

Kyogle Council

Community Volunteer Participation Policy



DOCUMENT CONTROL

For controlled copies of this Document the copy number is shown below and initialled in RED by the issuing officer. (Uncontrolled copies are not numbered.)

This document is a public document and should only be displayed or reproduced in its entirety. No part of this document may be reproduced in isolation without the prior permission in writing of the General Manager.

Contents

1	Introduction:	4
2	Validity:	4
3	Purpose:	4
4	Policy statement	5
	4.1 Management of Volunteers.....	5
	4.2 Instruction to and Supervision of Volunteers	5
	4.3 Addressing Grievances relating to Volunteers.....	5
	4.4 Risk Management and Volunteers.....	6
5	Related Policies, Strategies and Plans	6
6	Implementation	6

1 Introduction

This policy aims to demonstrate Kyogle Council's commitment to the volunteers assisting the Council in its services, programs and projects, by providing a consistent and standardised approach to the way they are supported in their roles and work practices.

2 Validity

This policy was adopted at Council's Ordinary Meeting held June 2019 through resolution number CO/0619/6..

3 Purpose

A number of departments within Council commit resources and take responsibility for guiding the work of volunteers in their services, programs and projects. This Policy provides a consistent and standardised approach to working with and supporting volunteers in the provision of Council-managed services across the Kyogle Local Government Area (LGA).

The Policy aims to:

- ensure guidance, supervision and support is provided to all council volunteers assisting Kyogle Council in its services, programs and projects;
- assist Council staff to manage volunteers in a manner consistent with the:
 - service, program or project aims and objectives;
 - National Standards for Involving Volunteers in Not-for-Profit Organisations;
 - relevant legislative and funding obligations for services, programs or projects;
 - Council's adopted Community Strategic Plan.
- facilitate the development of Council procedures that support the effective involvement of volunteers in delivering services, programs or projects by resourcing, supporting, informing and training volunteers and setting realistic expectations for both the community and volunteers.
- support volunteers through the provision of access to a Council contact officer and all relevant information to assist them in understanding and undertaking their roles.

This Policy applies to all program areas of the Council which use volunteers to deliver Council services.

This Policy **does not** apply to other organisations operating in the LGA using volunteers to deliver their services.

4 Policy statement

The Council's Community Volunteer Participation Policy articulates Council's commitment to the following four key areas of responsibility.

4.1 Management of Volunteers

In managing its volunteers Kyogle Council will comply with all policies, legislation and service program or project requirements, with consideration of the National Standards for Involving Volunteers in Not-for-Profit organisations.

4.2 Instruction to and Supervision of Volunteers

Volunteers are informed about the Council's Vision, structure and background relevant to their role, on entry to the organisation. They are provided with appropriate orientation and inductions in connection with the relevant service area and receive support and guidance to carry out their duties as appropriate.

Each volunteer is encouraged to work with their Council contact person (usually the Coordinator/Manager of the relevant service area) to clearly understand the requirement of their role. Position Descriptions may be developed to support this process where required.

Volunteers are clearly informed, during orientation and inductions, about expenses that can, and cannot, be reimbursed by Council. Further, that any such reimbursement is an open and accessible process.

Volunteers are made aware of their responsibilities in relation to duty of care, confidentiality and privacy.

4.3 Addressing Grievances relating to Volunteers

Council has clear expectations regarding the personal and professional behaviour of volunteers and will deal fairly and consistently with all volunteers, implementing all equal opportunity, fair treatment and personal development policies and legislation to volunteers in the same manner they are applied to paid staff.

Volunteers have the right to fair, equitable and timely action in order to resolve grievances or complaints arising from their involvement in programs and activities within the LGA, respecting the privacy and confidentiality of all parties.

4.4 Risk Management and Volunteers

Council promotes and protects the good health and safety of volunteers through clear policies, procedures, compliance with legislation and guidelines, use of safe work practice and providing a healthy and safe environment, as articulated for paid staff.

Council gives clear instruction and direction to prevent emergencies, in the first instance, consistent with its duty of care obligations and to implement its emergency plans and agreed emergency procedures to protect the health and safety of its community, volunteers and staff.

Where a volunteer has been involved in a serious/critical incident as part of their volunteering work, Council provides appropriate debriefing to that volunteer or group of volunteers and participants are referred to the Employee Assistance Program.

Council ensures, through orientation, training and supervision, that volunteers are adequately resourced to deal with difficult situations as they arise. Further, it provides a framework for communication and consultation to support and guide volunteers to deal with potentially difficult or controversial situations.

5 Related Policies, Strategies and Plans

The Kyogle Council Community Volunteer Participation Policy is relevant to all existing policies, strategies and plans of Council where volunteers are enabled to actively participate in the delivery of services, programs and activities.

6 Implementation

The responsibility for implementing the policy and supporting volunteers in a service, program or project will lie with each department directly using their support.

Coordinators of services, programs or projects, with support from their Managers, will be required to support volunteers, according to the policy.