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| File Number | 17/POL/VP/2 |
| Responsible Officer | Director Development & Community |
| Adopted | 13 October 2015 |
| Last reviewed at Council Meeting | 17 October 2023 |
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| Due date of next Review | October 2027 |

1. Purpose

- 1.1 Volunteering is time willingly given for the common good and without financial gain. Council recognises and values the importance of Volunteers within its community, and acknowledges that volunteers are an important resource for the community, providing customer focused services to enhance and support established Council programs.
- 1.2 Volunteers forge a strong bond between Council and its community by encouraging:
 - 1.2.1 Community engagement, participation and independence;
 - 1.2.2 Providing additional access to resources and information;
 - 1.2.3 Opportunities to learn new skills and/or providing a stepping stone to employment;
 - 1.2.4 Increased opportunities for social interaction and satisfaction;
 - 1.2.5 Participation in established Council services and events;
 - 1.2.6 A sense of purpose that enhances health, wellbeing and quality of life.
- 1.3 The benefit that volunteers afford to Council include:
 - 1.3.1 Providing the organisation with a broader resource base from which to deliver positive community outcomes through Council volunteering programmes;
 - 1.3.2 Enhancing community participation through volunteering;
 - 1.3.3 Enriching the lives of Council residents and improving their quality of life.
- 1.4 This Policy is guided by principles of good governance, advocacy, compliance and service provision. To supplement the application of the Policy, the internal *Volunteer Management Procedure* (the Procedure) guides volunteer management in order to support people who manage volunteers and provide understanding for volunteers in their roles, rights and responsibilities.

2. Scope

- 2.1 This Policy applies to all activities, programs and services where volunteers are involved.

3. Policy

3.1 Volunteers of Local Government - Definition

Volunteers of Council ensure a direct link between the Community and Council. Volunteers are defined as persons who:

- 3.1.1 Undertake activities without financial benefit, or otherwise reward or gain;
- 3.1.2 Undertake activities of their own free will;
- 3.1.3 Undertake activities that are of benefit to volunteers, Council and the local community;
- 3.1.4 Undertake activities that complement but do not replace the services provided by workers.

3.2 Responsibilities

3.2.1 Council Responsibilities

Council will plan and regularly review its *Volunteer Policy* and management system to ensure:

- 3.2.1.1 opportunities to improve the quality of the system are identified and actively pursued;
- 3.2.1.2 adherence to this policy and the supporting processes to comply with related and relevant policies and procedures.
- 3.2.1.3 that adequate resources are identified and provided to enact this policy and supporting procedures effectively;
- 3.2.1.4 Directors, Managers, and staff are accountable for ensuring that Volunteers have the appropriate skills and/or access to relevant training to undertake the activities identified within the Volunteer Position Descriptions, this policy and supporting procedures.

3.2.2 Volunteer Responsibilities

- 3.2.2.1 Volunteers are recruited and selected through a targeted recruitment approach, whereby available volunteer positions are advertised, suitable individuals are selected, provided with training to undertake their volunteer activities, and inducted into their volunteer program.
- 3.2.2.2 Volunteers have a responsibility to perform their activities to the best of their abilities, ensuring they read and adhere to the [*Volunteer Code of Conduct*](#).
- 3.2.2.3 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.
- 3.2.2.4 Volunteers must:
 - Acquaint themselves with the objectives and tasks of the Council and the services they are providing;
 - Understand and acknowledge the requirements of relevant Council policies and procedures; and
 - Participate in the appropriate induction and training provided.
- 3.2.2.5 All volunteers have a right to expect a safe environment when undertaking their activities. It is the Council's responsibility to ensure this, as per the *Work Health and Safety Act 2012* (SA). Volunteers shall not undertake, or be expected to undertake, an activity which may be of a hazardous nature.
- 3.2.2.6 Volunteers are considered 'workers' under the *Work Health and Safety Act 2012* (SA) and the *Equal Opportunity Act 1984* (SA). Personal Injury and Public Liability Insurance cover is provided for volunteers who are undertaking the activities as outlined in their Volunteer Position Description.
- 3.2.2.7 Volunteers must present for volunteering in a fit state to ensure their safety and the safety of others. Mid Murray Council has a non-invasive drug and alcohol-testing program in place, and volunteers may be subject to incident or cause testing as required.

3.2.3 Volunteer Programs

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

4. Policy Responsibility

The Director Development & Community is responsible for ensuring the proper operation of this Policy.

5. Availability/Accessibility

- 5.1 This Policy and Council's Fees and Charges Register are available to be downloaded free of charge from Council's website: www.mid-murray.sa.gov.au.
- 5.2 This Policy is available for inspection at Council's principal office during ordinary business hours. Hard copies, for a fee in accordance with Council's schedule of Fees and Charges, can be provided upon request.

6. Legislative Framework / Other References

- 6.1 [Council Policies and Procedures](#) –including but not limited to:
- *Complaints Policy & Procedure*
 - *Volunteer Code of Conduct*
 - *Safe Environments – Children and Young People Policy*
 - *Child Safe Code of Conduct for Employees and Volunteers*
 - *Privacy Policy*
 - *Volunteer Code of Conduct*
 - *Mandatory COVID-19 Vaccination Policy*
 - *Fit for Work Policy*
- 6.2 Council Work Health & Safety Management System documents include but not limited to:
- *Work Health Safety and Return to Work Policy*
 - *Volunteer Management Procedure*
 - *Volunteer Application Form*
 - *Volunteer Position Description*
 - *Volunteer Induction Checklist*
 - *Volunteer Activity Timesheet*
 - *Volunteer Process for Recruitment*
 - *Volunteer Pamphlet.*
- 6.3 [Local Government Act 1999](#)
- 6.4 [Work Health & Safety Regulations 2012](#)
- 6.5 [Volunteer Protection Act 2001](#)
- 6.6 [Volunteer Protection Regulations 2019](#)
- 6.7 [Children and Young People \(Safety\) Act 2017](#)
- 6.8 [Privacy Act 1988 \(Cth\)](#)
- 6.9 [Work Health and Safety Act 2012](#)
- 6.10 [Equal Opportunity Act 1984](#)

7. Document History

This Policy shall be reviewed at least every four (4) years or more frequently if legislation or Council requires.

| Version | Adopted | Minute | Description of Change |
|---------|-----------------|------------|--|
| 1 | 13 October 2025 | 17515/4 | Adopted |
| | January 2018 | | Updated to new policy format, no change to content. |
| 2 | 17 October 2023 | C10-23/015 | Policy reviewed, minor grammatical changes and clarification throughout the policy |