

## 2.2.8 Volunteer Management Policy

|                                |   |
|--------------------------------|---|
| <b>Type:</b>                   | Corporate Services – Risk Management  |
| <b>Legislation:</b>            | Local Government Act 1995 (WA)<br>Equal Employment Opportunity Act 1985 (WA)<br>Volunteers and Food and Other Donors (Protection from Liability) Act 2002 (WA)<br>Occupational Safety and Health Act 1984 (WA)  |
| <b>Delegation:</b>             | N/A   |
| <b>Other Related Document:</b> | Volunteering Australia – The National Standards for Volunteer Involvement 2015<br>Volunteer Australia’s ‘ <i>Principles of Volunteering</i> ’<br>Council’s Code of Conduct<br>Council’s Occupational Safety and Health Policy<br>Council’s Grievance Policy and Procedure |

### Objective

To provide Council with guidance on the management of volunteers engaged by Council.

### Policy Scope

This policy applies to all volunteers.

### Policy

#### 1. Recruiting Volunteers

The Town will publicly advertise and promote volunteering opportunities, ensuring that wherever possible there is equity of access and that voluntary work is structured to be meaningful and rewarding.

The Town of East Fremantle will ensure that selection and screening processes are applied when recruiting volunteers, including:

- (a) Relevant background information
- (b) Criminal record screening and three year Police clearance paid by Council to meet the requirements of the Town of East Fremantle’s policies and relevant legislation.

Volunteers will not be used for Community Transport Services with respect to the Commonwealth Home Support Program (CHSP).

#### 2. Roles and Responsibilities

##### Council’s Responsibilities to Volunteers

- Volunteers will be recruited in a fair, equitable and formal manner.
- Volunteers knowledge and skills relevant to their roles will be identified and training and development opportunities provided to meet those needs.

- Volunteers will be provided with a safe workplace as per the legislative requirements of the Occupational and Safety Health Act 1984 (WA).
- Volunteers will be provided with support and direction from the relevant Co-ordinator.
- 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 for 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 a 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, log book or minutes for a meeting for insurance purposes.
- Volunteers must inform Council 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 her or her non-compliance with any legislation.

### **3. Managing Volunteer Code of Conduct Breaches**

The Town endeavours to work cooperatively with volunteers to support them in being successful in their voluntary role, however the Town recognises that despite the best intentions of volunteers and the Town there are occasions where relationships may break down or behaviour is incompatible with the Town's obligations to the community. In such circumstances the Town may:

- (a) Where a concern is identified, communicate the concern to the volunteer and provide them with support, encouragement or where appropriate training to over-come the concern. This should be an ongoing communication, review and support arrangement to assist the volunteer in resolving the concern.
- (b) Where a concern is ongoing and has not been resolved through communication with a volunteer, provide written advice to the volunteer advising that if the concern cannot be resolved that the volunteer service arrangements may be either modified or terminated, at the Town's discretion.
- (c) Where a concern has been unable to be resolved or in circumstances where a serious breach has occurred, the volunteer is to advise in writing of the unresolved concern or breach and the volunteer's service arrangement may be either modified or terminated, at the Town's discretion.

|                                   |                                      |
|-----------------------------------|--------------------------------------|
| <b>Responsible Directorate:</b>   | Executive Manager Corporate Services |
| <b>Reviewing Officer:</b>         | Chief Executive Officer              |
| <b>Decision making Authority:</b> | Council                              |
| <b>Policy Adopted:</b>            | 15/9/20                              |
| <b>Policy Amended/Reviewed:</b>   |                                      |
| <b>Former Policy No:</b>          |                                      |