



# **VOLUNTEER POLICY AND MANAGEMENT PROCESS**



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### **GOVERNANCE AND PLANNING - GOVERNANCE & BUSINESS SERVICES**

#### **POLICY OBJECTIVES**

- 1 To ensure that volunteering remains a mutually beneficial activity.
- 2 To clarify the relationship of Council Departments, staff and volunteers.
- 3 To provide a safe and healthy workplace for volunteers.
- 4 To identify the training requirements of volunteers.
- 5 To ensure activities undertaken by volunteers are carried out in a safe manner.
- 6 To provide volunteers with appropriate supervision and guidance.

#### **SCOPE OF POLICY**

- 1 Committees of Council set up under the provisions of Section 355 of the Local Government Act 1993.
- 2 All individuals applying to volunteer with Council.
- 3 Work experience persons.
- 4 All individuals and organisations undertaking work on Council property, i.e. Service Clubs, Showground Trusts, Roadside Clean up campaigns, Environmental groups, School Project Groups, Sport and Recreation Groups.
- 5 Licensees are excluded from policy.

#### **DEFINITIONS**

<b>Business Unit Manager</b>	Management position in Council with delegated responsibility to manage the functions of a Business Unit.
<b>IMS</b>	Council's Integrated Management System (IMS) is a tool that Council has developed offering a structured and integrated approach to occupational health, safety and environmental management across all of Council's operations.
<b>Licensee</b>	Clubs/Associations or Management Committee under current Licence Agreement with Council for management of a property or facility for a specified period of time.
<b>Organisation Development</b>	Section within Council that manages the Volunteer policy functions.
<b>Program Coordinator</b>	Employee position in Council or Contracted person who is responsible to manage and supervise projects.

<b>Program Convenor</b>	Volunteer leader with the Volunteer group. May also be the spokesperson for Volunteer organisation.
<b>Volunteer</b>	Any person from the community who offers to do work for Council without monetary compensation.
<b>Volunteer Organisation</b>	Not-for-profit organisations such as service clubs, charitable organisations, Rural Fire Service and the like that carry their own insurance and manage the involvement of their volunteers through their organisation.
<b>Work Experience Persons</b>	Any person who wants to gain work experience without monetary compensation and it is not required as part of a compulsory component of an educational, government work placement or to meet any other institutional requirements.

## OVERVIEW

Gosford City Council is committed to providing the community with the best possible service delivery. To achieve this, Council requires a high level of commitment and competence from all those who provide that service, including volunteers.

Council's intent is to maximise the use of skills within the community to contribute to the development of Local Government area.

The volunteer policy addresses the need to formalise roles and responsibilities of all involved in the volunteering process.

Council is required to fulfil its duty of care to potential volunteers and to the existing workforce.

## RESPONSIBILITIES

- 1 **Chief Executive Officer** is responsible for ensuring that:
  - a The Volunteer Policy is effectively implemented.
  - b IMS principals are developed and implemented.
  
- 2 **Business Unit Managers** are responsible, and will be held accountable for, ensuring that:
  - a The volunteer policy is effectively implemented in their area of control.
  - b Supervisors have the support necessary, and are held accountable for, their specific responsibilities.
  - c All expenditure on projects has the appropriate approval.
  - d Employees and volunteers under their control are consulted about issues affecting their health and safety.
  - e Prompt action is taken to eliminate unsafe or unhealthy conditions or behaviour.
  - f A risk assessment is conducted to ensure that task is suitable to be undertaken by volunteers.
  - g Projects have been assessed as suitable for Volunteer activity.
  - h Additional probity forms for volunteers are completed if required as part of application.

- 3 **Program Co-ordinators** including **Program Convenors** are responsible, and will be held accountable, for:
- a All volunteers undertake a Site-specific Induction appropriate to works undertaken. Refer to *Appendix 1 - Volunteer Checklist*
  - b Taking all practical measures to ensure that the area they control is safe and minimise risks to the health of workers.
  - c Adherence to the Volunteer policy.
  - d Ensuring that persons at the workplace are behaving in a safe manner.
  - e Ensuring that volunteers are supervised competently and are able to perform the required tasks and be inducted to a level appropriate to requirements.
  - f Detecting and promptly remedying risks to health and safety and/or the environment where they have the necessary authority, or promptly reporting these risks and where possible with a proposed solution to their supervisor who has the necessary authority to fix the problem.
  - g Referring Volunteers' health and safety and/or environmental concerns to their manager if they cannot be resolved.
  - h Monitoring and review of activities conducted by random audits.
- 4 **Volunteers** are responsible, and will be held accountable, for:
- a Following instructions of appointed supervisor.
  - b Complying with the volunteer policy and project requirements.
  - c Taking reasonable care for the health and safety of themselves and others.
  - d Maintaining the same standards of confidentiality, courtesy, discipline and compliance with Council policies and procedures as are required of paid employees.
  - e Promptly reporting all incidents, accidents, illnesses and any risks to health and safety and environmental risks.
- 5 **Organisation Development Unit** is responsible for: -
- a Advising of changes to policies, legislation or training opportunities relative to Council.

*Refer to Appendix 2 for Process Flow Chart*

## **OTHER POLICIES AND PROCEDURES**

- Gosford City Council Code of Conduct
- Bullying and Harassment Policy
- Grievance Procedure
- Integrated Management System
- Equal Employment Opportunity (EEO) Policy
- Child Protection Policy

## **PROCEDURE**

The procedure (attached), being an administrative process, may be altered as necessary by the Chief Executive Officer

(Min No 2007/126 - 27 February 2007)

(Min No 2007/388 - 3 July 2007)

(Min No 2009/311 - 5 May 2009 - Review of Policies)

(Min No 2013/388 - 16 July 2013 - Review of Policies)

## ATTACHMENT - PROCEDURE

### VOLUNTEER POLICY AND MANAGEMENT PROCESS

Detailed application and registration forms for Volunteers:

- 'Volunteer Application for Registration'
- 'Volunteer Conditions of Engagement'
- 'Volunteers Personal Accident Policy - Selected Summary of Cover'

Documents may be obtained from Gosford City Council's website

<http://www.gosford.nsw.gov.au/customer>

- 1 Individuals and organisations that offer voluntary assistance to Council must complete the appropriate application form and lodge it with Council, Program Coordinator or representative. Volunteers need to read and understand the 'Volunteer Conditions of Engagement' document.
- 2 Assessment of projects will be undertaken by Council and will include, financial viability, Asset Management approval, Safety and Environmental aspects.
- 3 Council, Program Coordinator or appointed representative will assess the suitability of an individual and/or organisation for a specified project.
- 4 Volunteer is informed of approval and details forwarded to relevant Program Coordinator or representative.
- 5 At no time should a person whether another volunteer or Council officer be with an unsupervised person under the age of 18 unless the volunteer or Council officer has given to the Council a Working with Children's "Prohibited Employment Declaration, which has been filed.
- 6 Additional probity forms may need to be completed for example 'A Working with Children check' consent form.
- 7 Site Specific Risk Assessment is to be undertaken by Program Coordinator and completion of an IMS Risk Assessment - Site Specific Form (RMH:02).
- 8 Program Coordinator will advise on the scope of works to be undertaken by volunteers and ensure that any plant and equipment used is safe and inspected regularly and training provided for Safe Operating Procedures.
- 9 Program Coordinator is to ensure Program Convenors have appropriate training to:
  - Manage volunteers on-site
  - Induct volunteers on-site
  - Consult with volunteers on Safe Work Methods
  - Ensure appropriate Personal Protective Equipment is worn
  - Establish First Aid Procedures
  - Establish Emergency Response Plans
  - Complete standard forms and attendance records
  - Provide knowledge of Councils Policy and procedures as outlined in point 6.

Refer to *Appendix 1 - Volunteer Checklist*

- 10 Working hours will be agreed to for purposes of communication and contact and in the event that there is any claim made by or against a volunteer. Volunteers must advise the Program Convenor they are working with if they cannot commit to the agreed hours on any occasion.
- 11 Program Convenor is responsible for keeping logbooks of works and attendance register. Tool Box meetings held are recorded on IMS Tool Box Meeting Record - Volunteers Program (TBM:01).
- 12 Program Convenor is responsible for reporting all incidents, accidents, injuries and illnesses. IMS Incident Report form (ENV:01 or OHS:01) is to be completed.  
*Note:* In the event of personal injury or incidents a copy of the IMS Incident Report form must be forwarded to the Risk Management Coordinator. Where possible photos should be taken.
- 13 Any breach of the volunteer agreement will result in a first verbal warning from the Program Co-ordinator or Program Convenor to the volunteer. A second breach will result in a written warning. IMS non-conformance report - Volunteers Program (NCR:01) is to be completed.
- 14 Volunteers are expected to maintain the same standards of confidentiality, courtesy and organisational discipline as Council's paid employees.
- 15 Volunteers are expected to work in a constructive and co-operative way with Council staff.
- 16 Volunteers must comply with all Council workplace policies and procedures, including IMS system, Code of Conduct, Grievance procedures, Harassment Policy, EEO Policy and No Smoking Policy.
- 17 Council staff will provide guidance, which may be intermittent, depending on the nature of the project.
- 18 In the event that a volunteer has an issue concerning the project they are involved in, the volunteer is required to raise the matter with the Program Convenor, for referral to the Program Coordinator if the matter remains unresolved.
- 19 Appropriate recognition will be given to all volunteers who assist with Council projects.
- 20 Volunteering is not to be a process for recruiting new employees as it is a breach of the Equal Employment Opportunity Act and also of Council's Recruitment and Selection policy.

## Appendix 1

### VOLUNTEER CHECK LIST

To be completed by Program Coordinator or Program Convenor

Volunteer Name:		
Area/s of Participation:		
Program Coordinator:		
Program Convenor:		
<p>This record states that the volunteer person whose name appears on this sheet has been instructed on or completed the following:  <i>Note:</i> 1 to 7 is mandatory and 8 to 11 is optional depending on work undertaken.</p>		
	<b>Yes</b>	<b>N/A</b>
1. Volunteer Registration	<input type="checkbox"/>	
2. Read conditions of engagement	<input type="checkbox"/>	
3. Explanation of Code of Conduct Policy	<input type="checkbox"/>	
4. Explanation of Bullying and Harassment Policy	<input type="checkbox"/>	
5. Explanation of Grievance Procedure	<input type="checkbox"/>	
6. Explanation of Child Protection Policy	<input type="checkbox"/>	
7. Reporting of Incidents/Hazards	<input type="checkbox"/>	
8. IMS Site Specific RMH:02	<input type="checkbox"/>	<input type="checkbox"/>
9. Use of Personal protective Equipment	<input type="checkbox"/>	<input type="checkbox"/>
10. Procedure for avoiding Needle stick injuries	<input type="checkbox"/>	<input type="checkbox"/>
11. Working with Children Prohibited Employment Declaration	<input type="checkbox"/>	<input type="checkbox"/>
Additional Safe Operation Procedures and Training Courses (If applicable please provide details)		
Signature Program Coordinator or Convenor:		
Signature of Volunteer:		
Date Completed:		

## INDIVIDUAL/GROUP VOLUNTEER PROCESS

