

## Volunteer Management Policy

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<b>Corporate Plan:</b>	
<b>Classification:</b>	Public – Corporate PolicyPolicy
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<b>Review By:</b>	Council
<b>Responsible Officer(s):</b>	Human Resources and Risk Manager
<b>Council File Reference:</b>	Policies
<b>Applicable Legislation:</b>	<p>Work Health and Safety Act, (SA) 2012</p> <p>Work Health and Safety Regulations, (SA) 2012</p> <p>Local Government Act, (SA) 1999</p> <p>Volunteer Protections Act 2001</p> <p>Children's Protection Act 1993</p> <p>Children's Protection Regulations 2010</p> <p>Privacy Act 1988</p>
<b>Relevant Policies:</b>	<p>Work Health and Safety Managemet System</p> <p>WHS001/01 WHS and RTW Policy</p> <p>Children and Vulnerable Persons Safety Policy</p>
<b>Related Procedures:</b>	<p>Volunteer Management Procedural Guidelines</p> <p>Grievance/Dispute Resolution Policy</p> <p>Volunteer Registration Form</p> <p>Volunteer Recruitment Checklist</p> <p>Volunteer Acceptance Form</p> <p>Volunteer Handbook/Pamphlet</p> <p>Children and Vulnerable Persons Safety Policy</p>
<b>Delegations:</b>	Chief Executive Officer

## OVERVIEW

The Berri Barmera Council recognises the importance of Volunteers within its community. Volunteers are valued for providing customer focused services enhancing established Council programs.

Volunteers forge a strong bond between Council and the Community and will extend and enhance services to improve the quality of community life by encouraging:

- Community engagement;
- Access to resources and information;
- Social interaction and satisfaction;
- Participation in established Council services and events;
- Viability to core Council Operations.

Council appreciates and acknowledges the services provided by Volunteers in improving the quality of services across the Council area.

The Volunteer Policy is guided by principles of good governance, advocacy, compliance and service provision. The Volunteer Management Procedural Guidelines provides direction regarding volunteer management in order to support people who manage volunteers and provide understanding for volunteers in their roles, rights and responsibilities.

## DEFINITION OF VOLUNTEERS OF LOCAL GOVERNMENT

Volunteers of Council ensure a direct link between the Community and Council. Volunteers are defined as persons who:

- Undertake activities without monetary reward;
- Undertake activities of their own free will;
- Undertake activities of benefit to Council and the local community;
- Undertake activities that complement but do not replace the services provided by paid staff

## RESPONSIBILITIES

### **Council's responsibilities to Volunteers**

Council will regularly review this document in consultation with its workers and volunteers to ensure:

- The effectiveness of this policy and supporting processes to identify opportunities for continuous improvement;
- Adherence to this policy and the supporting processes to ensure compliance with related and relevant policies and procedures.

### **The Berri Barmera Council is accountable for:**

- Ensuring that adequate resources are identified and provided to enact this policy and supporting procedures effectively.
- Supervisors/Managers are accountable for:
  - ensuring that Volunteers have the appropriate skills and/or access to relevant training to undertake the activities identified within this policy and supporting procedures;
  - Ensuring that volunteers are aware of the organisational structure (ie direct supervisor) for reporting and the referral or escalation of matters outside of their capacity.

### **Responsibilities of Volunteers**

Volunteers are accountable for adhering to the requirements of this policy and supporting procedures and reporting any inability to do so to their Supervisor at the earliest opportunity. Volunteers must:

- Acquaint themselves with the objectives and functions of the Council and the services they are providing;
- Understand and acknowledge the requirements of relevant Council policies and procedures;
- Participate in the appropriate induction and training provided;
- To perform all work in accordance with reasonable instructions and regard to hierarchical processes;
- To take reasonable care of ones health and safety, and through act or omissions to not affect the health and safety of others.

### **VOLUNTEER PROGRAMMES**

Council operates a number of volunteer programs to ensure that the community has access to a number of services.

Volunteer Programmes include:

- Library Services (Berri Library, and; Barmera Library)
- Local History (Berri Library, and; Country Music Hall of Fame)
- Tourism (Berri Visitor Information Centre)
- Drivers – Local and Adelaide (Community Transport Scheme)

### **REVIEW**

This Volunteer Management Policy shall be reviewed by the Berri Barmera Council at minimum within three years (3) years of Issued Date (or on significant change to legislation or aspects included in this policy that could affect the health and safety of workers).

Non-English translation of this procedure can be made available if required.

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