Volunteer Management Policy

CITY OF PROSPECT

Reference Number:	CR25/12682
Type:	Council Policy
Responsibility:	Director City Strategy Community & Culture
Responsible Officer:	Manager Community Relations and Programs
Initial Adopted Date:	25 November 2008
Last Review Date:	25 February 2025
Next Review Date:	The Policy will be reviewed every four (4) years.
Legislation:	• Volunteer Protection Act (SA), 2001 • Children and Young People (Safety) Act 2017 • Work Health and Safety Act 2012 SA • Equal Employment Opportunity Act, 1984 • Volunteer Protection Regulations, 2019
Related Documents:	• City of Prospect Children and Vulnerable Persons Safety Environment Policy • Volunteer Induction Handbook • Volunteering Australia - National Standards for Volunteer Involvement

2. Purpose of the Policy

The Volunteer Management Policy (the Policy) provides a framework to ensure best practice management of volunteers. It clarifies City of Prospect's underlying philosophy of involving volunteers and provides direction and structure to the way volunteers are managed.

Provides overarching guidance and clarification as the circumstances when Council believes that it is appropriate, reasonable and justifiable to use Council funds for volunteer related expenses.

The Policy aims to clearly define the relationship between City of Prospect and its volunteers; it sets out the expectations and articulates the rights and responsibilities of volunteers.

3. Definitions

Volunteer is an individual who is registered with City of Prospect and has approval to undertake activities:

a) in a formal volunteer program with City of Prospect
b) of benefit to the community and the volunteer
c) of the volunteer's own free will and without coercion
d) for no financial reward; and
e) that compliment but do not replace the services provided by paid employees.

The following persons, for the purpose of the Policy, are not considered volunteers:

- People on work experience, work placement and / or Work for the Dole programs,
- Students undertaking volunteering as a part of the education curriculum,
- Elected Members of Council.

Reimbursement is a payment to the volunteer for any pre-approved expense incurred during the course of carrying out responsibilities.

Honorarium is an honorary reward given to a volunteer in recognition of the person's expertise or contribution; or a fee for professional services voluntarily performed. It follows that an honorarium is not an amount that is relied on or expected by the person as a source of income.

Civic Event means an event driven by, and involving the Mayor and / or Councillors (such as National Volunteer Week and Citizen of the Year).

Corporate Event means an event organised primarily for volunteers which is authorised by the Administration of Council (such as Mayors Football days, Volunteer Breakfast).

Incidentals means car parking, bus ticket, or a charge for using the phone or internet for work-related purposes.

Children refers to persons / people under 18 years of age.

3. Principles of Policy

- City of Prospect recognises the value that volunteers bring to the life of the community and the benefit their contribution makes to their programs and seeks to provide a rewarding personal experience in return.
- City of Prospect regularly acknowledges contributions made by volunteers and the positive impact on the organisation and the community.
- Volunteers undertake activities that complement but do not replace the services provided by paid staff; however, they may be utilised to perform activities that extend and enhance services provided by paid staff.

4. Application of Policy

4.1 Through a Volunteer Management Program City of Prospect will:

4.1.1 Provide community leadership that supports, encourages and values volunteering;

4.1.2 Interview and engage volunteers in accordance with equal opportunity and anti-discrimination legislation. Create opportunities for differently-abled people, genders and ages to fulfil volunteer roles and contribute to the delivery of Council's varied programs and initiatives.

4.1.3 Provide clear direction and guidance for the work of volunteers, as well as understand and mitigate any risks. Arrange regular meetings to ensure adequate support is provided and to clarify requirements for the completion of their volunteer roles.

4.1.4 Provide adequate insurance coverage for volunteers through the Local Government Association Mutual Liability Scheme and the Local Government Risk Services whilst they are undertaking clearly defined City of Prospect volunteer duties.

4.1.5 Provide clear expectations, written role statements, policies and procedures.

a) Volunteers can expect clear definition of their duties, responsibilities, time commitment and working environment and will be provided with a current Role Statement that clearly sets out their duties, requirements, organisational relationships, training needs, accountability, authority, and responsibilities.

b) Role Statements for volunteers are essential and provide clarity for the scope of roles and tasks being completed in a way that compliments Council programs and initiatives. The role statements are necessary to ensure volunteers are not over-extended and continue to enjoy their voluntary contributions.

4.1.6 Volunteers will be interviewed and placed in activities, programs and services that match their skills, interests, knowledge and experience.

4.1.7 Provide Volunteers with training relevant to their roles and responsibilities.

a) Volunteers will be required to attend training and professional development programs appropriate to their role.

4.1.8 Provide volunteers with corporate and site orientations that outline council's operations, policies and procedures.

4.1.9 Provide volunteers with a healthy and safe work environment.

4.1.10 Provide volunteers with access to the Fair Treatment Policy to ensure Volunteers are treated fairly, with dignity, courtesy and respect and to create a working environment which is free from bullying, harassment and discrimination.

4.1.11 Refuse a volunteer placement or end a placement if:

a) there is a perceived risk to the client or volunteer's health or welfare;

b) suitable volunteer duties are not available or no longer available;

c) the volunteer does not comply with City of Prospect policies and procedures, including the Code of Conduct for Volunteers;

d) the volunteer does not comply with the Role Statement;

e) the volunteer does not qualify for cover by City of Prospect insurance;

f) the volunteer does not comply with any reasonable request for personal information, including name, address, personal and emergency contact details, criminal history check and signing for receipt of information.

4.1.12 Provide volunteers with opportunities to contribute to the review and development of policies and procedures that relate to volunteers.

4.1.13 Collect data, analyse and use to evaluate number of volunteer's hours and volunteer satisfaction and to increase the retention rate of volunteers in City of Prospect Programs.

4.2 Acknowledge, recognise and celebrate the contributions made by volunteers and the positive impact on the organisation and the community.

4.2.1 Recognise the valuable contribution of Volunteers at both corporate and program levels. Informally and formally acknowledge and affirm the value of volunteers who are involved in Councils programs.

4.2.2 Volunteer acknowledgement will be appropriate to the volunteer role and respectful of cultural values and perspectives.

4.2.3 As part of the recognition process, people at all levels of the organisation are informed of, and can articulate, the City of Prospect's reasons and benefits for involving volunteers.

4.2.4 To raise the profile of volunteer involvement, the Volunteer Program Coordinator will reaffirm the work performed by volunteers and their valuation contributions.

4.2.5 Recognition may take the form of, but is not limited to the following:

a) acknowledgement within the Annual Report, ELT and Council, Prospect Magazine

b) annual Volunteer Recognition Event during National Volunteer Week, End of Year / Christmas Celebrations, and International Volunteer Day activities.

c) recognition of personal milestones such as birthdays and anniversaries

d) personal thank you's

e) participation opportunities to attend conferences, seminars etc

f) provision of references upon request

g) annual years of service recognition

h) access to Council's Employee Assistance Program

i) reimbursement of pre-approved out of pocket expenses to volunteer in some programs

j) an honorarium as a token of appreciation for contribution, time or expertise where appropriate. It may be appropriate to give an honorarium for specialised expertise, significant time, commitment, keynote speaking or project based contributions; and

k) in addition to other recognition activities, volunteers may be invited to attend other occasions hosted by the City of Prospect i.e. Invitation to attend the Football within the Mayors enclosure.

4.3 Finance

4.3.1 For the success of Council's volunteer programs an important element is through building of personal supportive relationships, letting volunteers know they are valued by the organisation. This is supported through an ongoing budget allocation.

4.3.2 The following are the type of approved programs which council generally undertakes as part of its business activities (some of which may be role specific) and for which some form of expenditure is generally considered acceptable:

a) Meetings, workshops and training

b) Advocacy and or strategic relationship building

c) Corporate Events

d) Civic Events

e) Recognition of Volunteer Service

f) Travel expenses incurred during authorised work-related business.

g) A gift such as flowers and card for a volunteer or a volunteer's family on the occasion of the death (or being seriously unwell) of a close family member or partner or the volunteer.

h) Ceremonial Service pins (years of service)

i) Program expenses in an approved program such as;

- CHSP Social Program - *lunch for volunteers on these programs are paid for by Council (using CHSP funding).*
- Justice of Peace Program – *example the daily roster for the JP program is split over a morning and then an afternoon shift. Occasionally, the volunteer who has been scheduled to conduct the afternoon shift will provide very late notice that they are unable to attend. On these occasions the morning shift volunteer may be asked to work both shifts. Council will provide lunch for the volunteer.*

The above will be seen as a supportive gesture, increasing the volunteer's willingness to engage with clients, work an extra shift at short notice, and enjoy their volunteer role during work-related council business in approved programs and activities.

4.3.3 Any expenditure must be in accordance with the following principles:

a) Must not provide a personal benefit to staff members with the exception of an organised event/program (such as National Volunteer Week, End of Year Thank you, CHSP social programs).

b) Employees will in all circumstances, seek to keep costs to a minimum, meet community expectations, and stand up to public scrutiny.

c) When choosing a caterer, supplier or venue, consideration should be given to ensuring it is cost effective, and if possible, located in the Council area to support a local business / community organisation. Expenditure for volunteer events must be guided by the amounts outlined below:

Expenditure	Funded (per head)
Breakfast or Lunch	$40
Morning / afternoon Tea	$10
Dinner	$65 *
Civic / Corporate Event	$65 *
Incidentals	$30
Gift	$70

* excludes hire of equipment such as tables, chairs etc

d) Where alcohol is served at any council endorsed/approved event, council may fund the purchase of alcohol if it is part of an event involving the community, civic or ceremonial where alcohol is provided to all attendees.

e) Council has a duty of care to its volunteers to ensure their health and safety is not compromised. There will be a limited number of occasions when the use of alternative transport (taxi/uber) will be funded by Council. Volunteers may seek reimbursement for travel expenses, only where prior approval has been granted and where evidence of expenses can be provided. Reimbursement can be sought through the Volunteer and Community Programs Coordinator.

4.3.4 The CEO will maintain ultimate discretion to determine where and when it is appropriate to provide an exemption for the above guideline. This discretion may include the provision of food / recognition / gifts. Any variation to this policy, authorised by the CEO must be in writing and document the reason for the variation to this policy prior to the purchase.

4.4 Identification

Volunteers will be issued with a name badge that identifies them as a volunteer with City of Prospect and must be worn at all times whilst on duty.

4.5 Rights and Responsibilities

Volunteers have the right to:

a) be treated fairly and respectfully and as an important member of the team;

b) be given accurate and truthful information about the volunteer program;

c) be provided with training relevant to their assigned or agreed roles, or as legislated;

d) have their confidential and personal information dealt with in accordance with the principles of the City of Prospect privacy policy;

e) decline or withdraw from their volunteer role at any time.

Volunteers have a responsibility to:

a) comply with the Code of Conduct for Volunteers (Appendix 1);

b) become familiar with and work within City of Prospects policies and procedures;

c) provide current personal details to City of Prospect in order for Council to undertake the selection and registration of volunteers and administer their duty of care responsibilities;

d) accept any direction and supervision from appropriate City of Prospect staff person;

e) be reliable and accountable for their actions;

f) respect and maintain confidentiality;

g) carry out their role according to the Volunteer Role Statement;

h) undertake training as required by the Council;

i) attend team meetings and performance reviews as required by Council;

j) give reasonable notice before leaving City of Prospects volunteer program;

k) value and support other team members.

l) As a 'Worker' under the Work Health and Safety Act 2012, take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions.

5. Access to the Policy

The Policy is available for public inspection on Council's website www.prospect.sa.gov.au and from Customer Service at Payinthi, 128 Prospect Road, Prospect SA 5082.

6. Further Information

For further information about this policy please contact:

Manager Community Relations and Programs
City of Prospect
128 Prospect Road
Prospect SA 5082

Tel. 8269 5355
Email: admin@prospect.sa.gov.au

Appendix 1 – Volunteer Code of Conduct

1. Purpose

The Code of Conduct for Volunteers (the Code) sets out the standard of conduct expected of all volunteers registered with City of Prospect.

- Volunteers, like paid employees, are a public face of the Council they represent and even though they give their time freely, they are still a part of the overall structure of the Council they work within.
- Rights and responsibilities set the standards of a volunteer program within any Council and assist both the Council and each volunteer to abide by the philosophy and ethos of the Council.
- The Council has a significant commitment to its volunteers and has substantial responsibilities towards them including recognising the National Standards for Volunteer Involvement. Volunteers also have rights which are contained in legislation.
- Volunteers have the same level of responsibility as the paid workforce with regard to their behaviour and activities while carrying out their duties for the Council.

2. Scope

The standards outlined in this document relate to all volunteers registered with City of Prospect.

3. Code of Conduct Statement

3.1. This Code of Conduct for Volunteers is based upon and should be read in conjunction with Council's Volunteer Management Policy.

3.2. Council's guiding principles and values are as important as the mandated Code in setting Council's expectations of volunteer behaviour.

4. Principles of this Code of Conduct

There are three broad principles that underpin the ethics and standards of conduct of volunteers engaged in Local Government:

- integrity;
- respect; and
- accountability.

4.1. **Integrity**

4.1.1. Volunteers must act in a fair, honest and proper manner according to the law when carrying out their roles. This includes but is not limited to:

a) behaving in a reasonable, just and non-discriminatory way;

b) acting in good faith and not for improper or ulterior motives;

c) being able to formally identify themselves as a registered Council volunteer at all times.

4.1.2. Volunteers must act with reasonable care and be diligent in the performance of their role, ensuring they:

a) carry out lawful policies, instructions and decisions of their designated supervisor in a respectful manner.

b) in so far as is reasonably practical, based on individual experience and training, be aware of the effectiveness and efficiency of the activities and services for which they are responsible.

4.1.3. Volunteers must guard against a conflict of interest by:

a) ensuring that personal interest does not improperly influence the way in which they carry out their duties;

b) not seeking gifts or benefits of any kind.

c) not accepting any gift or benefit that may reasonably create a sense of obligation on their part or may be reasonably perceived to be intended to or would reasonably be likely to influence them in carrying out their public duty.

4.2. **Respect**

4.2.1. Volunteers must be fair, honest and transparent in their dealings with individuals and organisations and behave in a manner that facilitates constructive communication between the Council, its staff, other volunteers and the community.

4.2.2. This means volunteers will:

a) be honest and fair with all members of the community;

b) be punctual and reliable;

c) advise the designated supervisor in a timely manner if unable to perform the designated role for any reason.

4.2.3. If representing the Council in the community, volunteers will:

a) provide an accurate and fair representation of Council decisions;

b) conduct themselves in a manner that will not reflect unfavourably on the Council;

c) dress appropriately and to the safety standard for their role.

4.2.4. Volunteers will seek to achieve a team approach in an environment of mutual respect, trust and acceptance of their different roles in achieving the Council's objectives by:

a) acknowledging the value of diversity and the right of all points of view to be heard and considered;

b) contributing to a working environment that is free from harassment or bullying.

4.3. **Accountability**

4.3.1. Volunteers understand that:

a) information obtained by a volunteer as a result of their role is not to be wilfully disclosed for any purpose that may result in an adverse impact on the Council;

4.3.2. Volunteers must use Council resources in a proper and responsible way by:

a) being mindful of the way in which resources are deployed;

b) conducting themselves in a way that projects a positive image of Council when using council vehicles. Council vehicles must not be used for unauthorised purposes.

c) ensuring that resources are used in the community's interest.

4.4 In addition to the principals of this policy, all Volunteers are expected to also embrace and demonstrate Council's values and behaviours:

Do it Right

- We do what we say / deliver on our promises
- We take responsibility for decisions, actions and behaviours
- We tell the truth even when it's hard
- We take ownership
- We treat each other with kindness and respect

All in Together

- We all show up
- We have each other's backs
- We all bring something to the table / we all have something to offer
- We take a positive approach

Leave it Better

- We actively and openly seek opportunities to make it better
- We embrace uncertainty and have the courage to challenge and be challenged
- We want a better future for our community
- We celebrate small and big wins

Think Beyond Tomorrow

- We consider our long term purpose in our decision making
- We invest in people
- We each leave a legacy
- We consider the possibilities
- We set & deliver defined long term and short term goals.

5. Compliance with this Code of Conduct

5.1. Volunteers are personally responsible for ensuring their compliance with this Code of Conduct.

5.2. Council staff supervising volunteers are responsible for monitoring volunteer compliance with this Code of Conduct.

5.3. The consequences of breaching the Code may result in a verbal or written warning, suspension, or termination of volunteer engagement. If a volunteer is found to have committed serious misconduct it may result in termination effective immediately.

6. Application

6.1. The CEO is responsible for promoting and enforcing compliance with the Code.

- All volunteers are responsible and accountable for their own compliance with the Code and should take all reasonable steps to encourage and promote this from other volunteers.

6.2. Council will undertake the following to manage its obligations under the Policy and has a right to:-

- Retain the personal information of volunteers in line with best practice standards,
- Make decisions about the placement of volunteers,
- Refuse a volunteer placement or to end a placement if:
  - suitable volunteer duties are not available or no longer available;
  - the volunteer does not comply with Council policy and procedures, including this Code;
  - the volunteer does not comply with the Volunteer Role Statement and Volunteer Agreement;
  - the volunteer is not covered by the Councils personal accident insurance or other relevant insurance.

6.3. Council has a responsibility to:

- Approve any reasonably practicable budgetary expenditure necessary for the effective and efficient management of volunteers;
- Implement a volunteer management system that meets the best practice management of volunteers and meets audit and legislative requirements;
- Ensure the staff supervising volunteers have the skills and capacity to do so effectively;
- Provide a clear outline of duties;
- Retain volunteer personal information in a secure and safe system to ensure volunteer privacy;
- Set clear lines of communication about complaints and conflict resolution procedures;
- Include volunteers in relevant decision making processes.