

**VOLUNTEER MANAGEMENT
 POLICY**

Policy Reference Number:	1.23
Classification:	General
First Issued/Approved:	August 2011 (Res 25/2012)
Review Frequency:	After general election every 4 years
Last Reviewed:	9 June 2015 (Res 490/2015) 18 December 2018 (Res 247/2019)
Next Review Date:	December 2019
Responsible Officer:	Chief Executive Officer
Applicable Legislation:	<i>Local Government Act 1999 Work, Health and Safety Act 2012 Work, Health and Safety Regulations 2012 Volunteer Protections Act 2001 Children's Protection Act 1993 Children's Protection Regulations 2010 Privacy Act 1988</i>
Relevant Policies:	
Related Procedures:	Volunteer Management Procedure
Compliance Standard:	

1. POLICY STATEMENT

The District Council of Robe recognises the importance of Volunteers within its community. Volunteers are valued for providing customer focused services enhancing established Council programs.

Volunteers forge a strong bond between Council and the Community and will extend and enhance services to improve the quality of community life by encouraging:

- Community engagement;
- Access to resources and information;
- Social interaction and satisfaction;
- Participation in established Council services and events;
- Viability to core Council Operations.

Council appreciates and acknowledges the services provided by Volunteers in improving the quality of services across the Council area.

The Volunteer Policy is guided by principles of good governance, advocacy, compliance and service provision. The Volunteer Management Procedure provides guidance

regarding volunteer management in order to support people who manage volunteers and provide understanding for volunteers in their roles, rights and responsibilities.

2. DEFINITION OF VOLUNTEERS OF LOCAL GOVERNMENT

Volunteers of Council ensure a direct link between the Community and Council.

Volunteers are defined as persons who:

- Undertake activities without monetary reward;
- Undertake activities of their own free will;
- Undertake activities of benefit to Council and the local community;
- Undertake activities that complement but do not replace the services provided by paid staff

3. RESPONSIBILITIES

Council's responsibilities to Volunteers

Council will regularly review this document in consultation with its Workers and Volunteers to ensure:

- The effectiveness of this policy and supporting processes to identify opportunities for continuous improvement;
- Adherence to this policy and the supporting processes to ensure compliance with related and relevant policies and procedures.

The appropriate Council department is accountable for:

- Ensuring that adequate resources are identified and provided to enact this policy and supporting procedures effectively.
- Supervisors/Managers are accountable for ensuring that Volunteers have the appropriate skills and/or access to relevant training to undertake the activities identified within this policy and supporting procedures.

Responsibilities of Volunteers

Volunteers are accountable for adhering to the requirements of this policy and supporting procedures and reporting any inability to do so to their Supervisor at the earliest opportunity. Volunteers must:

- Acquaint themselves with the objectives and functions of the Council and the services they are providing;
- Understand and acknowledge the requirements of relevant Council policies and procedures;
- Participate in the appropriate induction and training provided;

4. VOLUNTEER PROGRAMS

Council operates a number of volunteer programs to ensure that the community has access to a number of services.

Volunteer Programmes include:

- Library and Visitor Information volunteers
- Local History Officers

FURTHER INFORMATION

This policy will be available for inspection at the Council offices listed below during ordinary business hours and available to be downloaded, free of charge, from Council's internet site: www.robe.sa.gov.au

Royal Circus, Robe SA 5276

Copies will be provided to interested parties upon request. Email council@robe.sa.gov.au

Any grievances in relation to this policy or its application should be forwarded in writing addressed to the Chief Executive Officer of Council.

POLICY REVIEW

This policy may be amended at any time and must be reviewed at least every four years since its adoption (or latest amendment).