

Policy Number:	5. Library & Community Services
Policy Name:	Volunteer Management
Classification:	Public – Council Policy
Adopted:	11 May 2021
Frequency of Review:	Biennially
Last Review:	May 2021
Next Review Due:	May 2023
Responsible Officer(s):	Manager Library & Community Services
Policy and Code of Practice Manual File Ref:	CC10/2601
Council File Reference:	CR21/1418
Legislation Authority:	Volunteer Protection Act 2001 Volunteer Protection Regulations 2001 Equal Opportunity Act 1992 Work Health and Safety Act 2012 Children’s Protection Act 1993 (SA) and amendments 2009 Children and Young People (Safety) Act 2017 (SA) Child Protection Law Reform (Transitional Arrangements & Related Amendments) Act 2017 Child Safety (Prohibited Persons) Act 2016 Child Safety (Prohibited Persons) Regulations 2019 Aged Care Act 1997
Related Policies and Codes:	Code of Conduct Policy - Safe Environment
Related Procedures:	N/A

1. INTRODUCTION

- 1.1 The Town of Gawler recognises its role as a community leader with a responsibility to support and encourage volunteering. The Council will demonstrate best practice for the recruitment, training, support, management, recognition and retention of volunteers.
- 1.2 The Town of Gawler will provide opportunities for people to volunteer with Council. Volunteers provide a vital service for the Town of Gawler, through a diverse range of programs and services. The importance of volunteers to the Town of Gawler is recognised in the Council’s Community Plan under Objective 3.5 to: Recognise, respect, support and advocate on behalf of volunteers.

- 1.3 It is the contribution of Volunteers that is helping to influence, change and benefit the local community and importantly, to retain elements of the Town which have fostered community pride and have come to showcase Gawler. Volunteers undertake activities that complement but do not replace the services provided by paid Town of Gawler staff, however there are instances where Volunteers will perform activities that may extend on or enhance services provided by Council.
- 1.4 Council is committed to utilising and valuing the skills, time, talents and energy of Volunteers which is supported through the provision of a comprehensive volunteer management framework and in accordance with the National Standards for Volunteer Involvement. (Volunteering Australia, 2015)
- 1.5 Volunteer Programs allow a variety of services to be delivered directly to the local community to enhance the human, environmental and social well-being of the community.

2. PURPOSE

- 2.1 This policy provides a clearly defined framework to ensure the effective and professional management of Volunteers in line with best practice. It reinstates Town of Gawler's recognition and philosophy for the inclusion of Volunteers into the delivery of Council services and establishes a direction and structure to the way Volunteers are engaged and managed. The policy aims to:
 - 2.1.1 Provide clear definition to the role of a Volunteer.
 - 2.1.2 Provide clarity as to the purpose of volunteering with the Town of Gawler.
 - 2.1.3 Formalise the principles that inform the management of Volunteers and the relationship between Town of Gawler paid staff and Volunteers.
 - 2.1.4 Outline the rights and responsibilities of both Town of Gawler paid staff and Volunteers.

3. DEFINITIONS

- 3.1 A Volunteer at the Town of Gawler will be defined as an individual who is at least 14 years of age, and is registered with and has approval from Town of Gawler to undertake activities:
 - 3.1.1 To be of benefit to the Council, local community and the Volunteer.
 - 3.1.2 Of the Volunteer's own free will and without coercion.
 - 3.1.3 For no financial reward.
 - 3.1.4 In designated volunteer positions only.
 - 3.1.5 To meet Centrelink requirements.
 - 3.1.6 That complement but do not replace or threaten the livelihood of paid workers.
- 3.2 The Volunteer Coordinator for the Town of Gawler will be defined as a paid staff member who is:
 - 3.2.1 Responsible for overall engagement and support of Volunteers within the organisation.
- 3.3 Town of Gawler Volunteers can be placed in clearly defined volunteer roles in a range of programs and services across all Council departments. In each department, the Manager or Team Leader will delegate an appropriately skilled

Program Supervisor who is responsible for the planning, organising, co-ordinating and day to day supervision of the volunteers within each Program.

- 3.4 This policy does not apply to Work Experience students, Work placements, Work for the Dole Participants (excluding Newstart Allowance volunteers), Section 41 Committee Members or volunteers of other bodies or groups working in partnership with Council..

4. PURPOSE OF VOLUNTEERING AT TOWN OF GAWLER

- 4.1 Volunteering encourages local community members to be active, influential and positively contribute to the local community. Volunteering benefits the Volunteer, the Council and the wider community. The individual benefits of Volunteering are varied, however some of the more common benefits include:
- 4.1.1 Reduced feeling of isolation - staying connected to others.
 - 4.1.2 Building of friendships and networks.
 - 4.1.3 Self satisfaction.
 - 4.1.4 A feeling of giving back to the community and helping others.
 - 4.1.5 Feeling useful and needed.
 - 4.1.6 Increasing of self confidence and self esteem.
 - 4.1.7 Development of new skills and knowledge, or enhancement of existing ones.
 - 4.1.8 Raising of awareness of the local community.
 - 4.1.9 Meeting of Centrelink requirements.
 - 4.1.10 Access to pathways for future employment opportunities.
 - 4.1.11 Training and personal development opportunities.

5. PRINCIPLES

- 5.1 The principles underlying this policy are:
- 5.1.1 Community participation: Council recognises that all people have a right to volunteer, and where mutually beneficial and appropriate, will provide opportunities for members of the community to participate as Volunteers in a broad range of Council programs and activities.
 - 5.1.2 Inclusiveness: Council welcomes volunteer participation across age-groups, abilities and culture.
 - 5.1.3 Consistent and strong Volunteer Management: Volunteers of Town of Gawler will be managed in a professional, consistent and organised manner in accordance with the National Volunteer Standards.
 - 5.1.4 Partnerships: Town of Gawler will strive to promote partnerships between government, community groups, businesses and individuals to support volunteers.
 - 5.1.5 Sustainability: Town of Gawler will strive to sustain the volunteer community by providing information regarding appropriate resources, support, advice, information and training.
 - 5.1.6 Balance of paid staff and Volunteers: Volunteers of Town of Gawler will complement and support the work of paid staff, but will not replace the roles and services provided by paid staff.
 - 5.1.7 Openness and transparency: Town of Gawler paid staff and Volunteers will be open and transparent with one another in how the relationship is managed and with the way that they work with clients and the broader community.

- 5.1.8 Mutual respect: Town of Gawler paid staff and Volunteers will respect the roles, skills and contributions of each other.
- 5.1.9 Honesty: Town of Gawler paid staff and Volunteers will support honesty in terms of decision making, how we work together, information sharing and dealings.
- 5.1.10 Cooperation: Town of Gawler paid staff and Volunteers will strive to work together towards the achievement of organisational goals.
- 5.1.11 Role modelling: Town of Gawler paid staff and Volunteers will support the decisions and direction of Town of Gawler, even when decisions may not always be the consensus of all. Volunteers will at all times be a good ambassador for the Town of Gawler in the broader community and will present a good opinion and stance on the operations of Town of Gawler.
- 5.1.12 Recognition: Town of Gawler commits to recognise the efforts and successes of Volunteers and those who support them in a consistent manner.

6. RIGHTS AND RESPONSIBILITIES

- 6.1 The Town of Gawler makes the following commitments to the management of the organisations Volunteers.
 - 6.1.1 Provide community leadership that supports, encourages and values volunteers.
 - 6.1.2 Continuous improvement of volunteer programs for the benefit of the community.
 - 6.1.3 Promote the success and positive impact of volunteering.
 - 6.1.4 Provide adequate resources for the ongoing supervision, coordination and support of volunteers.
 - 6.1.5 Develop and maintain strong communication links with volunteers and relevant bodies. Including: Northern Volunteering SA Inc, Volunteering SA&NT Inc, Volunteering Australia, the Office for Volunteers and the Local Government Association.
 - 6.1.6 Identify and adapt to needs and trends within the volunteer sector.
 - 6.1.7 Volunteers will have the same legal protection as paid workers in terms of Work Health and Safety and Equal Employment Opportunity.
 - 6.1.8 Volunteers will be interviewed and placed in activities, programs and services that match their skills, knowledge and experience. In some cases, this may mean referral to external organisations in the Gawler community via available digital platforms or alternate service providers.
 - 6.1.9 Volunteers will be provided with clear role statements outlining their duties, responsibilities, commitments, reporting lines and other information, as deemed appropriate.
 - 6.1.10 Volunteers will receive an orientation pack and induction of the work site.
 - 6.1.11 Volunteers will have access to the training, equipment and resources required to perform their roles.

- 6.1.12 Insurance coverage is provided for volunteers who are registered volunteers of the Town of Gawler and who are working in clearly defined activities that are approved and controlled by Council.
- 6.1.13 Re-imbursement will be paid to volunteers to cover them for any pre-approved out of pocket expenses.
- 6.1.14 Volunteers will be consulted if any significant changes in the workplace are likely to affect them.
- 6.1.15 Any grievance, complaint or concern raised by a Volunteer will be dealt with in a sensitive and timely manner.
- 6.2 The Town of Gawler determines the following as responsibilities of the Volunteer:
 - 6.2.1 To adhere to all policies, procedures and guidelines as relevant to their volunteering.
 - 6.2.2 To participate in required induction, orientation and any training or personal development program deemed as relevant or necessary by Council.
 - 6.2.3 Perform the duties as outlined in their Volunteer Role Statement.
 - 6.2.4 To notify their Program Supervisor in a timely fashion, if they sustain a work related injury, are unable to undertake set duties, if they are unable to volunteer at a scheduled time or if they need to leave the position permanently.
 - 6.2.5 To notify their Program Supervisor of any health issues that may arise and that may affect their ability to undertake their volunteer role in a safe manner.
 - 6.2.6 To report any unsafe working conditions/potential hazards to their Program Supervisor.
 - 6.2.7 To maintain confidentiality regarding Council business, program information or any other sensitive information that they may come across in their duties as a Volunteer.
 - 6.2.8 To be a good ambassador for Town of Gawler and to support the direction and decisions of Town of Gawler.
 - 6.2.9 All volunteers must provide and maintain a current satisfactory history screening check in accordance with the Safe Environment Policy, the volunteer role statement and procedures. People working within prescribed roles may require specific screening checks. This includes roles where the volunteer works:
 - with persons under the age of 18 years
 - with persons who are frail aged or have a disability
 - on private property or in residents' homes
 - where it is required by a funding agreement or legislation
- Volunteers must not commence volunteering until any relevant history screening has been completed and assessed by the relevant Council officers.
- 6.2.10 Inform the Town of Gawler if there are any changes to their criminal history after they have been screened and during their time of engagement as a Volunteer of Council.

- 6.3 The Town of Gawler has a right to both refuse a volunteer placement or to end a placement if:
- 6.3.1 There is a perceived risk to a paid staff members, Volunteer's or member of the public's health, safety or welfare.
 - 6.3.2 The Volunteer does not support and comply with the Town of Gawler's policies and procedures, including the Code of Conduct.
 - 6.3.3 Appropriate volunteer duties are not available or are no longer available.
 - 6.3.4 The Volunteer does not adhere to their role statement.
 - 6.3.5 The Volunteer does not cooperate with any appropriate request for personal information, which may include name, address, emergency contacts, signing for personal information.
 - 6.3.6 The Volunteer does not agree to undertake any training or professional development that is deemed a requirement for a particular volunteer role.
 - 6.3.7 The Volunteer does not provide or maintain the required background screening checks.

7. LEGISLATION

- 7.1 Volunteers are entitled to protection through the following legislation:
- 7.1.1 *Work Health and Safety Act (2012)*
 - 7.1.2 *Volunteer Protection Act (2001)*
 - 7.1.3 *Equal Employment Opportunity Act (1992)*
 - 7.1.4 *Commonwealth Disability Discrimination Act 1992*
 - 7.1.5 *Children's Protection Act 1993 (SA) and amendments (2009)*
 - 7.1.6 *Local Government Act 1999*
 - 7.1.7 *Privacy Act 1988*
 - 7.1.8 *Volunteer Protection Regulations (2004)*
 - 7.1.9 *Racial Discrimination Act 1975*

8. REVIEW AND EVALUATION

The effectiveness of this Policy will be reviewed biennially.

The Chief Executive Officer will report to Council on the outcome of the evaluation and if relevant make recommendations for amendments, alteration or substitution of a new Policy.

The Policy will not be altered or substituted so as to affect a process already commenced.

9. FURTHER INFORMATION

Further information about this Policy can be obtained by:-

Telephone: 8522 9211
Email: council@gawler.sa.gov.au
Appointment: Town of Gawler Administration Centre, 43 High Street, Gawler East.
Letter: PO Box 130, Gawler SA 5118

10. AVAILABILITY OF POLICY

The Policy is available for inspection during ordinary business hours at the Council principal office, Town of Gawler Administration Centre 43 High Street, Gawler East or is available on the Council website at www.gawler.sa.gov.au.

A copy of this Policy will be provided to interested parties upon request, for a fee as contained in the Register of Fees and Charges.