

# Volunteer Policy

## 1 Purpose

Coffs Harbour City Council (Council) is committed to providing excellent services to our customers and community. Volunteers are integral to a strong community and make a valuable contribution to community life both socially and economically. Council appreciates those in our community who volunteer their time and a wide range of skills, expertise and experience. Their efforts represent a significant contribution towards the successful delivery of Council programs, services, facilities and venues, events and projects for the community and are highly valued by Council.

The Purpose of this policy is to ensure that our volunteer management systems and processes:

- a) Acknowledge the valuable contribution of volunteers
- b) Identify areas of operations where volunteering can contribute to the optimum delivery of services to the community
- c) Enable compliance and best practice volunteer management, particularly in areas such as the recruitment, training and support of our volunteers.

## 2 Policy

In order to achieve this purpose, the follow is applicable:

1. Council is committed to implementing systems and processes to ensure that volunteers are provided with:
  - a) Best practice in volunteer management
  - b) The opportunity to be involved in the life of the organisation and decisions that affect them
  - c) Clarity regarding roles, expectations and relevant policies and procedures
  - d) Appropriate resources such as facilities and equipment to conduct their activities
  - e) Leadership, supervision and guidance to enable them to conduct their activities
  - f) A safe and healthy work environment in accordance with the Work Health and Safety (WHS) Act 2011, regulation and codes of practice
  - g) Appropriate training, induction and instruction required to conduct their activities
  - h) A work environment free from bullying and harassment and any form of discrimination or prejudice.
  - i) Mechanisms for resolving disputes and grievances
2. Volunteers must:
  - a) Comply with Council's Code of Conduct
  - b) Comply with Council's applicable policies and procedures
  - c) Be committed to the community and Council's interests whilst providing their services
  - d) Not bring Council and its reputation into disrepute
  - e) Be between the age of 12 and 90
  - f) Not be remunerated for their services
  - g) Provide Council with copies of relevant documents if requested (e.g. a current working with children check clearance, police check, drivers licence, responsible serving of alcohol etc.)

Council will provide volunteers with a Volunteers Handbook containing further information and guidance.

### 3 Definitions

**Volunteer:** a person engaged by Council who performs/assists in the delivery of a Council project/service willingly and without financial payment (irrespective of whether the person receives out-of-pocket expenses). Volunteers are considered workers according to the WHS Act 2011 and are therefore provided the same protection, and have the same obligations, as a Council employee under the Act.

**Worker:** as defined in the WHS Act 2011.

### 4 Key Responsibilities

The following details broad responsibilities, further responsibilities are detailed in Council’s Volunteers Handbook.

Position	Directorate	Responsibility
Mayor	Council	To lead councillors in their understanding of, and compliance with this policy and guidelines.
General Manager	Executive	The General Manager has overall accountability for providing a healthy and safe workplace for all workers. The General Manager is to lead staff (either directly or through delegated authority) in their understanding of, and compliance with this policy.
Directors	All Directorates	To communicate, implement and comply with this policy and related guidelines.
Council Leaders	All Directorates	To provide supervision and leadership to volunteers.
All Council officials	Council	To comply with this policy and related procedures.
Volunteers	All	<p>Are responsible for:</p> <ul style="list-style-type: none"> <li>Complying with all Council policies and procedures including but not limited to the Code of Conduct.</li> <li>Complying with relevant safety and health requirements, which includes taking reasonable care for their own health and safety.</li> <li>Implementing and maintaining hazard controls.</li> <li>Undertaking relevant risk assessment for activities/tasks.</li> </ul>

### 5 References

- Local Government Act 1993
- Work Health and Safety Act 2011

### 6 Details of Approval and revision

- Approval date:** 7/12/2017
- Responsible Section:** N/A
- Superseded policies/procedures:**
- Next review date:** 7/12/2021

#### Table of amendments

Amendment	Authoriser	Approval ref	Date