

1. Rationale

The City of Marion is committed to providing a comprehensive volunteer management framework to support the involvement of volunteers, aligning to their skills, talents, and availability. The City of Marion has a legislative obligation as the provider of an extensive range of services, including *Commonwealth Home Support Programme (CHSP)* to have required policy and procedures in place.

2. Policy statement

The City of Marion recognises that volunteering is a two-way relationship. We greatly value the contributions of volunteers and recognise the benefits and positive impacts they make across the City of Marion. Council volunteers strengthen our connection with local communities and increases our capacity to deliver services.

Volunteering provides people with strong social connections while building the capacity and resilience of our community. The City of Marion is committed to providing innovative opportunities and supporting all volunteers across our organisation through inclusive and equitable practices.

3. Objectives

The objective of this policy is to outline the responsibilities of City of Marion workforce with respect to volunteer involvement including planning, recruitment, onboarding and supervision; and the rights and responsibilities of the City of Marion and volunteers.

4. Policy scope and implementation

SCOPE

This policy is relevant to everyone who works and volunteers for the City of Marion, especially those who supervise and/or work with volunteers. It applies to registered volunteers within the City of Marion volunteer programs. It includes any group or program facilitated by the City of Marion workforce.

This policy does not apply to:

- Volunteers engaged by other organisations to carry out voluntary tasks on behalf of City of Marion
- Work Cover Placements
- Individuals undertaking student placements, work experience or internships
- Council Members in their capacity as Council Members
- Reference Group participants
- Advisory Committee members.

IMPLEMENTATION

The City of Marion recognises through its Strategic Management Framework that volunteer involvement is a vital component in achieving its vision to build community capacity; improving health and wellbeing; creating pathways to paid work and in the delivery of effective and relevant service provision.

Volunteering promotes civic participation and encourages local people to be active, shape, contribute, and make a difference to their local community. Volunteering provides opportunities for group and personal development through service to the community. It can help forge sustainable links with the community benefiting all stakeholders. The City of Marion's volunteer program is designed to complement, not replace, the roles of paid staff.

City of Marion recognises that volunteers can bring unique talents and professional experiences and commits to recognising these through co-creation of meaningful and tailored volunteer roles.

Volunteer roles will be developed in support of objectives and strategies identified in the *City of Marion Strategic Plan*. Volunteer involvement will be managed in accordance with the *National Standards for Volunteer Involvement*.

National Standards for Volunteer Involvement

Standard 1	Volunteering is embedded in leadership, governance and culture
Standard 2	Volunteer participation is championed and modelled
Standard 3	Volunteer roles are meaningful and tailored
Standard 4	Recruitment is equitable and diversity is valued
Standard 5	Volunteers are supported and developed
Standard 6	Volunteer safety and wellbeing is protected
Standard 7	Volunteers are recognised
Standard 8	Policies and practices are continuously improved

4.1. Rights and responsibilities

Both the City of Marion and volunteers have rights and responsibilities to uphold in accordance with the National Standards for Volunteer Involvement.

City of Marion Rights

The City of Marion has the right to:

- Recruit volunteers based on their competency for the role and refuse any potential volunteer a position for which they are deemed unsuitable.
- Expect volunteers to complete tasks within the parameters of the volunteer role description, and complete the tasks assigned to them within the agreed time frames and standards.
- Evaluate the performance of volunteers, reassign volunteers who are deemed unsuitable, or terminate a volunteer's involvement.
- Require volunteers to undergo a settling in period of three months.
- Require volunteers to undergo appropriate training.
- Require a volunteer to conduct themselves in a manner that is consistent with the image of the City of Marion and specified in the *Volunteer Code of Conduct*
- Request the return of all council property when leaving their volunteer role. This may include name badges, uniforms, access keys or any other items or resources provided by the City of Marion specific to the volunteer role.

City of Marion Responsibilities

The City of Marion has a responsibility to:

- Ensure all volunteers in 'Prescribed Positions' have a satisfactory DHS Working with Children Check prior to commencement.
- Ensure all volunteers have satisfactory background checks, appropriate to their role, prior to commencement.
- Ensure all volunteer induction and on-boarding forms are completed.
- Ensure that expectations and parameters are known, understood and maintained.
- Provide a clear outline of duties in a written role description.
- Ensure volunteers have adequate skills to carry out the tasks required of them.
- Provide ongoing support and supervision.
- Ensure volunteers are adequately insured in accordance with the *City of Marion's Risk Management Policy*.
- Ensure volunteers understand the limitations to the LGRS voluntary workers personal accident insurance from the age of 90.

- Provide a safe and healthy workplace for everyone and to adhere to the principles outlined in the *Work Health and Safety Act (SA) 2012*.
- Maintain confidentiality relating to volunteers and information given to the City of Marion by volunteers.
- Ensure all volunteer programs have sufficient resources and supervision to achieve their outcomes.
- Ensure any new volunteer roles or programs undertaken are within City of Marion's current and future capacity to supervise and resource.
- Recognise the contribution volunteers play in making the City of Marion a better place.

Volunteer Rights

Volunteers have the right to:

- Be interviewed and recruited as a volunteer in accordance with equal opportunity and anti-discrimination legislation.
- A meaningful and tailored role which matches their skills, abilities, interests and availability which is clearly outlined in a role description.
- Receive appropriate orientation and ongoing training to assist with their role.
- Designated staff to provide support relating to their role and to receive ongoing support and direction from their volunteer manager and the volunteer development and program coordinator.
- A copy of the Volunteer Involvement Policy and other policies and procedures that affects their involvement.
- Be consulted, valued and welcomed, regarding ideas and suggestions for improvements to the volunteer experience.
- Opportunities to contribute to the decision-making process, where appropriate.
- Be covered by appropriate insurance while carrying out their specified duties for the City of Marion.
- A healthy and safe work environment.
- Access to and awareness of a grievance procedure and to have complaints or grievances heard by an appropriate supervisor.
- Receive recognition for their contribution to the community.
- Receive reimbursement for pre-approved out of pocket expenses.
- Be treated with respect and recognised as a valued member of the team.
- Have their confidential and personal information dealt with in accordance with the *Privacy Act 1988*.

- Not to fill a position previously held by a paid worker nor do the work of paid staff during industrial disputes.

Volunteer Responsibilities

Volunteers have a responsibility to:

- Always adhere to the Volunteer Code of Conduct.
- Attend orientation and mandatory training as required for the role.
- Adhere to the policies and procedures of City of Marion.
- Be aware of their duty of care and the City of Marion's Work Health and Safety policies and procedures.
- Undertake the roles and duties as outlined in their role description, and within the boundaries of the outlined tasks which suit their skills and abilities.
- Fulfil agreed commitments or re-negotiate commitments if necessary.
- Be punctual and reliable and inform their supervisor if unable to attend.
- Maintain confidentiality always.
- Respect the rights of fellow workforce members including volunteers and to participate as a member of the team.
- Be accountable for their actions.
- Behave in an ethical and conscientious manner.
- Seek assistance, guidance and information on any aspects of their role or activities which are unclear.
- Return all property of City of Marion when leaving their volunteer role. This may include name badges, uniforms, access keys or any other items or resources provided by council specific to the volunteer role.

4.2. Risk management and insurance

The City of Marion Risk Management framework includes volunteers to ensure exposure to liabilities resulting from volunteer involvement is managed appropriately.

Public liability and personal accident insurance is provided to City of Marion registered volunteers while undertaking approved volunteer roles.

Volunteer personal accident insurance coverage is significantly reduced from the age of 90. Volunteers can continue in their role from this age and procedures are in place to notify them of this during induction and three months prior to turning 90.

4.3. Work health and safety

Volunteers are classed as 'workers' under the *Work Health and Safety Act 2012 (SA)*. Volunteers have the same rights and responsibilities concerning the provision of a safe working environment and safe work practices as employees.

The City of Marion is committed to ensuring that all volunteers are adequately trained to perform volunteering roles in a safe manner.

4.4. Managers of volunteers

Volunteer Managers are responsible for the general management, support and resourcing of the volunteer program. Volunteer Managers must be aware of, and implement, policy and procedures relevant to their volunteer program; and are responsible for addressing any gaps or concerns recognised within it in consultation with the Volunteer Development and Program Coordinator.

Volunteer Managers will work with People Leaders and the Volunteer Development and Program Coordinator to ensure volunteer needs, and the organisational requirements have been met.

Volunteer Managers are to be provided with sufficient time and resources to engage with and provide appropriate support to volunteers involved in their programs.

4.5. Volunteer development and program coordinator

The Volunteer Development and Program Coordinator is responsible for the design and implementation of the council's volunteer management framework in consultation with the Volunteer Managers Group and other relevant stakeholders such as Risk and Organisational Development and volunteers as required.

The Volunteer Development and Program Coordinator is responsible for annual recognition events and overall management and continuous improvement of the volunteer programs.

The Volunteer Development and Program Coordinator will work with key stakeholders such as People Leaders, Volunteer Managers and volunteers to ensure volunteer needs and the organisational requirements have been met.

4.6. Program management

In the development and continuation of the volunteer program, the City of Marion will ensure that the capacity to resource and manage volunteers in their roles has been addressed. The City of Marion will:

- Continuously look at improvement of the volunteer management framework to ensure best practice in volunteer management is aligned to the National Standards for Volunteer Involvement.
- Commit adequate financial, human, physical, and time resources required to successfully run its volunteer programs.
- Review the volunteer management framework and its documented processes on a regular basis to ensure its sustainability, relevance, and alignment to Council requirements and the National Standards for Volunteer Involvement.
- Research current and future volunteering trends. Including data related to trends within the City of Marion volunteer programs collected from the volunteer management system and the annual volunteer survey.
- Report to City of Marion any outcomes or issues presented through this report.

Volunteering is:

- Of benefit to the community and the volunteer
- Of the volunteer's own free will and without coercion
- For no financial payment
- In designated volunteer positions only
- To complement the role of employees, enhancing and extending our service delivery
- Should not be exploitative or used to replace paid employment.

Volunteers in City of Marion volunteer programs will have specific role descriptions for tasks that enhance council's services to the community, usually taking place within the City of Marion.

Volunteer roles are designed and negotiated with volunteers, considering their needs and interest while contributing to the City of Marion's strategic direction and values, purpose, goals and objectives.

5. Definitions

Term	Definition
<i>National Standards for Volunteer Involvement</i>	Best practice framework which guides volunteer involvement and developed by Volunteering Australia.
<i>Volunteering</i>	Time willingly given for the common good and without financial gain.
<i>Volunteer Management Framework</i>	The policies, procedures, Standard Operating Procedures, resources and software that facilitate recruitment, support, management and retention of volunteers.
<i>Volunteer Management System</i>	The volunteer management software, Better Impact.
<i>Workforce</i>	All employees and volunteers of the City of Marion.

6. Roles and responsibilities

Role	Responsibility
<i>Manager, People and Culture</i>	<ul style="list-style-type: none"> Ensure all aspects of this Volunteer Involvement Policy are aligned to the Volunteer Program Action Plan. Ensure the City of Marion workforce is aware of and understands their responsibility with the involvement of volunteers.
<i>Volunteer Managers</i>	<ul style="list-style-type: none"> Adhere to the principles of this policy.
<i>Volunteer Program and Development Coordinator</i>	<ul style="list-style-type: none"> Ensure the policy is communicated to all registered volunteers, Volunteer Managers and the City of Marion workforce. Ensure the policy is incorporated into the volunteer onboarding process.

7. References

City of Marion

- Volunteer from 90 procedure
- Volunteer Exit and Transition Procedure
- Volunteer Orientation Handbook
- Volunteer Code of Conduct
- WHS Wellbeing Policy
- Diversity Equity Inclusion and Belonging Policy
- Diversity Equity Inclusion and Belonging Action Plan
- Respect at Work Policy

Other

- [National Standards for Volunteer Involvement](#)
- Volunteering Australia
- [Commonwealth Home Support Programme](#) (CHSP)
- Privacy Act 1988
- Local Government Act 1999
- Work Health and Safety Act 2012 (SA)
- Children and Young People (Safety) Act 2017
- Volunteer Protection Act 2001
- Volunteer Protection Regulations 2019
- Equal Opportunity Act 1984 (SA)
- Council Volunteers LGRS Insurance, Personal Accident Cover
- SA State Records Act 1997
- SA Local Government Act 1999

8. Review and evaluation

This Policy will be reviewed by the Volunteer Development and Program Coordinator every four years or sooner if required.