

Policy

Volunteers

Version 2.3

Adopted by Council at its meeting on 15 September 2022

Division:
Section:
File Reference:
Historical Reference:

Corporate Services
Human Resources
Council Policies/Protocols/Procedures
See Version Control

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1. Policy objectives

- To ensure that volunteering remains a mutually beneficial activity.
- To recognise the important contribution volunteers make to achieve Council and Community goals.
- To define the relationship between Council staff and volunteers.
- To ensure volunteers understand their roles and responsibilities.
- To provide a safe and healthy workplace for volunteers through appropriate training and induction.
- To provide appropriate supervision and/or direction to ensure activities are performed to the standard required.
- To ensure volunteers do not replace paid workers nor constitute a threat to the job security of paid workers.

1.1. Definitions

Council Volunteer	'In accordance with the National Standards for Involving Volunteers in Not-For-Profit Organisations, Council adopts as its definition of volunteering: 'Time willingly given for the common good and without financial gain'
Volunteer Program Coordinator	Council employee who is responsible for the administration of the volunteer program in their area of responsibility and leading the volunteer group. Council employee who is responsible for managing the project and carry out risk assessments, training and attendance sheets.

2. Policy background

Tweed Shire Council recognises and values the substantial support and ongoing contribution made by volunteers and volunteer groups to the quality of life of the citizens of the Tweed. Council benefits from the efforts of volunteers, whilst volunteers experience the satisfaction of participating in activities of benefit to the community. Volunteers help to build strong, healthy and inclusive communities.

Council is committed to providing the community with quality, sustainable service delivery. This requires a high level of commitment and competence from all those who provide each service, including volunteers. Support for Council volunteers and the development of volunteering within the Shire of Tweed will enhance Council's vision of building a strong, sustainable and healthy community for future generations.

Council acknowledges that there has been a growth of volunteers across its programs and this policy addresses the need to formalise roles, responsibilities and boundaries of all involved in the volunteering process. Council is required to fulfil its duty of care and is committed to providing a safe working environment for all staff and volunteers. To achieve this it is necessary for all volunteers and Council officers responsible for volunteer programs to comply with relevant Council Policies, Protocols and Procedures.

3. Policy

This policy applies to ALL volunteers undertaking activities for and on behalf of Council, including advisory committee members.

Responsibilities

General Manager	<ul style="list-style-type: none"> • ensure the health, safety and welfare and is to provide a safe work environment for all persons within the workplace including volunteers. •
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Unit Manager/ Section Coordinator	<ul style="list-style-type: none">• effective development and implementation of Volunteer Policy and Procedures in area of responsibility.• ensure supervisors have the necessary resources to oversee the volunteer program they are responsible for.
Program Manager	<ul style="list-style-type: none">• monitor safety of volunteer work area(s) to ensure risks are minimised.• ensure volunteers are trained and competent to perform allocated tasks.• ensure adequate supervision of volunteers.• ensure risk management procedures are implemented and followed.• ensure attendance records for volunteers are completed and recorded.
Human Resources	<ul style="list-style-type: none">• provide advice in managing the volunteer program.
Work Health and Safety Section	<ul style="list-style-type: none">• provide advice and support to program managers to address identified safety risks. While work health and safety laws generally apply equally to all workers, independent contractors and volunteers aren't covered by the full range of legal protections and benefits provided to employees.
Volunteers	<ul style="list-style-type: none">• take care for the health and safety of themselves and others and ensure that through act or omission they do not place themselves or others in danger;• comply with the Volunteer Policy and associated procedures;• promptly report all incidents, accidents, illness and any risks to health, safety and the environment to the program manager.

Volunteer Lifecycle

Recruitment of Volunteers varies across Council depending on the nature, requirements and duration of the volunteering activity.

It is a requirement of Council that:

- all Volunteers are screened as part of the recruitment process
- a role or activity description is provided for the volunteering activity
- volunteers are inducted and supervised on an ongoing basis
- an agreement is signed by the Volunteer, volunteer organisation and Council.
- a complaint, grievance and disciplinary process is included as part of the agreement.

Associated Documentation

To support the management of Council's Volunteer Program, the following documentation must be read:

- Procedure – Volunteers
- Handbook
- Council's Code of Conduct
- Alcohol and Other Drugs in the Workplace Non-Employee Workers Protocol
- Infection Control Standard Operating Procedure

All relevant documentation will be provided to volunteers at induction.

Insurances

Council holds Personal Accident coverage for all voluntary workers of Council whilst engaged in or on any activity directly or indirectly connected with or on behalf of Council.

Compensation is limited for Covered Persons aged ninety (90) years or over and in respect of each Dependent Child(ren) aged eighteen (18) years or under as per the General Provisions and Conditions Applicable to the Policy noted in the Policy wording."

4. Related legislation

Work Health and Safety Act (NSW) 2011
Work Health and Safety Regulation (NSW) 2018

5. Compliance

All workers have a duty to take reasonable care for their own health and safety and are required to perform their duties in accordance with the Work Health and Safety Act 2011, and all relevant WHS Risk Assessments, Safe Work Methods Statements, Standard Operating Procedures and site specific requirements and instructions.

6. Forms

Not applicable

7. Review period

This policy will be reviewed within 12 months of the election of each new Council or more frequently in the event of any legislative changes or change in circumstances.

8. Useful links

[Tweed Shire Council/Community/Community Services and Programs/Volunteering](#)

9. Version control

Version #	Summary of changes made	Date changes made
1.0	Previously included in Operational Management System (OMS) Manual.	
2.0	Complete rewrite of Policy.	30 August 2012
2.0	Incorporated into new policy template	20 June 2013
2.1	Page 5: Associated Documentation updated to include reference to the "Alcohol and Other Drugs in the Workplace Non-Employee Workers Protocol".	6 August 2015
2.2	Amended Insurances Section in accordance with JLT advice to remove age restrictions.	22 March 2019
2.3	Reviewed policy in line with council requirements.	13 July 2022