

Policy Title: VOLUNTEER MANAGEMENT COUNCIL POLICY
Policy Subject: Development & Community
Policy No: CP081

Directorate: Development & Community
Department: Community & Culture
Section: Community Development & Engagement

Responsible Officer: Executive Manager Community & Culture
Authorised by: Director Development & Community

Adopted Date: 26/08/2020
Review Date: 26/08/2021
Amended Date:
Risk Assessment:

OBJECTIVE:

To effectively recruit, manage and maintain a mutually beneficial relationship between Volunteers and Council.

POLICY STATEMENT:**Strategic Content**

This Policy supports the intent of the Fraser Coast Regional Council Corporate Plan 2018- 2023, to be 'a vibrant community focused on cultural diversity and community participation' and to 'encourage increased volunteer support and engagement in community activities' for the Fraser Coast region.

Guiding Principles

Fraser Coast Regional Council (Council) is committed to meeting national standards for Volunteer Involvement and providing a collaborative, supportive and safe working environment for volunteers.

Rights of Council

- Identify and design structured programs for volunteer involvement
- Determine reasonable tasks and limitations for volunteers
- Expect volunteers to follow all Council policies and procedures
- Expect volunteers to adhere to workplace health and safety requirements at all times
- Receive open and honest communication from volunteers
- Expect acceptance of responsibility for reliable and good performance
- Discontinue services of any volunteer for non-compliance with the Code of Conduct, Volunteer Handbook or role description.
- Discontinue services of any volunteer with restructure or end of volunteer programs

- Discontinue service of any volunteer if the operational need for the volunteer position no longer exists

Responsibilities of Council

- Screen and engage volunteers in accordance with anti-discrimination and equal opportunity legislation
- Provide volunteers with appropriate orientation and training
- Ensure volunteers work in a safe, welcoming environment
- Clearly define volunteer roles and provide role descriptions
- Provide relevant levels of support and supervision to volunteers
- Maintain clear and open communication with volunteers
- Acknowledge the rights and contribution of volunteers
- Maintain and supply current policies and procedures
- Maintain *Public Liability, Professional Indemnity & Products Liability* and *personal accident (volunteers)* insurance policies

Rights of a Volunteer

- Be interviewed and engaged in accordance with equal opportunity and anti-discrimination legislation
- Receive information about the organisation and volunteer expectations
- Be provided with a clearly written role description
- Know who to report to and the area Supervisor
- Have informative orientation prior to or on commencement
- Be recognised as a valued Council volunteer
- Be supported and supervised within the volunteer role
- Work in a healthy and safe working environment
- Receive information about policies and procedures for the work area
- Have personal information dealt with in accordance with the *Information Privacy Act 2009*

Responsibilities of a Volunteer

- Be reliable and committed to the organisation
- Respect confidentiality and views of the organisation
- Adhere to relevant organisational policies and procedures
- Carry out tasks defined in the role description responsibly and ethically
- Be accountable for one's own actions
- Attend orientation, all inductions and undertake training/upskilling as required
- Ask for support when needed and maintain clear communication with Supervisor and co-workers
- Report any accident, injury, near miss or hazard immediately to your supervisor
- Notify changes to agreed times, absences and give adequate notice when discontinuing volunteer role
- Value and support other team members
- Comply with Work Health and Safety (WHS) as per the *Work Health and Safety Act, 2011 (WHS)*.
- Comply with the requirements as outlined within the Fraser Coast Regional Council Volunteer Handbook.

Philosophy

Fraser Coast Regional Council recognises and values the many volunteers working across our organisation who provide a valuable contribution in delivering programs and services with Council.

SCOPE:

This policy applies to staff responsible for the supervision and management of volunteers within Council, and all volunteers of Council.

RESPONSIBILITIES:

Individual departments are responsible for the management of volunteers within identified functional areas. Executive Managers and Managers are responsible for ensuring compliance with the Council Policy and Council Management Policy when managing volunteers.

Volunteers are responsible for complying with the Volunteer Handbook, Code of Conduct and all relevant Council policies and procedures.

APPLICATION:

This Policy relates only to roles undertaken by volunteers within Council programs and services, and does not include work experience, work for the dole or student placements.

RELATED LINKS:

Volunteering Australia National Standards
Volunteering Queensland Code of Practice
Work Health and Safety Act 2011
Fraser Coast Regional Council Volunteer Handbook
Fraser Coast Regional Council Volunteer Management Policy

DEFINITIONS:

Volunteer – a person willingly completing tasks without financial gain.

Council – Fraser Coast Regional Council

ATTACHMENTS TO POLICY:

Fraser Coast Regional Council Volunteer Handbook

Version	Approval Reference	Approval Date	Section Modified