manager or Program Co-ordinator.

- 7.5 Council will undertake an assessment of the groups activities according to the Volunteer Activity Safety Rating. This will identify any associated risk and Activity Specifications required. Refer to Attachment A
- 7.6 Working hours will be agreed to and complied with for the purposes of communication and contact, and in the event that there is any claim made by or against a volunteer. Volunteers must advise the Program Co-ordinator they are working with if they cannot commit to the agreed hours on any occasion.
- 7.7 Any breach of the volunteer agreement will result in a first verbal warning from the Program Co-ordinator or Program Manager to the volunteer. A second breach will result in a verbal warning and will be reported to the Program Manager. A third breach will result in a written warning from the Manager of the Department.
- 7.8 Volunteers are expected to maintain the same standards of confidentiality, courtesy and organisational discipline as Council's paid employees.
- 7.9 Volunteers are expected to work in a constructive and co-operative way with Council staff.
- 7.10 Volunteers must comply with all Council workplace policies including OHS, Anti-discrimination, no smoking and no harassment and will attend an appropriate induction program provided by Council.
- 7.11 Volunteers may work under the guidance of Council staff. Guidance may be intermittent, depending on the nature of the project.
- 7.12 In the event that a volunteer has an issue concerning the project they are involved in, the volunteer is required to raise the matter with the Program Co-ordinator, for referral to the Program Manager if the matter remains unresolved.
- 7.13 Appropriate recognition will be given to all volunteers who assist with Council projects. Such recognition is at the discretion of the relevant Department Manager.
- 7.14 Volunteering will not be a process for recruiting new employees
- 7.15 Volunteers will be required to wear appropriate personal protective equipment at all times during volunteer activities where identified in the Activity Specification/s. The Program Manager will determine what Personal Protective Equipment (PPE) requirements are appropriate on a project by project basis. The Program Manager will determine responsibility for provision of PPE in consultation with the volunteer/s.
- 7.16 Council will provide each volunteer group with a means of identification as volunteers whilst working where appropriate.
- 7.17 Unless supplied by the volunteer group, Council will supply the volunteer group with a first aid kit where required, which is to be present during all volunteering activities.
- 7.18 Volunteers are required to record details in an attendance register on each volunteering occasion.

8 ALLOCATED RESOURCES

Council will allocate sufficient resources, both human and financial, to implement and review this policy.

9 DURATION AND REVIEW

This policy shall come into effect on and from (insert Council resolution date.) and will be reviewed every four years from date of approval or as deemed necessary by Council or the General Manager.

10 AMENDMENT & REVIEW DATES:

| Version No. | Approval Date: | Resolution No. |
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| | | |

11 VOLUNTEER ACTIVITY SAFETY RATING

11.1 How to assess the Risk

Risk assessment need not be a complex process – it’s something we can do every day by asking:

- How bad could the result be?
- How likely is it that this will happen?

We use the information gained from the sources above to better answer these questions, and then to read off the ‘level’ of risk from the table below

| SEVERITY – How Bad | PROBABILITY – How Likely ? | | | |
|--|---------------------------------------|-----------------------------------|---|--|
| | Very likely: could happen at any time | Likely: could happen at some time | Unlikely: could happen, but very rarely | Very Unlikely: could happen, but probably never will |
| Kill or cause permanent disability or ill health | High | High | High | Medium |
| Long term illness or serious injury | High | High | Medium | Medium |
| Medical attention and several days off work | High | Medium | Medium | Low |
| First aid needed | Medium | Medium | Low | Low |

| Matrix No | The following actions are to be initiated |
|------------------|---|
| High | <p>Health and safety to be a very important consideration in undertaking the activity. Selection and training is considered important A risk control plan to be prepared and to be approved by Council before the volunteer commences activities A high level of supervision is to be maintained over the volunteers Regular audits and safety reviews to be undertaken by a responsible Council officer Strict compliance by volunteers required of the Risk Control Plan Breaches are to be subject disciplinary action</p> |
| Medium | <p>Health and safety to be an important consideration in undertaking activity Activity Specifications to be prepared and available to volunteer before commencing activity Volunteer to be trained in safe work methods A moderate level of supervision to be kept Audits to be undertaken in consultation with volunteers High level of compliance with Activity Specifications Breaches to be subject to disciplinary review</p> |
| Low | <p>Health and safety to be considered in the undertaking of the activity but is not a major consideration Safe systems of work to be discussed with volunteers and agreed upon before commencing work Council safety procedures are to be followed at all times A lower level of supervision to be kept If considered necessary, safety audits may be carried out Volunteers to comply with the safe systems of work Breaches are to be dealt with disciplinary review</p> |

Date Adopted: 24.08.05
Date Reviewed: 14.05.09

Resolution No. 358/05
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