



VOLUNTEER MANAGEMENT POLICY AND PROCEDURES

Adopted by Council 10 April 2024
(Resolution No 2024/058)

Created by: Governance Department
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Introduction

At times, Narromine Shire Council may have several community members who volunteer their time to assist in the provision and enhancement of some of Council's services. Council recognises the importance of volunteers and the valuable contribution they make to our community.

This policy applies to all volunteers.

Purpose

The purpose of this policy is to provide Council with guidance on the management of volunteers engaged by Council.

Council is committed to providing a safe workplace for its workers. Volunteers are recognised as workers under the NSW Work Health and Safety Act 2011

Definitions

'Volunteer' means a person who willingly gives their time for the common good and without financial gain. This is irrespective of whether the person receives out of pocket expenses.

'Work' means any activity carried out in any capacity for Council.

Applicable Legislation and Documentation

NSW Work Health and Safety Act 2011 and 2017 WHS Regulations
Local Government Act 1993
National Standards for Volunteer Involvement 2015
Council's Code of Conduct
Council's Work Health and Safety Policy
Council's Grievance Resolution Policy

Roles and Responsibilities

Council's Responsibilities To Volunteers

- Volunteers will be recruited in a fair, equitable and formal manner.
- knowledge and skills relevant to their roles will be identified and training and development opportunities will be provided to meet these needs.
- Volunteers will be provided with a safe workplace as per the legislative requirements of the NSW Work Health and Safety Act 2011.
- Volunteers will be provided with support and direction from the relevant Program Manager.
- Volunteers will be provided with relevant insurance cover when they are registered and have the approval of Council whilst undertaking their designated volunteer roles.
- Volunteers will be provided with relevant induction prior to each project.
- Volunteers will have their complaints and grievances addressed in accordance with Council's policy and procedures.

Volunteer's Responsibilities to Council

- Volunteers must take reasonable care of the health and safety of themselves and others.
- Volunteers must follow Council's guidelines, policies, and procedures relevant to the volunteering position.
- Volunteers must participate in training when it is defined as mandatory and are encouraged to participate in training that is offered to assist in skill development.
- Volunteers must work within a team structure and report any unsafe conditions.
- Volunteers must respect and maintain confidential information and perform their role to the expected standards defined within their role descriptions.
- Volunteers must abide by Council's Code of Conduct and understand that unsatisfactory volunteer work and/or inappropriate behaviour may result in termination of the volunteer registration.
- Volunteers must record attendance details in an attendance register, logbook or minutes for a meeting for insurance purposes.
- Volunteers must inform Council's Program Manager if they are unable to attend their volunteer activities at any time.
- Volunteers must decline or withdraw from work if it is unsuitable or if it is placing excessive demands on them.
- Volunteers will be personally responsible for any fine or suffer any civil or criminal penalty which may be imposed on them for his or her non-compliance with any legislation.

The **General Manager** is responsible for ensuring that:

- The Volunteer Management Policy and Procedures are effectively implemented.
- Council's WHS values are enforced in the workplace.

Program Managers are responsible for ensuring that:

- The Volunteer Management Policy and Procedures is effectively implemented in their area of control.
- Supervisors have the support necessary for their specific responsibilities.
- Volunteers under their control are consulted about issues affecting their health and safety.
- Prompt action is taken to eliminate unsafe or unhealthy conditions or behaviour.
- Program Managers are responsible and for taking all practical measures to ensure that the area they control is without risks to health and safety and that the Volunteer Management Policy and procedures are adhered to.
- Ensuring that persons at the workplace behave in a safe manner.
- Volunteers are supervised and trained sufficiently to perform the required tasks and are inducted accordingly.
- Detecting and promptly controlling all risks to health and safety in consultation with all volunteers present.
- Referring volunteers' health and safety concerns to their Supervisor or the WHS and Risk Coordinator if they cannot be resolved.

Procedures

1. Volunteers must complete the attached application form and lodge it with the relevant Program Manager prior to commencement.
2. Volunteers who undertake work not organised by Council on property owned or managed by Council must complete the attached application form and lodge it with the relevant Program Manager prior to commencement.
3. Assessment of the suitability of the volunteer for the specified project will be undertaken by the relevant Program Manager. This includes ensuring that all licences and qualifications required to operate plant or equipment are evidenced.
4. Council will undertake an assessment of the groups' activities according to the Volunteer Activity Safety Rating attached.
5. Working hours will be agreed to and complied with for the purposes of communication and contact, and if there is a claim made by or against a volunteer. Volunteers must advise the Program Manager who they are working with if they cannot commit to the agreed hours on any occasion.

Procedures (Cont'd)

6. A volunteer suspected of breaching Council's Code of Conduct or a Council policy may be asked by the Program Manager to cease duties immediately and/or have their position as a volunteer suspended until an investigation into the suspected breach can be conducted.
7. Where a volunteer's work performance or conduct is considered unsatisfactory, they will be informed in the first instance and counselling will be provided to assist the volunteer achieve the required standard. Should the volunteer's conduct not improve after the initial warning, the volunteer's services with Council will be terminated.
8. Where a serious breach of Council's Code of Conduct or policy is found to have occurred, the volunteer's services may be terminated immediately without following the procedures outlined above.
9. Volunteers are expected to maintain the same standards of confidentiality, courtesy and organisational discipline as Council's paid employees.
10. Volunteers will be required to always wear appropriate personal protective equipment during volunteer activities. The Program Manager will determine what PPE requirements are appropriate and is responsible for the provision of PPE.
11. The Program Manager will provide each volunteer with 'volunteer' badges to identify volunteers whilst working where appropriate.
12. The Program Manager will supply the volunteer group with a first aid kit when required. The first aid kit is to be present during all volunteering activities.
13. Volunteers are required to record details in the attendance register as attached on each volunteering occasion.

VOLUNTEER REGISTRATION FORM

<input type="checkbox"/> Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Miss <input type="checkbox"/> Ms. (please tick)		Date of Birth:	
GIVEN NAMES:		SURNAME:	
HOME ADDRESS:			
		POST CODE:	
POSTAL ADDRESS: (if different from above)		POST CODE:	
CONTACT NUMBERS:		Home:	Business:
Mobile:		Fax:	
E-mail:			
FIRST AID		Do you have a current First Aid Certificate	
		<input type="checkbox"/> Yes <input type="checkbox"/> No	
DO YOU HAVE ANY MEDICAL PROBLEMS OR ARE YOU TAKING ANY MEDICATION WHICH MAY AFFECT YOUR VOLUNTEERING?			
<input type="checkbox"/> YES <input type="checkbox"/> NO			
DETAILS:			
CONTACT PERSON FOR EMERGENCIES		<input type="checkbox"/> Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Miss <input type="checkbox"/> Ms	
GIVEN NAMES:		SURNAME:	
RELATIONSHIP TO VOLUNTEER:			
Home:		Business:	Mobile:
<input type="checkbox"/> WHAT ARE YOUR SKILLS/INTERESTS?			
<input type="checkbox"/> Labour	<input type="checkbox"/> Artistic/Design	<input type="checkbox"/> Education	<input type="checkbox"/> Event Coordination
<input type="checkbox"/> Conservation	<input type="checkbox"/> Water	<input type="checkbox"/> Flora	<input type="checkbox"/> Fauna <input type="checkbox"/> Weeds
Other: please state			
VOLUNTEER PROJECT - Please state the site location or volunteer group/program you would be interested in			
PHOTOGRAPHY PERMISSION - Do you consent to having your photograph taken and reproduced in the media and Narramine Shire Council promotional material? Yes <input type="checkbox"/> No <input type="checkbox"/>			
I hereby agree to abide by Council's Volunteer Management Policy and Procedures <input type="checkbox"/> Yes <input type="checkbox"/> No			
Signature		Date	

Office Use Only	
Training undertaken.	
Site Orientation <input type="checkbox"/>	General Induction <input type="checkbox"/>
Manual Handling <input type="checkbox"/>	Working with Children Check <input type="checkbox"/>
Other <input type="checkbox"/>	
PPE required <input type="checkbox"/> Yes <input type="checkbox"/> No	Issued <input type="checkbox"/> Yes <input type="checkbox"/> No Date / /
Volunteer program.	
Skills / Tasks	
Commencement Date / /	Completion Date / /

ATTENDANCE SHEET FOR VOLUNTEERS

Name of event/project/activity:

Date of event/project/activity:

It is important that, as a volunteer, you receive work health and safety instructions and an induction for the tasks you are carrying out. Please only take part in the tasks and sign this sheet once the required induction and safety requirements have been met.

	Name	Signature	Emergency contact number
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			

This form is to be provided to Council's Program Manager.

Office Use Only

Form registered in EDRMS Yes No

Date / /

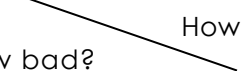
VOLUNTEER ACTIVITY SAFETY RATING

How do we assess the Risk?

Risk assessment is nothing fancy — it's something we do every day by asking:

- How bad could the result be?
- How likely is it that this will happen?

We use the information gained from the sources above to better answer these questions, and then to read off the 'level' of risk from the table below.

How bad? 

	Almost Certain: <i>Expected to occur in most cases</i>	Likely: <i>Will probably occur at some stage</i>	Possible Not generally expected but may occur	Unlikely: <i>Conceivable but not likely to occur</i>	Rare: <i>Only ever occurs under exceptional circumstances</i>
Kill or cause permanent disability or ill health	Extreme	Extreme	High	High	High
Long term illness or serious injury requiring hospital admission	High	High	High	Medium	Medium
Medical attention and several days off work	High	Medium	Medium	Medium	Low
First aid needed	Medium	Medium	Medium	Low	Low

Risk Level	The following actions are to be initiated
Extreme	This level of risk is unacceptable Immediate action required to actively address extreme risks Avoid proceeding with activity Report immediately to the Executive Leadership Team; regular internal reporting required to Executive Leadership Team Escalation to Governing Body of Council or State Government Agency if necessary
High	Develop and implement a specific treatment plan for high risks before volunteer commences activities. A high level of supervision to be maintained over the volunteer Regular audits and safety reviews to be undertaken by responsible officer and reported to Director to monitor implementation Strict compliance with by volunteer required of risk control plan
Medium	Retaining risk by informed decision Develop and implement a specific treatment plan for medium risks Allocate actions and budget to reduce risk where existing controls deemed inadequate Audits to be undertaken in consultation with volunteers Regular internal reporting to Director to monitor implementation

Low	<p>Accept and monitor low-priority risks Manage via routine procedures where possible i.e. council safety procedures. Lower level of supervision to be kept Monitor via internal reporting mechanisms</p>
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