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1. PREAMBLE

1.1 Background

The City of Holdfast Bay (Council) involves members of the community in numerous activities through a Volunteer Program (the Program).

Council values volunteers as individuals who choose to contribute their skills and time to enrich their local community.

Council acknowledges it has a duty of care towards its volunteers and recognises that volunteers have both rights and responsibilities.

While volunteers are not covered by Awards or Work Place Agreements, Council understands they have very well defined rights as described in the *Volunteer Protection Act (SA) 2001*.

1.2 Purpose

This document ensures that volunteers are protected in the workplace and encouraged to commit their time, energy and skills to the City of Holdfast Bay Volunteer Program.

This document establishes a professional framework around processes involving volunteers to ensure that the Program is managed in an effective and efficient manner in accordance with National Standards for Involving Volunteers in Not-For-Profit Organisations (Volunteering Australia 2001).

1.3 Scope

This document applies to all volunteers providing services or expertise to Council as part of the City of Holdfast Bay Volunteer Program.

1.4 Definitions

City of Holdfast Bay Volunteer Program means the overall volunteering program as managed by the Volunteering Services Coordinator

Employee means a person employed by Council under a formal employment contract.

Staff and Associates means a person engaged through an employment agency, a contractor or volunteer who act / work on behalf of Council.

Volunteer Supervisor means the Council employee directly responsible for the day to day management of a Volunteer in their role with Council, usually the Volunteer Program Coordinator.

Volunteer means a person undertaking or performing duties for Council as part of the Volunteer Program for no direct payment or disbursement.

1.5 Strategic Reference

Community: Fostering an engaged and contributing community.

2. PRINCIPLES

2.1 Volunteer Rights

2.1.1. Council ensures that the principles and intent of the *Volunteer Protection Act* are applied in the treatment and management of Volunteers.

2.1.2. Volunteer Rights are included and maintained in the Volunteer Code of Conduct document and describe Volunteers' rights and responsibilities.

2.2 Volunteer Code of Conduct

2.2.1. Volunteers need to be committed to discharging their duties conscientiously and to the best of their ability.

2.2.2. Volunteers are expected to abide by the Council Volunteer Code of Conduct and will be required to sign a Volunteer Agreement.

2.3 Position Descriptions

2.3.1. Council recognises that volunteers require a clear, complete and current Position Description that:

- a. confirms the status of the volunteer
- b. ensures that the aims and objectives of the organisation are clearly understood
- c. protects the rights of volunteers and
- d. delineates boundaries between paid staff and volunteers

2.3.2. Council maintains Position Descriptions for all volunteer vacancies in accordance with the guidelines provided through Human Resources.

2.3.3. All volunteers will be provided with a copy of their Position Description during their corporate induction.

2.4 Recruitment

- 2.4.1. Volunteer recruitment is coordinated by the Volunteering Services Coordinator as determined by the needs of the Volunteer Program.
- 2.4.2. Volunteers will be recruited in a non-discriminatory manner ensuring a skills match between the applicant and the competencies contained within the relevant Position Description.
- 2.4.3. Volunteer Supervisors may carry out their own recruitment where agreed by the Volunteering Services Coordinator, to be in accordance with the Volunteer Program recruitment needs.

2.5 National Criminal Records Checks

- 2.5.1. A National Criminal Records Check will be undertaken for all volunteer applicants prior to placement. Council reserves the right to carry out criminal records checks on volunteers at any time.
- 2.5.2. Applicants who do not agree to a criminal records check may have their application and/or involvement as a volunteer terminated.
- 2.5.3. National Criminal Record Checks will remain valid for a maximum of three years and should be renewed prior to the end of that period.
- 2.5.4. Any information regarding convictions uncovered through the records check will be considered by the General Manager City Assets and Services in determining whether or not to offer / retain the services of the applicant / volunteer.
- 2.5.5. The Department of Human Services (DHS) check is a legislated requirement for those Volunteers working with community members with a disability e.g. additional screenings, vulnerable, aged, Working With Children Check (WWCC).

2.6 Volunteer Placement

- 2.6.1. The Volunteering Services Coordinator is responsible for the placement of all volunteers based on information provided through the application and interview process, paying specific attention to the interests of the volunteer, volunteer vacancies and the requirements of the Position Description.
- 2.6.2. Volunteers will not be placed unless the requirements of the volunteer, the role and the Volunteer Coordinator/Supervisor are met.
- 2.6.3. Volunteers may be moved between roles subject to agreement by the volunteer and the Volunteering Services Coordinator.
- 2.6.4. Unqualified or disinterested volunteers will not be accepted.

2.7 Refusal to Applicant for Inclusion in the Program

The Volunteering Services Coordinator may advise an applicant that they cannot be included in the Program at any stage of their application /selection process, during their probationary period or, after discussion with the Manager Active Communities, at any time they are a Registered Volunteer within the Program. The Volunteer will receive an explanation as to reasons of the refusal, and will be allowed the opportunity to meet with administration with a support person.

2.8 Acceptance and Registration

2.8.1. Service as a volunteer with Council may begin when the applicant has:

- a. been registered in the Volunteer Personnel database
- b. completed an Induction and Orientation Session
- c. signed a Volunteer Agreement and
- d. satisfactorily completed the Police Check process.

2.8.2. A Registered Volunteer certificate, the relevant Position Description and a copy of the Volunteer Handbook will be provided to the volunteer on completion of the Corporate Induction.

2.9 Induction and Orientation

2.9.1. Council ensures that volunteer applicants are provided with induction orientation in accordance with Human Resources guidelines on induction and orientation but with specific emphasis on the needs of Volunteers.

2.9.2. Volunteers will be provided with a "Volunteer Handbook" as part of the induction and orientation process.

2.10 Probationary Period

2.10.1. All volunteer placements shall be subject to a probationary period to be determined by the Volunteering Services Coordinator. The probation period is generally a period of three months.

2.10.2. At the end of the probationary period a written review of the volunteer's performance will be carried out by the Volunteer's Coordinator/Supervisor and forwarded to the Volunteering Services Coordinator.

2.10.3. The outcome of the review will ascertain one of the following:

- a. The volunteer's suitability to continue in the role
- b. The need to reassign the volunteer to a different position
- c. The unsuitability of the volunteer for a position within the Program.

- 2.10.14 The Volunteer will be invited to meet with administration to discuss the outcomes of the review with a support person.

2.11 Training and Development

- 2.11.1. Council believes it is essential for volunteers to be properly trained for the role they are expected to carry out within the Program. Volunteer Supervisors ensure that volunteers within their local program are properly trained with regard to any activity in which they are involved.
- 2.11.2. From time to time legislation may require that volunteers receive additional training. The Volunteering Services Coordinator will be responsible for ensuring that such training takes place and for providing opportunities for volunteers to obtain further personal development.

2.12 Reassignment

- 2.12.1. Volunteers may be reassigned to another position due to a change of interest, development of additional skills, a change in personal circumstances or unsatisfactory performance in their existing role.
- 2.12.2. Volunteers who are at any time reassigned to another position shall be interviewed for that position and receive the appropriate Induction and training for that position before they start in the role.
- 2.12.3. Any screening procedures appropriate to that role must be completed, even if the volunteer is already engaged within the Program.

2.13 Volunteer Supervision

- 2.13.1. Council ensures that each volunteer has a clearly identified supervisor who is responsible and available for day to day management and guidance of the volunteer.
- 2.13.2. A volunteer may act as a supervisor of other volunteers, provided that the supervising volunteer is under the supervision of a paid staff member.

2.14 Volunteer Recognition

- 2.14.1. Council acknowledges the individual and collective efforts on Council services and that it is important to recognise the efforts of volunteers in a timely and appropriate manner.
- 2.14.2. Council will maintain a formal process for ensuring volunteers are recognised for their efforts that may include but is not limited to both verbal recognition and intrinsic demonstrations of thanks or rewards.

2.15 Concerns and Grievances

- 2.15.1. All volunteers are included within the Council Conditions of Employment Policy which details explanations of Fair Treatment, Sexual Harassment, Victimisation, Workplace Harassment, and Workplace Bullying.
- 2.15.2. Complaints by volunteers are viewed as a positive involvement and all volunteers are encouraged to raise their concerns or grievances in the first instance with their supervisor or the Volunteering Services Coordinator.
- 2.15.3. Where a volunteer feels uncomfortable in dealing directly with their supervisor they may arrange a suitable time to meet with the Manager Active Communities or Volunteer Services Coordinator to raise any issues of concern or grievance.
- 2.15.4. Decisions involving corrective action of a volunteer may be reviewed for appropriateness. If corrective action is taken the volunteer shall be informed of the procedure for expressing their concern or grievance.

2.16 Absenteeism

- 2.16.1. Volunteers are expected to perform their roles on a regular and timely basis unless negotiated otherwise.
- 2.16.2. If expecting to be absent from a scheduled or expected duty volunteers should inform their Supervisor or the Volunteering Services Coordinator as far in advance as possible so that alternative arrangements can be made.
- 2.16.3. Continual absenteeism may result in a review of the volunteer's role within the Program.

2.17 Evaluations

- 2.17.1. Volunteers shall receive annual evaluations to review their involvement and the suitability of their role within the Program.
- 2.17.2. The position description and acceptable standards of performance will form the basis of the evaluation. The evaluation shall be used to:
 - a. identify achievements
 - b. review the performance of the volunteer
 - c. suggest changes in work style and seek suggestions for improvement
 - d. seek suggestions on ways to enhance their relationship with the Program
 - e. convey appreciation and
 - f. ascertain their continued interest in fulfilling their role.

- 2.17.3. The evaluation process will provide an opportunity for both the volunteer and the organisation to examine and further develop their relationship.
- 2.17.4. An evaluation may also be carried out at any suitable time in response to poor performance or any other issue which affects on the suitability of the volunteer for a role.
- 2.17.5. A written record will be made of each evaluation and forwarded to the Volunteering Services Coordinator.

2.18 **Corrective Action/Discipline**

Council may instigate corrective action following an evaluation that may include but is not limited to:

- a. additional Training
- b. reassignment of the volunteer to another position
- c. suspension of the volunteer and/ or
- d. dismissal of the volunteer.

2.19 **Exit Interviews**

- 2.19.1. Council offers all leaving volunteers the opportunity to participate in an exit interview, with a support person.
- 2.19.2. The purpose of the exit interview is to obtain information relating to the reasons for the volunteer's cessation of involvement.
- 2.19.3. The exit interview provides the opportunity for volunteers to comment on their experience in the Program and for management to identify areas for improvement.
- 2.19.4. This also enables Council to collect data regarding volunteer turnover and trends.

2.20 **Volunteer Personal Files**

- 2.20.1. Council maintains a confidential personal file for each volunteer to assist in the management of its volunteers within the Program.
- 2.20.2. To protect the privacy of individuals, personal files will be maintained as confidential files and stored in a secure environment. Council maintains a system to ensure only the volunteer or others authorised through awards and legislation may gain access to the file.
- 2.20.3. Local program Volunteer Coordinators/Supervisors may only hold essential records of their volunteers, to assist them in the day to day supervision and organisation of their local volunteer program.

- 2.20.4. Any volunteer misconduct warning must be notified to the Volunteering Services Coordinator for inclusion in the personal file and record of the volunteer.
- 2.20.5. Volunteer Coordinators/Supervisors must advise the Volunteering Services Coordinator of any volunteer who leaves the Program to ensure that an Exit Interview is carried out and the personal file and volunteer data records are properly updated.

2.21 **Work Health & Safety**

- 2.21.1. It is every volunteer's right to expect a safe and healthy work environment and it is Council's responsibility to provide that environment.
- 2.21.2. All volunteers are included in the Council Work Health & Safety Policy and will receive appropriate training during local program induction regarding their role, hazard reporting and accident reporting. Other relevant training will be provided as such needs are identified.

2.22 **Volunteer Age Limits**

- 2.22.1. There is no lower age limit for volunteers within the Program. However, all volunteers under the age of 18 must be personally supervised by a parent, carer, teacher, guardian or other responsible individual who has a current and clear police check. It must be ascertained by the supervising member of staff that the volunteer is able to understand the actions and perform the role(s) assigned to them in a responsible manner.
- 2.22.2. The upper age limit for volunteers is 90 years of age, as there is no insurance available for volunteers after this age.

2.23 **Hour Limits/Breaks**

- 2.23.1. Volunteers should not perform any volunteering role for more than 15 hours per week unless approved by the Manager Active Communities.
- 2.23.2. Volunteers should not perform a volunteering role for more than 7.6 hours per day and should not work more than 4 hours continually without at least one break (of at least 30 minutes) before the expiry of 3 hours of continuous work.

2.24 **Travel Reimbursement**

- 2.24.1. Volunteers may be provided with reimbursement where they are authorised to use their vehicle as part of their volunteering duties.
- 2.24.2. Volunteers may also be reimbursed for travel costs where they may have to travel significant distances in order to perform their duties.

2.25 Gifts and Personal Benefits

In accordance with the Local Government Act, volunteers are:

- a. not permitted to accept gifts from clients
- b. not to enter into private arrangements with clients which could be construed to be to the volunteer's benefit
- c. not to offer or agree to buy any property belonging to clients
- d. not to sell any items to clients and
- e. not to arrange privately to undertake work (paid or unpaid) outside the parameters of The Program.
- f. advise administration of any visits with client outside their volunteering time.

2.26 Volunteer Insurance

2.26.1. Council provides the following insurance cover for volunteers:

- a. Public Liability Insurance, subject to the terms and conditions of the Council's policy
- b. Limited Personal Accident Insurance, subject to the terms and conditions of the Council's policy

2.26.2. Where a volunteer has a motor vehicle accident in their private vehicle while undertaking approved duties the volunteer will be required to claim costs through their own vehicle insurance. Council will reimburse the volunteer for out of pocket expenses that may be outstanding after a claim has been paid by the volunteer's insurance policy, to a maximum of \$250.

2.27 Misconduct

2.27.1. Misconduct is defined within the Council Conditions of Employment Policy as conduct that is not serious or wilful, but nonetheless unsatisfactory.

2.27.2. Serious Misconduct is defined within the Council Conditions of Employment Policy as any matter that may include, but is not limited to:

- a. misbehaviour of any kind (e.g. assault, bullying, fraud, harassment including physical, verbal, sexual, unauthorised use or theft of Council property) which constitutes a serious impediment to the carrying out of an employee's, staff or volunteer or associate's duties or to a colleague's carrying out their duties
- b. serious dereliction of the duties required of the employee, staff Volunteer or associate and/ or
- c. conviction by a court of an offence which constitutes a serious impediment of the kind referred to above.

2.28 Dismissal

- 2.28.1. Volunteers who do not adhere to Council's policies and procedures of or who fail to satisfactorily perform their role may be subject to disciplinary action that may include dismissal.
- 2.28.2. Possible grounds for dismissal may include, but are not limited to, the following:
 - a. two previous warnings for misconduct in the previous 2 years
 - b. anything deemed to be serious misconduct
 - c. insubordination or failure to abide by any Council policy or procedure
 - d. being under the influence of alcohol or drugs
 - e. theft or misuse of the organisation's equipment or materials
 - f. abuse or mistreatment of other volunteers or staff and/ or
 - g. failure to meet agreed standards or role performance indicators
- 2.28.3. Appeals against dismissal can be made to the Manager Active Communities. Any volunteer who has been dismissed and is pending an appeal will be suspended from the Program until a decision is reached after appeal. The Volunteer will be advised they may have a support person for their appeal.

3. REFERENCES

3.1 Legislation

- *Disability Discrimination Act 1992*
- *Disability Inclusion Act 2018*
- *Equal Opportunity Act 1984*
- *Local Government Act 1999*
- *Work Health and Safety Act 2012 and Regulations*
- *Volunteer Protection Act 2001*