



TWEED
SHIRE COUNCIL

Policy

Volunteers

Version 2.1

Adopted by Council at its meeting on **XXXXXX**

Minute No: **YY**

Division:	Technology and Corporate Services
Section:	Human Resources
File Reference:	Council Policies/Protocols/Procedures
Historical Reference:	Previously included in OMS Manual

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Volunteers

Policy Objective

- To ensure that volunteering remains a mutually beneficial activity.
- To recognise the important contributions volunteers make to achieve Council and Community goals.
- To define the relationship between Council staff and volunteers.
- To provide a safe and healthy workplace for volunteers.
- To identify and provide training to ensure activities are undertaken in a safe manner.
- 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.

Definitions

Council Volunteer In accordance with the national Standards for Involving Volunteers in Not-For-Profit Organisations, Council adopts as its definition of volunteering:

Formal volunteering is an activity that takes place in not for profit organisations or projects and is undertaken:

- *To be of benefit to the community and the volunteer;*
- *Of the volunteer's own free will and without coercion;*
- *For no financial payment; and*
- *In designated volunteer positions only.*

Organisation Not for profit organisations such as service clubs, charitable organisations, Rural Fire Service and the like that usually carry their own insurance and manage the involvement of their volunteers through their organisations.

Program Coordinator Council employee who is responsible for the administration of the volunteer program in their area of responsibility and leading the volunteer group.

Program Manager	Council employee who is responsible for managing the project and carry out risk assessments, training and attendance sheets.
Unit Manager/ Section Coordinator	Council employee with delegated responsibility to manage the functions of a department within Council.

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 staff benefit from the efforts of volunteers, whilst volunteers experience the satisfaction of participating. Volunteers help to build strong, healthy and inclusive communities.

Council is committed to providing the community with the best possible service delivery. To achieve this, a high level of commitment and competence is required from all those who provide that 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 stronger, 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 to volunteers and to the existing workforce 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 Council Policies, Protocols and Procedures.

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 adherence to Policies and Procedures. ensure WHS principles are enforced and adhered to in the workplace.
Unit Manager/ Section Coordinator	<ul style="list-style-type: none"> effective implementation of Volunteer Policy and Procedures in area of responsibility. ensure supervisors have all necessary resources available for operating the volunteer program they are responsible for.

Program Manager	<ul style="list-style-type: none"> • monitor safety of volunteer work area(s) and ensure risks are minimised. • ensure that volunteers are trained and competent to perform the required volunteer 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	Develop, monitor and review Council's Volunteer Policy, procedures and associated protocols.
Work Health and Safety Section	Responsible for providing WHS advice and workplace consultation with the program manager to manage safety risks associated with volunteer management.
Volunteers	<ul style="list-style-type: none"> • take care for the health and safety of themselves and others and through act or omission do not place themselves or others in danger; • comply with the Volunteer Policy; • promptly report all incidents, accidents, illness and any risks to health, safety and the environment to the program coordinator.

Associated Documentation

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

- Procedure - Volunteers
- Council's Code of Conduct
- Alcohol and Other Drugs in the Workplace Non-Employee Workers Protocol

All relevant documentation will be provided to volunteers at induction.

Responsible Behaviour and Code of Conduct

As a volunteer of Tweed Shire Council certain behaviours are expected whilst undertaking volunteer duties.

- ⇒ No volunteer is to be under the influence of alcohol or illegal substances when volunteering.
- ⇒ Volunteers must behave in a responsible and reliable manner at all times in the work environment.
- ⇒ Volunteers are acting as representatives of Council and should adhere to the highest standards of honesty, integrity and confidentiality.

⇒ If medication is required, volunteers should ensure all necessary medications are with them at all times.

⇒ All volunteers will have access to a basic first aid kit.

Insurances

Tweed Shire Council has Personal Accident Insurance which includes coverage of volunteers. It should be noted that the following limitations apply:

- Compensation will not be payable for those volunteers under the age of 10 years or over the age of 90 years.

Related Legislation

Not applicable

Compliance

Not applicable

Forms

Not applicable

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.

Useful Links

<http://www.tweed.nsw.gov.au/Volunteers>

Version Control:

Version History		
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