



# VOLUNTEER MANAGEMENT POLICY P3.0100.3

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# VOLUNTEER MANAGEMENT POLICY

**DIVISION:** Sport Community and Activation

**BRANCH:** Community Outcomes

**CATEGORY:** 2

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## PART 1 – INTRODUCTION

### 1. BACKGROUND

- 1.1 Council recognises the benefits and contributions Volunteers make to the community in the Camden 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.

### 2. OBJECTIVE

- 2.1 The purpose of this Policy is to:
  - a. Provide an over-arching framework for consistent Volunteer management across all Council business units for formal Volunteering activities and events.
  - b. Establish a high quality and consistent standard approach to recruiting, training, and managing Volunteers across all areas and activities of Council.
  - c. Detail opportunities for community members to participate in Council programs or services as Volunteers.
  - d. Provide an approach that promotes Volunteers being treated ethically and with equity, fairness, respect.
  - e. Promote the health, safety, and wellbeing of Volunteers while undertaking volunteering activities in the Workplace.

### 3. SCOPE

- 3.1 This Policy applies to all Volunteers, committees and sub-committees involved in Council activities or programs, including Council staff that Volunteer to be involved in such activities or programs outside of their work hours. To avoid doubt, this Policy applies to Volunteer committees, reference groups and casual volunteering within the Local Government Act 1993 (NSW).

### 4. DEFINITIONS

- 4.1 **Council** means Camden Council

- 4.2 **Formal Volunteering** means volunteering that takes place within organisations (including institutions and agencies).
- 4.3 **Inclusive Volunteering** means suitable volunteering opportunities are available to people regardless of age, culture, gender, sexual orientation, ethnicity, religion, social status, disability
- 4.4 **Skills-Based Volunteering** means individual employees, with professional qualifications and/or experience, who offer their skills and expertise to Volunteer Involving Organisations to implement projects to enhance community capacity.
- 4.5 **Volunteer** means any person who undertakes volunteering activities for Council without monetary compensation.
- 4.6 **Volunteer Involving Organisation (VIO)** means any organisation/company/department that engages volunteers.
- 4.7 **Volunteering** means time willingly given to engage in volunteering activities for the common good and without monetary compensation.
- 4.8 **Worker** means all employees of Camden Council (whether full-time, part-time or casual) and all persons performing work at the direction of, or on behalf of Camden Council including apprentices, trainees, persons gaining work experience, volunteers, contractors, subcontractors, employees of a contractor or subcontractor, employees of a labour hire company, consultants and temporary staff.
- 4.9 **Workplace** means a place where work is carried out for, or on behalf of, Camden Council and includes any place where a Worker goes or is likely to be, while at work.

## PART 2 - 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 endeavour to treat Volunteers as equals, receive training where necessary, given appropriate recognition and support and protected through the provision of a safe and healthy Workplace. Council is committed to increasing Volunteering opportunities that may lead to skills development and learning opportunities.

### 5. SELECTION, ENGAGEMENT AND MANAGEMENT OF VOLUNTEERS

- 5.1 Volunteering is open to any person who has been assessed as capable of carrying out the Volunteer activities.
- 5.2 Volunteers must be approved by Council before undertaking any Volunteering activities. Council may prescribe specific prerequisites for a Volunteer performing certain activities (e.g. specific qualifications and/or medical clearance, Working With Children Check) to ensure the safety of the volunteer and/or others involved in the activity.
- 5.3 All required prerequisites will be included in the Volunteer Registration Pack that must be completed by all volunteers and reviewed by Council before the volunteer is approved.

- 5.4 Volunteers will be appropriately managed, supervised and supported by Council in a way that is consistent with the duties the Volunteers perform.
- 5.5 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 Handbook.

## **6. IDENTIFYING ACTIVITIES INVOLVING VOLUNTEERS**

6.1 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
  - Community projects, committees, or groups where skill-based volunteering is required to assist Council in service delivery outcomes for the LGA.

6.2 Written approval must be obtained from Council 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.

## **7. INCLUSIVE VOLUNTEERING**

7.1 Council understands the role of Volunteering as a means of community empowerment and social inclusion. A socially inclusive society is one in which all people feel valued and can participate in. This leads to increased social capital for individuals and social cohesion for the community.

7.2 Council is committed to providing Volunteering opportunities, where suitable, to all people within the LGA. Achieving this means that people will have the opportunity to apply to engage in meaningful Volunteering activities, in an attempt to develop a sense of belonging and empowerment.

## **8. OBLIGATIONS OF VOLUNTEERS**

8.1 Volunteers are expected to maintain the same standards of confidentiality, courtesy, organisational discipline and compliance with Camden Council's Code of Conduct, Work, Health, Safety and other relevant Policies and Procedures.

## **9. WORK HEALTH AND SAFETY**

9.1 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.

- 9.2 Council will provide guidance to Volunteers in relation to the process of identifying and managing risks and hazards.
- 9.3 Volunteers have a responsibility not to conduct themselves in a manner that would place them or other persons at risk while undertaking Council related activities or carrying out those activities on Council owned premises or facilities.

## **10. WHS RISK MANAGEMENT**

- 10.1 Council has a duty to provide a Workplace for Volunteers that is without safety and health risks, so far as is reasonably practicable. If identified risks cannot be eliminated, control measures must be implemented to reduce risks so far as is reasonably practicable.
- 10.2 Council has a WHS Risk Management Procedure which is applicable to all Workers, including Volunteers. The Procedure describes how Council identifies, assesses, and manages WHS risks. It explains the use of WHS risk management tools and defines responsibilities.
- 10.3 As a Worker, Volunteers have a duty under the *WHS Act (2011)* to take reasonable care for their own health and safety and that of others. This can include but is not limited to:
- Following all reasonable instructions given by Council.
  - Read, understand, and cooperate with Policies, Procedures, Safe Work Method Statements and Safe Work Procedures provided by Council.
  - Raise any health and safety concerns in relation to Volunteer activities with the program supervisor.
  - Do not perform tasks that the Volunteer has not been trained or approved by Council for.
  - Do not engage in unsafe behaviour.

## **11. REIMBURSEMENT OF EXPENSES**

- 11.1 Council will consider reimbursement for any pre-approved expenses reasonably incurred in connection with the performance of Volunteer activities. A Volunteer making a claim for reimbursement must supply Council with proof of the expense claimed.

## **12. INSURANCE**

- 12.1 Appropriate and adequate insurance coverage will be provided to Volunteers.

## **13. MEDIA**

- 13.1 Volunteers are not permitted to make any comments to the media in relation to their involvement with any volunteering activities they undertake with Council. Any queries for a statement to the media must be referred to Council's Media Advisor.

## **14. TRAINING**

- 14.1 Volunteers must attend all training required by Council.

## **15. REVIEW**

- 15.1 This policy will be reviewed biennially. More frequent reviews may be required due to legislative or organisational change or amendments to Council's related policies, procedures or Safety Management System.

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**RELEVANT LEGISLATIVE INSTRUMENTS:**

*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*

**RELATED POLICIES, PLANS AND PROCEDURES:**

Camden Council Volunteer Handbook  
Volunteer Management Manual  
Work Health & Safety Policy  
WHS Risk Management Procedure  
Prohibited Substance & Alcohol Policy  
Prohibited Substance & Alcohol Procedure  
Keeping Kids Safe Policy  
Keeping Kids Safe Procedure  
Code of Conduct Policy  
Respect & Dignity in the Workplace Policy  
Contractor Management Procedure  
Media Policy  
Procurement Procedures and Guidelines  
Personal Protective Equipment Procedure  
Workplace Surveillance Policy

**RESPONSIBLE DIRECTOR:**

Customer and Corporate Strategy

**APPROVAL:**

Council

**HISTORY:**

<b>Version</b>	<b>Approved by</b>	<b>Changes made</b>	<b>Date</b>	<b>TRIM Number</b>
1	Council	New	29/01/2013	15/216613
2	Council	Minor amendments	23/07/2019	15/216613
3	Council	Significant amendments	08/08/2023	15/216613