

**HR009 – Volunteer Policy**

---

**1. POLICY CERTIFICATION**

Policy title:	<b>Volunteer Policy</b>
Policy number:	<b>009</b>
Category:	<b>Policy</b>
Classification:	<b>HR</b>
Status:	<b>Approved (26/6/2013 OCM)</b>

**2. PURPOSE**

Roper Gulf Regional Council (RGRC) values the contribution of the unpaid work of volunteers. This policy is intended to ensure that volunteers working at Roper Gulf Regional Council have work that is safe, significant, fulfilling, and appreciated.

**3. ORGANISATIONAL SCOPE**

This policy applies to all individuals applying to volunteer with Roper Gulf Regional Council and all services and programs of Roper Gulf Regional Council involving volunteers.

**4. POLICY STATEMENT**

Roper Gulf Regional Council involves volunteers in relevant and appropriate work and ensures that volunteer work is meaningful. RGRC intends that all volunteers feel personally rewarded by their involvement in the various services and programs in which they participate.

**5. DEFINITIONS**

HR	Human Resources
RGRC	Roper Gulf Regional Council
Volunteer	A person who does community work on a voluntary basis.
Work	Includes any activity

**6. PRINCIPLES**

- 6.1 All volunteers shall be treated with respect and with gratitude for their contribution.
- 6.2 Volunteers shall be employed at the discretion of the management of Roper Gulf Regional Council.
- 6.3 Volunteers shall carry out duties assigned by the management of Roper Gulf Regional Council.
- 6.4 All volunteers shall be as far as possible protected from harm, and shall be relieved of liability for acts performed in the discharge of their volunteer functions.

## HR009 – Volunteer Policy

---

### 7. ROLES AND RESPONSIBILITIES

#### 7.1 Roles for Volunteers

RGRC and the individual volunteers each have an obligation to ensure that volunteer participation is safe, effective and most of all enjoyable. Volunteers contribute to a range of activities and through their commitment and energy, volunteers enrich the fabric of the local community.

#### 7.2 RGRC's Responsibilities

The RGRC shall have responsibilities as follows:

- to acknowledge the extent and importance of volunteer contributions,
- to increase awareness both internally and externally of the contribution of volunteers,
- to conduct relevant induction for volunteers,
- to provide volunteers with training and equipment appropriate to their activities,
- to provide information on Council policies and procedures impacting on activities,
- to provide clear operational guidelines and volunteer activities,
- to provide a safe working environment,
- to provide relevant insurance cover,
- where appropriate, to acknowledge and identify the skill levels of individual volunteers,
- to actively promote volunteer and group activities.

#### 7.3 Volunteer's Responsibilities

The Volunteer shall:

- complete the work that was volunteered for and be dependable,
- work as part of the team in a safe manner and report any unsafe conditions,
- follow guidelines, policies and procedures relevant to the volunteering position,
- not exceed personal skill and training levels,
- act in a manner that does not undermine RGRC in the community,
- record attendance details in an attendance register, log book or minutes of a meeting for insurance purposes, and
- notify the Department Manager of any issue relating to work task allocation which may impact on their participation, for example prior or existing physical restriction.

### 8. POLICY CONTENT

#### 8.1 Recruitment

Volunteers are required to enter into a volunteer agreement and must demonstrate that they hold the relevant licences or qualifications relative to the field they are volunteering in and supply copies to be held on file with the HR department.

Volunteers must comply with Council's requirements to maintain a Working with Children check (Ochre card) where applicable and undergo a Criminal History Check.

All prospective volunteer appointments require prior written Directorial approval.

Upon receiving Directorial approval, all volunteers must be approved by the CEO via HR department before they can commence.

## HR009 – Volunteer Policy

---

### 8.2 Induction

All volunteers shall be offered appropriate information and training through an Induction process. This will allow them to confidently and competently perform the duties of their role.

### 8.3 Supervision

All volunteers shall receive appropriate supervision while performing their required duties. The RGRC will appoint a mentor, who will make themselves available to assist the volunteer when required while also helping them to develop and expand their skills.

### 8.4 Volunteer Remuneration

RGRC may, at the sole discretion of the department or community manager, decide to provide limited remuneration to a volunteer if it considers it appropriate to do so in the particular circumstances.

If RGRC decides to remunerate a volunteer, the remuneration will be limited to:

- Reimbursement of reasonable expenses in doing the work, and
- Within limits prescribed by relevant legislation.

### 8.5 Policy and Procedures

- Volunteers are expected to maintain the same standards of confidentiality, courtesy and organisational discipline as RGRC's other employees.
- Volunteers must comply with all RGRC workplace policies including WHS, Employee Code of Conduct, Employee Discipline, Smoking and will attend an appropriate induction program provided by RGRC.

### 8.6 Work Health and Safety

Despite a volunteer not being an employee, RGRC has a legal obligation with respect to their health and safety while undertaking activities on behalf of Council. Before volunteers are permitted to undertake an activity on behalf of RGRC a risk assessment of the activity will be undertaken to ensure the following:

- the activity is suitable for volunteers,
- the activity does not place volunteers at risk to their health and safety,
- the volunteer has the physical capacity to undertake the activity,
- the volunteers has the knowledge and skills required to undertake the activity in a safe manner.
- RGRC shall supply volunteers with task-specific (rather than generic) Personal Protective Equipment (PPE) where required.

### 8.7 Recognition and Acknowledgement

All volunteers will be recognised and acknowledged through RGRC, civic events, festivals and programs.

### 8.8 Insurance

Any incident arising from any activity of the RGRC which results the RGRC being found liable for personal or property damage is covered by this Policy. Activities arranged by the RGRC that involve volunteers are activities of RGRC and therefore come within the policy.

RGRC insurance does not cover incidences where damage has been caused though wilful or deliberate acts, or if the terms of the policy have not been complied with. If damage is caused or

## HR009 – Volunteer Policy

an incident arises, the supervisor must be notified immediately and applicable Incident Report Form is to be filled and submitted to RGRC’s HR department.

### 8.9 Use of RGRC Equipment

Volunteers may be provided with RGRC equipment to assist in performing various activities. If a license or qualification is required to operate plant or equipment, a volunteer must provide evidence of such qualification or licence to the HR department prior to using equipment. All care should be taken to ensure that equipment is used correctly and within the guidelines or instruction provided by supervisors.

Damage to RGRC equipment by volunteers whilst working under the care and control of Council is covered by Council’s Property Mutual Insurance.

## 9. REFERENCES

Acknowledgements (original author/source documents)	
Related Policies	<ul style="list-style-type: none"> <li>▪ HR005 Confidentiality and Privacy policy</li> <li>▪ HR001 Employee and Contractor Code of Conduct</li> <li>▪ HR006 Working with Children Certificate Policy</li> </ul>
Related Publications	<ul style="list-style-type: none"> <li>▪ <i>Local Government Act</i></li> <li>▪ <i>Work Health and Safety (National Uniform Legislation) Act</i></li> <li>▪ <i>Care and Protection of Children Act</i></li> <li>▪ <i>Anti-Discrimination Act</i></li> </ul>
Relevant Document	<ul style="list-style-type: none"> <li>▪ Volunteer Poster</li> <li>▪ Volunteer Agreement</li> </ul>
Relevant Forms	<ul style="list-style-type: none"> <li>▪ 107-007 Incident Report Form</li> </ul>

## 10. DOCUMENT CONTROL

Policy number	<b>009</b>
Policy Owner	<b>HR</b>
Endorsed by	<b>OCM</b>
Date approved	<b>26/6/2013</b>
Revisions	<b>July 2017, June 2018</b>
Amendments	<b>23 August 2017, 27 June 2018</b>
Next revision due	<b>June 2021</b>

## 11. CONTACT PERSON

Contact person

**Manager Governance, Governance and Corporate Planning**

Contact number

**08 8972 9005**