

	<h1>District Council of Cleve</h1>	<b>Version No:</b>	5.0
		<b>Issued:</b>	26/09/2020
		<b>June</b>	26/09/2023

Policy Name: **Volunteer Management Procedure**

## 1. PURPOSE

The District Council of Cleve Volunteers shall ensure that the Volunteer's place of work is conducive to preserving their health, safety and general well-being.

This procedure aims to ensure that:

- Council's Volunteers provide a direct link between the Community and Council.
- Council Volunteers are identified as "Workers" under the *SA Work Health and Safety Act* and Regulations 2012 and have the same rights and responsibilities as paid workers.
- Council has a duty to ensure that the requirements under the *SA Work Health and Safety Act* and Regulations, Codes of practices, other legislation and Council WHS Policies and Procedures extend to and include the activities of Volunteers.

## 2. CORE COMPONENTS

The core components of our Volunteer Management Procedure aim to ensure:

- There is a clear system for the management of Volunteers
- Assesses the requirements of a Volunteer Programs in Council
- Suitability of a Volunteer
- Engagement of a Volunteer through:
  - Volunteer registration
  - Council inductions and risk assessments
- Supervisory responsibility incorporating Hazard and Incident Management

## 3. DEFINITIONS

<p>Volunteer</p>	<p>Volunteers are defined as persons who:</p> <ul style="list-style-type: none"> <li>• Undertake activities without monetary reward</li> <li>• Undertake activities of their own free will</li> <li>• Undertake activities that are of benefit to Council and the local community, and</li> <li>• Undertake activities that complement, but do not replace the services provided by workers.</li> </ul>
------------------	---

Community Volunteers	Volunteers engaged in voluntary work in the community, not directly for Council.
Community Organisations	Organisations involved in working for and within the community, which may or may not engage volunteers.
Grievance	Any dispute or problem about any act, behaviour, omission, situation or decision relating to the volunteer role. It may include discrimination, workplace harassment, bullying or other issues that relate to the workplace environment.
Supervisor /Coordinator	For the purposes of this document is a paid member of Council staff who the volunteer reports to. The volunteer may or may not be supervised by this person.
Worker	As defined in the <u>South Australia Work Health and Safety Act</u> , a person is a worker if the person carries out work in any capacity for a person conducting a business or undertaking, include work as: <ul style="list-style-type: none"> <li>a) An employee; or</li> <li>b) A contractor or subcontractor; or</li> <li>c) An employee of a contractor or subcontractor; or</li> <li>d) An employee of a labour hire company who has been assigned to work in the person’s business or undertaking; or</li> <li>e) An outworker; or</li> <li>f) An apprentice or trainee; or</li> <li>g) A student gaining work experience; or</li> <li>h) <b>A volunteer</b>; or</li> <li>i) A person of a prescribed class.</li> </ul>

#### 4. PROCEDURE

The Volunteer’s Supervisor (or Coordinator) will ensure that all Council Policies and Procedures that apply to Volunteers will be made available and are adhered to.

##### 4.1 Engaging a Volunteer for a task

- 4.1.1 Volunteer positions will be created in response to an identified need;
- 4.1.2 Volunteer work should be meaningful and will not replace the role of paid worker
- 4.1.3 Volunteers should not be engaged to carry out tasks that paid workers are not assessed or skilled to carry out;

##### 4.2 Rights and Responsibilities

- 4.2.1 Council volunteers are identified as “workers” under the *SA Work Health Safety Act 2012* and have the same rights and responsibilities as paid workers. Volunteers must adhere to the Work Health and Safety requirements of Council. Volunteers will be instructed on these requirements as part of the Induction process.

4.2.2 Council volunteers do not have rights pursuant to the *SA Workers Rehabilitation & Compensation Act*, where they are not deemed as employees.

4.2.3 Volunteers are only deemed to be engaged by Council whilst performing agreed duties for the Council under Council's supervision.

4.2.4 Council volunteers must comply with all applicable statutory legislation and Council policies.

#### **4.3 Council Code of Conduct (if applicable)**

The Code of Conduct sets out principles and standards of behaviour that are expected of Council volunteers.

All volunteers must adhere to specific requirements of the Code of Conduct, which includes:

- Acting in a fair, honest and proper manner according to the law;
- Acting with reasonable care and diligence in the performance of their duties and responsibilities;
- Behaving in a manner that facilitates constructive communication between volunteers and the community;
- Relationships with fellow volunteers and workers of Council should be conducted with courtesy and respect at all times and with regard for diversity of opinion and culture;
- Volunteers must use information obtained in the course of their duties in accordance with Council's Confidentiality Requirements and other legislative requirements;
- Council information should never be used for personal gain;
- A volunteer must not discriminate against anyone on the basis of but not limited to, physical characteristics, nationality, gender, sexuality, marital status, pregnancy, race, physical impairment, intellectual impairment or age.

#### **4.4 Gifts and Benefits**

- The acceptance of gifts/benefits must be in accordance with Council's policies;
- Confirmation of acceptance is to be obtained from a Council Supervisor;
- Volunteers must never encourage the provision of gifts for services rendered;
- Volunteers should not accept any gifts, benefits or favours which may influence, or be seen to influence, their objectivity within their Volunteer role.

#### **4.5 Confidentiality and Privacy**

- Confidentiality and Privacy must be maintained in accordance with Council's Policies;
- During the course of their work, volunteers may receive confidential information concerning an organisation, community member or another Volunteer. Security and confidentiality is a responsibility and matter of concern for all persons who have access to information and information systems.
- All Council workers, including volunteers, must not use or disclose the affairs or personal details of another person learnt through their duties;

#### **4.6 Reimbursements**

Volunteers are not expected to incur expenses related to their volunteer role. However, where expenses cannot be avoided, reimbursements can be made to volunteers as long as prior agreement is made with their Supervisor/Coordinator.

#### **4.7 Grievance/Dispute Resolution Process**

Matters of grievance will be dealt with in accordance with Council's Grievance/Dispute Resolution Process.

4.7.1 In most cases the Volunteer's Supervisor will be the first point of contact in reporting and/or initiating any Grievance/Dispute Resolution Process.

4.7.2 Where reporting to the Volunteer's Supervisor is not a suitable option the matter can be discussed with Council's Senior Management Team. Details of the Council's Senior Management Team will be provided at induction.

4.7.3 Every grievance reported will be taken seriously and people involved will be treated with understanding, fairness and respect (natural justice).

4.7.4 The grievance will remain confidential and only the people who are involved with or investigating the matter.

4.7.5 In the case of a formal complaint, the Manager of Corporate Services will keep all parties advised of progress. Procedural fairness for both parties will be observed at all times. Parties involved may request a representative to be present as an independent observer at any planned meetings.

4.7.6 Where a grievance involves allegations of a criminal nature, including fraud, the matter will be referred to SAPOL.

#### **4.8 Insurance/Coverage**

4.8.1 Volunteers are provided with a Personal Accident Policy while undertaking approved work for Council.

4.8.2 Volunteers of Council are not entitled to the benefits pursuant to the Workers' Rehabilitation and Compensation Act (1986).

4.8.3 Volunteers of Council are protected for civil liabilities (such as public liability) while undertaking approved work for Council.

4.8.4 Volunteers who utilise their car as an integral part of their role should ensure that their motor vehicle has comprehensive car insurance.

#### **4.9 Timesheets/Records**

Council volunteers are only covered by the Personal Accident policy when they are carrying out Council tasks that are specific to their volunteer role. Records of volunteer activity should be recorded to comply with the Council's Records Management system.

#### **4.10 Screening of Prospective Volunteers**

4.10.1 Volunteers engaged by Council will have specific screening requirements which will be determined depending on their volunteer role/task. Roles may have to adhere to specific legislation such as volunteers working with children or other vulnerable groups. These volunteers will be assessed as per the requirements on the Department of Human Services website.

4.10.2 It is important to determine in advance the screening process required to highlight suitable applicants.

#### **4.11 Volunteer Induction**

4.11.1 All volunteers must be inducted using the Council's Induction Process. Because of the differing needs for each volunteer role, Departments may have their own site specific recruitment and induction information (e.g. volunteer drivers would need to produce their driver's licence). However, there are common mandatory items that must be completed before the commencement of volunteer duties.

4.11.2 The responsibilities of Council and Volunteers will be explained during induction and relevant sections of Council's WHS Management System will be made available.

### **5. RESPONSIBILITIES**

#### **5.1 The District Council of Cleve is accountable for:**

5.1.1 Recommending any additional reasonably practicable budgetary expenditure necessary for the Volunteer Management Process

5.1.2 Providing direction for Volunteer management, development, implementation, review and continuous improvement

- 5.1.3 Maintaining records of meetings
- 5.1.4 Ensuring the requirements of the WHS legislation, LGAWCS, LGAMLS and PSSI are met.

## **5.2 Managers and Supervisors are accountable for:**

- 5.2.1 Checking that Volunteers have had appropriate training to undertake the activities identified within this document and supporting processes and will:
  - Recognise the different roles, rights and responsibilities of Volunteers;
  - Create a climate of mutual respect;
  - Provide a safe work environment;
  - Provide sufficient induction and training relating to the various activities;
  - Assess Volunteer skills to match tasks with expectations, interests and time commitments;
  - Ensure that Volunteers are not used to permanently replace paid workers;
  - Require Volunteers to work under the direction and supervision of paid workers and/or appointed coordinators; and
  - Maintain accurate records.
- 5.2.2 Communicating the contents of the approved Volunteer Management Process to their team
- 5.2.4 Ensuring conformance with WHS policies, procedures and processes.

## **5.3 Volunteers are accountable for:**

- 5.3.1 Participating in the Volunteer Management Process implementation, as necessary
- 5.3.2 Reporting any new hazards or incidents as they arise
- 5.3.3 Acquainting themselves with the objectives and functions of Council and the services they are providing
- 5.3.4 Participating in the appropriate induction and training provided by Council
- 5.3.5 Operating under the direction of a nominated Council supervisor or Coordinator
- 5.3.6 Maintaining appropriate confidentiality
- 5.3.7 Duties pursuant per Section 28 of the WHS Act

## **6. TRAINING**

- 6.1 Persons undertaking risk assessments shall have specific training that includes the legislative requirements
- 6.2 All Volunteers shall have an induction

6.3 All Volunteers shall be made aware of relevant Council Policies and Procedures

## **7. RECORDS MANAGEMENT**

Records related to Volunteers should be maintained. The list includes, but is not limited to:

- Risk assessments
- Incident reports
- Training records

All records must be retained in line with the current version of GDS 20.

## **8. REVIEW**

5.1. The Volunteer Management Procedure shall be reviewed by the management team, in consultation with workers or their representatives, every three years or more frequently if legislation or District Council of Cleve needs change. The review may include a review of:

5.1.1. Legislative compliance issues.

5.1.2. Audit findings relating to volunteer management.

5.1.3. Incident and hazard reports, claims costs and trends related to volunteer management.

5.1.4. Feedback from managers, workers or other stakeholders.

5.1.5. Other relevant information.

5.2. Results of reviews may result in preventative and/or corrective actions being implemented and revision of this document.

## **9. REFERENCES**

- *South Australia Work Health and Safety Act 2012*
- *South Australia Work Health and Safety Regulations 2012*
- *Children's Protection Act 1993*
- *Children's Protection Regulations 2010*
- *Privacy Act 1988*
- *Local Government Act 1999*

## **10. RELATED DOCUMENTS**

- *WHS Administration Policy*
- *Volunteer Management Policy*

- WHS & Injury Management Policy
- Grievance/Dispute Resolution Policy
- Code of Conduct - Volunteers
- Volunteer Registration Form
- Volunteer Acceptance Letter
- Volunteer Register
- Volunteer Handbook

SIGNED:



.....  
Chief Executive Officer

.....  
Chairperson, Health and Safety  
Committee (HSC)

Date: 26/09/2020

Date: 26/09/2020