



VOLUNTEER MANAGEMENT POLICY AND PROCEDURES

Adopted by Council 13 November 2019
(Resolution No 2019/281)

Created by: General Manager's Department
Version No: 3.0
Adopted by Council: First Adopted 16 March 2010, Reviewed and Adopted
9 December 2015, Reviewed and Adopted 13 November
2019
Review Date: 12 November 2023

Introduction

At times, Narromine Shire Council may have a number of community members who volunteer their time to assist in the provision and enhancement of some of Council's services. Council recognises the importance of volunteers and the valuable contribution they make to our community.

This policy applies to all volunteers.

Purpose

The purpose of this policy is to provide Council with guidance on the management of volunteers engaged by Council.

Council is committed to providing a safe workplace for its workers. Under the Work Health and Safety Act 2011, volunteers are recognised as workers.

Definitions

'Volunteer' means a person who willingly gives their time for the common good and without financial gain. This is irrespective of whether the person receives out of pocket expenses.

'Work' means any activity carried out in any capacity for Council.

Applicable Legislation and Documentation

Work Health and Safety Act 2011 and Regulations
Local Government Act 1993
National Standards for Volunteer Involvement 2015
Council's Code of Conduct
Council's Work Health and Safety Policy
Council's Grievance Resolution Policy

Roles and Responsibilities

Council's Responsibilities To Volunteers

- Volunteers will be recruited in a fair, equitable and formal manner.
- Volunteers knowledge and skills relevant to their roles will be identified and training and development opportunities provided to meet these needs.
- Volunteers will be provided with a safe workplace as per the legislative requirements of the Work Health and Safety Act 2011.
- Volunteers will be provided with support and direction from the relevant Program Manager.
- Volunteers will be provided with relevant insurance cover when they are registered and have the approval of Council whilst undertaking their designated volunteer roles.
- Volunteers will be provided with relevant induction prior to each project.
- Volunteers will have their complaints and grievances addressed in accordance with Council's policy and procedures.

Volunteer's Responsibilities to Council

- Volunteers must take reasonable care for the health and safety of themselves and others.
- Volunteers must follow Council's guidelines, policies and procedures relevant to the volunteering position.
- Volunteers must participate in training when it is defined as mandatory and are encouraged to participate in training that is offered to assist in skill development.
- Volunteers must work within a team structure and report any unsafe conditions.
- Volunteers must respect and maintain confidential information and perform their role to the expected standards defined within their role descriptions.
- Volunteers must abide by Council's Code of Conduct and understand that unsatisfactory volunteer work and/or inappropriate behaviour may result in termination of the volunteer registration.
- Volunteers must record attendance details in an attendance register, log book or minutes for a meeting for insurance purposes.
- Volunteers must inform Council's Program Manager if they are unable to attend their volunteer activities at any time.
- Volunteers must decline or withdraw from work if it is unsuitable or if it is placing excessive demands on them.
- Volunteers will be personally responsible for any fine or suffer any civil or criminal penalty which may be imposed on them for his or her non-compliance with any legislation.

The **General Manager** is responsible for ensuring that:

- The Volunteer Management Policy and Procedures are effectively implemented.
- WH&S principles are enforced in the workplace.

Program Managers are responsible and will be held accountable for ensuring that:

- The Volunteer Management Policy and Procedures is effectively implemented in their area of control.
- Supervisors have the support necessary and are held accountable for their specific responsibilities
- Volunteers under their control are consulted about issues affecting their health and safety
- Prompt action is taken to eliminate unsafe or unhealthy conditions or behaviour.
- Program Managers are responsible and will be held accountable for taking all practical measures to ensure that the area they control is safe and without risks to health and that the Volunteer Management Policy and procedures are adhered to.
- Ensuring that persons at the workplace are behaving in a safe manner.
- Volunteers are supervised and trained sufficiently to perform the required tasks and are inducted accordingly.
- Detecting and promptly remedying risks to health and safety where they have the necessary authority, or promptly reporting these risks with a proposed solution to their Supervisor who has the necessary authority to fix the problem.
- Referring volunteers' health and safety concerns to their Directors/Managers if they cannot be resolved.

Procedures

1. Volunteers must complete the attached application form and lodge it with the relevant Program Manager prior to commencement.
2. Volunteers who undertake work not organised by Council on property owned or managed by Council must complete the attached application form and lodge it with the relevant Program Manager prior to commencement.
3. Assessment of suitability of the volunteer for the specified project will be undertaken by the relevant Program Manager. This includes ensuring that all licences and qualifications required to operate plant or equipment are evidenced.
4. Council will undertake an assessment of the groups' activities according to the Volunteer Activity Safety Rating attached.
5. Working hours will be agreed to and complied with for the purposes of communication and contact, and in the event that there is a claim made by or against a volunteer. Volunteers must advise the Program Manager they are working with if they cannot commit to the agreed hours on any occasion.

Procedures (Cont'd)

6. A volunteer suspected of breaching Council's Code of Conduct or a Council policy may be asked by the Program Manager to cease duties immediately and/or have their position as a volunteer suspended until an investigation into the suspected breach can be conducted.
7. Where a volunteer's work performance or conduct is considered unsatisfactory they will be informed in the first instance and counselling will be provided to assist the volunteer achieve the required standard. Should the volunteer's conduct not improve after the initial warning, the volunteer's services with Council will be terminated. Where a serious breach of Council Code of Conduct or policy is found to have occurred, the volunteer's services may be terminated immediately without following the procedures outlined above.
8. Volunteers are expected to maintain the same standards of confidentiality, courtesy and organisational discipline as Council's paid employees.
9. Volunteers will be required to wear appropriate personal protective equipment at all times during volunteer activities. The Program Manager will determine what PPE requirements are appropriate and is responsible for the provision of PPE in consultation with the volunteer.
10. The Program Manager will provide each volunteer with 'volunteer' badges to identify volunteers whilst working where appropriate.
11. The Program Manager will supply the volunteer group with a first aid kit where required, which is to be present during all volunteering activities.
12. Volunteers are required to record details in the attendance register as attached on each volunteering occasion.

VOLUNTEER REGISTRATION FORM

<input type="checkbox"/> Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Miss <input type="checkbox"/> Ms (please tick)		Date of Birth:	
GIVEN NAMES:		SURNAME:	
HOME ADDRESS:			
		POST CODE:	
POSTAL ADDRESS: (if different from above)		POST CODE:	
CONTACT NUMBERS:		Home:	Business:
Mobile:		Fax:	
E-mail:			
FIRST AID		Do you have a current First Aid Certificate <input type="checkbox"/> Yes <input type="checkbox"/> No	
DO YOU HAVE ANY MEDICAL PROBLEMS OR ARE YOU TAKING ANY MEDICATION WHICH MAY AFFECT YOUR VOLUNTEERING? <input type="checkbox"/> YES <input type="checkbox"/> NO			
DETAILS:			
CONTACT PERSON FOR EMERGENCIES		<input type="checkbox"/> Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Miss <input type="checkbox"/> Ms	
GIVEN NAMES:		SURNAME:	
RELATIONSHIP TO VOLUNTEER:			
Home:		Business:	Mobile:
<input type="checkbox"/> WHAT ARE YOUR SKILLS/INTERESTS?			
<input type="checkbox"/> Labour	<input type="checkbox"/> Artistic/Design	<input type="checkbox"/> Education	<input type="checkbox"/> Event Coordination
<input type="checkbox"/> Conservation	<input type="checkbox"/> Water	<input type="checkbox"/> Flora	<input type="checkbox"/> Fauna <input type="checkbox"/> Weeds
Other: please state			
VOLUNTEER PROJECT - Please state the site location or volunteer group/program you would be interested in			
PHOTOGRAPHY PERMISSION - Do you consent to having your photograph taken and reproduced in the media and Narromine Shire Council promotional material? Yes <input type="checkbox"/> No <input type="checkbox"/>			
I hereby agree to abide by Council's Volunteer Management Policy and Procedures		<input type="checkbox"/> Yes <input type="checkbox"/> No	
Signature		Date	

Office Use Only	
Training undertaken	
Site Orientation <input type="checkbox"/>	General Induction <input type="checkbox"/>
Manual Handling <input type="checkbox"/>	Working with Children Check <input type="checkbox"/>
Other <input type="checkbox"/>	
PPE required <input type="checkbox"/> Yes <input type="checkbox"/> No	Issued <input type="checkbox"/> Yes <input type="checkbox"/> No Date / /
Volunteer program	
Skills / Tasks	
Commencement Date / /	Completion Date / /

ATTENDANCE SHEET FOR VOLUNTEERS

Name of event/project/activity:

Date of event/project/activity:

It is important that, as a volunteer, you receive work health and safety instructions and an induction for the tasks you are carrying out. Please only take part in the tasks and sign this sheet once the required induction and safety requirements have been met.

	Name	Signature	Emergency contact number
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			

This form is to be provided to Council's Program Manager.

Office Use Only

Form registered in EDRMS Yes No

Date / /

VOLUNTEER ACTIVITY SAFETY RATING

How do we assess the Risk?

Risk assessment is nothing fancy — it's something we do every day by asking:

- How bad could the result be?
- How likely is it that this will happen?

We use the information gained from the sources above to better answer these questions, and then to read off the 'level' of risk from the table below

How bad? How likely?

	Very likely: <i>could happen at any time</i>	Likely: <i>could happen at some time</i>	Unlikely: <i>could happen, but very rarely</i>	Very Unlikely: <i>could happen, but probably never will</i>
Kill or cause permanent disability or ill health	High	High	High	Medium
Long term illness or serious injury	High	High	Medium	Medium
Medical attention and several days off work	High	Medium	Medium	Low
First aid needed	Medium	Medium	Low	Low

Matrix No	The following actions are to be initiated
High	Health and safety to be a very important consideration in undertaking the activity. Selection and training is considered important A risk control plan to be prepared and to be approved by Council before the volunteer commences activities A high level of supervision is to be maintained over the volunteers Regular audits and safety reviews to be undertaken by a responsible Council officer Strict compliance by volunteers required of the Risk Control Plan Breaches are to be subject disciplinary action
Medium	Health and safety to be an important consideration in undertaking activity Activity Specifications to be prepared and available to volunteer before commencing activity Volunteer to be trained in safe work methods A moderate level of supervision to be kept Audits to be undertaken in consultation with volunteers High level of compliance with Activity Specifications Breaches to be subject to disciplinary review
Low	Health and safety is to be considered in the undertaking of the activity Safe systems of work to be discussed with volunteers and agreed upon before commencing work Council safety procedures are to be followed at all times A lower level of supervision to be kept If considered necessary, safety audits may be carried out Volunteers to comply with the safe systems of work Breaches are to be dealt with disciplinary review