
Volunteer Policy



1 Purpose

The City of Coffs Harbour (City) 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. The City 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 City programs, services, facilities and venues, events and projects for the community and are highly valued by the City.

The Purpose of this policy is to outline the City's commitment to our volunteers through:

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

2 Policy

In ensuring a positive experience for all volunteers, the City is committed to implementing systems and processes to seek best practice volunteer management by providing:

- a) The opportunity to be involved in many aspects of the organisation and decisions that affect them
 - b) Clarity regarding activities, expectations and relevant policies and procedures
 - c) Appropriate resources such as facilities and equipment to conduct their activities
 - d) Leadership, supervision and guidance to enable them to conduct their activities
 - e) A safe and healthy work environment in accordance with the Work Health and Safety (WHS) Act 2011, regulation and codes of practice
 - f) Appropriate training, induction and instruction required to conduct their activities
 - g) A work environment free from bullying and harassment and any form of discrimination or prejudice.
 - h) Mechanisms for resolving disputes and grievances
1. In volunteering for the City, our volunteers must:
- a) Comply with the City's Code of Conduct
 - b) Comply with the City's applicable policies and procedures
 - c) Be committed to the community and the City's interests whilst conducting their activities
 - d) Complying with relevant safety and health requirements, which includes taking reasonable care for their own health and safety
 - e) Not bring the City and its reputation into disrepute
 - f) Be between the age of 12 and 90
 - g) Not be remunerated for their services
 - h) Provide the City 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.)

The City will develop appropriate internal systems and processes to support staff in implementing the City's volunteer management systems and will also provide all relevant information for our volunteers.

3 Definitions

Volunteer: a person engaged by the City who performs/assists in the delivery of a City 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 City employee under the Act.

Worker: as defined in the WHS Act 2011.

4 Key Responsibilities

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.
City Leaders	All Directorates	To provide supervision and leadership to volunteers.
All City officials	City	To comply with this policy and related procedures.
Volunteers	All	Are responsible for: <ul style="list-style-type: none"> • Complying with all City policies and procedures including but not limited to the Code of Conduct. • Complying with relevant safety and health requirements, which includes taking reasonable care for their own health and safety. • Implementing and maintaining hazard controls. • Undertaking relevant risk assessment for activities/tasks.

5 References

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

6 Details of Approval and revision

- **Approval date:** 14/12/2023
- **Responsible Group:** Organisational Development
- **Responsible Section:** N/A
- **Superseded policies/procedures:** N/A
- **Next review date:** 28/08/2025

Table of amendments

Amendment	Authoriser	Approval ref	Date
Reviewed and updated to: <ul style="list-style-type: none"> • Change references from Council to City • Clarify sentence structure and terminology for readability • Includes expectation of volunteers to comply with health and safety requirements. • Broadened the documentation to support staff in manage volunteers 	Council	2023/246	14/12/23
New policy	Council	2017/289	07/12/17