

Council Policy

Volunteer Engagement



COUNCIL POLICY

 <p>Adelaide Hills COUNCIL</p>	<h2 style="margin: 0;">VOLUNTEER ENGAGEMENT</h2>
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Policy Number:	COM-04
Responsible Department(s):	Community Development
Other Relevant Policies:	WHS & IM Policy
Relevant Procedure(s):	Volunteer Management Administrative Procedure Code of Conduct for a Child Safe Organisation Criminal and Relevant History Screening Procedure
Relevant Legislation:	Volunteer Protection Act 2001 Children's Protection Act 1993 (SA) and Children's Protection Regulations 2010 (SA) Work Health Safety Act 2012 Work Health and Safety Regulations 2012 Equal Employment Opportunity Act 1992 Local Government Act 1999
Policies and Procedures Superseded by this policy on its Adoption:	Volunteers, 12/08/14, 15 February 2005, FS & P Committee
Adoption Authority:	Council
Date of Adoption:	24 July 2018
Effective From:	07 August 2018
Minute Reference for Adoption:	Item 12.2, 165/18
Next Review:	No later than July 2021 or as required by legislation or changed circumstances

VOLUNTEER ENGAGEMENT POLICY

1. INTRODUCTION

- 1.1.** Adelaide Hills Council recognises the importance and the role of volunteering in strengthening connections and understanding between people which promotes a sense of belonging and social wellbeing for individuals, communities and society.
- 1.2.** Council acknowledges volunteers are motivated by diverse factors and is committed to engaging volunteers in meaningful activities suited to their skills and interests. Council provides the support and recognition needed to assist volunteers perform their roles effectively. Council values diversity and we are committed to supporting a diverse volunteer base which is representative of our community.
- 1.3.** Council demonstrates effective volunteer engagement delivered through a volunteer management framework and in accordance with the 'National Standards for Volunteer Involvement' (Volunteering Australia 2015).

2. OBJECTIVES

- 2.1.** This policy confirms Council's commitment to volunteering and provides a best practice framework for the management of volunteers by:
- Articulating the basis for involving and providing direction and structure to the way volunteers are managed for the benefit of Council, the community and those individuals participating in the program
 - Provides understanding of Council's expectations and standards for volunteers and the rights and responsibilities of volunteers in accordance with the National Standards for Involving Volunteers
- 2.2.** The policy demonstrates Council's compliance with the:
- Volunteer Protection Act 2001 and Volunteers Protection Regulations 2004
 - Children's Protection Act 1993 (SA) and Children's Protection Regulations 2010 (SA)
 - Work Health Safety Act 2012
 - Equal Employment Opportunity Act 1992
 - Local Government Act 1999,
and
 - Volunteering Australia's National Standards for Volunteer Involvement 2015
- 2.3.** This policy has been developed with consideration to Goal 2 of Council's Strategic Plan, which defines success as "a welcoming and inclusive community where people support, respect and celebrate each other for their differences as much as for their shared values."

3. SCOPE

- 3.1.** This policy is intended as a guide for all Council departments which involve volunteers that are registered with Adelaide Hills Council. It also guides Council's vision for the ongoing engagement and involvement of volunteers.
- 3.2.** The policy applies to all volunteers and to those employees who work in activities, programs and services where volunteers are involved.

4. DEFINITIONS

- 4.1.** "Volunteer" Volunteering is time willingly given for the common good and without financial gain (Volunteering Australia 2015).
- 4.2.** A volunteer is an individual who is registered with and has approval by Council to undertake activities:
- of the volunteer's own free will and without coercion
 - for no financial reward from Council
 - in designated volunteer positions only.
- 4.3.** The following persons, for the purpose of this policy, are not considered volunteers:
- People on student placement and work experience programs
 - Council Members of Adelaide Hills Council
 - Persons receiving payment outside of the volunteer reimbursement framework
 - People working on a voluntary basis for organisations with which the Council
 - partners or supports.
- 4.4.** "Volunteer Leader" in Council are defined as paid staff members who are directly responsible for the day to day management and leadership of volunteers undertaking duties on behalf of Council.

5. POLICY STATEMENT

Policy Principles

- 5.1.** Council supports volunteering and understands that effective engagement of volunteers provides the organisation with skills, talents, and perspectives that are essential to remaining relevant and sustainable and extends our capacity to accomplish our goals.
- 5.2.** Council recognises that the volunteer program provides several benefits to both the volunteers and the community including:
- Community participation
 - Enhanced personal development and self esteem

- Increased access to resources and information
- Social interaction and satisfaction
- Participation with established Council services and events
- Improvement to the well-being of the community.

5.3. Council supports a range of volunteer programs that serve the local community in a variety of areas including, but not limited to:

- Transport
- Shopping assistance
- Library services
- Community Sheds
- Community Centres

5.4. Volunteer responsibilities are formalised and documented for each volunteer program, which clearly identify the role of each volunteer. Council provides adequate resources to manage its various volunteer programs to ensure that the objectives of this policy are met.

6. ROLES AND RESPONSIBILITIES

6.1. Volunteers' Rights: Council recognises that volunteers have the right to:

- make a choice of type of involvement, commitment of time, and the right to say no
- be provided with a clearly written role statement and to receive appropriate orientation and ongoing training
- have access to designated employees with queries or support relating to their volunteer role
- receive ongoing support and direction from designated employees
- be provided with the appropriate resources to undertake their volunteer duties as required
- be treated with respect and as a valued member of the team
- receive reimbursement for approved out-of-pocket expenses
- be consulted, valued and welcomed regarding ideas and suggestions for improvements to the program with which they work
- have complaints or grievances heard by an appropriate People Leader and to be aware of the grievance procedures
- work in a safe environment
- be covered by appropriate insurances whilst engaged in their volunteer duties.

6.2. Volunteers' Responsibilities: Council recognises that volunteers have obligations and responsibilities to the Council including to:

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- make a realistic commitment in terms of involvement and reliability
 - understand and acknowledge the requirements of the Volunteer Code of Conduct and relevant policies and procedures
 - participate in the appropriate induction and ongoing training as provided
 - report to their People Leader any damage to property or a third party
 - notify their People Leader if they are unable to undertake duties
 - report any unsafe working conditions / potential hazards to their People Leader
 - operate under the direction and supervision of Council employees 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.

6.3. Council's Rights: Council has the right:

- to negotiate a commitment from a volunteer
- to expect a volunteer to undergo appropriate training
- to expect to be notified in advance if a volunteer is unable to undertake duties
- to refuse a volunteer placement
- to request that a volunteer undertakes a police check or medical check for fitness for the position, predetermined by the chosen area of work
- to expect a volunteer to observe privacy and confidentiality obligations.

6.4. Council's Responsibilities: Council will ensure that volunteers:

- do not undertake duties assigned to employees
- are offered reimbursement for approved out-of-pocket expenses
- have adequate skills and knowledge to undertake duties
- are provided with a volunteer induction and local orientation and appropriate training
- receive appropriate support and supervision
- are registered with Council and insured within Council's Personal Accident and Public Liability policies whilst undertaking approved work activities
- have a safe working environment, safe equipment and safe systems of work
- have adequate resources to ensure the sustainability of the volunteer management system.

7. DELEGATION

7.1. The Chief Executive Officer has the delegation to:

- Approve, amend and review any procedures that shall be consistent with this Policy; and
- Make any formatting, nomenclature or other minor changes to the Policy during the period of its currency.

8. AVAILABILITY OF THE POLICY

8.1. This Policy will be available for inspection at the Council's Offices during ordinary business hours and via the Council's website www.ahc.sa.gov.au. Copies will also be provided to the public upon request, and upon payment of a fee in accordance with the Council's Schedule of Fees and Charges.