


COUNCIL POLICY

 <p>Adelaide Hills COUNCIL</p>	<h2>Volunteer Engagement Policy</h2>
--	--------------------------------------

Policy Number:	COM-04
Responsible Department(s):	Community Development
Relevant Delegations:	As per the Delegations Register and as detailed in this Policy
Other Relevant Policies:	WHS & IM Policy
Relevant Procedure(s):	Volunteer Management Manual 2023 Code of Conduct for a Child Safe Organisation Criminal and Relevant History Screening Procedure Code of Conduct for Volunteers Access and Inclusion Plan 2020-2024
Relevant Legislation:	Volunteer Protection Act 2001 Volunteers Protection Regulations (SA) 2019 Children and Young People (Safety) Act 2017 Work Health Safety Act 2012 Work Health Safety Regulations 2012 Equal Opportunity Act 1984 Local Government Act 1999 The State Records Act 1997
Policies and Procedures Superseded by this policy on its Adoption:	Volunteer Engagement Policy 2022
Adoption Authority:	Council
Date of Adoption:	11 March 2025
Effective From:	11 March 2025

Minute Reference for Adoption:	<i>Council resolution 92/25</i>
Next Review:	No later than March 2028 or as required by legislation or changed circumstances

Version Control

Version No.	Date of Effect	Description of Change(s)	Approval
1.1	08/03/2022	<i>Minor amendments to reflect changes in AHC Strategic Plan and updating the Volunteering Coordinator role and responsibilities and that a volunteer role may be terminated</i>	<i>Council Resolution 32/22</i>
1.2	11/03/2025	<p><i>Updated to include the following:</i></p> <ul style="list-style-type: none"> • <i>Children and Young People (Safety) Act 2017</i> • <i>updated National Standards for Volunteer Involvement (2024)</i> • <i>Volunteering Strategy for South Australia (2021 – 2027)</i> • <i>Council Strategic Plan 2024</i> • <i>Access and Inclusion Plan 2020-2024</i> • <i>Volunteer Management Manual 2023</i> 	<i>Council Resolution 92/25</i>

VOLUNTEER ENGAGEMENT POLICY

1. INTRODUCTION

- 1.1 Adelaide Hills Council recognises the importance and the role of volunteering in strengthening connections and understanding between people which promotes a sense of belonging and social wellbeing for individuals, communities and society.
- 1.2 Council acknowledges volunteers are motivated by diverse factors and is committed to engaging volunteers in meaningful activities suited to their skills and interests. Council provides the support and recognition needed to assist volunteers perform their roles effectively. Council values diversity and we are committed to supporting a diverse volunteer base which is representative of our community.
- 1.3 Council demonstrates effective volunteer engagement delivered through a volunteer management framework and in accordance with the 'National Standards for Volunteer Involvement' (Volunteering Australia 2024).

2. OBJECTIVES

- 2.1 This policy confirms Council's commitment to volunteering and provides a best practice framework for the management of volunteers by:
 - Articulating the basis for involving and providing direction and structure to the way volunteers are managed for the benefit of Council, the community and those individuals participating in the programs
 - Provides understanding of Council's expectations and standards for volunteers and the rights and responsibilities of volunteers in accordance with the National Standards for Volunteer Involvement
- 2.2 The policy demonstrates Council's compliance with the:
 - *Volunteer Protection Act 2001 (SA) and Volunteers Protection Regulations 2019 (SA)*
 - *Children and Young People (Safety) Act 2017 (SA)*
 - *Work Health Safety Act 2021 (SA)*
 - *Equal Opportunity Act 1984 (SA)*
 - *Local Government Act 1999 (SA)*
 - Council Strategic Plan 2024 *Your Place, Your Space*
 - Access and Inclusion Plan 2020-2024
 - Volunteer Management Manual 2023
 - Volunteering Australia's National Standards for Volunteer Involvement 2024
 - Volunteering Strategy for South Australia (2021 – 2027)
- 2.3 This policy has been developed to reflect Council's strategic objectives in relation to volunteering.

3. DEFINITIONS

3.1 **“Volunteering”** is time willingly given for the common good and without financial gain (Volunteering Australia 2015)

3.2 A **“volunteer”** is an individual who is registered with and has approval by Council to undertake activities:

- Of the volunteer’s own free will and without coercion
- For no financial reward from Council
- In designated volunteer positions only

3.3 The following persons, for the purposes of this policy, are not considered volunteers:

- People on student placement and work experience programs
- Council Members of Adelaide Hills Council
- Persons receiving payment outside of the volunteer reimbursement framework
- People working on a voluntary basis for organisations with the Council
- Partners or supports

3.4 A **“Volunteer Leader”** in Council is defined as paid staff members who are directly responsible for the day-to-day management and leadership of volunteers undertaking duties on behalf of Council.

3.5 The **“Volunteering Coordinator”** in Council is defined as an AHC staff member who develops and implements systems to support, attract, recruit and retain volunteers and who supports Volunteer Leaders to manage and lead volunteers.

4. SCOPE

4.1 This policy is intended as a guide for all Council departments which involve volunteers that are registered with Adelaide Hills Council. It also guides Council’s vision for the ongoing engagement and involvement of volunteers.

4.2 This policy applies to all volunteers and to those employees who work in activities, programs and services where volunteers are involved.

5. POLICY STATEMENT

Policy Principles

5.1 Council supports volunteering and understands that effective engagement of volunteers provides the organisation with skills, talents and perspectives that are essential to remaining relevant and sustainable and extends our capacity to accomplish our goals.

5.2 Council recognises that the volunteer program provides several benefits to both the volunteers and the community including:

- Community participation
- Enhanced personal development and self esteem
- Increased access to resources and information

- Social interaction and satisfaction
- Participation with established Council services and events
- Improvement to the well-being of the community

5.3 Council supports a range of volunteer programs that serve the local community in a variety of areas including, but not limited to:

- Transport
- Youth Leadership
- Shopping assistance
- Library services
- Community Centres
- Community Sheds
- Arts & Heritage
- Advisory Groups

5.4 Volunteer responsibilities are formalised and documented for each volunteer program, which clearly identify the role of each volunteer. Council provides adequate resources to manage its various volunteer programs to ensure that the objectives of this Policy are met.

6. ROLES AND RESPONSIBILITIES

6.1 Volunteers' Rights: Council recognises that volunteers have the right to:

- Make a choice of type of involvement, commitment of time, and the right to say 'no'
- Be provided with a clearly written Volunteer Role Description and to receive appropriate orientation and ongoing training
- Have access to designated employees (Volunteer Leaders) with queries or support relating to their volunteer role
- Receive ongoing support and direction from Volunteer Leaders
- Be provided with the appropriate resources to undertake their volunteer duties as required
- Be treated with respect and as a valued member of the team
- Receive reimbursement for approved out-of-pocket expenses
- Be consulted, valued and welcomed regarding ideas and suggestions for improvements to the program with which they work
- Have complaints or grievances heard by an appropriate People Leader (Volunteer Leader, Volunteering Coordinator or Team Leader) and to be aware of the grievance procedures
- Work in a safe environment
- Be covered by appropriate insurances whilst engaged in their volunteer duties
- Terminate their volunteer role with Council at any time

6.2 Volunteers' Responsibilities: Council recognises that volunteers have obligations and responsibilities to the Council including:

- Make a realistic commitment in terms of involvement and reliability
- Understand and acknowledge the requirements of the Code of Conduct for Volunteers and relevant policies and procedures
- Participate in the appropriate induction and ongoing training as provided
- Report to their Volunteer Leader any damage to property or third party

- Notify their Volunteer Leader if they are unable to undertake duties
- Report any unsafe working conditions / potential hazards to their Volunteer Leader
- Operate under the direction and supervision of Council employees to achieve the objectives required
- Maintain confidentiality regarding Council business, program information or any other sensitive, private information they come across during their volunteer duties
- Council Volunteers must follow local, state and Federal regulations and legislation in relation to bushfire, pandemic and disaster management.

6.3 Council's Rights: Council has the right:

- To negotiate a commitment from a volunteer
- To expect a volunteer to undergo appropriate training
- To expect to be notified in advance if a volunteer is unable to undertake duties
- To refuse a volunteer placement
- To request that a volunteer undertakes a Criminal and Relevant History Screening Check or medical check for fitness for the position, predetermined by the chosen area of work
- To expect a volunteer to observe privacy and confidentiality obligations
- To terminate a volunteer appointment due to unsatisfactory volunteer work and/or inappropriate behaviour or if the role is no longer required

6.4 Council's Responsibilities: Council will ensure that volunteers:

- Do not undertake duties assigned to employees
- Are offered reimbursement for approved out-of-pocket expenses
- Have adequate skills and knowledge to undertake duties
- Are provided with a volunteer induction and local orientation and appropriate training
- Receive appropriate support and supervision
- Are registered with Council, through registration in the Better Impact Volunteer Management system, and insured within Council's Personal Accident and Public Liability policies whilst undertaking approved work activities
- Have a safe working environment, safe equipment and safe systems of work
- Have adequate resources to ensure the sustainability of the volunteer management system

7. DELEGATION

7.1 The Chief Executive Officer has the delegation to:

- Approve, amend and review any procedures that shall be consistent with this Policy; and
- Make any legislative, formatting, nomenclature or other minor changes to the Policy during the period of its currency.

7. AVAILABILITY OF THE POLICY

8.1 This Policy will be available via the Council's website www.ahc.sa.gov.au.

