



# VOLUNTEER MANAGEMENT PROCEDURE

|                    |              |
|--------------------|--------------|
| <b>Version No</b>  | 1.1          |
| <b>Issued</b>      | 19 Sept 2017 |
| <b>Next Review</b> | Sept 2020    |
| <b>GDS</b>         | 12.63.1.1    |

## 1. OVERVIEW

The District Council of Orroroo Carrieton 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 SA 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 SA WHS Act and Regulations, Codes of practices, other legislation and Council WHS Policies and Procedures extend to and include the activities of Volunteers.

SIGNED .....  
Chief Executive Officer

.....  
Deputy Chairperson, WHS Committee

Date: 19 / 9 / 2017

Date: 19 / 9 / 2017

## 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

## 3. DEFINITIONS

|                         |  |
|-------------------------|--|
| Volunteer               | Volunteers are defined as persons who: <ul style="list-style-type: none"> <li>• Undertake activities without monetary reward</li> <li>• Undertake activities of their own free will</li> <li>• Undertake activities that are of benefit to Council and the local community, and</li> <li>• Undertake activities that complement, but do not replace the services provided by workers.</li> </ul> |
| Community Volunteers    | Volunteers engaged in voluntary work in the community, not directly for Council.   |
| Community Organisations | Organisations involved in working for and within the community, which may or may not engage volunteers.  |
| Grievance               | Any dispute or problem about any act, behaviour, omission, situation or decision relating to the volunteer role. It may include discrimination, workplace harassment, bullying or other issues that relate to the workplace environment.   |
| Supervisor /Coordinator | 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 person.   |

# VOLUNTEER MANAGEMENT PROCEDURE

|             |              |
|-------------|--------------|
| Version No  | 1.1          |
| Issued      | 19 Sept 2017 |
| Next Review | Sept 2020    |
| GDS         | 12.63.1.1    |

|  |  |
|--|--|
| Information Communication and Technology Resources (ICT) | All information and communications technology resources, including, but not restricted to computer hardware (personal computers (PC's), servers, shared and private network storage, network infrastructure), printers, scanners, software applications and the data they contain, telephones, mobile phones.  |
| Worker   | As defined in the SA WHS Act 2012, a person is a worker if the person carries out work in any capacity for a person conducting a business or undertaking, include work as:<br>a) An employee; or<br>b) A contractor or subcontractor; or<br>c) An employee of a contractor or subcontractor; or<br>d) An employee of a labour hire company who has been assigned to work in the person's business or undertaking; or<br>e) An outworker; or<br>f) An apprentice or trainee; or<br>g) A student gaining work experience; or<br>h) A volunteer; or<br>i) A person of a prescribed class. |

## 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 SA 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 SA 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

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.

|                    |              |
|--------------------|--------------|
| <b>Version No</b>  | 1.1          |
| <b>Issued</b>      | 19 Sept 2017 |
| <b>Next Review</b> | Sept 2020    |
| <b>GDS</b>         | 12.63.1.1    |

- 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 Chief Executive Officer 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

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 Senior Leadership *Council* 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.
- 5.1.5 Reviewing training requirements for volunteers as part of annual management review process.

### 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.

# VOLUNTEER MANAGEMENT PROCEDURE

|                    |              |
|--------------------|--------------|
| <b>Version No</b>  | 1.1          |
| <b>Issued</b>      | 19 Sept 2017 |
| <b>Next Review</b> | Sept 2020    |
| <b>GDS</b>         | 12.63.1.1    |

## 6. TRAINING

- 6.1. Council's training needs analysis shall identify the Volunteer training needs.
- 6.2. Managers and Supervisors shall be trained in the Volunteer Management Procedure and Process.
- 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.
- 6.6 Training will be reviewed as part of the annual management review process, or more frequently if legislation or organisational needs change.

## 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 WHS Committee, in consultation with workers or their representatives, every three years or more frequently if legislation or District Council of Orroroo Carrieton 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

WHS Administration Policy  
 Volunteer Management Policy  
 WHS & Injury Management 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



# VOLUNTEER MANAGEMENT PROCEDURE

|                    |              |
|--------------------|--------------|
| <b>Version No</b>  | 1.1          |
| <b>Issued</b>      | 19 Sept 2017 |
| <b>Next Review</b> | Sept 2020    |
| <b>GDS</b>         | 12.63.1.1    |

## 11. APPENDICES

- Appendix 1: Volunteer Application / Registration Form
- Appendix 2: So You Want To Be A Volunteer? Pamphlet
- Appendix 3: Volunteer Acceptance Sheet
- Appendix 4: Volunteer Register
- Appendix 5: Volunteer Activity Time Sheet

|   |                               |                    |              |
|---|-------------------------------|--------------------|--------------|
|  | <h1>VOLUNTEER MANAGEMENT</h1> | <b>Version No</b>  | 1.0          |
|   |                               | <b>Issued</b>      | 19 Sept 2017 |
|   |                               | <b>Next Review</b> | Sept 2020    |
|   |                               | <b>GDS</b>         | 12.63.1.1    |

## ATTACHMENT 1: VOLUNTEER APPLICATION / REGISTRATION FORM

| PERSONAL DETAILS  |       |                        |           |
|---|-------|------------------------|-----------|
| Family name:  |       |                        |           |
| First name(s):  |       |                        |           |
| Home Address  |       |                        | P/Code    |
| Postal Address<br>(If different from above)   |       |                        | P/Code    |
| Telephone(s)  | Home: | Mobile:                |           |
| Email address:  |       |                        |           |
| Date of Birth:  |       | Gender: Male    Female |           |
| Have you had a National Police Check in the past 12 months? (Circle Yes or No)  |       |                        | Yes    No |
| Do you have any future plans which may impact on you continuing your volunteer role(s) with District Council of Orroroo Carrieton within the next 12 months?    Yes / No    If 'Yes' please detail: |       |                        |           |
|   |       |                        |           |
| How did you find out about the District Council of Orroroo Carrieton Volunteer Program?   |       |                        |           |
|   |       |                        |           |

| EMERGENCY CONTACT |  |                            |        |
|-------------------|--|----------------------------|--------|
| Full Name:        |  | Relationship to Applicant: |        |
| Home telephone:   |  | Mobile:                    |        |
| Home Address      |  |                            | P/Code |
|                   |  |                            |        |

| REFEREE DETAILS            |  |         |  |
|----------------------------|--|---------|--|
| Referee name               |  |         |  |
| Address                    |  |         |  |
| Home/work telephone:       |  | Mobile: |  |
| Relationship to applicant: |  |         |  |

|   |                               |                    |              |
|---|-------------------------------|--------------------|--------------|
|  | <h1>VOLUNTEER MANAGEMENT</h1> | <b>Version No</b>  | 1.0          |
|   |                               | <b>Issued</b>      | 19 Sept 2017 |
|   |                               | <b>Next Review</b> | Sept 2020    |
|   |                               | <b>GDS</b>         | 12.63.1.1    |

| VOLUNTEER POSITION INFORMATION  |
|---|
| Why do you wish to become a volunteer with the District Council of Orroroo Carrieton Volunteer program? |
| Are there any particular roles you would like to fulfill?   |
| What skills or experience do you have that are relevant to a volunteering role?                         |
| When are you available to volunteer (which days, mornings, afternoons, weekend, anytime etc)            |

| QUALIFICATIONS / SKILLS  |   |                         |          |
|--|---|-------------------------|----------|
| Are you currently employed?<br>Yes / No  | If 'yes' please state role:   | Full time or part time? |          |
| Are you currently in a volunteering role?<br>Yes / No  | If 'yes' please describe any current voluntary roles and their frequency: |                         |          |
| Are you looking for a volunteer role to meet Centrelink, work rehabilitation, study or any imposed requirements?<br>Yes / No | If 'yes', please indicate requirements:                                   |                         |          |
| IT ability: Please score from 0 to 10, your competency with the programs listed. (10 being the highest)                      | Word  | Excel                   | Internet |
| Do you hold a current First Aid Certificate?<br>Yes / No   | If 'yes', date of most recent First Aid qualification?                    | First Aid Level?        |          |

Languages spoken competently:

---

Please detail any other qualifications you hold that may be relevant to volunteering:

---



---

Please detail any volunteering or other experience/skills not covered above:

---



---



---

|   |                               |                    |              |
|---|-------------------------------|--------------------|--------------|
|  | <h1>VOLUNTEER MANAGEMENT</h1> | <b>Version No</b>  | 1.0          |
|   |                               | <b>Issued</b>      | 19 Sept 2017 |
|   |                               | <b>Next Review</b> | Sept 2020    |
|   |                               | <b>GDS</b>         | 12.63.1.1    |

| DRIVING INFORMATION   |                |            |             |
|---|----------------|------------|-------------|
| If you wish to perform a voluntary role involving driving a vehicle please complete this section:   |                |            |             |
| Do you have a current Driver's Licence?<br>Yes / No   | Licence number | Class(es): | Expiry Date |
| Have you had any accidents or been convicted of any offences relating to the use of a motor vehicle in the last 5 years? (Excluding any minor infringements) Yes / No<br>Please provide brief details:  |                |            |             |
| If you are willing to use your own vehicle in the course of your volunteering activities, please complete the following questions:  |                |            |             |
| Please detail the make, model and year of the vehicle:  |                |            |             |
| Is your vehicle Comprehensively insured? Yes / No If "Yes" please detail the Insurance Company and Renewal Date:  |                |            |             |
| HEALTH INFORMATION  |                |            |             |
| We have a duty of care to ensure that your health is not impaired as a result of any assigned volunteer role. Whilst completion of this section is not compulsory, it is to your benefit to equip us with relevant information to ensure your role and duties are appropriate to you and allow us to provide any necessary support. Please circle Yes or No as appropriate: |                |            |             |
| Have you ever suffered from a back condition or spinal disorders?   | Yes            | No         |             |
| Have you had or do you have a sight, hearing or speech condition(s)?  | Yes            | No         |             |
| Have you ever suffered from a heart or lung condition?  | Yes            | No         |             |
| Have you ever had any joint disorders/arthritis, rheumatism or similar?   | Yes            | No         |             |
| Have you ever had Epilepsy, fainting spells or periods of unconsciousness?  | Yes            | No         |             |
| Do you have a diabetic condition or a serious allergic reaction to anything?  | Yes            | No         |             |
| Do you have any other serious health issues which you consider we should be aware of?   | Yes            | No         |             |
| If you have answered 'Yes' to any of the above, please describe the condition and any assistance we can provide to support you in your role, or request a discussion with Volunteering Services here:   |                |            |             |
| If required, would you be willing to undertake a medical examination?   | Yes            | No         |             |

|   |                               |                    |              |
|---|-------------------------------|--------------------|--------------|
|  | <h1>VOLUNTEER MANAGEMENT</h1> | <b>Version No</b>  | 1.0          |
|   |                               | <b>Issued</b>      | 19 Sept 2017 |
|   |                               | <b>Next Review</b> | Sept 2020    |
|   |                               | <b>GDS</b>         | 12.63.1.1    |

Applicant Declaration

I certify to the best of my ability that the information contained in this Application / Registration form is accurate and correct and I agree to advise the District Council of Orroroo Carrieton should a change occur to my circumstances, health condition or criminal record which could affect any volunteer role(s) assigned to me.

Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

**Please note:** Due to the requirements of the Local Government Mutual Liability Scheme, applicants are not accepted as volunteers with the District Council of Orroroo Carrieton until they have completed a Volunteer Orientation/Induction Session with Council.

Please forward this completed document to:

District Council of Orroroo Carrieton  
PO Box 3  
ORROROO SA 5431

Email: [council@orroroo.sa.gov.au](mailto:council@orroroo.sa.gov.au)

**Telephone: 8658 1260**

---

## ATTACHMENT 2

### 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 Council policies and procedures 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.

These include benefits available for death and permanent total disablement and non-medical expenses. Certain restrictions may apply and should be discussed with Council's Manager of Corporate & Community Services.

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

***The District Council of Orroroo Carrieton sincerely thanks you for your continual support to our community.***

Any questions regarding the information provided should be directed to the Manager of Corporate & Community Services.



DISTRICT COUNCIL OF  
**ORROROO CARRIETON**

### SO YOU WANT TO BE A VOLUNTEER?

The District Council of Orroroo Carrieton fosters and facilitates the invaluable contribution volunteers make to our community.

Volunteering is an integral part of our society, its culture and its history.



---

## ATTACHMENT 2

### 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 and procedures (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 Council of any potentially hazardous situation to themselves or a Third Party;
- Report to Council any injury/damage to themselves or a Third Party;
- Preserve confidentiality

**ATTACHMENT 3**

|   |  |                    |              |
|---|--|--------------------|--------------|
|  | <h1 style="margin: 0;">VOLUNTEER ACCEPTANCE SHEET</h1> | <b>Version No</b>  | 1.0          |
|   |  | <b>Issued</b>      | 19 Sept 2017 |
|   |  | <b>Next Review</b> | Sept 2020    |
|   |  | <b>GDS</b>         | 12.63.1.1    |

For the attention of Volunteers:

To .....

(Name)

of .....

(Address)

The District Council of Orroroo Carrieton 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 Worksite 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 limited 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.....

**Chief Executive Officer**



