

Volunteer Management Policy

Corporate Plan:	
Classification:	<i>Public – Corporate Policy</i>
First Issued/Approved:	<i>May 2016</i>
Review Frequency:	<i>Triennial</i>
Last Reviewed:	<i>May 2021</i>
Next Review Due:	<i>May 2024</i>
Responsible Officer(s):	<i>Senior Management Team</i>
Council File Reference:	<i>Policies</i>
Applicable Legislation:	<i>Work Health and Safety Act 2012 (South Australia) Work Health and Safety Regulations 2012 (South Australia) Local Government Act 1999 (South Australia) Volunteer Protections Act 2001 (South Australia) Child and Young Person's (safety) Act 2017 Privacy Act 1988</i>
Relevant Policies:	<i>Work Health and Safety Management System WHS001/01 WHS and RTW Policy Children and Vulnerable Person's Safety Policy</i>
Related Procedures:	<i>Volunteer Management Procedure Grievance/Dispute Resolution Policy Volunteer Application – Expression of Interest Form Volunteer Induction Checklist Volunteer Acceptance Form Volunteer Handbook/Pamphlet Children and Vulnerable Person's Safety Policy</i>
Delegations:	<i>Chief Executive Officer</i>

1. Overview

The Berri Barmera Council 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.

2. Definitions of volunteers of Council

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

3. Council Responsibilities

The Council's Responsibilities to Volunteers

The 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 Berri Barmera Council 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

4. Volunteer Responsibilities

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/Manager 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.

5. Volunteer Programmes

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

Volunteer Programmes include:

- Library Services (Berri Library, and; Barmera Library)
- Local History (Berri Library, and; Country Music Hall of Fame)
- Tourism (Berri Visitor Information Centre)

6. Review

This Volunteer Management Policy shall be reviewed by the Berri Barmera Council 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).

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