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|  | <b>VOLUNTEER POLICY</b>                             | <b>Policy Number</b>               |                               |
|   |   | <b>Version</b><br>1                | <b>Date</b><br>13/5/2011<br>1 |
| <b>Agenda Date:</b><br>24/5/2011  | <b>Approved By:</b> _____<br><b>General Manager</b> | <b>Review Date</b><br>..../..../.. |                               |

### 1. OBJECTIVE

The Glamorgan Spring Bay Council acknowledges and respects the importance of the role of volunteers and voluntary groups for community development and engagement. Volunteers enhance the political, social, economic, cultural and environmental well-being of the Glamorgan Spring Bay community. The objective of this policy is to formalise the commitment of Council to supporting volunteers and to minimise risks to all parties.

### 2. SCOPE

This policy will provide scope to cover volunteers participating in all Council activities and projects. The policy will assist Council in meeting the *National Standards* for best practice in volunteer management. Procedures necessary for policy implementation are outlined in the Procedures for Implementation of Volunteer Policy document. See also the Volunteer Information Pack and Volunteer Coordinator Forms.

### 3. DEFINITIONS

#### Definition of a volunteer

Volunteers are defined as persons who:

- Undertake activities without monetary reward.
- Undertake activities of their own free will.
- Undertake activities of benefit to the community and Council.
- Undertake activities that complement but do not replace the services provided by paid staff.

## **4. PROCEDURE**

### **1. Why volunteer?**

- To be physically, mentally and socially active.
- To help make our community a great place to live and work.
- To enhance and complement the work of Council.
- To foster social inclusion (meaning all residents feel valued, differences are respected and basic needs met).
- To enhance social capital (meaning to enhance social relations, networks and trust that allow coordination and cooperation for the mutual benefit of GSB residents).
- To allow Council to progress community projects that would otherwise be delayed or remain unfinished due to financial constraints.
- To learn new skills and to teach/share skills
- To meet new people

### **2. Rights of Council volunteers**

Volunteers have the right:

- To a plainly written job description and mutual understanding of their role as a volunteer.
- To be placed according to their abilities.
- To be given accurate information about the project being undertaken.
- To work within the guidelines of Council's Volunteer Policy and associated Procedures (policy to be provided to volunteers upon request).

- To be interviewed and engaged in accordance with equal opportunity and anti-discrimination legislation.
- To have personal and confidential information dealt with in accordance with the relevant Acts.
- To make a choice about the type of involvement and time committed.
- To appropriate training and induction.
- To be supported and supervised.
- To have a designated supervisor to provide volunteers with instructions.
- To be acknowledged as a valued member of the Council volunteer team.
- To regularly receive constructive feedback.
- To be informed and consulted on matters which directly or indirectly affect the volunteer or their work.
- To be informed of their entitlement to out-of-pocket expenses, if applicable.
- To have a working environment that meets all OH & S requirements.
- To be adequately covered by insurance.
- Not to do the work of paid employees during industrial disputes.

### **3. Responsibilities of Council volunteers**

Volunteers have a responsibility:

- To be reliable and punctual.
- To notify their supervisor or activities co-ordinator if unable to attend or perform duties.
- To be accountable and accept constructive feedback.

- To undertake relevant training when necessary to perform designated volunteer tasks.
- To ask for support when needed.
- To carry out agreed duties.
- To respect decisions made by staff.
- To respect confidentiality at all times as defined in Item 9.
- To provide truthful and accurate information to Council, fellow volunteers and community members.
- To register with Council and complete and sign any relevant documentation.
- To comply with Council's OH & S practices to protect themselves, fellow volunteers, staff and clients.
- To comply with Council's policies and procedures, particularly in regard to dangerous and emergency situations.
- To immediately report all incidents, accidents, illnesses and risks to health and safety.
- To notify Council of any potentially hazardous situations or unsafe working conditions.
- To take reasonable care of the health and safety of themselves and others.
- To report any damage to Council or other parties' equipment or possessions.
- To provide parent/guardian consent if the volunteer is under 18 years of age.

#### **4. Council rights**

Glamorgan Spring Bay Council has the right:

- To make a decision as to where the volunteer would fit best.

- To expect acceptance of responsibilities as to policies, procedures, confidentiality, reliability and good performance.
- To expect loyalty to Council and communicate constructive criticism.
- To expect enthusiasm and belief in the work the volunteer is doing.
- To expect from the volunteer clear and open communication at all times.
- To expect volunteers to perform the given tasks to the best of their ability.
- To expect from all volunteers, respect and courtesy towards all customers and members of the team.
- To express opinions about poor volunteer effort in a diplomatic way and suggest a change to another job.
- To release an unsuitable volunteer.

## **5. Council responsibilities**

Glamorgan Spring Bay Council has the responsibility:

- To assess volunteer skills to match tasks with expectations, interest and time commitments.
- To recognise the different roles, rights and responsibilities of volunteers.
- To provide appropriate induction, training and support.
- To provide written job descriptions and procedures for volunteer jobs when appropriate.
- To provide a safe work environment free from discrimination with an environment of mutual respect.
- To ensure volunteers are appropriately registered and have access to insurance cover for Personal Accident and Public Liability (cover arranged by Civic Mutual Plus).

- To require volunteers to work under the supervision of paid staff and/or appointed coordinators.
- To address areas of conflict between volunteers, other volunteers, and customers.
- To ensure volunteers are not used to permanently replace paid staff.
- To respect the confidentiality of both volunteers and customers.
- To formally and informally recognise the contribution of volunteers.

## **6. Confidentiality**

Volunteers working with Council must keep all privileged information in relation to Council, other employees and clients confidential. Volunteers are expected to maintain the same standards of confidentiality as Council's paid employees. This includes information held by the Council; information shared between volunteers and the designated managers; and information about particular circumstances. Any written and verbal communication must be treated as confidential by volunteers. Volunteers are required to read and sign the Glamorgan Spring Bay Council Confidentiality Agreement for Volunteers. Any breach of this confidentiality requirement will be taken seriously and lead to:

- The termination of the volunteer's services.
- Any other action deemed necessary by the General Manager.

## **7. Working with Children and Police Checks**

Council may require the volunteer to undergo the Working with Children Check or relevant Police Checks for certain activities as appropriate. If a Police Check is required, Council will provide the volunteer with a Police Check form and pay for the Check to be processed. If the Police Check confirms a criminal record, the Supervisor will assess the suitability of the volunteer for the role in question. If a volunteer does not consent to a Police Check where required, they will not be eligible to work in this area of Council.

## **8. Insurance**

All registered Council volunteers who have attended an induction session are covered by the Council's insurance policy whilst undertaking approved duties on behalf of Council, unless otherwise arranged (eg. work experience students). Council will maintain appropriate insurance cover for volunteers engaged in Council activities as outlined in their written job description. Council may require volunteers to undergo a medical examination, dependent upon the nature of the volunteers work.

## **9. Driving Council and private vehicles**

Volunteers may need to drive either their own vehicle or a Council vehicle whilst undertaking their duties. Any volunteer who is required to operate a vehicle as part of their volunteering duties must provide Council with proof of their current drivers licence. The drivers licence must be sighted and a copy taken for Council records. Volunteers must notify Council should the conditions of their licence change for any reason. Volunteers must have the approval of Council prior to driving a Council vehicle. Council does not provide insurance for volunteers' private motor vehicles. If using a private vehicle, the volunteer must provide evidence of their motor vehicle third party and comprehensive insurance details by 1 July each year. The vehicle must be registered and in a roadworthy condition. Volunteers are responsible for any parking or traffic offences and/or fines incurred. Failure to meet the above requirements will exclude the volunteer from driving a Council vehicle or providing transport for customers of Council. In the case of any motor vehicle accident, the volunteer must immediately inform Council and provide all details.

## **10. Travel allowance**

Whilst volunteers are not remunerated for services rendered, Council recognises that travel to and from the place of volunteering is a substantial cost to the volunteer. Council may pay a travel allowance to volunteers. This travel allowance will be paid upon the production of a completed mileage claim form signed by the designated supervisor.

## **11. Occupational Health and Safety**

Like all Council staff, volunteers are entitled to work in an environment that is safe. OH & S requirements will be made clear to volunteers during induction and training. Further OH & S training will be provided as required. A Job Safety Analysis form will be completed by the designated supervisor or another appropriate person. Supervisors will perform risk and hazard assessments at the job site. The supervisor will ensure that activities involving volunteers are in keeping with the relevant OH & S and risk management policies. Volunteers shall follow all safe work procedures and seek instruction when required.

## **12. Unsatisfactory performance**

Volunteers are to be treated in the same manner as paid employees in respect to performance management and discipline. If a volunteer's work is not up to standard, deviates from principles and goals of the service, contravenes the rights and responsibilities of volunteers or places a client, employee or any other person at risk, Council will issue a verbal warning. Such warnings are to be placed on file for Council records. If the volunteer's actions cause an immediate and/or significant danger, or harm to others, or is regarded as significantly inappropriate, the volunteer arrangement may be terminated immediately.

## **13. Cessation of volunteering arrangement**

In the case of a volunteer's resignation, all materials, files and equipment are to be returned to Council prior to leaving. Council asks that volunteers intending to resign give as much prior notice as possible to their supervisor.

## **5. IMPLEMENTATION**

The Procedures for Implementation of Volunteer Policy document provides guidelines for the correct procedure to implement Council's Volunteer Policy.

## **6. DELEGATION**



All Heads of Departments have the authority to ensure all relevant staff adhere to this policy.

## **7. RESPONSIBILITY**

The compliance of this policy is the responsibility of the General Manager.

## **8. REPORTING**

Reporting upon the number of volunteers and any issues around volunteer management can be provided upon request.

## **9. STATUTORY REQUIREMENTS**

- Workers Rehabilitation and Compensation Act 1988
- Local Government Act 1993.
- Workplace Health and Safety Act 1995
- Personal Information Protection Act 2004.
- Anti-Discrimination Act Tasmania 1988

## **10. REFERENCES**

- GSBC Volunteer Information Pack.
- GSBC Procedures for Implementation of Volunteer Policy.
- GSBC Volunteer Coordinator Forms.
- National Standards for Volunteer Engagement