



## VOLUNTEERS POLICY

### Summary:

The purpose of this policy is to provide clear direction and framework to support community based volunteers who assist Council's operations.

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<b>Review Due Date</b>	May 2021 – 2 years
<b>Department</b>	Office of Chief Executive
<b>Policy Custodian</b>	Manager HR & Workforce Development
<b>Superseded Documents</b>	Volunteers Policy – 168/17 & 92/19
<b>Related Legislation</b>	Local Government Act Australian Crime Commission Act The Commission of Children & Young People Act Local Government (State) Award Workplace Health & Safety Act Workplace Health & Safety Legislation
<b>Delegations of Authority</b>	Manager HR & Workforce Development

### 1. Overview

To provide a framework to support community based volunteers who assist Council's operations. Council is committed to aid those who wish to support their community this way. Volunteers assist the Museum, Cinema, Library, Tenterfield Visitor Information Centre, Parks and Gardens, to operate effectively.

### 2. Scope

The recruitment of volunteers by Council will be related to the Council's capacity to provide satisfying and suitable assignments, with due consideration given to the personal preference and motivation of the volunteer. The assignment does not

attract payment for services, and may involve assignments where Council funds do not extend to paid employment for these roles. Rewards are to be deemed intrinsic to the services provided for the community.

Volunteers have a right to expect:

- Appropriate support and direction in relation to the tasks they are performing.
- Recognition of their efforts by Council.
- Coverage for personal accident and public liability.

Council requires:

- Volunteers to undertake their tasks in good faith and comply with Council's Code of Conduct.
- Volunteers to comply with any Council policies that apply to their roles, including Workplace Health & Safety policies and procedures.

All volunteers to Council programs will be:

- Given general training as to Council's policies and programs, specifically the Code of Conduct and Workplace Health & Safety.
- Offered an orientation to the program.
- Provided with appropriate training in relation to the tasks being undertaken.
- Provided with an annual celebration for the services they have given.

Volunteers must be aged 18 years or over. Under 18 years must have parent/guardian/carer written consent, and Council approval.

It is reasonable for Council to expect that volunteers will only act within their area of responsibility and competence and will not exceed their authority to act on behalf of the program in which they are involved. It is also expected that volunteers will follow any lawful directives given by Council staff. While not parties to the Industrial Awards, grievance procedures for volunteers will apply as for employees as set out in the Grievance and Dispute Procedure.

Engagement and service as a volunteer worker with the Council will not be construed as providing any access to, or right for consideration for, future paid employment with Council.

### **Recruitment**

Volunteers will complete a relevant application form, and on acceptance their names be recorded within a Council register and Personnel File. This file will designate the applicant as being a volunteer within a program of Tenterfield Shire Council, record their completion of Code of Conduct, Workplace Health & Safety training.

Any existing disability will be noted and a 100 point identity check completed. For specific customer services functions or particular skills areas, Council will also request records/details of prior knowledge or skills training in these areas, Working with Children check and Security check when required.

## Orientation

As the nature of voluntary tasks varies from program to program, Supervisors are required to complete an appropriate orientation for volunteers to their programs. Council's responsible Human Resources and Workplace Health & Safety personnel will provide an approved WH&S orientation induction program, guidance in relation to Council's Code of Conduct, information about grievance procedures and any other specialised information that may pertain to the program concerned. Completion of orientation and induction will be signed off and placed on the volunteers file.

## Training

Each program utilising volunteers will be responsible for establishing the training needs of volunteers and for developing an appropriate training program. It will be the responsibility of supervisors to ascertain if the training required is to be formally accredited and to ensure that an accurate record of training is kept where formal accredited training is a prerequisite for the volunteer role. Where a USI (Unique Student Identification) number is required, this must be obtained. Council will fund programs that meet training needs.

Volunteers must ensure that they comply with the training requirements of Council, and adhere to any training and development requests made by Supervisors/Managers.

## Recognition

On behalf of Council, program supervisors will organise appropriate events annually in appreciation of all volunteers' contributions, and these events will be held at the Sir Henry Parkes Memorial School of Arts.

(Volunteer contributions shall include all volunteer participants working for Council e.g., Visitor Information Centre, Cinema, Museum, Outdoor workers).

### 3. Related Documents, Standards & Guidelines

Local Government Act  
Australian Crime Commission Act  
The Commission of Children & Young People Act  
Local Government (State) Award  
Workplace Health & Safety Act  
Workplace Health & Safety Legislation  
Grievance and Dispute Policy – 4.070  
Code of Conduct  
Health and Safety Management Plan

### 4. Version Control & Change History

Version	Date	Modified by	Details
V1.0	22/05/19	Council	Adoption of Original Policy (Res No. 92/19)
V2.0	21/12/22	Council	Re adoption of Policy (Res No.248/22)