

Moira Shire Council

Volunteering Policy

Policy type	Council
Version Number	1
Responsible Director	Executive Manager People and Culture
Responsible Officer	Talent Acquisition Officer
Date adopted by Council	23 October 2024
Scheduled for review	This policy will be reviewed four years from the date of adoption, or sooner if required.

It is recognised that, from time to time, circumstances may change leading to the need for minor administrative changes to this document. Administrative changes do not materially alter the document (such as spelling/typographical errors, change to the name of a Council department, a change to the name of a Federal or State Government department). Administrative updates can be made in accordance with the Policy Framework Guidelines.

PURPOSE

Moira Shire Council is committed to providing high-quality services while working under the Council Plan strategic pillars. This Policy outlines the guidelines and expectations for identifiable volunteers serving within the Moira Shire Council and aims to ensure a positive, community driven experience while maintaining ethical and sustainable practices, staff and volunteer satisfaction, and legal compliance.

SCOPE

This policy applies to Moira Shire Council Volunteers throughout their service. It does not apply to non-council volunteers including volunteers of other agencies and organisations. This policy is not intended to encompass Community Asset Committee members, Friends Of groups or their affiliations, nor members of other committees of council which have their own governance structure and terms of reference.

DEFINITIONS

Term	Definition
Council	Moira Shire Council
Community Asset Committee	A committee with delegated power from the Chief Executive Officer for the purpose of managing a community asset in the municipal district.
Moira Shire Council Volunteers	Individuals who willingly provide support and enable the provision of various tasks on behalf of council without expectation of financial benefit.
National Standards of Volunteering	Set of standards created by Volunteering Australia to manage volunteers and volunteer programs
NECCI	North East Council Contractors (Volunteer) Induction – a collaboration of councils who have developed and implemented an online general OHS induction course

POLICY STATEMENT

Volunteering at Moira Shire Council is an opportunity for individuals to engage with Council-operated services and contribute to their community. Volunteering will not be exploitative, nor should it be used to replace paid work, rather, it should be a form of complementary service, celebrated for its substantial benefits to the organisation, the community and the individual themselves.

Volunteer Eligibility and Recruitment

All volunteers at Moira Shire Council must meet the following criteria:

- 1.1 Have a genuine interest in assisting our region and the required knowledge for the specific tasks they will be completing.
- 1.2 Successfully complete the volunteer application and screening process, including a police check, working with children check, and reference checks, as applicable and at the expense of Council.
 - 1.2.1.1 Information relevant to a volunteer's application (including but not limited to: gender, age, education level, medical history) will be securely stored by the Council and will only be used for the purposes of the volunteering application. No personal information will be used for other circumstances without express consent from the volunteer.
- 1.3 Attend and complete necessary training sessions and orientations as required.

Council has the right to offer or withhold an offer of a volunteer placement to any applicant at their discretion. The offer of a Council volunteer role is in no way a commitment to an offer of a future paid role at Council.

Role and Responsibilities

Council's Responsibilities

Council is committed to providing a safe and fair environment for its volunteers, in doing this, where possible and practicable, Council will:

- Provide volunteers with a healthy and safe workplace.
- Assist with the completion of Volunteer National Police Checks in collaboration with the individual volunteer.
- Provide NECCI induction to all volunteers before they are allocated tasks.
- Provide all relevant and supporting documents required including Code of Conduct, relevant policies and procedures.
- Define volunteer roles and develop unambiguous Role Statements.
- As required and available, offer additional training to volunteers to improve their skill set and assist them in the performance of their voluntary role.
- Not require a volunteer to perform any role or task that they are not appropriately qualified or skilled to undertake.
- Provide feedback on performance.
- Inform volunteers of their responsibilities and ensure that their contribution complements but does not undermine, the work of paid employees.
- Acknowledge and recognise the contributions of volunteers.
- Provide all volunteers with information on grievance and unsatisfactory performance policies and procedures.

Volunteer's Responsibilities

Volunteers play an important role for the services provided by Council and have a responsibility to comply with all the policies and procedures of Council. In addition, volunteers will be expected to:

- Undertake a Volunteer National Police Check.
- Undertake and maintain a Volunteer Working with Children Check and comply with Council's Child Safe Policy.
- Complete NECCI induction and any other required training.
- Comply with all health and safety requirements and reporting of any issues, thereby contributing to a safe work environment for other volunteers, employees, and members of the public.
- Be responsible in making a realistic commitment in terms of both time and areas of involvement and to honour those commitments.
- To treat Council, personal, and confidential information in accordance with Council's Privacy Policy, *Privacy and Data Protection Act 2014* and the *Health Records Act 2001*.
- Comply with all the requirements of their individual Role Statement and related procedures.
- Dress appropriately, inclusive of comfortable yet well-presented clothing.
- Maintain a professional and courteous demeanour while interacting with other volunteers, paid employees, and members of the public.
- Bring to the attention of management any issues that may have an adverse impact on their performance as a volunteer including conditions within Council venues where volunteer activities are conducted and any other concerns which may have an impact on their experience as a volunteer.
- Adhere to the Employee Code of Conduct and other Council policies and procedures while undertaking duties or tasks on behalf of Council.
- Volunteers are not authorised to speak to media on Council's behalf and must adhere to the Social Media Policy and Protocol at all times.

Insurance

Volunteers, whilst carrying out their duties as prescribed by the role specific procedure, and following all relevant council policies, procedures, and guidelines, shall be covered by Council's public liability and professional indemnity insurance during the period of their volunteer shift.

Training and Professional Development:

Volunteers will receive training where appropriate and available to enhance their knowledge and skills necessary for effective service, however, volunteers are expected to hold the required minimum level of knowledge for the role they will be completing.

All volunteers must complete the online NECCI training for OHS procedures before commencing volunteer work. If training cannot be completed online, Council will attempt to make arrangements to ensure all individuals are provided with support and equal access where appropriate.

If and when opportunities for professional development become available these will be offered to volunteers by their Manager, at the Manager's discretion.

Supervision and Support

Volunteers will be accompanied by staff members where possible who will provide guidance, support, and ongoing feedback.

Volunteers will receive regular communications from their relevant Team Leader or Manager and are encouraged to discuss any issues or concerns, or areas of perceived development they may have with them as soon as practicable.

Volunteers will have access to Council's Employee Assistance Program.

Recognition of volunteers

Council acknowledges the contribution that volunteers make to Council and the community and will recognise the contribution of Council volunteers each year during National Volunteers Week. Council's Volunteer Recruitment and Retention Procedure will set out the ways Council may do this.

Grievances

Council Volunteers have the right to raise and have resolved any grievances they may have without fear of retribution. Council will treat every concern or complaint seriously in a confidential and sensitive manner and where possible, is committed to resolving any issues quickly.

Any concerns of grievances raised by volunteers should be directed to the People and Culture Team.

Termination or Suspension

There is no notice period or other requirements to terminate a volunteer relationship – the voluntary nature of the relationship means that either party can end it at any time.

Council reserves the right to terminate or suspend a volunteer's involvement in the volunteering team if there is a violation of this policy, any applicable legislation, a negative result for a WWCC or Police check, if there is a breach of conduct that jeopardizes the positive visitor and resident experience, or the reputation of Council.

MONITORING AND EVALUATION

This Policy will be reviewed every four years to ensure its relevance, effectiveness, and alignment with legal requirements and best practices. The policy will be monitored by the responsible officer and any major changes will need to be adopted by Council. Minor administrative changes may be made to the policy periodically to ensure it continues to meet legislative requirements. In this event, the document may be altered without consent of the executive leadership team.

Any deviation from this Policy is to be approved by the Director or CEO.

RELATED LEGISLATION

Local Government Act 2020

Charter of Human Rights & Responsibilities Act 2006

Gender Equality Act 2020

Occupational Health and Safety Act 2004

Privacy and Data Protection Act 2014

Worker Screening Act 2020

Wrongs Act 1956

RELATED POLICIES AND PROCEDURES

Complaint Handling Policy

Rights and Responsibilities of Volunteers – Volunteering Australia

Volunteer NECCI Induction Online Course Information

Social Media Policy and Protocol

Dealing With COVID-19 in the Workplace Policy

Draft Privacy Policy

Employee Code of Conduct

Child Safe Policy

DOCUMENT REVISIONS

Version	Summary of Changes	Approved by	Date
1	Original Policy adopted	Council	23/10/2024