

	<b>VOLUNTEER MANAGEMENT POLICY</b>	Version No:	1
		Issued:	17 October 2023
		Next Review:	October 2027

## 1. INTRODUCTION

City of Mount Gambier (Council) recognises the importance of volunteers within its community. Volunteers are valued for providing customer focused services and enhancing established Council programs.

Volunteers forge a strong bond between Council and the Community and will extend and enhance services to improve the quality of community life by encouraging:

- Community engagement;
- Access to resources and information;
- Social interaction and satisfaction;
- Participation in established Council services and events;
- Viability to core Council Operations.

Council appreciates and acknowledges the services provided by volunteers in improving the quality of services across the Council area.

This Policy demonstrates Council's commitment to and management of volunteers. The purpose of this Policy is to ensure that Council volunteers are valued, acknowledged, managed and supported in accordance with Volunteering Australia's National Standards for Volunteer Involvement.

The Volunteer Management Policy is guided by principles of good governance, advocacy, compliance and service provision.

### Scope

This policy applies to everyone who works at Council, including all employees, contractors, consultants and volunteers.

## 2. POLICY STATEMENT

The following statements outline Council's underlining principles informing its commitment to and management of volunteers:

- Volunteers at the Council make a significant contribution to the ongoing delivery of our operational success, and we recognise and value the diverse skills, experience, passion and insights they bring.
- The Council operates a structured volunteer program, where volunteer involvement is a considered and planned part of the Council's strategic development and is streamlined in an effort to reduce barriers to volunteer involvement.
- The Council seek to provide a diverse range of volunteer opportunities that is reflective of the needs of our community.
- Volunteer roles are clearly defined, well managed and volunteer management practices are continually reviewed and improved.
- Volunteers complement, and do not replace, the contributions of paid team members.
- In alignment with the peak body, Volunteering Australia, we define volunteering as 'time willingly given for the common good and without financial gain'.

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The Council and its employees are committed to meeting the National Standards for Volunteer Involvement (2015) developed by Volunteering Australia as best practice in volunteer management in Australia. The aims and principles are as follows:

- Volunteer involvement should be a considered and planned part of an organisation's strategic development, aligning with the organisations strategic aims and incorporated into its evaluation framework.
- Effective volunteer involvement requires organisational leadership and a culture and structure that supports and values the role of volunteers.
- Volunteers have rights, which include the right to work in a safe and supportive environment with appropriate infrastructure and effective management practices.
- Volunteers have responsibilities, which include acting responsibly, being accountable for their actions to the organisation, and respecting the organisations values and practices.

### 3. VOLUNTEERING AT COUNCIL

Council engages volunteers across a diverse range of community programs and services. Volunteers enhance the work of paid employees, never replace or supersede it.

Volunteers at Council will be a positive contributor to the Council and uphold the Council's values while contributing to a safe working environment for other volunteers, paid employees, and members of the public in accordance with the Council's Workplace Health and Safety Administrative Principle.

The roles that can be performed by volunteers are determined by the relevant Managers in consultation with the Organisational Development team. Volunteer roles could be either public-facing or back-of-house roles.

The Council will communicate clear expectations and where feasible provide written position descriptions relevant for each volunteer role. Position descriptions must be approved by the appropriate Manager and Volunteer Coordinator.

### 4. WHO CAN VOLUNTEER?

Volunteers must be at least 18 years old, and legally permitted to volunteer in Australia (e.g., under any applicable work visa). Where appropriate to the volunteer program, Council may engage youth volunteers however this will be subject to the approval of the Chief Executive Officer and will be managed in accordance with applicable child safety legislation.

Council employees interested in volunteering will be considered to do so on a case-by-case basis by the relevant Manager. Approval is required to ensure that the employee is supported and able to carry out their regular work activity.

### 5. RESPONSIBILITIES

#### 5.1. Council's Responsibilities to Volunteers

Council will regularly review this document in consultation with its Employees and Volunteers to ensure:

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- The effectiveness of this policy and supporting processes to identify opportunities for continuous improvement.
- Adherence to this policy and the supporting processes to ensure compliance with related and relevant policies and procedures.

Managers and Volunteer Coordinators are accountable for:

- Ensuring that Volunteers have the appropriate skills and/or access to relevant training to undertake the activities identified within this policy and supporting procedures.
- Ensuring a safe work environment.

The Organisational Development team is accountable for:

- Ensuring that adequate resources are identified and provided to enact this policy and supporting procedures effectively.
- Providing guidance in the resolution of any disputes which arise in connection with any of the volunteer programs.

## 5.2. Responsibilities of Volunteers

Volunteers are accountable for adhering to the requirements of this policy and supporting procedures and reporting any inability to do so to their Volunteer Coordinator at the earliest opportunity. Volunteers must:

- Acquaint themselves with the objectives and functions of the Council and the services they are providing.
- Understand and comply with City of Mount Gambier's policies, principles and procedures with particular reference to the City of Mount Gambier Code of Conduct.
- Participate in all relevant induction and training programs.
- Only undertake authorised duties and obey reasonable directions and instructions.
- Take reasonable care for personal health and safety as well as the health and safety of others.

## 7. REVIEW & EVALUATION

This Policy is scheduled for review by Council in October 2027, however, will be reviewed as required by any legislative changes which may occur.

## 8. AVAILABILITY OF POLICY

This Policy will be available for inspection at Council's principal office during ordinary business hours and on the Council's website [www.mountgambier.sa.gov.au](http://www.mountgambier.sa.gov.au). Copies will also be provided to interested members of the community upon request, and upon payment of a fee in accordance with Council's Schedule of Fees and Charges.

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File Reference:	AF18/48
Applicable Legislation:	South Australian Work Health and Safety Act, 2012 South Australian Work Health and Safety Regulations, 2012 Local Government Act, 1999 Volunteer Protections Act 2001 Children's Protection Act 1993 Children's Protection Regulations 2010 Privacy Act 1988
Reference: Strategic Plan – Beyond 2015	Goal 1, Our People Our Commitment
Related Policies:	N/A
Related Procedures:	Code of Conduct – Behavioural Expectations of Council staff members Administrative Principle – Work Health and Safety Administrative Procedure – Grievance Resolution Administrative Procedures – Volunteer Management
Related Documents:	Volunteer Agreement

## DOCUMENT DETAILS

Responsibility:	General Manager Corporate and Regulatory Services
Version:	1.0
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