



VOLUNTEER MANAGEMENT POLICY P3.0100.2

VOLUNTEER MANAGEMENT POLICY

DIVISION: Customer and Corporate Strategy

BRANCH: People and Learning

CATEGORY: 2

PART 1 – INTRODUCTION

1. BACKGROUND

- 1.1 Council recognises the benefits and contributions volunteers make to the community in the Camden Local Government Area (LGA). The contribution made by volunteers is highly valued by Council.
- 1.2 The activities undertaken by volunteers are of benefit to Council and the local community and complement, but do not replace, the services and programs facilitated by Council employees.

2. OBJECTIVE

- 2.1 The purpose of this policy is to:
 - a. provide an over-arching framework for consistent volunteer management across all Council business units
 - b. establish a high quality and consistent standard approach to recruiting, training and managing volunteers across all areas and activities of Council
 - c. provide the opportunity for community members to participate in Council programs or services as volunteers
 - d. ensure that volunteers are treated with equity, fairness and respect and used ethically
 - e. ensure the health, safety and wellbeing of volunteers is protected in the workplace.

3. SCOPE

- 3.1 This policy applies to all volunteers, committees and sub-committees involved in Council organised activities or programs, including Council staff that volunteer to be involved in such activities or programs which is external to their normal workplace duties. To avoid doubt, this policy applies to volunteer committees established for the purposes of section 355 and 377 of the *Local Government Act 1993* (NSW).

4. DEFINITIONS

- 4.1 **Council** means Camden Council

- 4.2 **Volunteer** means any person from the community who offers to do work for Council without monetary compensation.

PART 2 - POLICY STATEMENT

Council is committed to creating opportunities for volunteers that are productive, meaningful and of benefit to the community and the volunteer. Council will ensure that all volunteers are treated as equals, receive training where necessary, given appropriate recognition and support and protected through the provision of a safe and healthy workplace. Council is committed to increasing volunteering opportunities that will lead to skills development and learning opportunities.

5. SELECTION, ENGAGEMENT AND MANAGEMENT OF VOLUNTEERS

- 5.1 Volunteering is open to any person who has been assessed as capable of carrying out the volunteer activities.
- 5.2 Volunteers must be approved by Council before undertaking any volunteering duties. Council may prescribe specific prerequisites for a volunteer performing certain activities (e.g. specific qualifications and/or medical clearance) to ensure the safety of the volunteer and/or others involved in the activity.
- 5.3 All required prerequisites will be included in the Volunteer Application Form that must be completed by all volunteers and reviewed by Council before the volunteer is approved.
- 5.4 Volunteers will be appropriately managed, supervised and supported by Council in a way that is consistent with the duties the volunteers perform.
- 5.5 Council reserves the right to suspend or terminate the services of a volunteer or discontinue the running of an activity without notice as outlined in Council's Volunteer Handbook.

6. IDENTIFYING ACTIVITIES INVOLVING VOLUNTEERS

- 6.1 Council will:
- Identify activities within Council that involve, or are likely to involve, volunteers, including:
 - Community events
 - Non-event activities (such as park and bush maintenance)
 - Community services and fundraising
 - Council committees and sub-committees (e.g. Section 355 Committees).
 - Identifying volunteer roles for these activities.

- 6.2 Council approval must be obtained prior to the commencement of any task to be undertaken by a volunteer who has been deemed competent to carry out the task. Approval for certain tasks contained within the Volunteer's Position Description can be provided by Council on an ongoing basis. For any work or activity relating to a program of works or relating to an unplanned event, the relevant Council Officer must be contacted for approval prior to that work or activity being commenced.

7. OBLIGATIONS OF VOLUNTEERS

- 7.1 Volunteers are expected to maintain the same standards of confidentiality, courtesy, organisational discipline and compliance with Camden Council's Code of Conduct, Work Health and Safety and other relevant policies and procedures.

8. WORK HEALTH AND SAFETY

- 8.1 Under the *Work Health and Safety Act 2011* (NSW), Volunteers are deemed to be a worker of Council and as such are owed a statutory duty of care while undertaking activities on behalf of Council.
- 8.2 Council will provide guidance to volunteers in relation to the process of identifying risks and hazards. Council will also provide guidance on the implementation of appropriate controls to eliminate or if not possible, reduce the level of risk to an acceptable level to create a safer, healthier workplace for volunteers.
- 8.3 Volunteers have an responsibility not to place themselves or other persons at risk while undertaking Council related activities or carrying out work on Council owned facilities.

9. REIMBURSEMENT OF EXPENSES

- 9.1 Volunteers will be reimbursed by Council for any expenses reasonably incurred in connection with the performance of voluntary work. A volunteer making a claim for reimbursement must supply Council with proof of the expense claimed.

10. INSURANCE

- 10.1 Appropriate and adequate insurance coverage will be provided to volunteers.

11. MEDIA

- 11.1 Volunteers are not permitted to make any comments to the media on behalf of Council. Any queries for a statement to the media must be referred to Council's Media Advisor.

12. TRAINING

- 12.1 Volunteers must attend all training required by Council.

13. REVIEW

- 13.1 This policy will be reviewed biennially. More frequent reviews may be required if there are changes to legislative requirements, organisational change or amendments to Council's Safety Management System.

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RELEVANT LEGISLATIVE INSTRUMENTS:

Work Health and Safety Act 2011 (NSW)
Work Health and Safety Regulations 2017
Local Government Act 1993
Anti-Discrimination Act 1977
Child Protection (Working with Children) Act 2012
Privacy and Personal Information Protection Act 1998

RELATED POLICIES, PLANS AND PROCEDURES:

Camden Council Volunteer Handbook
Work Health & Safety Policy
Prohibited Substance & Alcohol Policy
Code of Conduct Policy
Respect & Dignity in the Workplace Policy
Contractor Management Procedure
Media Policy
Procurement Procedures and Guidelines

RESPONSIBLE DIRECTOR:

Customer and Corporate Strategy

APPROVAL:

Council

HISTORY:

Version	Approved by	Changes made	Date	TRIM Number
1	Council	New	29/01/2013	15/216613
2	Council	Minor amendments	23/07/2019	15/216613