



Volunteers Policy

Policy Reference Number	44 CP
Responsible Department	Corporate & Community Services
Related Policies	Children and Vulnerable Persons; Youth
Related Procedures	Volunteer Procedures Manual; OHS Instruction No 41 – Drug and Alcohol Policy
Date of Initial Adoption	02 November 1998
Last Reviewed by Council	15 March 2011

1. Purpose

Campbelltown City Council is committed to providing the most efficient, effective and appropriate range of services within the constraints of available resources. To assist in achieving these goals the Council offers the opportunity to members of the community to become volunteers assisting other members of the community to access services, and in other circumstances to work in support of Council staff.

The purpose of this Policy is to clarify Council's position in making available volunteering opportunities and the principles and procedures that will guide the management of these opportunities.

The contribution of the time, skills and experience of volunteers is encouraged by Council because it:

- encourages direct participation by members of the community in Council programs, projects and services; and
- enhances and extends services provided by Council.

2. Power to Make the Policy

This Policy has been developed in accordance with the Volunteers Protection Act 2001.

3. Strategic Plan Link

This Policy has the following link to Council's Strategic Plan [2010-2020](#)

[Quality Living \(Goal 1\) - A quality lifestyle that meets the changing needs of the community](#)

4. Principles

- [There is mutual benefit for the community and the volunteer.](#)
- [Volunteer work is voluntary and unpaid.](#)
- [Volunteering is always a matter of choice.](#)
- [Volunteering is an opportunity for people to actively participate in the community to improve the physical, social and environmental conditions of the community.](#)
- [Volunteering occurs only in designated roles](#)

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5. Definitions

Volunteering means:

- to be of benefit to the community and the volunteer;
- of the volunteer's own free will and without coercion;
- for no financial payment; and
- in designated volunteer positions only.

Supervisor is the person that a volunteer reports to when conducting work on behalf of Council

6. Policy

6.1 General

In the City of Campbelltown, volunteers are involved in a diverse range of activities for a variety of purposes.

Procedures for the recruitment, selection, and management of volunteers are outlined in the Volunteer Procedures Manual.

6.2 Volunteer Requirements

All volunteers must meet the following criteria to volunteer for the City of Campbelltown:

- A clear criminal history check certificate
- Comply with all relevant policies and legislative requirements
- If they have previously volunteered for the City, a good volunteer record

6.3 Volunteers' Rights

Volunteers have the right to:

- Receive sufficient appropriate ongoing training to fully prepare for their role.
- Be kept in touch with any new developments in regard to their role.
- Receive ongoing support and supervision.
- Be heard by their Supervisor or the Volunteer Coordinator if they need to voice any concerns, queries or complaints and have such issues dealt with sensitively and expeditiously.
- Contribute ideas, attend meetings if desired or appropriate, and have their contributions recognised.
- Refuse tasks they believe are unsuitable.
- Be treated as a co-worker by staff and other volunteers.
- Receive reimbursement of any authorised out of pocket expenses.

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¶ Volunteer based services will be of consistently high quality, adequately supported, managed and resourced and in line with legal requirements.¶ Communication channels will be clearly defined and volunteers will have the right to information, consultation, a grievance procedure, and participation in decision-making appropriate to their role.¶

¶ A climate of mutual respect and confidence will be encouraged between paid and volunteer staff, with each understanding and appreciating the role and responsibilities of the other.¶

¶ In the event of any industrial dispute Council will take all reasonable measures to ensure that volunteers are not placed in a position which would compromise their role as volunteers.¶

¶ Volunteers will not replace paid staff or result in a decrease of paid employment opportunities.¶

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6.4 Responsibilities

Volunteers have the responsibility to:

- Maintain confidentiality and privacy.
- Consider volunteering to be a serious commitment.
- Abide by Council policies, standards and procedures as appropriate.
- Participate in appropriate training.
- Give notice as soon as possible of their unavailability.
- Be reliable and give adequate notice before termination.
- Report any injury or accident to their Supervisor or the Volunteer Coordinator, immediately or as soon as possible after the event.
- Raise issues of concern with their Supervisor or the Volunteer Coordinator as they arise.
- Have respect for others work time, skills and workplaces.
- Respect and treat the general public, staff and fellow volunteers in a courteous manner (as they would like to be treated).
- Remain non-judgemental and refrain from imposing views and standards on others.
- Be committed to working co-operatively as a team member.
- Share information and skills with other volunteers.
- Ask for help when needed.
- Only accept tasks they feel comfortable with.
- Declare any gifts or gratuities to their immediate Supervisor.
- Wear appropriate dress.
- Wear safety clothing when required.
- Read, understand and carry out all duties in accordance with Council's *Occupational Health and Safety Policy* and *Equal Employment Opportunity and Sexual Harassment HR Administrative Procedures* as provided.
- Undergo a criminal history check at Council's expense and produce an original copy of the report to the Volunteer Coordinator.
- Where necessary in accordance with Council's Safe Environment Policy undergo Mandated Notification training.
- Volunteers on Council's Advisory and Management Committees are subject to the provisions of Council's Code of Conduct for Employees.

Supervisors have responsibility for:

- Overseeing the day to day responsibilities for volunteers at work
- Assisting with administration requirements outside a volunteer's usual day to day responsibilities, such as completing accident and injury forms, or declaring gifts in Council's Gift Register.
- Reporting volunteer matters that are beyond the scope of a supervisor's responsibilities to their Manager or the Volunteer Coordinator.

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6.5 Recognition of Volunteers

Council will formally and publicly acknowledge the contribution of volunteers within the City of Campbelltown at every opportunity and by participating in the celebrations such as International Volunteers Day and National Volunteers Week.

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Council will also formally recognise the individual years of service of volunteers on Council's Volunteer Register at an annual event.

7. Review & Evaluation

This Policy will be reviewed annually. The Chief Executive Officer will report to Council on the outcome of the review and make recommendations for amendment, alteration or a substitution of a new Policy if considered necessary.

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8. Availability of the Policy

This Policy will be available for inspection at Council's principal office during ordinary business hours and at Council's website www.campbelltown.sa.gov.au. Copies will also be provided to interested members of the community upon request, and upon payment of a fee in accordance with Council's Schedule of Fees and Charges.

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A climate of mutual respect and confidence will be encouraged between paid and volunteer staff, with each understanding and appreciating the role and responsibilities of the other.

In the event of any industrial dispute Council will take all reasonable measures to ensure that volunteers are not placed in a position which would compromise their role as volunteers.

Volunteers will not replace paid staff or result in a decrease of paid employment opportunities.

Council will include provision in its budget to cover the payment of volunteer out-of-pocket expenses ensuring that volunteering opportunities are available to all regardless of their economic circumstances.

All Volunteers who have been registered and inducted by Council will be covered by personal accident and public liability insurance.

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