

Volunteer Management Policy

Reference Number:	Section 09 No. 05
Responsible Department:	Organisational Development
Related Policy/Procedure:	See Section 5
Date of Adoption:	24 September 2021
Current Review Date:	June 2023
Version Number:	5
Applicable Legislation:	See Section 4
Next Review Date:	June 2027
Review Frequency:	Four (4) Yearly

1. Policy

- 1.1 Light Regional Council (Council) recognises the importance of Volunteers within its community. Volunteers are valued for providing customer focused services enhancing established Council programs.
- 1.2 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:
 - 1.2.1 community engagement;
 - 1.2.2 access to resources and information;
 - 1.2.3 social interaction and satisfaction;
 - 1.2.4 participation in established Council services and events;
 - 1.2.5 viability to core Council Operations.
- 1.3 Council appreciates and acknowledges the services provided by Volunteers in improving the quality of services across the Council area.
- 1.4 The Volunteer Management Policy (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. Definitions of Volunteers in Local Government

- 2.1 Volunteers of Council ensure a direct link between the Community and Council. Volunteers are defined as persons who:
 - 2.1.1 undertake activities without monetary reward;
 - 2.1.2 undertake activities of their own free will;
 - 2.1.3 undertake activities of benefit to Council and the local community;
 - 2.1.4 undertake activities that complement but do not replace the services provided by paid staff.

3. Responsibilities

Council Responsibilities to Volunteers

- 3.1 Council will regularly review this document in consultation with its Workers and Volunteers to ensure:
 - 3.1.1 The effectiveness of this Policy and supporting processes to identify opportunities for continuous improvement;
 - 3.1.2 adherence to this Policy and the supporting processes to ensure compliance with related and relevant policies and procedures.

- 3.2 The Governance Department is accountable for:
- 3.2.1 ensuring that adequate resources are identified and provided to enact this Policy and supporting procedures effectively.
 - 3.2.2 Supervisors 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

- 3.3 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:
- 3.3.1 acquaint themselves with the objectives and functions of the Council and the services they are providing;
 - 3.3.2 understand and acknowledge the requirements of relevant Council policies and procedures;
 - 3.3.3 participate in the appropriate induction and training provided;

4. Legislation

[Work Health and Safety Act 2012 \(SA\)](#)

[Local Government Act 1999 \(SA\)](#)

[Volunteer Protections Act 2001 \(SA\)](#)

[Children and Young People \(Safety\) Act 2017 \(SA\)](#)

[Privacy Act 1988 \(Commonwealth\)](#)

[Disability Inclusion Act 2018 \(SA\)](#)

5. Related Documents

[Volunteer Management Procedure](#) and supporting tools

[Work Health Safety and Return to Work Policy](#)

[Grievance Procedure](#)

Volunteer Code of Conduct

Safe Environments for Children and Vulnerable People Policy

[The National Standards for Volunteer Involvement](#)

6. Review

This Volunteer Management Policy shall be reviewed by Light Regional Council's Health and Safety Committee (HSC) within four (4) years of issued date or more frequently if legislation or Council needs change.

Review History

Document History:	Version No:	Issue Date:	Description of Change:
	1.0	24/09/2013	Policy adopted. Refer to Council Minutes Reference Tuesday, 24 September 2013, Page 2013/263.
	2.0	23/08/2016	Council Minutes Reference 12.4.2 Page 2016/329.
	3.0	28/08/2018	Council Minutes Reference 13.3.3 Page 2018/320.
	4.0	25/05/2021	Council Minutes Reference STR9.3.3/2021, Page Reference 2021/114.
	5.0	27/06/2023	Policy adopted at Council meeting 27/06/2023, resolution number OCM-2023/120