

Volunteering Program

Policy | Corporate and Community Services

The purpose of this policy is to encourage community participation, providing a framework for managing the relationship between Council and its volunteers.

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Responsible Officer:	Coordinator Community Services		
Responsible Director:	Director Business and Community Services		
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1 Background

1.1 Title of the Policy and Commencement Date

The Volunteering Program Policy takes effect from the date adopted by Council.

1.2 Purpose of the Policy

Volunteers and volunteer organisations play an active and important role in our community. Singleton Council supports and encourages the active involvement of volunteers in community organisations and in the activities of Council.

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.

Singleton Council provides 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.

2 Objective

2.1 Objectives and Coverage of the Policy

The objectives of the policy are:-

- To recognise the valuable assistance provided by Volunteers;
- To ensure that Volunteers have work that is safe, meaningful, fulfilling and that they are appreciated;
- To ensure all Volunteers are treated with respect and gratitude for their contribution;
- To provide overall guidance and direction to Volunteers, currently engaged in or thinking of engaging in volunteer work across all areas of Council;
- To enable Volunteers to contribute to their community;
- To enable Volunteers to utilise their individual skills and contributions to identified Council services;
- To provide guidance in recruiting and where necessary terminating of volunteer services;
- To enhance the range of services available across all sectors of Council; and
- To allow for wider community participation in various Council Services.

3 Application

3.1 Application of this Policy

This policy applies to all official active and future Volunteers in Singleton Council.



4 Definitions

For the purposes of this policy:

Term	Meaning
Volunteers	Individuals who mutually benefit the community and themselves; provide services of their own free will and without coercion; do not receive any payment in cash or kind and complement the workforce.
Mutual benefit	Volunteering remains an agreement between parties, whereby value is gained by the individual Volunteer, the program, the community and the Council.
Complement	Volunteers will complement, but not threaten the livelihood of paid workers or replace the services or roles provided by paid Employees.
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.
Responsible Officer	The person that a Volunteer reports to when volunteering for Council.

5 Principles/Body

5.1 Procedural Statement

In Singleton Council, Volunteers are involved in a diverse range of activities for a variety of purposes. Guidelines for the recruitment, selection and management of Volunteers are outlined in the Volunteering Program Procedure. All Volunteers must meet the following criteria to Volunteer for Council:

- Complete a satisfactory Australia wide Criminal History Check prior to appointment and then at a minimum every five (5) years thereafter, if required;
- Volunteers in a prescribed position, complete a satisfactory Working With Children Check;
- Comply with all relevant policies, procedures and legislative requirements;
- Current NSW Drivers Licence (where applicable);
- Successfully complete a compulsory probation period from the commencement date.

Volunteers have the right to:-

- Receive and participate in sufficient appropriate ongoing training to fully prepare for their role;
- Be kept in touch with any new developments in regard to the role, receiving ongoing support and supervision;



- Be heard by their Responsible Officer if they need to voice any concerns or queries and have such issues dealt with sensitively and expeditiously, contribute ideas and have their contributions recognised;
- To be treated as co-workers by Employees and other Volunteers, hear positive language and comments about volunteering from Council;
- Work in a safe environment, refuse tasks they believe to be unsuitable, report any injury or accident to their Responsible Officer immediately after the incident. In accordance with Council's incident reporting requirements all reporting must be within 24 hours.

Volunteers have the responsibility to:-

- Uphold Council's reputation and image in the community and on social media;
- Maintain confidentiality and privacy;
- Consider volunteering to be a serious commitment, be reliable and give notice as soon as possible of unavailability or before termination;
- Abide by Council policies, standards and procedures as appropriate and conduct themselves in accordance with Council Values;
- Have respect for others' work time, skills and workplaces, and treat the general public, employees and fellow volunteers in a courteous and respectful manner;
- Remain non-judgemental and refrain from imposing views and standards on others, including not speaking on behalf of Council;
- Be committed to working co-operatively as a team member, sharing information and skills with other Volunteers, and asking for help when needed;
- Wear appropriate clothing and safety clothing as required by the Council Work Wear Procedure;
- Read, understand and carry out all duties in accordance with Council's Work Health and Safety Statement of Commitment, Equitable Workplace Protocol and Respectful Workplace Protocol.
- Comply with the provisions of Council's Code of Conduct for employees.

Council has the right and responsibility to:-

- Negotiate a commitment from a Volunteer and/or refuse the services of volunteers;
- Expect volunteers to adhere to Volunteer policies and procedures;
- Have Council property and equipment respected;
- Provide a safe work environment including administration of Criminal History Checks in accordance with legislative requirements, providing appropriate insurance coverage;
- Manage volunteers in a structured and professional manner, recognising Volunteer contributions;
- Promote volunteering in the community;
- Oversee the day to day responsibilities of volunteers at work;



- Maintain and report data relating to volunteers, eg list incidents, types of work, value of work;
- Assist with the administration requirements outside a Volunteer's usual day-to-day responsibilities, such as completing an Incident/Hazard Report, or declaring gifts in Council's Gifts and Benefits Register.
- Each Manager of Council, where volunteers are engaged, will be responsible for organising the recruitment, training and supervision of volunteers in their area. However, the Manager may assign Supervisors to work with volunteers, but will monitor closely the Supervisors and ensure that each Volunteer is trained and capable of fulfilling his/her functions adequately.

6 Relevant Legislation

Government Information (Public Access) 2009, NSW

Work Health and Safety Act 2011, NSW

Work Health and Safety Regulations 2017, NSW

7 Document Information

Related documents and reference information in this section provides a single reference point to develop and maintain site compliance information.

7.1 Related Documents

Related documents, listed in **Table 7-1** below, are internal documents directly related to or referenced from this document.

Number	Title
17/36399	Volunteering Program Procedure
17/36401	Volunteering Information Pack
17/36403	Volunteer Induction Pack
19/3252	Council Work Wear Procedure
19/13917	WHS Statement of Commitment
PRO/6.1	Equitable Workplace Protocol
PRO/4.1	Respectful Workplace Protocol

Table 7-1 – Related documents

8 Responsible Officer / Policy Owner

Ownership of this policy rests with the Manager Corporate and Community Services.



9 Responsibilities

Parties or Persons	Responsibilities
Managers	<ul style="list-style-type: none"> To lead staff and volunteers in their understanding of, and compliance with, this policy and to manage any reports made in relation to it.
Supervisors	<ul style="list-style-type: none"> To supervise volunteers in their understanding of, and compliance with, this policy and to report any concerns in relation to it to the Manager.
Information Management	<ul style="list-style-type: none"> To receive documents and process them in accordance with Council's procedures, assigning them to the relevant officer for action in a timely manner.
Integrated Risk Management	<ul style="list-style-type: none"> To develop systems and processes for deployment to the organisation to ensure a safe place of work.

10 Approval

As per cover sheet.

11 Monitoring

This policy will be monitored by the Manager Corporate and Community Services to ensure compliance.

12 Review Date

This policy, once adopted, is to remain in force until it is reviewed by Council. This policy is to be reviewed approximately every two (2) years to ensure that it meets legislative requirements.

13 Last Review Date

The policy was last reviewed on 19 June 2017.

14 Record Keeping, Confidentiality and Privacy

This policy is to be made available for public viewing as required under the *Government Information (Public Access) 2009, NSW*.

15 Breaches and Sanctions

Any breaches of this Policy will be referred to the General Manager for appropriate action.

