

---

## HRP014 – Volunteer Management

---

### 1. Intention

To provide guidance on the management of volunteers performing tasks and duties for or on behalf of the Shire of Waroona.

### 2. Scope

This policy applies to Elected Members, employees and volunteers of the Shire of Waroona.

### 3. Statement

The Shire of Waroona values the contribution and enthusiasm of community volunteers and recognises its responsibility to provide an environment where volunteers on behalf of Council can work safely in an environment which seeks to minimise risk and the potential of injury.

As such Council will:-

- Maintain a register of Shire volunteers to ensure volunteers are covered by Council insurance policies;
- Comply with National Standards for Volunteer Management which represent and explain best practice in volunteer management;
- Actively engage volunteer participation by residents;
- Respect the rights and interests of volunteers and staff;
- Ensure that the volunteer work complements the work of paid staff and services provided by Council;
- Encourage and acknowledge the contribution of volunteers who provide services to the community; and
- Ensure adequate orientation, support, training and supervision is provided for volunteers during their period of volunteering.

The following points identify policy considerations for volunteering involving organisations and can be addressed as part of the process to implement the national standards.

- Interview and employ volunteer staff in accordance with anti-discrimination and equal opportunity legislation;
- Provide volunteer staff with orientation and training;
- Provide volunteer staff with a healthy and safe workplace;
- Provide appropriate and adequate insurance coverage for volunteer staff;
- Not place volunteer staff in roles that were previously held by paid staff; or have been identified as paid jobs;
- Differentiate between paid and unpaid roles;
- Define volunteer roles and develop clear job descriptions;
- Provide appropriate levels of support and management for volunteer staff;
- Provide volunteers with a copy of policies pertaining to volunteer staff;
- Ensure volunteers are not required to take up additional work during industrial disputes or paid staff shortage;
- Provide all volunteers with information on grievance and disciplinary policies and procedures;
- Acknowledge the rights of volunteer staff;
- Ensure that the work of volunteer staff complements but does not undermine the work of paid staff;
- Offer volunteer staff the opportunity for professional development;

- Reimburse volunteer staff for out of pocket expenses incurred on behalf of the organization;
- Treat volunteer staff as valuable team members, and advise them of the opportunities to participate in agency decisions;
- Acknowledge the contributions of volunteer staff.

Volunteers between the ages of 16 and 80 years are covered for personal accident insurance. If volunteers are outside this age group, contact will be made with Local Government Insurance Services to seek approval for insurance cover.

#### 4. Legislative and Strategic Context

Nil.

#### 5. Review

This policy is to be reviewed as required.

#### 6. Associated Documents

Nil.

<b>Division</b>	Human Resources				
<b>Policy Number</b>	HRP013				
<b>Contact Officer</b>	Chief Executive Officer				
<b>Related Legislation</b>	Nil				
<b>Related Shire Documents</b>	Nil				
<b>Risk Rating</b>	Low	<b>Review Frequency</b>	As required	<b>Next Review</b>	When required
<b>Date Adopted</b>	25/09/2007				OCM07/160

Amendments		
Date	Details of Amendment	Reference
22/06/2021	Updated as part of major review and reformatted.	OCM21/06/071
Previous Policies		
HR003 – Volunteer Management 2.47 – Volunteer Management Policy		