



GLEN INNES SEVERN COUNCIL Volunteer Policy

RESOLUTION NUMBER:	12.07/19	MEETING:	25 July 2019
	9.12/15		17 December 2015

INTRODUCTION

Volunteers provide a range of services and benefits to the community and visitors to the area significantly adding value, lifestyle and leisure enhancement, cultural development, increased tourism visitation, economic development, education, library services, youth as well as services to people who are older, people with a disability and their carers.

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.

POLICY STATEMENT

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

AIMS OF POLICY

The aims of the policy are:

1. To recognise the valuable assistance provided by Volunteers;
2. To ensure volunteers have work that is safe, significant, fulfilling, and appreciated;
3. To ensure that all volunteers are treated with respect and gratitude for their contribution;
4. To provide overall guidance and direction to volunteers, currently engaged in volunteer work across all areas of Council (Tourism and Events, Life Choices-Support Services, Children and Family Services, Youth Services and the Library Learning Centre);
5. To enable volunteers to contribute to their community;
6. To enable volunteers to utilise their individual skills and contributions to the service;
7. To provide the opportunity for the development of new skills;

Reference Number: CS_0004	Version Number: 2.0 Date: 25/07/2019	Review Date: July 2022	Responsible Officer: MCS
Related Documents: Volunteer Handbook (and other documents noted within), Volunteer Application Form.			

8. To provide guidance in recruiting and where necessary termination of volunteer services;
9. To enhance the range of services available across all sectors of Council; and
10. To allow for wider community participation in various Council Services.

PRINCIPLES

Community participation: 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.

Inclusion: 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 threaten the livelihood of paid workers or 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.

DEFINITIONS

- 1) Volunteering means individuals who:
 - Benefit the community and themselves;
 - Provide services of their own free will and without coercion;
 - Do not receive any monetary reward or payment; and
 - Complement, but do not replace or threaten the livelihood of paid workers.
- 2) A Supervisor is the person that a volunteer reports to when volunteering with Council.

GENERAL

In the Glen Innes Severn Council, 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 Glen Innes Severn Council Volunteer Handbook.

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Volunteers' Requirements

All volunteers must meet the following criteria to volunteer for Council:

- Complete a satisfactory National criminal history check prior to appointment and at least every three (3) years thereafter;
- Volunteers in a prescribed position, in accordance with the Children and Vulnerable Persons policy, will undertake a NSW **Working with Children Check (WWCC)** every five (5) years;
- Comply with all relevant policies and legislative requirements; and
- If they have previously volunteered for the Council, have a good volunteer record.

Volunteers' Rights

Volunteers have the right to:

- Receive sufficient and 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;
- To be treated as a co-worker by Employees and other volunteers;
- Work in a safe environment;
- Hear positive language and comments about volunteering from Council.

Council's Rights

Council has the right to:

- Negotiate a commitment from a volunteer;
- Refuse the services of volunteers;
- Expect volunteers to adhere to Volunteer policies and procedures; and
- Have Council property and equipment respected.

Volunteers' Responsibilities

Reference Number: CS_0004	Version Number: 2.0 Date: 25/07/2019	Review Date: July 2022	Responsible Officer: MCS
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Volunteers have the responsibility to:

- Uphold Council's reputation and image in the community and social media;
- 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, Employees and fellow volunteers in a courteous and respectful manner (as they would like to be treated);
- Remain non-judgmental and refrain from imposing views and standard on others including not speaking on behalf of Council;
- 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 Work Health and Safety Policy and Workplace Discrimination and Bullying / Harassment Policy;
- Complete a National criminal history-check when requested to by the Volunteer Coordinator / supervisor; and a NSW WWCC (if working with children and young people), verified by Council's Human Resources Officer (Payroll);
- Report any matter or issue (including where charged with a crime) to the Volunteer Coordinator that impacts on the satisfactory performance of volunteer duties; and
- Volunteers are subject to the provisions of Council's Code of Conduct for Employees.

Reference Number: CS_0004	Version Number: 2.0 Date: 25/07/2019	Review Date: July 2022	Responsible Officer: MCS
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Council's Responsibilities

Council has the responsibility to:

- Provide a safe work environment including administration of criminal history checks in accordance with legislation requirements;
- Manage volunteers in a structured and professional manner;
- Provide appropriate insurance coverage;
- Provide out of pocket expenses where appropriate and agreed to prior to expenditure;
- Recognise volunteer contributions;
- Promote volunteering in the community;
- Oversee the day to day responsibilities of volunteers at work; and
- Assist 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.

WHERE VOLUNTEERS MAY BE ASKED TO PROVIDE ASSISTANCE

Tourism and Events

Providing customer service assistance at the Visitor Information Centre as well community events such as the Australian Celtic Festival, Minerama, and other community events as applicable.

Where a volunteer has been requested to work at an event where an admission fee applies such as the Australian Celtic Festival, the volunteer will be issued with a volunteer pass but will be required to work a minimum of a three (3) hour period on each of the days scheduled to work. On completion of the allotted time the volunteer will be entitled to remain at the event and enjoy the scheduled entertainment.

Life Choices - Support Services

- Helping passengers in transport services;
- Car driving, including transport services or meal delivery;
- Assistance with centre-based or community access activities (as permitted by funding);
- Assistance with specific craft/art/lifestyle activities;
- Administration duties including reception and photocopying;
- Social Support including home visiting;
- Serving meals and cleaning up after meals; and

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- Other activities as deemed appropriate.

Library and Learning Centre

- Home Library Service Delivery;
- Fundraising;
- Book Sale;
- Book Covering;
- Guest Speaker Events; and
- Other activities as deemed appropriate.

Youth Services

- Assist with activities for young people at the Youth Centre or in the community;
- Prepare afternoon snacks and assist to clean up afterwards;
- Cook a barbecue at the Youth Centre or other organised youth event;
- Accompany the Youth Worker and youth to specific events outside of Glen Innes;
- Occasional overnight support may be required for excursions; and
- Other activities as deemed appropriate.

Children and Family Services

- Assist with activities for children under the direct supervision of qualified staff; and
- Other activities as deemed appropriate.

RECRUITMENT, TRAINING AND SUPERVISION

Each section manager of Council, where volunteers are engaged, will be responsible for organising the recruitment, training, and supervision of volunteers. 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 or her functions adequately.

LEGAL IMPLICATIONS

Insurance is provided for all volunteers engaged under this policy. Specific information regarding insurance is available from the Risk Management personnel.

APPLICABILITY

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This Policy applies to all official active and future volunteers in Glen Innes Severn Council.

IMPLEMENTATION

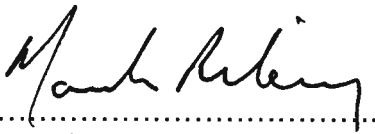
Council's Managers and Supervisors will be provided with a copy of the Volunteer Policy and will communicate the Policy and the Volunteer Handbook to all relevant staff and volunteers.

Managers will be provided with copies of the Fair Work Ombudsman's Unpaid Work Fact Sheet for their information so as to ensure volunteers are undertaking genuine unpaid work.

This Policy will be promoted on Council's social media pages in order to inform the community and the Policy, Volunteer Handbook and Volunteer Application Forms will be available on Council's website.

VARIATION AND REVIEW

This Policy shall be reviewed every three (3) years or earlier if required. Council reserves the right to vary or revoke this Policy as necessary.


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General Manager

6.8.19
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Date

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