

VOLUNTEER MANAGEMENT POLICY

Type	Governance
Category	Corporate & Community
Responsible Officer	Director Corporate & Community
First Issued / Adopted	Pre 2009
Review Period	4 years
Last Reviewed	23 April 2025, 28 February 2024, 28 June 2023, 15 December 2021, 26 June 2019, 27 January 2016, 24 July 2013
Minutes Reference	OM 101/25, OM52/24, OM267/23, OM441/21, OM220/19, OM17/16
Next Review Date	April 2029
Applicable Legislation	Children and Young People (Safety) Act 2017 Children and Young People (Safety) Regulations 2017 Disability Inclusion Act 2018 Equal Opportunity Act 1984 Independent Commissioner against Corruption Act 2012 (SA) (ICAC Act) Information Privacy Principles Instruction (SA) re-issued May 2020 Local Government Act 1999 Volunteer Protection Act (2001) Work Health and Safety Act (SA) 2012 (workers)
Related Documents	Code of Conduct for Volunteers LGA – Child Safe Environment Guidelines 2024 LGA – Volunteer Management in Local Government Social Media Policy Vehicle Management Policy and Procedure Volunteer Management Procedure WHS and Injury Management Policy Work Health and Safety Procedures including Consultation and Communication Procedure
Public Consultation Required	No
File Reference	2024.1334 - working copy 2025.0868 – MASTER copy

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1. PURPOSE

To make a statement about the rights and responsibilities of Port Pirie Regional Council (Council) and its employees towards volunteers and vice-versa, to make a commitment to volunteers on how Council will support them.

2. SCOPE

The policy applies to all Volunteers who are registered with and have been approved by Council to undertake specifically agreed to activities.

3. DEFINITIONS

Volunteer

means **a person who:**

- a) undertakes defined activities of their own free will, without payment;
- b) receives no financial remuneration for tasks performed or services rendered except for reimbursement of out of pocket expenses in some activities;
- c) are involved in or undertake activities of benefit to Council and the community and provide occasional services, entertainment, instruction or other programs and activities for specified purposes over a specified time; and
- d) complements, but does not replace or threaten the livelihood of paid workers.

Non Volunteer

means **a person who:**

- a) is on work placement, work experience,;
- b) Elected Members undertaking their member duties;
- c) persons receiving payment for services provided;
- d) children, students and young people under 18 years of age .

4. POLICY

Council recognises the importance of volunteers within its Community. Volunteers are valued for providing customer focused services and enhancing established Council programs.

Volunteers assist Council to:

- a) Initiate new services, and extend current services;
- b) Develop links and strengthen the bond between Council and the local community;
- c) Compliment the activities of paid staff;
- d) Become involved in services of benefit to the community;
- e) Improve the quality of life and wellbeing for members of the local community;
- f) Provide an outlet for people to give back and feel valued as members of the community;
- g) Provide a different perspective to programs, by using the unique skills, knowledge, experience and energy of volunteer staff.

Volunteers are currently involved, but not necessarily limited to the following areas of Council:

- a) Port Pirie Regional Library Services;
- b) Tourism and Arts Centre;
- c) Short-term projects and programs initiated within the Cultural Precinct;
- d) Special projects as directed under supervision of a staff member i.e. events

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4.1 Council's Responsibility to Volunteers

Council recognises the following general principles and will:

- a) Recognise the different roles, rights and responsibilities of paid employees and volunteers;
- b) Create a climate of mutual trust;
- c) Provide a safe work environment, personal accident and public liability insurance;
- d) Apply Work Health & Safety policies to paid employees and also to volunteers.

Council will also ensure that:

- a) Volunteers are not used to replace employees and are subject to the same treatment, conditions, and expectations (including WHS and Equal Opportunity legislation);
- b) Volunteers work under direction of a Designated Supervisor (Council employee). The degree of supervision will depend on the volunteer's experience and the nature of the work;
- c) The tasks required are meaningful and clearly defined;
- d) Sufficient orientation and training is provided;
- e) Volunteers are assessed and allocated tasks to match with expectations, interests and time commitments;
- f) Police Checks and other necessary checks dependant on the role of the volunteer are carried out every 3 years, or as otherwise legislatively required.

4.2 Volunteer's Responsibility to Council

Volunteers equally have obligations to Council and will be required to:

- a) Make a realistic commitment and fulfil it;
- b) Participate in appropriate training;
- c) Observe the same obligations as paid employees with respect to safety in the workplace and public contact policies, procedures and guidelines;
- d) Operate under direction of a staff member and achieve the objective of the task or service and preserve confidentiality whilst in that position;
- e) Abide by the Code of Conduct for Volunteers and understand that unsatisfactory volunteer work and/or inappropriate behaviour may result in termination of the volunteer registration.

4.3 Volunteer Management

Council will regularly review this document in consultation with its Workers and Volunteers to ensure:

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

Council's policies, procedures and values apply to all volunteer positions including operations which may affect the success of programs, services and projects.

All volunteer applicants must undergo an interview with the volunteer supervisor. The interview structure and process will be at the discretion of the volunteer supervisor, dependant on the type and nature of activity being applied for.

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Before commencing as a volunteer, Volunteers must obtain and provide to Council a recent copy of a:

- a) Police Clearance, and
- b) if working in an area where children are likely to be present - a Working with Children check.

All information will be kept confidential.

All volunteers of Council are required by legislation to be inducted prior to their utilisation as a volunteer, in the same way that employees are inducted. It is the responsibility of the volunteer supervisor to provide their volunteers with specific orientation, induction and training relevant to the task they have volunteered for.

4.4 Legal Issues

Council Volunteers are identified as “workers” under the Work Health Safety Act (SA) 2012 and have the same rights and responsibilities as other workers. Volunteers must adhere to the Work Health and Safety requirements of Council. Volunteers will be instructed on their requirements as part of the induction process.

Council Volunteers do not have rights pursuant to the Return To Work (SA) Act 2014, where they are not deemed as employees.

Volunteers are provided with a Personal Accident Policy while undertaking approved work for Council.

Volunteers of Council are protected for civil liabilities (such as public liability) while undertaking approved work for Council.

Volunteers who are required to drive Council vehicles, will be required to provide proof of a current appropriate licence.

5. DOCUMENT REVIEW

Document review will occur in accordance with the Procedure Review Schedule and/ or when material changes to this document are required due to one or more of the following:

- (i) change in legislation;
- (ii) new information, requirement or commitment;
- (iii) change to intent;
- (iv) change to delegated authorities; or
- (v) as the CEO or relevant Director determines.

6. FURTHER INFORMATION

This policy will be available for inspection at the Council offices listed below during ordinary business hours and available to be downloaded, free of charge, from Council's internet site: www.pirie.sa.gov.au

- Port Pirie Council Principal Administration Centre, 115 Ellen Street, Port Pirie
- Crystal Brook Office, 21 Bowman Street, Crystal Brook.

Copies will be provided to interested parties upon request, and upon payment of a fee in accordance with Council's Schedule of Fees and Charges.

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7. DOCUMENT HISTORY

Version No.	Date Approved	Minute Reference	Notes/ changes
V1.0	24/07/2013	OMC 24 July 2013	New Policy
V2.0	15/12/2021	OMC 15 Dec 2021	Unknown
V2.1	28/02/2024	OMC 28 Feb 2024	<p><u>Change</u>: document title from Volunteers Policy to Volunteer Management Policy; Updated SA Workers Rehabilitation and Compensation Act to ReturnToWork Act 2014 (in Section 4.4 Legal Issues)</p> <p><u>Added</u>: Children and Young People (Safety) Act 2017, Children and Young People (Safety) Regulations 2017, Disability Inclusion Act 2018, Independent Commissioner against Corruption Act 2012 (SA) (ICAC Act), Information Privacy Principles Instruction (SA) re-issued May 2020, Local Government Act 1999, Volunteer Protection Act (2001) (to Applicable Legislation); Social Media Policy, Vehicle Policy, Volunteer Management Procedure, WHS and Injury Management Policy, and including Consultation & Communication Procedure (to Related Documents); who are registered with and have been approved by Council to undertake specifically agreed to activities (to Scope statement); <i>Council recognises the importance of volunteers</i> within its Community. Volunteers are valued for providing customer focused services and enhancing established Council programs (to Policy statement). Council will regularly review this document in consultation with its Workers and Volunteers to ensure and the two dot points(in Section 4.3 Volunteer Management); requirement - Before commencing as a volunteer, provide Council with a copy of Police Check and Working with Children check (in Section 4.3 Volunteer Management); Volunteers who are required to drive Council vehicles, will be required to provide proof of a current appropriate licence.</p> <p><u>Deleted</u>: Recognition of Employees Policy (from Related Documents); Volunteers who utilise their car as an integral part of their role should ensure that their motor vehicle has comprehensive car insurance.</p>
V2.2		OMC dd/mm/year	<p><u>Added</u> : LGA – Child Safe Environment Guidelines 2024 and LGA – Volunteer Management in Local Government (to Related Documents); Children, students and young people under 18 years of age – (to Non-Volunteer definition); Document Review (Section 5); Principal (to Port Pirie Regional Council Admin Centre); and Document History (Section 7).</p>

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