

Volunteers Policy

Policy Reference Number	5979839
Responsible Department	Community Connections
Related Policies	Children and Vulnerable Persons Safety & Wellbeing; Community Plan; WHS, Return to Work, Motor Vehicle Insurance, Drug and Alcohol, Inclement Weather
Related Procedures	Volunteer Procedures Manual; Fair Treatment (Appropriate Workplace Behaviour)
Date of Initial Adoption	02 November 1998
Last Reviewed by Council	16 May 2023

1. Purpose

The City of Campbelltown will encourage and provide opportunities for people to connect and participate in the community through meaningful and relevant volunteer roles. Volunteers make an invaluable contribution to the community through a diverse range of activities and programs.

Council highly values and recognises the contribution made by volunteers who give their time, energy, talent, skills and knowledge. It is this contribution which is assisting to shape, change and influence the local community.

This Policy provides a framework for the relationship between Council and Volunteers.

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 2024:

- Supporting our Community (Goal 1)

4. Principles

Community participation: all citizens have the right to volunteer and Council will provide opportunities for members of the community to participate as volunteers in meaningful and relevant roles to enhance and extend Council activities.

Inclusiveness: Council will ensure its programs and activities meet individual needs, are welcoming of diversity and value the strengths and abilities of all community members.

Identifying and meeting individual needs: all Volunteers' expectations, interests, availability, abilities, skills and knowledge will be taken into account when matching them with a volunteer position.

Strong Volunteer Management Framework: Volunteers will be managed in a structured, organised and professional manner.

Balance of paid Employees and Volunteers: Volunteers will complement, but not replace the services or roles provided by paid Employees.

Mutual benefit: Volunteering remains a mutually beneficial activity for the individual volunteer, the program, the community and the Council.

5. Definitions

Volunteer is an individual who:

- provides services of their own free will and without coercion
- does not receive any monetary reward or payment (out of pocket expenses are not regarded as monetary reward or payment)
- complements, but does not replace paid workers

Types of Volunteering

- **Short-term Episodic Volunteering:** Informal volunteers are inducted to contribute to short-term initiatives and events on a supervised, ad-hoc and flexible basis. Screening checks are not required.
- **Formal volunteering:** A registered, inducted and screened Volunteer with Council in a designated volunteer role

Volunteer Coordinator is the Staff member responsible for administering and coordinating volunteer programs and processes.

Program Coordinator is the Staff member a volunteer reports to when volunteering with Council

6. Policy

6.1 Volunteer Management Framework

Council's volunteer management framework includes the processes, forms, policies, insurance and guidelines in place to manage volunteers including:

- Recruitment and selection
- Induction
- Training
- Ongoing supervision
- Performance management
- Exiting
- Recognition

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

Council will also formally recognise the individual years of service of volunteers at an annual event

6.1.2 Council rights and responsibilities

- To provide a safe working environment for all volunteers
- To have insurance in place to protect volunteers whilst they are undertaking approved duties for Council
- To have a volunteer management framework to professionally manage volunteers
- To recognise the contribution of volunteers
- To terminate a volunteer at its sole discretion
- To create and cease volunteer roles at its sole discretion

6.1.3 Volunteer rights and responsibilities

Volunteers are to meet all the conditions outlined in the Volunteer Welcome and Induction Handbook

7. Review & Evaluation

Within six months of each new Council term Council will review this policy. Following this initial review this policy will be reviewed annually by staff with minor administrative adjustments being approved by the Chief Executive Officer.

8. Availability of the Policy

Copies of this Policy will be available at Council's principal office during ordinary business hours and at Council's website www.campbelltown.sa.gov.au.