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INTRODUCTION
This publication has been designed to provide information to the Local Government Industry regarding its responsibilities for managing Volunteers participating in Volunteer Programmes under its care and control. This Guide should be read in conjunction with other Local Government and nationally based information that is currently available.

The information provided endeavours to assist Council and Volunteer Co-ordinators by providing information regarding:

- Councils’ general Volunteer management responsibilities;
- Councils’ Work Health and Safety Management practices and the services provided by the Local Government Association Workers’ Compensation Scheme;
- The role of the Local Government Association Mutual Liability Scheme in providing civil liability cover and risk management advice;
- Commercially purchased and industry based insurance products offered by Local Government Risk Services.

DEFINITION OF VOLUNTEERING
From a Local Government perspective, Volunteering is defined as work which:

- Is of benefit to the community;
- Is done of one’s own free will;
- Is done without monetary reward;
- Is providing a core Council activity.

Volunteers play an integral role within society in general by initiating and enhancing the services provided by employed staff, without being a substitute for paid work.

VOLUNTEERS OF LOCAL GOVERNMENT
The provision of “insurance” to Volunteers of Local Government can be quite complex. All Councils across South Australia provide their functions and services pursuant to the relevant legislation and within a defined Risk Management Framework.

It is therefore imperative that Volunteer functions and Programmes are effectively managed to ensure the safety of Volunteers and the general public.

Councils (as host) have certain legal obligations pursuant to the Volunteers Protection Act 2001 (SA) which states in Section 4:

‘… A Volunteer incurs no personal liability for an actor omission done or made in good faith or without recklessness in the course of carrying out community work for a community organisation.’

Section 5 which states:

“…A liability that would, but for this Act, attach to a Volunteer attaches instead to the community organisation for which the volunteer works…”
The role that volunteers play within Local Government is evident to all. Local Government Volunteers Programmes ensure a direct link between the community and a Council and offer a myriad of core services by encouraging:

- Community participation;
- Access to resources and information;
- Social interaction and satisfaction;
- Participation in established Council services and events;
- Viability to core Council business and functions,

There are close to 10 000 volunteers participating in various programs for the benefit of local communities.

Volunteers do require, and are entitled to effective management and supervision to achieve the highest level of work and to ensure that the objectives of the host Council are met.

There are a range of governance and risk management processes that should be reflected across a Council’s volunteer programs/frameworks.

Volunteer Co-ordinators must ensure that their volunteers are made aware of:

- The overall connection of volunteer functions to core Council business;
- What work/services are exactly required;
- How the volunteer programs caters to Council’s broader corporate strategic plan;
- What is required to satisfy the aims of Council, its employees and any recipients of the service;
- Any benefits made available by Council, including those offered by the Local Government Association Mutual Liability & Workers’ Compensation Schemes and Local Government Risk Services.

Note - Volunteering SA/NT is the peak body for all issues relating to volunteering in South Australia and Northern Territory. Volunteer SA provides an extensive range of services, support and resources for volunteers and volunteer organisations including:

- Volunteering Strategy for SA ;
- Useful links;
- Education and training for management;
- Resources for Volunteer Managers.

Volunteering SA can be contacted at:

Email: reception@volunteeringsa-nt.org.au

Web: www.volunteeringsa.org.au
MANAGING RISKS & COVERAGE

LOCAL GOVERNMENT ASSOCIATION MUTUAL LIABILITY SCHEME (LGAMLS)

*Providers of Civil Liability Protection to the Local Government Industry*

The LGAMLS was established in June 1989 as a self-managed liability fund, designed to offer civil liability coverage to the Local Government Industry.

The LGAMLS is a voluntary Scheme, owned by the LGA, with its success best indicated by the fact that all Councils in South Australia are members.

The LGAMLS is overseen by a Board of Management with representation from Local Government, State Government and the Insurance industry.

The LGAMLS offers the following services to Council:

- Specialised and tailored Civil liability risk management;
- In house claims management;
- Access to legal advice;
- Civil Liability (including public liability & professional indemnity) protection.

In March 1991 the LGAMLS recognised the efforts that volunteers of Council provide to the Local Government industry and provided the following resolution:

"Cover will only extend to volunteers of Council identified by Council as members of specified groups or individuals assisting Council in clearly defined activities that are approved and controlled by the Council"

Volunteers of Council are afforded the protection of the LGAMLS, but only whilst undertaking approved activities with the appropriate supervision and risk management structures implemented by the Council. All volunteers of Local Government must be registered by the Host Council.

Risk Management tools are provided in the Appendices of this document.

For further information on the LGAMLS please call 8235 6483
LOCAL GOVERNMENT ASSOCIATION WORKERS’ COMPENSATION SCHEME (LGAWCS)

Providers of Workers Compensation & WHS services to Local Government

The LGAWCS performs functions related to the administration and management of the South Australian Work Health & Safety Act and Regulations and Workers Rehabilitation & Compensation Act & Regulations (From 1 July 2015, this will be replaced by the Return to Work Act & Regulations).

The LGAWCS offers the following services:

- Specialised Workers Compensation Claims Management;
- Tailored Work Health & Safety prevention programs;
- Rehabilitation programs specific to requirements.

The Local Government Association (“the LGA”) has been granted WorkCover Group Self Insurer status on behalf of all its member Councils and associated Local Government entities.

As such the LGA must abide by the requirements of:

- The Work Health & Safety Act, 2012 (WHS Act);
- The Workers Rehabilitation & Compensation Act, 1986 (to be the Return to Work Act, 2014 from 1 July 2015);

All Councils within South Australia are members of the LGAWCS.

WORK HEALTH & SAFETY

The Work Health and Safety Act 2012 - Section 7(1) identifies volunteers as “workers” for the purpose of the Act. As such volunteers will have the same rights and responsibilities in relation to the provision of a safe working environment including the provision of safe work practices.

Therefore, “employers” of volunteers (i.e. host Councils) have a duty to ensure that these practices are adhered to and that the requirements pursuant to the WHS Act/Regulations, Codes of Practices, other relevant legislation and Council WHS policies and procedures extend to include the activities of volunteers.

Council’s General WHS policy and related Safe Work Practices should be made available to volunteers by the host Council.

Whilst volunteers are deemed workers pursuant to the WHS Act, they are not considered “workers” and therefore not entitled to benefits within the Workers Rehabilitation & Compensation Act. This is due to the fact that there is no “Contract of Employment” between the volunteer and the Council. A commercially purchased Personal Accident Product has been purchased for volunteers of Local Government and is available through Local Government Risk Services.

A Volunteer Management Procedure is attached (Appendix 2) which provides the necessary components for the provision of reasonable work health and safety.

For further information on the LGAWCS, please call 8235 6444.
PERSONAL ACCIDENT POLICY

To ensure that Volunteers within Local Government are fully protected, Local Government Risk Services has arranged a Personal Accident policy, purchased commercially. The Personal Accident coverage is a policy of insurance which covers injuries to volunteers whilst engaged in or on any authorised voluntary work on behalf of Council.

The policy provides coverage for:

- Capital Benefits
- Weekly Benefits
- Injury Assistance Benefits
- Modification Benefit
- Funeral Benefit (arising from injury whilst in the Volunteer role)

This Policy will cover Volunteers up to the age of 90 with a limited capital benefit for volunteers beyond 90 years of age.

The above is a summary only. For full terms, conditions and exclusions please refer to the Policy wording available via LGRS.

VEHICLE RELATED COVERAGE

A loss of excess cover is available for vehicles being used on authorised volunteer business only. This exclusive type of cover also includes a No Claim Bonus benefit so that volunteers are not disadvantaged should an incident occur.

It is a requirement that all vehicles used as part of volunteer activities be comprehensively insured by the volunteer and proof provided to Council during the induction process.

**Note:** The above products are made available only to volunteers of Council whilst participating in clearly defined volunteer roles.

Enquiries regarding the above commercial product should be directed to Local Government Risk Services on 8235 6444.
VOLUNTEER STRUCTURE WITHIN LOCAL GOVERNMENT

HOST COUNCIL

PAID WORKER

VOLUNTEER WORKER

GENERAL COUNCIL POLICIES & PROCEDURES:
- RM/WHS
- HUMAN RESOURCES
- CODE OF CONDUCT

VOLUNTEER POLICY

COMMUNITY / CORE COUNCIL SERVICES

LGAMLS
- CIVIL LIABILITY PROTECTION
- RISK MANAGEMENT

LGAWCS
- WHS SERVICES

LGRS
- PERSONAL ACCIDENT POLICY
- VEHICLE RELATED COVERAGE
VOLUNTEER (RISK) MANAGEMENT

All volunteers of Councils should be inducted, trained and managed within established human resources and risk management frameworks. As such, existing Human Resource, WHS and other policies, procedures and programs of the Council should be extended to include the activities of volunteers.

As with any worker of Council, volunteers should be made aware of their rights and responsibilities whilst undertaking their activities. Any policies and procedures which affect volunteers should be clearly communicated. These may include:

- General Volunteer Policy;
- Risk Management Policies and Procedures, including WHS;
- Code of Conduct/Behaviour (general & specific);
- Equal Opportunity Policy.

It is important for Volunteer Coordinators to ensure that volunteers have access to:

- General information relating to their role and volunteer program;
- A job description detailing volunteer requirements;
- Relevant emergency/first aid policies and procedures;
- Incident reporting procedures.

To assist in the management of volunteers and ensure that Council fulfils its legal and governance obligations, the following have been attached to this guide to ensure that these procedures and policies are clearly communicated to all parties:

- Appendix 1 – Sample Volunteer Management Policy;
- Appendix 2 - Volunteer Management Procedure;
- Appendix 3 – Volunteer Register Form
- Appendix 4 - Volunteer Pamphlet Document
- Appendix 5 – Volunteer Acceptance Sheet

RECORD KEEPING

Accurate records must be maintained for volunteers incorporating:

- Concise personnel information;
- Incident reports; and
- Volunteer Programme details.
APPENDICES

APPENDIX 1 – Sample Volunteer Management Policy

APPENDIX 2 – Volunteer Management Procedure. A sample Volunteer Procedure that a Council can utilise for their organisation

APPENDIX 3 – Volunteer Register Form

APPENDIX 4 - Volunteer Pamphlet: A general information document for the public interested in volunteer programs.

APPENDIX 5 - Volunteer Acceptance Sheet: An Acceptance Form for volunteers with certain conditions
APPENDIX 1 – SAMPLE VOLUNTEER MANAGEMENT POLICY

Introduction

The (insert Council name) 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.

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.
1. 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 \{insert 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;

2. Legislation \(not limited\)

South Australian Work Health and Safety Act, 2012
South Australian Work Health and Safety Regulations, 2012
Local Government Act, 1999
Volunteer Protections Act 2001
Children’s Protection Act 1993
Children’s Protection Regulations 2010
Privacy Act 1988
3. Volunteer Programmes

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

Volunteer Programmes include:

(**Insert Council Volunteer Programmes**)  

4. Supporting documentation

(Insert Council to list related documents here and relevant template number):

- Volunteer Management Procedure
- WHS & Injury Management Policy
- Grievance/Dispute Resolution Policy
- Code of Conduct
- Volunteer Registration Form
- Volunteer Recruitment Checklist
- Volunteer Acceptance Form
- Volunteer Handbook/Pamphlet
- Safe Environment (Minimising the risk of harm to children and vulnerable adults) Policy

Review

This Volunteer Management Policy shall be reviewed by the (Insert Council Name) at minimum within three years (3) years of Issued Date (or on significant change to legislation or aspects included in this policy that could affect the health and safety of workers).

SIGNED: .................................................. ..................................................

CEO

Date: ____/____/_____  

Chairperson, WHS Committee

Date: ____/____/_____
APPENDIX 2 – VOLUNTEER MANAGEMENT PROCEDURE

1. Overview

The (Insert Council Name) Volunteers shall ensure that the Volunteer’s place of work is conducive to preserving their health, safety and general well-being.

This procedure aims to ensure that:

- Council’s Volunteers provide a direct link between the Community and Council.
- Council Volunteers are identified as “Workers” under the S.A. WHS Act and Regulations 2012 and have the same rights and responsibilities as paid workers.
- Council has a duty to ensure that the requirements under the S.A. WHS Act and Regulations, Codes of practices, other legislation and Council WHS Policies and Procedures extend to and include the activities of Volunteers.

2. Core components

The core components of our Volunteer Management Procedure aim to ensure:

- There is a clear system for the management of Volunteers
- Assesses the requirements of a Volunteer Programmes in Council
- Suitability of a Volunteer
- Engagement of a Volunteer through:
  - Pre-qualification
  - Registration
  - Position Description
  - Council and site specific inductions
- That training is provided so that all Volunteers are able to demonstrate competency in their tasks
- Supervisory responsibility incorporating Hazard Management
- Volunteer Monitoring and Reporting

SIGNED: ........................................  ........................................
Responsible Officer  Chairperson, WHS Committee

Date: _____/_____/____  Date: _____/_____/____
### 3. Definitions

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
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<tbody>
<tr>
<td>Volunteer</td>
<td>Volunteers are defined as persons who:</td>
</tr>
<tr>
<td></td>
<td>- Undertake activities without monetary reward</td>
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<td></td>
<td>- Undertake activities of their own free will</td>
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<td></td>
<td>- Undertake activities that are of benefit to Council and the local community, and</td>
</tr>
<tr>
<td></td>
<td>- Undertake activities that complement, but do not replace the services provided by workers.</td>
</tr>
<tr>
<td>Community Volunteers</td>
<td>Volunteers engaged in voluntary work in the community, not directly for Council.</td>
</tr>
<tr>
<td>Community Organisations</td>
<td>Organisations involved in working for and within the community, which may or may not engage volunteers.</td>
</tr>
<tr>
<td>Grievance</td>
<td>Any dispute or problem about any act, behaviour, omission, situation or decision relating to the volunteer role. It may include discrimination,</td>
</tr>
<tr>
<td></td>
<td>workplace harassment, bullying or other issues that relate to the workplace environment.</td>
</tr>
<tr>
<td>Supervisor/Coordinator</td>
<td>For the purposes of this document is a paid member of Council staff who the volunteer reports to. The volunteer may or may not be supervised by this</td>
</tr>
<tr>
<td></td>
<td>person.</td>
</tr>
<tr>
<td>Information Communication</td>
<td>All information and communications technology resources, including, but not restricted to computer hardware (PC’s), servers, shared and private</td>
</tr>
<tr>
<td>Technology Resources (ICT)</td>
<td>network storage, network infrastructure), printers, scanners, software applications and the date they contain, telephones, mobile phones.</td>
</tr>
<tr>
<td>Worker</td>
<td>As defined in the S.A. WHS Act 2012, a person is a worker if the person carries out work in any capacity for a person conducting a business or</td>
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<td></td>
<td>undertaking, include work as:</td>
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<tr>
<td></td>
<td>a) An employee; or</td>
</tr>
<tr>
<td></td>
<td>b) A contractor or subcontractor; or</td>
</tr>
<tr>
<td></td>
<td>c) An employee of a contractor or subcontractor; or</td>
</tr>
<tr>
<td></td>
<td>d) An employee of a labour hire company who has been assigned to work in the person’s business or undertaking; or</td>
</tr>
<tr>
<td></td>
<td>e) An outworker; or</td>
</tr>
<tr>
<td></td>
<td>f) An apprentice or trainee; or</td>
</tr>
<tr>
<td></td>
<td>g) A student gaining work experience; or</td>
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<tr>
<td></td>
<td>h) <strong>A volunteer</strong>; or</td>
</tr>
<tr>
<td></td>
<td>i) A person of a prescribed class.</td>
</tr>
</tbody>
</table>
4. Procedure

The Volunteer’s Supervisor (or Coordinator) will ensure that all Council Policies and Procedures that apply to Volunteers will be made available and are adhered to.

4.1. Engaging a Volunteer for a task

4.1.1. Volunteer positions will be created in response to an identified need;
4.1.2. Volunteer work should be meaningful and will not replace the role of paid worker;
4.1.3. Volunteers should not be engaged to carry out tasks that paid workers are not assessed or skilled to carry out;

4.2. Position Description

4.2.1 Position Descriptions are an important requirement
4.2.2 Volunteers should receive a Position Description to define their role for the Council. The Position Description will enable an accurate assessment of responsibility, duties and supervision that the role entails.
4.2.3 Council volunteer coverage and other related insurance applies only while volunteers are carrying out tasks specific to their role within pre-agreed time frames. It is therefore essential that the role be clearly defined.

4.3. Rights and Responsibilities

4.3.1. Council volunteers are identified as “workers” under the S.A. Work Health Safety Act 2012 and have the same rights and responsibilities as paid workers. Volunteers must adhere to the Work Health and Safety requirements of Council. Volunteers will be instructed on these requirements as part of the Induction process.
4.3.2. Council volunteers do not have rights pursuant to the S.A. Workers Rehabilitation & Compensation Act, where they are not deemed as employees.
4.3.3. Volunteers are only deemed to be engaged by Council whilst performing agreed duties for the Council under Council’s supervision.
4.3.4. A Position Description will outline volunteer’s responsibilities which will promote the development of a mutually beneficial relationship.
4.3.5. Council volunteers must comply with all applicable statutory legislation and Council policies.

4.4. Council Code of Conduct (if applicable)

The Code of Conduct sets out principles and standards of behaviour that are expected of Council volunteers.

All volunteers must adhere to specific requirements of the Code of Conduct, which includes:

-Acting in a fair, honest and proper manner according to the law;
-Acting with reasonable care and diligence in the performance of their duties and responsibilities;
-Behaving in a manner that facilitates constructive communication between volunteers and the community;
-Relationships with fellow volunteers and workers of Council should be conducted with courtesy and respect at all times and with regard for diversity of opinion and culture;
• Volunteers must use information obtained in the course of their duties in accordance with Council’s Confidentiality Requirements and other legislative requirements;
• Council information should never be used for personal gain;
• A volunteer must not discriminate against anyone on the basis of but not limited to, physical characteristics, nationality, gender, sexuality, marital status, pregnancy, race, physical impairment, intellectual impairment or age.

4.4.1 Gifts and Benefits
• The acceptance of gifts/benefits must be in accordance with Council’s policies;
• Confirmation of acceptance is to be obtained from a Council Supervisor;
• Volunteers must never encourage the provision of gifts for services rendered;
• Volunteers should not accept any gifts, benefits or favours which may influence, or be seen to influence, their objectivity within their Volunteer role.

4.4.2 Confidentiality and Privacy
• Confidentiality and Privacy must be maintained in accordance with Council’s Policies;
• During the course of their work, volunteers may receive confidential information concerning an organisation, community member or another Volunteer. Security and confidentiality is a responsibility and matter of concern for all persons who have access to information and information systems.
• All Council workers, including volunteers, must not use or disclose the affairs or personal details of another person learnt through their duties;
• Whilst creating the Volunteer Position Description, the role must be assessed in order to decide whether a Confidentiality Requirement Form should be signed. All volunteers who have access to Council records, information and/or Information Technology systems must sign a Council Confidentiality Requirements Form as part of their volunteer work.

4.5. Reimbursements
4.5.1 Volunteers are not expected to incur expenses related to their volunteer role. However, where expenses cannot be avoided, reimbursements can be made to volunteers as long as prior agreement is made with their Supervisor/Coordinator.

4.6. Grievance/Dispute Resolution Process
Matters of grievance will be dealt with in accordance with Council’s Grievance/Dispute Resolution Process.
4.6.1 In most cases the Volunteer’s Supervisor will be the first point of contact in reporting and/or initiating any Grievance/Dispute Resolution Process.
4.6.2 Where reporting to the Volunteer’s Supervisor is not a suitable option the matter can be discussed with Council’s Grievance Officer. Details of the Council’s Grievance Officer will be provided at induction.
4.6.3 Every grievance reported will be taken seriously and people involved will be treated with understanding, fairness and respect (natural justice).
4.6.4 The grievance will remain confidential and only the people who are involved with, or investigating a complaint will have knowledge of an allegation unless the issue falls under 4.6.6.
4.6.5. In the case of a formal complaint, the HR Manager/Manager of Administrative Services will keep all parties advised of progress. Procedural fairness for both parties will be observed at all times. Parties involved may request a representative to be present as an independent observer at any planned meetings.

4.6.6. Where a grievance involves allegations of a criminal nature, including fraud, the matter will be referred to SAPol.

4.7. **Insurance/Coverage**

4.7.1. Volunteers are provided with a Personal Accident Policy while undertaking approved work for Council.

4.7.2. Volunteers of Council are not entitled to the benefits pursuant to the Workers’ Rehabilitation and Compensation Act (1986).

4.7.3. Volunteers of Council are protected for civil liabilities (such as public liability) while undertaking approved work for Council.

4.7.4. Volunteers who utilise their car as an integral part of their role should ensure that their motor vehicle has comprehensive car insurance.

4.8 **Timesheets/Records**

4.8.1 Council volunteers are only covered by the Personal Accident policy when they are carrying out Council tasks that are specific to their volunteer role. Records of volunteer activity should be recorded to comply with the Council’s Records Management system.

4.9 **Screening of Prospective Volunteers**

4.9.1 Volunteers engaged by Council will have specific screening requirements which will be determined by their Position Description during volunteer registration. Some roles may have to adhere to specific legislation such as volunteers working with children or other vulnerable groups. These volunteers will be assessed under the Safe Environment (Minimising the Risk of Harm to Children and Vulnerable Adults) Policy (or equivalent).

4.9.2 It is important to determine in advance the screening process required to highlight suitable applicants.

4.9.3 It should be made clear to prospective volunteers that they will be required to undergo a screening process and that a volunteer role will not automatically be offered.

4.9.4 Screening could take the following forms:

(a) Telephone referees to follow up character references
(b) Conducting interviews with the applicant in person
(c) Asking for identification from the applicant
(d) Conducting a criminal history assessment.

4.9.5 It is important to remember when conducting criminal history assessments that the information provided is limited and a number of screening methods, applied together, may result in more accurate information.

4.9.6 Physical and skills matching requirements may be called for in certain volunteer positions to ensure Council’s duty of care.

4.10 **Volunteer Induction**

4.10.1 All volunteers must be inducted using the Council’s Induction Process. Because of the differing needs for each volunteer role, Departments may have their own site specific recruitment and induction information (e.g. volunteer drivers would need to produce their
driver’s licence). However, there are common mandatory items that must be completed before the commencement of volunteer duties.

4.10.2 Volunteers who use their private vehicle require evidence of proof of vehicle registration and insurance with volunteer approval from their Insurance Company.

4.10.3 Certain volunteer roles carry mandatory (reporting) requirements and these are highlighted in the Volunteer Recruitment process.

4.10.4 The responsibilities of Council and Volunteers will be explained during induction and relevant sections of Council’s WHS Management System will be made available.

5. Responsibilities

5.1. The [insert Council Department] is accountable for:

5.1.1 Recommending any additional reasonably practicable budgetary expenditure necessary for the Volunteer Management Process.

5.1.2 Providing direction for Volunteer management, development, implementation, review and continuous improvement.

5.1.3 Maintaining records of meetings.

5.1.4 Ensuring the requirements of the WHS legislation, LGAWCS, LGAMLS and PSSI are met.

5.2. Managers and Supervisors are accountable for:

5.2.1 Checking that Volunteers have had appropriate training to undertake the activities identified within this document and supporting processes and will:

- Recognise the different roles, rights and responsibilities of Volunteers;
- Create a climate of mutual respect;
- Provide a safe work environment;
- Provide sufficient induction and training relating to the various activities;
- Assess Volunteer skills to match tasks with expectations, interests and time commitments;
- Ensure that Volunteers are not used to permanently replace paid workers;
- Require Volunteers to work under the direction and supervision of paid workers and/or appointed coordinators; and
- Maintain accurate records.

5.2.2 Communicating the contents of the approved Volunteer Management Process to their team.

5.2.3 Ensuring relevant Volunteer management activities are implemented, measured, monitored and reviewed within their teams.

5.2.4 Ensuring conformance with WHS policies, procedures and processes.

5.2.5 Providing data related to team WHS performance.

5.3. Volunteers are accountable for:

5.3.1 Participating in the Volunteer Management Process implementation, as necessary.

5.3.2 Reporting any new hazards or incidents as they arise.

5.3.3 Acquainting themselves with the objectives and functions of Council and the services they are providing.
5.3.4 Participating in the appropriate induction and training provided by Council.
5.3.5 Operating under the direction of a nominated Council supervisor or Coordinator.
5.3.6 Maintaining appropriate confidentiality.
5.3.7 Duties pursuant per Section 28 of the WHS Act.

6. Training
6.1. Council’s training needs analysis shall identify the Volunteer training needs.
6.3. Persons undertaking risk assessments shall have specific training that includes the legislative requirements.
6.4. All Volunteers shall have induction and training provided in accordance with the Volunteer’s training needs analysis.
6.5. All Volunteers shall be made aware of relevant Council Policies and Procedures.

7. Records Management
Records related to Volunteers should be maintained. The list includes, but is not limited to:
7.1. Risk assessments.
7.2. Incident reports.
7.3. Training records.
All records must be retained in line with the current version of GDS 20.

8. Review
8.1. The Volunteer Management Procedure shall be reviewed by the management team, in consultation with workers or their representatives, every three years or more frequently if legislation or (Insert Council name) needs change. The review may include a review of:
   8.1.1. Legislative compliance issues.
   8.1.2. Audit findings relating to volunteer management.
   8.1.3. Incident and hazard reports, claims costs and trends related to volunteer management.
   8.1.4. Feedback from managers, workers or other stakeholders.
   8.1.5. Other relevant information.
8.2. Results of reviews may result in preventative and/or corrective actions being implemented and revision of this document.

9. References
South Australian Work Health and Safety Act 2012
South Australian Work Health and Safety Regulations 2012
Children’s Protection Act 1993
Children’s Protection Regulations 2010
Privacy Act 1988
10. Related documents

_Council_ to list related documents here and relevant template number: For example:

- WHS Administration Policy
- Volunteer Management Policy
- WHS & Injury Management Policy
- Acceptable Usage of IT Resources Policy
- Grievance/Dispute Resolution Policy
- Code of Conduct
- Volunteer Registration Form
- Volunteer Acceptance Form
- Volunteer Register
- Volunteer Handbook
- Safe Environment (Minimising the risk of harm to children and vulnerable adults) Policy
APPENDIX 3 – VOLUNTEER REGISTRATION FORM

COUNCIL DEPARTMENT: ________________________________

<table>
<thead>
<tr>
<th>Surname</th>
<th>First Name</th>
<th>Volunteer Task and Location</th>
<th>Induction Date</th>
<th>Start Date</th>
<th>Emergency Details obtained?</th>
<th>Mandatory Requirements?</th>
<th>Supervisor</th>
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WHS RESPONSIBILITIES OF VOLUNTEERS

Under the Work Health & Safety legislation, volunteers are deemed to be "workers". As such, they have the same rights and responsibilities in relation to safe work practices and must take reasonable care:

- To protect their health and safety at work;
- To avoid adversely affecting the health or safety of any other person through any act or omission of work;
- To use any equipment provided for health or safety purposes;
- To obey any reasonable instructions that their ‘employer’ may give in relation to health or safety;
- To comply with any Policy that applies at the workplace;
- To ensure that they are not, by the consumption of alcohol or a drug, in such a state as to endanger their own safety or the safety of any other person at work.

FURTHER INFORMATION FOR VOLUNTEERS

Volunteers are provided a personal accident policy whilst participating in clearly defined Council activities.

The Personal Accident coverage is a policy of insurance which covers injuries to volunteers whilst engaged in or on any authorised voluntary work on behalf of Council.

Volunteers of Council are not entitled to the benefits pursuant to the Workers’ Rehabilitation & Compensation Act, 1986.

The {Insert Host Council} sincerely thanks you for your continual support to our community.

Any questions regarding the information provided should be directed to the Volunteer Coordinator.

So you want to be a volunteer?

The {"Insert Host Council"} fosters and facilitates the invaluable contribution volunteers make to our community.

Volunteering is an integral part of our society, its culture and its history.
ROLE OF A VOLUNTEER

Volunteers forge a strong bond between the Council and the Community harnessing people’s time, interests and skills and providing benefits to the volunteer, to the persons or projects assisted and the organisation within which they work.

Volunteers can initiate, extend and enhance services and improve the quality of community life by encouraging:

- Community participation;
- Access to resources and information;
- Participation in established Council services and events;

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;
- Compliment but not replace the services of paid staff.

COUNCIL’S RESPONSIBILITIES TO VOLUNTEERS

- Recognise the different roles, rights and responsibilities of volunteers;
- Create a climate of mutual respect;
- Provide a safe work environment;
- Provide sufficient induction and training relating to the various activities;
- Assess volunteer skills to match tasks with expectations, interests and time commitments;
- Ensure that volunteers are not used to permanently replace paid staff;
- Provide volunteers to work under the direction and supervision of paid staff and/or appointed coordinators;
- Maintain accurate records.

RESPONSIBILITIES OF VOLUNTEERS

Volunteers also have obligations and are required to:
- 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 (including WHS) and guidelines of the Council;
- Participate in the appropriate induction and training provided;
- Operate under the direction and supervision of Council personnel to achieve the objectives required;
- Notify of any potentially hazardous situation to themselves or a Third Party;
- Report any injury/damage to themselves or a Third Party;
- Preserve confidentiality
VOLUNTEER ACCEPTANCE SHEET

(“Insert Host Council”)________________________________________

For the attention of (Council) Volunteers

To _______________________________________________________________

(Name)

of _______________________________________________________________

(Address)

The (“Insert Host Council”) ______________________ offers its thanks to you for offering your services as a volunteer.

We wish to confirm that as a Volunteer of Council the following conditions apply:

1. No payment will be made to you by Council

2. The task you have volunteered for is ___________________________________________

3. Your Council Supervisor/Coordinator is _______________________________

4. Only while you are assisting Council in the above mentioned clearly defined activity, and while your assistance is approved and controlled by Council, will you be afforded civil liability coverage.

5. While acting as a volunteer, a personal accident insurance cover will be provided by Council subject to the terms and condition of the policy.

6. Should any injury occur to you while you are acting as a volunteer of Council you must notify your Supervisor or Coordinator immediately, or as soon as practicable.

7. Any incident which occurs in which injury or property damage to other parties may arise must be reported immediately or as soon as practicable to your Supervisor or Coordinator.

8. Pursuant to WHS requirements, you must follow established practices, procedures and instructions of Council which apply to the task you have volunteered to perform.

9. You are expected to perform the task you have volunteered to perform with due care, skill and diligence.

Signed ………………………………………………… Date ……………………. 

CEO – (Council)
DISCLAIMER

This Manual has been written as a guide only and has no legal force.

This Manual does not displace statutory requirements detailed in existing or future legislation nor does it displace existing or future Australian Standards. LGA Mutual Liability Scheme recommends that this manual is read in conjunction with the current Australian Standards.

The accuracy of information in this Manual is not guaranteed and no responsibility is accepted by the LGA Mutual Liability Scheme or its officers for any loss or damage caused by reliance upon this Manual, as a result of any error, omission, misdescription or misstatement therein, whether caused by negligence or otherwise.