

POLICY STATEMENT

VOLUNTEER POLICY

AUTHORISATION

POLICY TYPE: <i>(Council or Operational)</i>	COUNCIL
POLICY LOCATION: <i>(eg. Corporate, Engineering, etc.)</i>	GOVERNANCE AND RISK
RESPONSIBLE OFFICER: <i>(by position title)</i>	DIRECTOR CORPORATE AND COMMUNITY SERVICES
AUTHORISED BY: <i>(GM or Director Title)</i>	MANEX
DATE ADOPTED:	16 AUGUST 2021
ADOPTED BY: <i>(Manex or Council)</i>	COUNCIL
MINUTE NO: <i>(If required)</i>	
REVIEW DUE DATE: <i>(Four years unless statutorily required sooner)</i>	MAY 2025
REVISION NUMBER:	

DOCUMENT HISTORY

VERSION NO.	DATE	DESCRIPTION OF AMENDMENTS <i>Include names of former policies that this policy will replace if applicable</i>	AMENDED BY <i>(Where required)</i>
1	13/5/2021		

REVIEW OF THIS POLICY

This Policy will be reviewed within four (4) years from the date of adoption or as required in the event of legislative changes. The Policy may also be changed as a result of other amendment that are to the advantage that Council and in the spirit of this Policy. Any amendment to the Policy must be by way of a Council Resolution or the approval of the General Manager.

1. Purpose:

Bland Shire Council is committed to providing a healthy and safe environment for Shire residents and volunteers and volunteer committees. This policy establishes Council's commitment to involving and engaging volunteers across the organisation and sets the framework for site-specific volunteer processes.

2. Scope:

This Statement of Commitment has application to the following volunteers:

- Section 355 Committee members.
- All individuals performing voluntary tasks with Council
- Work experience students
- All individuals and organisations undertaking tasks on Council controlled property or facilities, but not under direction from or by Council, i.e. Service Clubs, Clean Up Australia, Sports and Recreation Clubs and Groups, Landcare Groups, Showground Trusts and non-organised groups or individuals.

3. Outcomes:

Council is very conscious of the need to protect the health and safety of its volunteers. Volunteers provide an invaluable service to the community of Bland Shire in particular, and to visitors and the travelling public in general.

Volunteers are community members who are motivated to undertake some form of service or activity, for no financial reward or recompense. Their contributions undoubtedly benefit the community as a whole. These contributors may either be individuals who spontaneously undertake a task or organised groups within the community or Council. There are also well-established independent groups that are nationally rather than community based.

Formal volunteering is an activity, which takes place in not-for-profit organisations or projects and is undertaken:

- 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 position only.

4. Roles and Responsibilities:

Council will:

- Provide a supportive and safe work environment.
- Communicate clear expectations for volunteer roles.
- Undertake a formal induction program for volunteers which will provide information about the Council and the relevant programs, training, policies and procedures.
- Engage with volunteers on decisions which will substantially affect a volunteer's role and/or performance.

- Provide appropriate support to volunteers to assist them to perform their role, including training and feedback on performance.
- Provide a volunteer supervisor within each program who has the skills and knowledge to develop, support and supervise volunteers.
- Assign volunteers with tasks that are meaningful to Council, the community and the volunteer themselves.
- Ensure that volunteers enhance the work of paid staff and never replace them.

Volunteers will:

- Maintain the same standards of confidentiality, customer service, courtesy, and compliance with Council policies and procedures as are required of paid employees of Council.
- Accept and perform the responsibilities of the volunteer role to the best of their ability and in a positive and reliable manner.
- Take part in induction and ongoing training as required.
- Accept support, supervision and constructive feedback on performance.
- Not represent themselves as an employee of Council.
- Carry out tasks in accordance with the values of Council.

5. Definitions:

Term	Definition
Risk Assessment	Identification, evaluation, and estimation of the levels of risks involved in a situation, their comparison against benchmarks or standards, and determination of an acceptable level of risk
Volunteer	A person who undertake activities without monetary reward, of their own free will, of benefit to Council and the local community, that complement but do not replace the services provided by paid staff.
Volunteering	Time willingly given for the common good and without financial gain.
Work Experience Persons	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.

6. Legislation and Supporting Documents:

Local Government Act 1993
 Local Government Regulations 2005
 Work Health and Safety Act 2011
 Work Health and Safety Regulation 2017
 Bland Shire Council Code of Conduct
 Bland Shire Council Section 355 Manual
 Children Services Unit: Participation of Volunteers and Students Policy
 Work Placement and Volunteer Management Policy (DRAFT)

7. Relationship to Community Strategic Plan:

This Policy supports Council's Delivery Program Strategy Strategy 2.1 - Develop and support community partnerships to increase a sense of safety and wellbeing within the community

8. Statement of Commitment:

Council recognises that a volunteer agrees to perform a specific job with certain responsibilities and in return is entitled to certain rights. Both the volunteer and Council have mutual obligations to each other. Council has an implied duty of care towards its volunteers under both the Work Health and Safety Act 2011 and the Work Health and Safety Regulation 2017, where volunteers perform tasks either directly for Council, or indirectly on or at Council controlled property, facilities or activities.

In order to fulfil the obligations of both Council and volunteers, and to promote excellence in service and maximise the quality of the volunteers' experience, Bland Shire Council will:

- Recognise volunteers as valuable team members, with opportunities to participate in relevant organisational decisions.
- Ensure that all voluntary work is undertaken on a voluntary basis and without coercion.
- Ensure that volunteers' work supplements, humanises and enhances, but in no way competes with the work of paid personnel.
- Offer volunteers work opportunities appropriate to their skills, experience and aspirations.
- Provide volunteers with orientation to their work and the organisation and, where appropriate, with clear duty statements.
- Empower volunteers to meet their own and Council needs through Council's provision to them, of appropriate resources, information, support and feedback.
- Offer training and support for volunteers to achieve personal and work goals.
- Implement procedures and provide personal protective equipment to safeguard volunteer's safety and well being, including appropriate volunteer insurance.
- Protect volunteers from unfair discrimination and from sexual harassment by adhering to Equal Employment Opportunity principles and recognising ethnic and cultural diversity.
- Where appropriate, offer reimbursements or other compensation to cover out-of-pocket expenses (eg. Fares, lunches, etc.).
- Provide mechanisms to acknowledge the value of contributions made by volunteers.
- Provide written information about the Council and/or Section 355 Committee policies, procedures and operations as appropriate.

Council recognises the need for formalised roles, responsibilities and procedures to ensure that Council can fulfil its duty of care to all staff and volunteers involved in Council operations, and also has an obligation to its Insurers to minimise risk.

Manuals and other documented procedures that detail how Section 355 Committees and other groups of volunteers are to be managed support this Statement of Commitment.

9. Volunteering Locations:

Bland Shire Library
Community Care
Children's Services Unit

Community Development
Events
Stadium

10. Volunteering Application Form:

PERSONAL DETAILS (please print)					
Title	Surname :		First name:		
Mobile Phone:			Home phone :		
Date of birth? (day/month/year) / /			Gender:	<input type="checkbox"/> Male	<input type="checkbox"/> Female
Are you Aboriginal or Torres Strait Islander?			<input type="checkbox"/> Yes	<input type="checkbox"/> No	
In which country were you born?					
Do you speak a language other than English at home?			<input type="checkbox"/> Yes	<input type="checkbox"/> No	
If yes please specify?					
Do you consider yourself to have a disability, impairment or long-term condition that may impact on you being able to perform the duties of the volunteer position?					<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes please specify?					
Are you an Australian Citizen or permanent resident?			<input type="checkbox"/> Yes	<input type="checkbox"/> No	
If no, please state your current Visa type?					
CURRENT ADDRESS					
Street Address					
Postal Address					
Suburb		State	Post code		
Personal email Address					
CURRENT EMPLOYMENT AND QUALIFICATIONS					
What is your current employment?		<input type="checkbox"/> Employed (full time)	<input type="checkbox"/> Self-Employed		
		<input type="checkbox"/> Employed (part time)	<input type="checkbox"/> Student		
		<input type="checkbox"/> Retired <input type="checkbox"/> Other _____			
Do you hold a current driver's license?		<input type="checkbox"/> Yes - License Class: _____		<input type="checkbox"/> No	
		License Number: _____			
Do you hold a current NSW Working With Children Check?		<input type="checkbox"/> Yes – Expiry date: _____		<input type="checkbox"/> No	
		WWCC number: _____			
Please include any additional information or comments, such as certificates, licenses to operate machinery, skills etc.		<input type="checkbox"/> General Construction Induction Training Certificate (white card)			
		<input type="checkbox"/> Other _____			
AVAILABILITY					
Please indicate your availability and preference of volunteer days:			<input type="checkbox"/> All days	<input type="checkbox"/> Monday	<input type="checkbox"/> Tuesday
			<input type="checkbox"/> Wednesday	<input type="checkbox"/> Thursday	<input type="checkbox"/> Friday
			<input type="checkbox"/> Saturday	<input type="checkbox"/> Sunday	

PREVIOUS VOLUNTEER EXPERIENCE		PREVIOUS EXPERIENCE	
Please list any previous volunteer experience: (e.g., community groups, service organisations, charities etc.)		<input type="checkbox"/> Customer service / Administration <input type="checkbox"/> General support <input type="checkbox"/> Events <input type="checkbox"/> Tourism (<i>Local knowledge and history</i>) <input type="checkbox"/> Sports and Recreation <input type="checkbox"/> Committee member <input type="checkbox"/> Other: _____	
SPECIFIC PROJECT / OTHER		AREAS OF INTEREST	
Project details:		<input type="checkbox"/> Library <input type="checkbox"/> Visitors Centre (<i>Tour guide</i>) <input type="checkbox"/> Maintenance & Gardening <input type="checkbox"/> Community Care activity days <input type="checkbox"/> Children's Services <input type="checkbox"/> Other: _____	
EMERGENCY CONTACT DETAILS			
Priority 1			
Name			
Relationship:		Work Phone	
Mobile Phone		Home Phone	
Street Address			
Suburb		State	Post Code
Priority 2			
Name:			
Relationship:		Work Phone	
Mobile Phone		Home Phone	
Street Address			
Suburb		State	Post Code
SIGNATURE			
Volunteer Signature:		Date:	
OFFICE USE ONLY			
Application approved:		Details:	
<input type="checkbox"/> Yes <input type="checkbox"/> No			
Manager/Supervisor			
Signature:		Date:	