

**POLICY REGISTER**

**POLICY NO. 01.009**

**POLICY TITLE:**

**VOLUNTEERS**

FILE REFERENCE NO. : S16/284, O1/5/1  
DATE ADOPTED : July 27, 1994  
MINUTE NO. : 36678  
DATE AMENDED : May 3, 2000  
MINUTE NO. : 38724

**OBJECTIVES**

To ensure that adequate guidelines and procedures exist for the utilisation and appreciation of volunteers workers within Council's operations

## **POLICY STATEMENT**

### **PURPOSE OF THIS POLICY**

The Broken Hill City Council utilises volunteers in many areas of its operations. It recognises that many valuable contributions are made by volunteers that enhance the quality of Council's operations. It also recognises that the use of volunteers must be regulated for the protection of both the individual volunteer and the Council.

The purpose of this policy is, therefore, to provide guidelines for the proper management of volunteer workers within Council's organisation.

### **SCOPE OF THIS POLICY**

This policy applies to all volunteer workers, other than those participating in "Work for the Dole", Section 355 Committees, and Student Work Experience Programs. However, it should be noted that the requirements of this policy generally apply to those participants also, in areas such as training, supervision, etc.

### **COUNCIL'S COMMITMENT**

Council is committed to providing work experience and training opportunities to members of the Community. However, Council is equally committed to maintaining the highest possible employment levels. Volunteers are therefore, not substitutes for paid employees but an acknowledged and valued addition to Council's community infrastructure.

Therefore, Council gives an undertaking to:

- appreciate and respect the valuable contribution in service and time given by volunteers;
- provide quality training and friendly and timely support to volunteers;
- utilise volunteers only for duties that would not otherwise be performed by paid staff;
- monitor the long term use of volunteers to ensure that there is conformity with the guidelines for their use.

### **GUIDELINES**

- Volunteers will generally be deployed on ancillary duties
- Volunteers may not be used to perform the duties of paid employees, even in the event of staff illness or absence
- Volunteers will not be used to perform the routine or specialist tasks usually undertaken by paid employees in place of those employees; but may be trained in such duties if applicable to their placement

- Volunteers may work for a maximum of fifteen (15) hours per week in a voluntary capacity
- Volunteers may not be engaged for longer than six (6) weeks at any one time and there must be a break of a minimum of one week between any successive six week engagement periods
- Service as a voluntary worker with Council will not be construed as providing any access to, or right for consideration for any future paid employment with Council and does not entitle the volunteer to accrual of employment related benefits such as superannuation
- Duties to be performed by volunteers must be clearly defined and a written statement of duties is strongly recommended
- Council will provide all equipment and materials necessary for the volunteers to safely and professionally perform the specified duties

### **OBLIGATIONS OF SUPERVISORS**

- In areas where volunteer contributions are encouraged by Council, a formal record is to be kept of current volunteer workers in a register including name, dates of service, etc.
- The Supervisor will keep attendance records for voluntary workers and ensure that a copy is forwarded fortnightly to Council's Human Resources department for inclusion in Council's formal records
- Volunteers must not be left unsupervised for any "unreasonable" length of time.
- Any volunteers working in an area that has child protection implications must be supervised at all times

### **OBLIGATIONS OF VOLUNTEERS**

- Volunteer workers are expected to maintain the same standards of confidentiality, customer service, courtesy, organisational discipline and compliance with Council policies and procedures as are required of the paid employees of Council
- Volunteers are obliged to advise their supervisor if they are unable to attend
- Volunteers are expected to display the same level of commitment during their period of engagement regarding punctuality, attendance, work ethic, etc, as is expected of paid Council employees
- Volunteers are expected to contact their supervisor at Council should they wish to discuss any aspects of their voluntary service.

### **APPLICATION AND APPROVAL**

Persons seeking to undertake voluntary work with Council must complete an application form (refer Appendix A) and be interviewed by the appropriate supervisor and/or manager.

Following interview, the supervisor should send the assessed application form to their Manager, who, in turn, will seek the final approval of the Director. The form will then be sent to Council's Employment Services Department which will arrange for induction for the successful applicants, and preparation and filing of the relevant records

Under no circumstances can any volunteer be engaged or commence duties without the application and approval process outlined in this section having been completed.

### **WORKPLACE ACCIDENT INSURANCE**

Council will cover all volunteer workers against injury or work-related illness.

### **REIMBURSING OUT-OF-POCKET EXPENSES**

Volunteers are entitled to claim for reimbursement of reasonable out-of-pocket expenses incurred with the prior approval of supervisors. To claim the reimbursement they must submit a written application together with relevant original receipts.

### **INDUCTION TRAINING**

Before commencement, volunteer workers must undertake an induction training program conducted by Council's Employee Services Department. This program will include but shall not be restricted to occupational health and safety matters, customer service, equal employment opportunity and anti-discrimination concepts.

### **TERMINATING VOLUNTARY SERVICE**

Council may cease the services of a volunteer worker at any time without notice.



# BROKEN HILL CITY COUNCIL

## VOLUNTARY WORKER APPLICATION FORM

Surname

First Names

Address

Next of Kin (Emergency)

Relationship

Next of Kin Address

Phone

Council workplace requested

Reason for seeking volunteer work

Relevant qualifications and skills

Do you have any medical condition or any disability/injury/medical problem that might affect your ability to perform your volunteer duties or that may place a Council employee or member of the public at risk?

Yes  No  (If yes please provide details)

I declare that the information that I have provided above is to the best of my knowledge, complete and correct.

Volunteer Signature

Date

Supervisor Comments

Supervisor Signature

Date

Director/Manager Signature

Approved

Yes  No