

Volunteer Management Policy

Reference Number:	CR21/29460
Type:	Council Policy
Responsibility:	Director Community & Planning
Responsible Officer:	Manager Community Development
Initial Adopted Date:	25 November 2008
Last Review Date:	27 April 2021, 69/2021
Next Review Date:	The Policy will be reviewed every four (4) years.
Legislation:	<ul style="list-style-type: none"> • Volunteer Protection Act (SA), 2001 • Children and Young People (Safety) Act 2017 • City of Prospect Code of Conduct for Volunteers • City of Prospect Children and Vulnerable Persons Safety Policy • Work Health and Safety Act 2012 SA • Equal Employment Opportunity Act, 1992 • Volunteer Protection Act (SA), 2001 • Volunteer Protection Regulations, 2004
Related Documents:	City of Prospect Code of Conduct for Volunteers

1. 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.

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.

2. 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.

True Honorarium is a gift made to a volunteer in recognition of the person's work as a volunteer. It follows that a true honorarium is not an amount that is relied on or expected by the person as a source of income.

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

3. Policy Statement

City of Prospect recognises the importance of volunteers and the valuable contribution they make to the community by enhancing established council programs. City of Prospect recognises volunteering as a pathway to employment and a pathway to retirement along with multiple outcomes for individual well-being and connections to their local community.

4. 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.

5. Application of Policy

5.1 Through a Volunteer Management Program City of Prospect will:

- 5.1.1 Provide community leadership that supports, encourages and values volunteering;
- 5.1.2 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.
- 5.1.3 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.
- 5.1.4 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;
- 5.1.5 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 Description 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.
- 5.1.6 Volunteers will be interviewed and placed in activities, programs and services that match their skills, interests, knowledge and experience.
- 5.1.7 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.
- 5.1.8 Provide volunteers with corporate and site orientations that outline council's operations, policies and procedures.

5.1.9 Provide volunteers with a healthy and safe work environment.

5.1.10 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.

5.1.11 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.

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

5.1.13 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.

5.1.14 Publicly recognise the contribution and success of our volunteers.

5.2 Finance

Budget provision will be made to cover reimbursement of pre-approved out of pocket expenses to volunteers in some programs.

5.3 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.

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

Volunteers have a responsibility to:

- a) comply with the Code of Conduct for Volunteers;
- 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 the role according to the role description;
- 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.

6. Review

The Policy will be reviewed every four (4) years.

7. 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 Payinthe, 128 Prospect Road, Prospect SA 5082.

8. Further Information

For further information about this policy please contact:

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