

VOLUNTEERING

ES260



NARRANDERA SHIRE COUNCIL

VOLUNTEERING

Policy No:	ES260
Policy Title:	Volunteering
Department Responsible:	Executive Services
Minute No:	15/240
MagiQ No:	8386
Next Review Date:	As required

Purpose

Narrandera Shire Council ('Council') values and recognises the contribution that volunteers bring to Council and the community.

Council will provide guidance to all managers and supervisors who administer and manage volunteer arrangements. Council will provide volunteers with the parameters of their engagement by Council.

Council's standards for volunteers, as delegates of Council, are underpinned by Council's Code of Conduct and the suite of documentation Council has prepared to assist in the application, assessment, induction and engagement of volunteers.

Commencement of Policy

This policy will commence from 20 October 2015. It replaces all previous volunteer policies of Council.

Application of the Policy

This policy does not constitute or form part of any contract of employment.

This policy is an overarching policy. It will be supported by operational procedures that are relevant for each area of Council that involves volunteers. All operational procedures must adhere to the standards set out in this policy.

Scope

A Narrandera Shire Council Volunteer shall be defined as any of the following:

- Members of Committees of Council set up under the provisions of Section 355 of the Local Government Act 1993;
- All individuals offering to undertake volunteer work within Council;

- Work Experience people;
- All individuals and organisations undertaking work on Council property, but not under the direction of Council, ie Service Clubs, Showground Trusts, Roadside Clean Up Campaigns, Environmental Groups, Sport & Recreation Groups, private enterprises, etc;

A Narrandera Shire Council volunteer:

- Is a delegate of Narrandera Shire Council bound by the Narrandera Shire Council Code of Conduct;
- Must undertake Narrandera Shire Council's induction in order to act in the role of volunteer;
- Shall undertake all checks required of the role and provide requested licences;
- Shall comply with all relevant work health and safety requirements;
- May be required to wear a uniform and name badge;
- Will be required to work within the operational procedures applicable for the area of volunteerism in which they provide their services;
- May be subject to specific applicable Narrandera Shire Council policies, eg Sun Protection, Personal Protective Equipment;
- May be subject to investigation and disciplinary action if Council's Code of Conduct and other relevant policies have been breached;
- Undertakes activities without monetary reward;
- Undertakes activities of their own free will;
- Undertakes activities of benefit to Council and the community.

Overview

Narrandera Shire Council is committed to providing its 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 volunteers and to the existing workforce.

The rights and responsibilities of the Volunteer and of Narrandera Shire Council in relation to the volunteer are defined by this policy, in detail in Council's Code of Conduct, and in Council's suite of Volunteer documentation. This suite of documentation relates to but is not limited to:

- Section 355 Committees of Council
- Event Volunteers
- Cemetery Volunteers
- Commonwealth Home Support Program Volunteers

- Visitor Information Centre Volunteers
- Project Volunteers
- Library Volunteers
- Outdoor Space & Recreation Volunteers

Genuine Volunteers

Council aims to only engage genuine volunteers. A genuine volunteer is generally understood as a person who willingly gives unpaid help, in the form of time, service or skills. A volunteer undertakes volunteering work for personal, charitable or social motivations without any expectation of financial gains. These motivations may include the gaining of work experience.

Selection, engagement and management of volunteers

- Council will select and engage volunteers having regard to both the person's suitability to assist Council and, where appropriate, to anti-discrimination and equal employment legislation.
- Council may engage or not engage any volunteer based on the needs of the organisation.
- Council will provide volunteers with the appropriate level of induction and training.
- Where required, volunteers will need to undertake relevant checks and to provide evidence of relevant licences. This includes but is not limited to volunteers conforming to Council's Child Protection, Procedures and Guidelines Policy. In roles where a volunteer may be working with children, this will include undertaking a 'Working with Children Check'.
- For designated volunteer roles, including but not limited to the Commonwealth Home Support Program, the cost of checks required of volunteers such as Medical, RMS Driver Record Check & Criminal Records Check will be paid for by Council if the volunteer has not already completed the check. For all other volunteer roles, if a check is required, it will be the volunteer's responsibility to ensure this is completed.
- Volunteers will be appropriately managed and supported by Council. To this end, it is important that volunteers are supervised in a way that is fitting of the duties they perform.

Standard of Volunteer Conduct

Volunteers are delegates of Council and are expected to maintain a standard of conduct that is in line with Council's Code of Conduct, relevant policies, and relevant suite of Volunteer documentation in the performance of their voluntary work. This includes that volunteers must treat employees, agents, contractors, councillors, ratepayers, members of the public and other volunteers with appropriate courtesy, and respect the confidentiality of information and documents to which a volunteer has

access in connection with their volunteer work. This further includes adherence to these values and principles:

Ethical

Transparent and equitable in all our actions

Caring

Helpful, supportive and thoughtful towards each other and our community

Loyalty

Pride in our work and our organisation

Accountability

Responsible for our actions

Integrity

Trustworthy, honest and consistent

Respect

For each other and the role we play

Safety

To work safely to protect ourselves and the public

Safety and insurance coverage for volunteers

- Council understands its obligations to volunteers under work health and safety laws. Council will provide a safe working environment for volunteers.
- Council's work health and safety practices and procedures apply to volunteers. Accordingly Council will explain the relevant safety requirements to volunteers.
- Appropriate and adequate insurance coverage will be provided for volunteers.
- Council will supply the volunteer group with a first aid kit where required which is to be present during all volunteering activities. Volunteer groups will be notified of first aid training dates. Attendance at first aid training will not be compulsory.

Duties Performed by Volunteers

- A genuine volunteer may provide assistance to Council in a variety of ways, so long as that assistance is not a substitute for a paid position. Accordingly, Council should not engage a person to perform volunteer work if the work performed would ordinarily be paid for by Council.
- With this in mind, volunteers should not be used by Council to perform routine or specialist duties ordinarily undertaken by paid employees. The limitation includes any instance where work or a position becomes available as a result of an employee's absence from the workplace.

- A volunteer should not be placed in a role previously held by a paid employee unless the volunteer is appointed on merit in accordance with Council's recruitment process.
- To avoid any confusion about the duties performed by a volunteer, Council may, where appropriate, define volunteer roles, including preparing descriptions of the duties to be performed.
- Where an attendance register is present, volunteers are required to complete the required information in the attendance register on each occasion of volunteering.

Reimbursement of expenses

Volunteers will be reimbursed by Council for any expenses that Council deems to have been reasonably incurred in connection with the performance of the voluntary work. A volunteer making a claim for reimbursement must, in accordance with Council's standards for payments of reimbursements, supply Council with proof of the expense claimed, and must seek approval to incur the expenditure prior to purchase.

Duration of a volunteer engagement

A volunteer engagement can come to an end at any time without Council or the volunteer giving notice.

Responsibilities

Managers or designated supervisors are responsible for:

- Ensuring volunteers are inducted
- Ensuring appropriate written procedures for volunteers in their section
- Ensuring appropriate supervision and support for volunteers

Human Resources Department are responsible for:

- Ensuring Providing induction program for volunteers
- Maintaining documentation to support Volunteers' awareness to health and safety
- Maintaining records of training provided to individual volunteers

Relevant Legislation and Policies

- Local Government Act 1993
- Work Health and Safety Act 2011
- Narrandera Shire Council Code of Conduct

- Narrandera Shire Council Internal Investigation Policy
- Narrandera Shire Council's suite of Work Health and Safety Policies and Procedures
- Narrandera Shire Council's suite of Human Resources Policies

Council shall maintain a suite of documents to support the Volunteer Management Program. This suite shall include:

- This Volunteer Policy
- Volunteer Application Form
- Volunteer Manual (inclusive of procedures and expectations)
- Volunteer Program Coordinator's Manual (which may be inclusive of procedures for recruitment of volunteers and recommended itinerary for induction sessions and may contain individualised content including that relating to Section 355 Committees of Council, Event Volunteers, Cemetery Volunteers, Commonwealth Home Support Program, Visitor Information Centre, Projects, Library, Outdoor Space & Recreation and others)

Volunteer Recognition

Council values its volunteers and wishes to acknowledge their valuable contribution to Council and the community. Where appropriate, Recognition Certificates will be printed and sent in January each year, identifying the number of years served as a Volunteer and Council's appreciation.

Variation

Council reserves the right to review *from time to time*, vary or revoke this policy in accordance with award, legislation and regulation changes.



Signed Chief Executive Officer in statutory role of General Manager

Date: 19 October 2015

Policy History

Adopted	19 July, 2005
Reviewed	17 February, 2009
Amended & Adopted	20 October, 2015

Acknowledgement

I acknowledge:

- receiving the Council Policy;
- that I will comply with the Policy;

Name: _____

Classification: _____

Date: _____

Signature: _____