



# KENTISH COUNCIL POLICY

## Volunteer Management Policy

### Policy Number 02:37:2015

<b>POLICY NUMBER</b>	02:37:2015
<b>OBJECTIVE</b>	The objective of this policy is to formalise the commitment by Council to support its volunteer's and minimise risk to all parties.
<b>STATUTORY AUTHORITY</b>	All with the provisions of the <i>Local Government Act 1993</i> section 75.
<b>POLICY</b>	Adopted: 17/02/2015 Minute number: 11.2.1

#### 1. INTRODUCTION:

Volunteers make a significant contribution to both the Tasmanian and Kentish Community. Research suggests that 41% of Tasmanian's volunteer each year, valued at \$631M (2013).

Council enjoys the benefits of volunteers and engages them to undertake a variety of services including; visitor information, management of community facilities, community services and events.

Volunteering has a two-way benefit for the Kentish community, as volunteers bring skills and experience to Council for the benefit of the activities and projects that they are involved in, whilst gaining satisfaction by being involved in areas of their own interest. Furthermore, volunteering activities enable individuals to be socially active, help the community to be a great place to live, work and visit, and generally contribute to the community they live in.

It is due to the need to effectively coordinate Councils volunteer base in accordance with changes to legislation, and to ensure volunteer management best practice, that a volunteer management policy has been developed.

#### DEFINITIONS

Volunteers are defined as a person who undertakes activities:

- To the benefit of the community;



- Of their own free will;
- With no financial payment; and
- Complements but does not replace the services provided by paid staff.

Approved Duties – are defined by the duties the person has been authorised to undertake by their supervisor as outlined in their volunteer position description.

## SCOPE

This policy encompasses all volunteers engaged by Council that register to participate in Council activities and projects.

## RELATED POLICIES AND PROCEDURES

- Customer Service Charter
- Information and Communication Technology Acceptable Use Policy
- Equal Access Policy
- Harassment, Bullying and Anti-Discrimination Policy
- Workplace Health & Safety Policy
- Sun Protection Policy
- Privacy Personal Information Policy
- Fraud and Corruption Control Policy
- Risk Management Policy
- Workplace Harassment Policy
- Grievance Procedure
- Incident Report Form
- Volunteer Registration Form
- Kentish Council Volunteer Guidebook
- Kentish Council Volunteer Position Description
- Kentish Council Volunteer Code of Conduct
- Volunteer Questionnaire
- Risk Assessments
- Volunteer Risk Management and Workplace Health and Safety Guidebook

## RELATED LEGISLATION

- Tasmanian Local Government Act 1993
- Tasmanian Anti-Discrimination Act 1998
- Commonwealth Privacy and Personal Information Act 1988
- Workers Rehabilitation and Compensation Act 1988
- Workplace Health and Safety Act 2013
- Personal Information and Protection Act 2004

## RIGHTS AND RESPONSIBILITIES

### Rights of Volunteers

Every volunteer should have the right to be treated with respect and gratitude for the contribution they make. Council recognises that in most cases a volunteer will bring knowledge and skills they have gained elsewhere and that it has an obligation to appreciate and acknowledge that contribution. Additionally volunteers have the right to:

- Receive a clearly written and comprehensive job description;
- Be placed according to their abilities;
- Have an understanding of lines of accountability;



- Be supported in their roles and given accurate information about the work assigned to them;
- Be consulted on matters which affect their work;
- Be provided with sufficient training to do their job;
- Receive feedback on their work;
- Work in a healthy and safe environment;
- Be adequately covered by insurance;
- Say no to unreasonable requests;
- Not be exploited;
- Be informed of Council's policies;
- Be reimbursed for approved out of pocket expenses;
- Clear grievance and conflict resolution procedures;
- Have their personal information kept confidential;
- Be given a copy of the organisations volunteer policy and any other policy that affects your work; and
- Have access to a grievance procedure.

### **Responsibilities of Council Volunteers**

It is a volunteer's responsibility to:

- Be reliable and punctual;
- Be trustworthy;
- Respect confidentiality;
- Respect the rights of others;
- Have a non-judgemental approach;
- Support Council and represent its interests, regardless of personal views;
- Give feedback;
- Be accountable and accept feedback;
- Acknowledge and respect decisions made by staff and Council;
- Undertake training as offered;
- Address areas of conflict with their supervisor, manager or Council's general manager;
- Undergo a good character check as required;
- Not use their position to improperly influence others;
- Declare gifts received and have them added to Council's gift registry;
- Comply with the instructions of their supervisor;
- Dress in an acceptable manner whilst performing their duties; and
- Be honest and economical in their use of Council resources.

### **Council's Rights**

Council has the right to review its engagement of volunteers as appropriate to the aims and objectives of its strategic and annual plans. It maintains its right to:

- Screen volunteer applicants for best fit and approve appointments as appropriate;
- Expect adherence to its policies, procedures, confidentiality, reliability and good performance;
- Expect loyalty to Council and communicate constructive feedback;
- Expect commitment and best practice in regard to the work allocated;



- Expect clear and open communication from its volunteers;
- Expect respect and courtesy towards all customers, staff members and the community in general; and
- Review the performance of a volunteer and enact rearrangements of the appointment accordingly or dismiss an unsuitable volunteer, as the case may be.

### **Council's Responsibilities**

Council regards its volunteers as 'un-paid' employees and therefore has an obligation to include its volunteers in its human resources management policies where relevant and applicable. Therefore Council has the responsibility to:

- Assess volunteer skills and availability as appropriate for the tasks required;
- Recognise the different roles, rights and responsibilities of volunteers;
- Provide appropriate induction, training and support;
- Provide written job descriptions and procedures for particular tasks;
- Provide a safe work place in an environment of mutual respect and free from discrimination;
- Ensure volunteers are appropriately registered and covered by Council's applicable insurances;
- Ensure volunteers are not responsible or liable for management of Council's resources;
- Ensure that volunteers work under supervision of paid staff and/or appointed coordinators;
- Address areas of conflict between volunteers, Council staff and customers;
- Ensure volunteers are not used to permanently replace paid staff;
- Respect the confidentiality of volunteers; and
- Formally and informally recognise the contribution of volunteers.

### **INSURANCE**

All registered Council volunteers who have completed the volunteer induction session and necessary documentation are covered by Council's public liability and professional indemnity insurance policy whilst undertaking approved duties on behalf of Council.

### **CONFIDENTIALITY**

Volunteers working with Council must keep all privileged information in relation to Council, employees and clients confidential. Volunteers are required to maintain the same standards of confidentiality as Council's employees. This includes any written or verbal information held by Council and regarded as sensitive.

### **WORKSPACE HEALTH AND SAFETY**

As for all Council staff, volunteers are entitled to work in an environment that is safe. Workplace Health and Safety (WH&S) requirements will be made clear to volunteers during the volunteer induction. WH&S training and Personal Protective Equipment will be provided as required.

Council's supervisors must ensure that activities involving volunteers are in keeping with Council's WH&S Risk Management policies.

Volunteers must follow all safe work procedures and seek instruction where required.



## **CESSATION OF VOLUNTEER ENGAGEMENT**

In the case of a volunteer's resignation, all materials, files and equipment are to be returned to Council prior to leaving.

Council asks that volunteers intending to resign give as much prior notice as possible to their supervisor.

## **UNSATISFACTORY PERFORMANCE**

While taking into account their capabilities, if a volunteer's work is sub-standard or deviates from the principles and goals of the service, or contravenes the provisions contained in this policy, Council will follow a process in accordance with best practice Human Resources Management procedures.

This process may include a discussion between the volunteer and their supervisor, a verbal or written warning, a final warning, and may lead to dismissal.

## **GOOD CHARACTER CHECK**

Council requires all volunteers to undergo a Working with Vulnerable People check if the activity they are engaged in is applicable under the Tasmanian Department of Justice's guidelines (<http://www.justice.tas.gov.au/>). In roles where a Working with Vulnerable People check is not required, volunteers will undergo a National Police Check.

All volunteers at the Kentish Visitor Information Centre are to undergo a National Police Check.

If the Working with Vulnerable People check is returned as unsuitable, the volunteer will not be eligible to work in this area.

If a National Police Check confirms a criminal record, the relevant Council manager will assess the suitability of the volunteer for the role in question.

If a volunteer does not consent to undertake the necessary check where required, they will not be eligible to volunteer for Council.

## **DRIVING COUNCIL VEHICLES**

Volunteers may need to drive Council vehicles whilst on Council business.

Any volunteer who is required to operate a vehicle as part of their volunteering duties must provide Council with proof of their current driver's licence. The licence must be sighted and a copy taken for Council records. Volunteers must notify Council should the conditions of their licence change for any reason.

Volunteers must have Council management approval prior to driving a Council vehicle. In the case of any motor vehicle accident, the volunteer must immediately inform Council by completing an incident report form.

## **RECOGNITION**

Council will endeavour to recognise and affirm the value of its volunteers at least once a year. This recognition may take the form of;

- Acknowledgment in Council reports
- Volunteer events
- Personal thank you
- Volunteer Service Awards