



## **OPERATING GUIDELINES**

### **VOLUNTEERS**

**Approved by:** *E.M.T. June 2001*

Subsequent Amendments:

*Reviewed and revised to current format February 2003.*

*Minor update and amendments July 2006*

Addition to 2.2.4 – include volunteer entitlement to free public transport or parking while on duty.

Addition to 2.2.8 – recognition & reward to include WRAP entitlements.

Additions to 2.2.14 – volunteer responsibility if approached by media and direction on personal solicitation.

**Document Owner**

Position: *Volunteering Development Officer*

Phone: 8203 7203

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# **1 INTRODUCTION**

## **SCOPE**

- 1.1 These Guidelines establish the position of the Adelaide City Council regarding the contribution of volunteers to Council programs and services, and sets out the respective responsibilities of the Council and Volunteers.

## **LEGISLATIVE AND CORPORATE REQUIREMENTS**

- 1.2 Volunteer programs run by the Adelaide City Council operate within the overall legislative framework of the Local Government Act 1999, employment legislation and the Occupational Health Safety and Welfare Act 1986. The programs support the Council's Strategic Management Plan 2004 – 2007, Social Development Strategy and especially contribute to the Council's objectives to grow the population.

# **2. ADMINISTRATIVE POLICY AND GUIDELINES**

## **2.1 POLICY STATEMENTS**

### **2.1.1 Statement On Volunteerism**

The Corporation of the City of Adelaide recognises the significant contribution of volunteers within the community. We value volunteers who in their various roles initiate, deliver and enhance a broad range of services and programmes offered by Council. Volunteers forge a strong bond between the Council and the Community it serves by encouraging:

- Community participation/development
- Access to resources and information
- Services responsive to community needs
- Social interaction

### **2.1.2 Statement On The Role Of Volunteers**

In wishing to enhance their lives, many people have the desire to give voluntarily of their time in some form of socially acceptable and satisfying activity of their own choosing. By its very nature, Local Government is an obvious target with considerable contributions made by volunteers.

The harnessing of people's time, interests and skills can provide benefits to the volunteers, to the persons or projects assisted, the organisation within which they work and to the community at large.

Council recognises that the vital contribution made by volunteers results in:

- The development of new services
- The delivery and augmentation of existing programmes, services and activities
- The provision of direct links between Council and the community

### 2.1.3 Definition Of Volunteering

Volunteering can be defined as people undertaking activities:

- Of their own free will
- Without payment
- Which will be of benefit to the community
- Which complement but do not replace the activities of paid staff

The Mayor and Elected Members of the Corporation of the City of Adelaide are not defined as Volunteers in relation to this policy.

Community Representative member's of Council Committees and/or Working Parties are not defined as Volunteers in relation to this policy unless they engage in duties and/or activities outside of and separate to Meeting structures.

### 2.1.4 Statement Of Commitment By Council

- To understand the philosophy of Volunteering.
- To provide quality volunteer management practices and the allocation of appropriate resources – human, physical and financial to meet volunteer requirements.

#### By Staff

- To understand the philosophy of Volunteering.
- To understand and implement quality volunteer management practices.

#### By Volunteers

- To agree to work within the Council structure, requirements and guidelines.
- To support and appropriately use the resources – human, physical and financial available to volunteers.

## 2.2 GUIDELINES

### RESPONSIBILITIES OF COUNCIL

#### 2.2.1 Assessment and Registration

- Council is committed to ensure that all Volunteers possess the necessary skills, knowledge, experience, qualifications and attitudes to carry out their roles and duties.
- All volunteers will be registered as a Council Volunteer with the Volunteering Development Officer based in Libraries & Community Services prior to the commencement of their duties.

#### 2.2.2 Orientation, Training and Position Descriptions.

- Council will provide comprehensive orientation and orientation kits for Volunteers.
- Standardised Position Descriptions will be provided to Volunteers and maintained to accurately reflect the requirements of any position.
- Council will provide appropriate training to Volunteers in accordance with their duties and the organisation's Occupational Health, Welfare & Safety responsibilities and requirements.

#### 2.2.3 Insurance

- Volunteers will be covered by Council's Volunteer Insurance Policy whilst performing activity directed by their Position Description on behalf of Council.
- Council will provide Personal Accident insurance cover and Public Liability insurance cover. Volunteers who use personal vehicles whilst carrying out duties are required to have third party property insurance on their vehicles. In case of accident whilst carrying out Council business in accordance with their Position Description, Council will cover excess and/or the loss of a 'no claim bonus'.
- Volunteers are covered by insurance whilst travelling directly to and from the place of volunteer work.

#### 2.2.4 Reimbursement

- Volunteers that are required to use their own vehicle to carry out duties in accordance with their job description or as delegated by the Program Coordinator are entitled to and may claim mileage reimbursement. Mileage will be calculated for uninterrupted travel to/from home to Council and whilst carrying out duties. Recruitment for these positions will be limited where possible to those living close to the City.

- Volunteers who aren't required to use their vehicle for volunteer duties but are using it to travel to and from the place of work are **not** entitled to claim mileage reimbursement.
- Mileage claims must be submitted on the Volunteer Reimbursement form and forwarded to the Volunteering Development Officer at the end of the month.
- Volunteers are entitled to receive a multi-trip ticket for use on public transport whilst travelling to and from place of volunteering.
- Volunteers are entitled to receive a UPark voucher which will entitle them to park their vehicle in a selected Council UPark. The date and time of use will be indicated on the voucher.
- Other programme or project costs can only be claimed for reimbursement with the prior approval of responsible/appropriate Council staff.

#### 2.2.5 Consultation and Confidentiality

- Council is committed to consulting with Volunteers in matters relating to their volunteer involvement.
- Council will respect that Volunteers have the right to confidentiality and that their records should only be accessible to themselves, their direct supervisor and/or Volunteering Development Officer.

#### 2.2.6 Performance Appraisal and Feedback

- Council is committed to ensure that all Volunteers are involved in regular performance appraisals with their direct supervisors and/or co-ordinators. A range of methods will be used to undertake appraisals, including – selection, orientation, on the job and informal training, formal and informal feedback.
- Council shall respond to issues raised by volunteers and where appropriate, provide reasonable training and conflict resolution. Volunteers will be encouraged to contribute to this process.

#### 2.2.7 Complaints and Grievances

- Council shall provide an appropriate complaints process for Volunteers.
- Council shall ensure that all Volunteers are informed of the grievance process during orientation and that they receive a copy of this with their orientation kit.

#### 2.2.8 Recognition and Rewards

Council will acknowledge the contribution of the volunteers by:

- Annual Mayoral reception.
- Celebration during Volunteers week in May.
- Provision of a reference on successful completion of the three month probationary period.

- Ongoing acknowledgement will be the responsibility of the individual supervisors eg Birthday cards.
- Work, Rest & Play (W.R.A.P) staff entitlements are extended to ACC volunteers.

#### 2.2.9 Records

- Information will be kept to record the contribution that Volunteers make to the community and the level of service provision they enable Council to provide.
- Council will ensure that all individual Volunteer information and registration shall be recorded and maintained in an appropriate confidential database.
- All Volunteers have the right of access to and/or copy information recorded in their file.

#### 2.2.10 Industrial Boundaries and Action

- Council shall actively promote sound industrial relations between paid and volunteer staff.
- Council shall ensure that volunteer positions do not constitute a threat to job security or replace the activities of paid staff.
- Council shall ensure that demarcation lines will be made known and understood by both paid staff and volunteers.
- In the event of any industrial dispute between management and employees, volunteers should not be expected to cross picket lines, nor depart from their normal duties.

#### 2.2.11 Equal Employment Opportunity

- Council has developed an Equity & Diversity Policy to reflect its commitment in creating an employment environment which is free of discrimination and which reflects the diversity and needs of the community it serves. Further information is included in the ACC Volunteers Handbook.

#### 2.2.12 Occupational Health, Safety and Welfare

- Council commits to maintain the workplace in a safe and healthy condition for all staff and volunteers.
- Council commits to provide and maintain safe equipment and systems of work in which the safe use, handling, storage and transport of plant and substances is implemented and monitored.
- Council commits to provide ongoing Occupational Health, Safety & Welfare information, training and supervision for all volunteers.

#### 2.2.13 Review

- The Volunteer Operating Guidelines document will be regularly reviewed.

## RESPONSIBILITIES OF VOLUNTEERS

### 2.2.14 Code Of Conduct

- Volunteers are to refrain from any form of conduct, in the performance of official duties, which may cause any reasonable person offence or embarrassment.
- Volunteers are to observe the highest standards of honesty, integrity and where appropriate confidentiality..
- Volunteers are not permitted to speak to any media source regarding their experience with the Adelaide City Council. All enquiries to be directed to the CEO.
- Volunteers will not promote or solicit their own business enterprise, political agenda or religious beliefs while volunteering with the Adelaide City Council.
- Volunteers are to refrain from harassing any member of staff, Council or the community, which includes verbal innuendo or unsolicited comments about physical attributes, gender, race or religion.
- Volunteers are to not use their position to gain advantages not available to other volunteers for example asking for free admission into tourism attractions, events.

### 2.2.15 Occupational Health, Safety & Welfare

To ensure that the requirements and obligations under the Occupational Health, Safety & Welfare Act and Regulations are maintained, Volunteers are required: -

- To take reasonable care of their own safety and that of others at work.
- To use safety devices and protective equipment correctly and in accordance with health and safety procedures.
- To obey all instructions from their supervisors issued to protect their own personal health and safety and that of others and not to perform any procedure or task unless they have received appropriate training and instruction.
- To take such action as is within their competence and responsibility to report or make such recommendation to a higher level to avoid, eliminate or minimise hazards of which they are aware in regard to working conditions or methods.
- To report any accident or injury which arises in the course of their work.
- To keep areas in a safe condition.
- To ensure that they are not, by the consumption of alcohol or a drug, in such a state to endanger their own safety or that of others.
- To not interfere with, remove or displace any safety guards, safety devices or protective equipment unless it is as part of an approved maintenance or repair procedure.

### 2.2.16 Smoking

Volunteers are to observe Council's Smoking Policy in which it is recognised that Council has a duty of care to provide a safe and healthy working environment and has therefore adopted a smoke free workplace policy such that smoking will not be allowed in indoor work areas or Council vehicles. Smoking is prohibited whilst on duty.

## **3 ROLES AND RESPONSIBILITIES**

- 3.1 The Corporate Volunteer Program's strategic development and the recruitment, coordination and overall management of volunteers for Adelaide City Council programs will be the responsibility of the Volunteering Development Officer overseen by the Manager within the Libraries and Community Services Department.

## **4 MONITORING AND REVIEW**

- 4.1 Effectiveness of the Policy and Guidelines will be reviewed annually.