

VOLUNTEER MANAGEMENT POLICY

QUALITY CONTROL			
EDRMS REFERENCES	D24/37896		
RESPONSIBLE POSITION	Director Corporate and Community		
APPROVED BY	General Manager		
REVIEW DATE	30/09/2026	REVISION NUMBER	1
EFFECTIVE DATE	ACTION	MINUTE NUMBER	
31 July 2024	Public Exhibition	47607	
30 October 20024	Policy Adopted	47672	

1. INTRODUCTION

- 1.1 Council recognises the benefits and contributions volunteers make to the community in the Broken Hill Local Government Area (LGA). The contribution made by volunteers is highly valued by Council.
- 1.2 The activities undertaken by volunteers are of benefit to Council and the local community and complement, but do not replace, the services and programs facilitated by Council employees.
- 1.3 Council is equally committed to maintaining the highest possible employment levels in the community. Volunteers are, therefore, not substitutes for paid employees but an acknowledged and valued addition to Council's community infrastructure.

2. POLICY OBJECTIVE

The purpose of this policy is to:

- a) provide an over-arching structure for consistent volunteer management across all Council business units.
- b) establish a high quality and consistent standard approach to recruiting, training, and managing volunteers across all areas and activities of Council.
- c) provide the opportunity for community members to participate in Council programs or services as volunteers.
- d) ensure that volunteers are treated with professionalism, fairness and respect and used ethically.
- e) ensure the health, safety and wellbeing of volunteers is protected in the workplace.

3. POLICY SCOPE

This policy applies to all volunteers, committees and sub-committees involved in Council organised activities or programs, including Council staff that volunteer to be involved in such activities or programs which is external to their normal workplace duties. To avoid

doubt, this policy applies to volunteer committees established for the purposes of section 355 and 377 of the *Local Government Act 1993* (NSW).

4. POLICY STATEMENT

Council is committed to creating opportunities for volunteers that are productive, meaningful and of benefit to the community and the volunteer. Council will ensure that all volunteers are treated as equals, receive training where necessary, given appropriate recognition, workplace support and protected through the provision of a safe and healthy workplace. Council is committed to increasing volunteering opportunities that will lead to skills development and learning opportunities.

4.1 Selection, Engagement And Management of Volunteers

- 4.1.1. Volunteering is open to any person who has been assessed as capable of carrying out the volunteer activities.
- 4.1.2. Whilst no minimum or maximum age limits for volunteering is applied by Council. Volunteers under the age of 18 years must have parental/carer approval for duties to be undertaken and be supervised at all times.
- 4.1.3. Volunteers must be approved by Council before undertaking any volunteering duties. Council may prescribe specific prerequisites for a volunteer performing certain activities (eg Specific qualifications and/or medical clearance) to ensure the safety of the volunteer and/or others involved in the activity.
- 4.1.4. All required prerequisites will be included in the Volunteer Application Form that must be completed by all volunteers and reviewed by Council before the volunteer is approved.
- 4.1.5. Volunteers will be appropriately managed, supervised and supported by Council in a way that is consistent with the duties the volunteers perform. Council reserves the right to suspend or terminate the services of a volunteer or discontinue the running of an activity without notice as outlined in Council's Volunteer Management Framework.

4.2 Identifying Activities Involving Volunteers

- 4.2.1. Council will identify activities within Council that involve, or are likely to involve, volunteers, including:
 - Community events
 - Non-event activities (such as park and bush maintenance)
 - Community services and fundraising
 - Council committees and sub-committees (eg Section 355 Committees)
- 4.2.2. Council approval must be obtained prior to the commencement of any task to be undertaken by a volunteer who has been deemed competent to carry out the task. Approval for certain tasks contained within the Volunteer's Position Description can be provided by Council on an ongoing basis. For any work or activity relating to a program of works or relating to an unplanned event, the relevant Council Officer must be contacted for approval prior to that work or activity being commenced.

5. IMPLEMENTATION

The following Council officers are responsible for the implementation and the adherence to this policy.

5.1 Roles and Responsibilities

Volunteers are expected to maintain the same standards of confidentiality, professionalism, organisational discipline and compliance with Council's Code of Conduct, Work Health and Safety and other relevant policies and procedures.

5.2 Work Health and Safety

Under the *Work Health and Safety Act 2011 (NSW)*, Volunteers are deemed to be a worker of Council and as such are owed a statutory duty of care while undertaking activities on behalf of Council.

Council will provide guidance to volunteers in relation to the process of identifying risks and hazards. Council will also provide guidance on the implementation of appropriate controls to eliminate or if not possible, reduce the level of risk to an acceptable level to create a safer, healthier workplace for volunteers.

Volunteers have a responsibility not to place themselves or other persons at risk while undertaking Council related activities or carrying out work on Council owned facilities.

5.3 Reimbursement of Expenses

Volunteers make significant contributions in terms of time, expertise, general personal expenses and endeavour. Council does not offer compensation or remuneration to volunteers for these contributions.

5.4 Insurance

Insurance coverage will be provided to volunteers within the written limitations and exclusions detailed in Council's current insurance policy wording and as set by Council's insurers/underwriters.

5.5 Media

Volunteers are not permitted to make any comments to the media on behalf of Council. Any queries for a statement to the media must be referred to Council's Communications Manager.

5.6 Training

Volunteers must attend all training required by Council.

5.7 Communication

This Policy will be communicated to the community and staff in accordance with Council's Policy, Procedure and Process Framework and Council's Business Paper process. Following adoption by Council the Policy will be made available on Council's website.

6. ASSOCIATED DOCUMENTS

The following documentation is to be read in conjunction with this policy.

- *Broken Hill City Council Volunteer Framework*
- *Enterprise Risk Policy including Work Health and Safety Policy*
- *Alcohol and Other Drugs Policy Model Code of Conduct*
- *Contractor Management Framework*
- *Media Policy*
- *Procurement Procedures and Guidelines*

7. REVIEW

This policy will be reviewed biennially. More frequent reviews may be required if there are changes to legislative requirements, organisational change or amendments to Council's Safety Management System.

The Director Corporate and Community is responsible for the review of this policy.

8. LEGISLATIVE AND LEGAL FRAMEWORK

This policy is to be read in conjunction with the following:

- *Work Health and Safety Act 2011 (NSW)*
- *Work Health and Safety Regulations 2017*
- *Local Government Act 1993*
- *Anti-Discrimination Act 1977*
- *Child Protection (Working with Children) Act 2012*
- *Privacy and Personal Information Protection Act 1998*

9. DEFINITIONS

Council	Means Broken Hill City Council.
Volunteer	Means any person from the community who offers to do work for Council without monetary compensation.