



# Volunteer Policy

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Adoption Date:	15 May 2011
Last Reviewed:	25 September 2023
Next Review Date:	25 September 2025
Division/Department:	Corporate Services/Organisational Development & Human Resources
Responsible Officer:	Human Resources Coordinator
HPE CM Record Number:	19/13833

## 1 Our Policy

Woollahra Municipal Council has a strong commitment to volunteering. We value volunteer involvement and appreciate the links this builds with the community.

Volunteering also enables Council to improve the quality and relevance of services to the Woollahra community through the development of partnerships with the local community.

Volunteer involvement provides skill development for both staff and volunteers. Volunteer opportunities complement the functions of employees. The work done by volunteers is work that would otherwise not get done or work that frees up paid employees to carry out specialised tasks.

## 2 Objective

The volunteer policy reinforces Council's commitment and appreciation for volunteers. It also outlines the recruitment, training, recognition and procedures for volunteering.

## 3 Definitions

Term	Meaning
Volunteer	A person who undertakes work of his/her own free will without payment for the benefit of the community as well as their own personal skill development, enjoyment and fulfilment.
Employee	Someone recruited for paid employment within Woollahra Municipal Council.

## 4 Implementation

Volunteers are recruited by the relevant Council department needing volunteers. Prospective volunteers will need to complete a volunteer application form and undertake necessary checks, prior to commencement. Human Resources will assist with volunteer engagement within Council.

Volunteers in positions working directly with children will be required to obtain a Volunteer Working with Children check, and it is a requirement that this check is kept up to date and renewed every 5 years'.

Volunteers, who work directly with the elderly or deal with cash, will be subject to a Criminal History Record check. Their acceptance to the Volunteer program is subject to the clearance of the above mentioned checks.

## 5 Induction and Training

Volunteers will be given adequate training and resources to ensure they are able to perform their volunteer role successfully.

This will include a specialised induction, job description, a copy of the Volunteer Manual, and any relevant equipment and identification to confirm their status as volunteers.

Training will comply with legal regulations and all relevant Council policies and procedures, and will continue throughout the duration of volunteering as required.

Woollahra Council will administer and manage voluntary activities having regard to Council's code of conduct, workplace health and safety, insurance cover and EEO.

Volunteers will not be used in relation to law enforcement or the supervision of employees.

## 6 Settling-in Period

For the first three months Volunteers should undertake a “settling in” period. During this time the volunteer's contribution will be evaluated. It is Council's responsibility to set the work standards and explain the performance guidelines and expectations.

## 7 Corporate Volunteering

Woollahra Council welcomes the opportunity to work with corporate volunteers. Each approach will be considered on a case by case situation prior to approval by a Manager or Director. Woollahra Council will endeavor to meet the corporate objectives of the volunteering project.

Council is committed to ensuring the best possible experience for corporate volunteers. As a local government organisation, Woollahra Council is not able to endorse a commercial product or entity and as such, logos and branding by volunteers is not permitted without Council consent. All publicity and promotion will be facilitated by Council's communications staff in consultation with a public affairs representative of the corporate company.

## 8 Recognition

To demonstrate Council's appreciation to our volunteers we commit to recognising and rewarding our volunteers.

Human Resources team will provide support to Volunteer Coordinators in coordinating a thank you event or give recognition during National Volunteer Week in May. Distribution of funds would be based on how many volunteers are active in each program.

At the discretion of the Council staff member coordinating the volunteers, options for recognition may include:

- Gift vouchers, movie tickets or another suitable gift

- A picnic, barbeque or lunch at a local eatery
- Morning or afternoon tea or catering at a usual meeting

A central register of all volunteers across Council is kept by HR that includes contact details. This is needed to enable the service awards and also for corporate reporting.

## 9 Ending Volunteering

Council is able to end the volunteer's involvement with the program when a volunteer is unable to meet the objective of the volunteer role, or in the event of a serious breach of the Code of Conduct.

A volunteer has the right to leave the program at any time and are asked to notify their Council contact to notify as early as possible of their intention to leave the program.

## 10 Documentation/References

	<b>HPECM Reference</b>
Volunteer Manual	19/32886
Volunteer Application Form	19/32890
Volunteer Induction Checklist	19/32892

This Policy will be reviewed every year or as required in the event of legislative changes. This Policy may also be changed as a result of other amendments that are to the advantage of Council and in the spirit of this Policy.

Any amendment to this Policy must be by way of the approval of the General Manager.

## Policy Amendments

<b>Date</b>	<b>Responsible Officer</b>	<b>Description</b>
15 Jan 2019	Alice Kellehear	Ch.4 'Implementation' additional provisions added: "prospective volunteers will need to complete a volunteer application form and undertake necessary checks, prior to commencement" and "Volunteers in positions working directly with children will be required to obtain a Volunteer Working with Children check". Ch.5 Clarification of induction and training process. C.6 Settling in period clarified to be 3 months. New Ch.8 Recognition including thank you event and register provisions. Ch.9 Ending Volunteering additional specific provision to end volunteer's involvement in event of a serious breach of the Code of Conduct.
11/09/2023	Srdjana Tuisila	Updated Policy to reflect HR support for volunteer events (8. Recognition)