



WAVERLEY
COUNCIL

Volunteer Policy

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Relevant legislation/codes	Volunteering Australia National Standards Fair Work Act 2009 Work Health and Safety Act 2011 Child Protection Legislation
Related policies/procedures/guidelines	Waverley Council Code of Conduct for Council Committee Members & Other Council Officials Waverley Council Child Safe Policy 2020 Waverley Council Child Safe Code of Conduct 2021 Waverley Council Community Strategic Plan 2022-2032 Waverley Council Community Engagement Strategy Waverley Council Reconciliation Action Plan 2019 - 2021 Waverley Council Cultural Diversity Strategy 2021 – 2031 Waverley Council Disability Inclusion Action Plan 2022-2026 Waverley Council Sustainable Communities Strategy 2021 Environmental Action Plan 2022-2032 Waverley Council Work Health and Safety Policies
Related forms	Waverley Council Volunteer Application Form Waverley Council Volunteer Agreement Waverley Council Volunteer Role Description Waverley Council Volunteer Induction Checklist Waverley Council Volunteer Handbook Waverley Council Volunteer Exit Survey

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If you require information in another language or format or have any questions about this policy, please contact us on 02 9083 8000.

1. Background

Waverley Council recognises the great contribution of volunteers to the community, across the social, environmental, recreational and cultural sectors of community life.

Volunteers of all ages, abilities and cultural backgrounds contribute to the local community by:

- Supporting and improving community services.
- Protecting and improving our physical environment.
- Improving local cultural events, activities and programs.
- Strengthening community connections.

To support community members to volunteer, Council aims to:

- Promote volunteering in the community and share volunteering opportunities available through Waverley Council and local community organisations.
- Identify potential volunteer activities within Council for people to be more active in their community and to improve services and community activities.
- Provide a safe and welcoming space for volunteers to maintain and/or learn new skills and create local connections.

2. Purpose

This policy aims to better support volunteering at Waverley Council through:

- Reinforcing Council's commitment and appreciation for volunteers.
- Adopting the National Standards for Volunteering to provide adequate support for Council officers and volunteers and clarify rights and responsibilities.

3. Definitions

Term	Definition
<i>Volunteer</i>	A person that participates in coordinated activities of benefit to the community, of their own will, and without monetary reward.
<i>Employee</i>	A person recruited for paid employment.
<i>Corporate Volunteer</i>	A person volunteering as part of their employment with organisations that engage with community activities relating to their Corporate Social Responsibility.
<i>Duke of Edinburgh</i>	A youth development program, empowering young people aged 14 – 24 to explore their full potential and find their purpose, passion and place in the world.
<i>Work Experience</i>	Industry placements provided for high school students as part of their course requirements.
<i>Internship</i>	A structured work or volunteer experience involving specific learning goals as part of training or studies, usually arranged with and supervised by an education provider.
<i>Child</i>	A person who is under the age of 18 years.
<i>Child Safe Organisation</i>	An organisation in which child safety is included in planning, policy and practices and where the voices of children and young people are valued and actioned.

4. Scope

This policy applies to:

- Individuals who perform volunteering work with Council.
- Corporate volunteers with Council.

It does not apply to:

- Council employees.
- Contractors.
- Independent not-for-profit groups.
- Duke of Edinburgh students.
- Work Experience students.
- Students undertaking internships.

5. Context

5.1 Guiding principles

Council recognises and supports the National Standards for Volunteering developed by Volunteering Australia:

- **Leadership and Management:** Council and its employees will lead and promote a positive culture towards volunteering and implement effective management systems to support volunteer involvement.
- **Commitment to Volunteer Involvement:** Council's commitment to volunteer involvement is set out through vision, planning and resourcing, and supports the organisation's strategic direction.
- **Volunteer Roles:** Volunteers are engaged in meaningful roles which contribute to the organisation's purpose, goals and objectives.
- **Recruitment and Selection:** Volunteer recruitment and selection is planned, consistent and meets the needs of the Council and volunteers.
- **Support and Development:** Volunteers understand their roles and gain the support, knowledge, skills and feedback needed to safely and effectively carry out their duties.
- **Workplace Safety and Wellbeing:** The health, safety and wellbeing of volunteers is protected in the workplace through induction, safe work practices, and relevant insurances.
- **Volunteer Recognition:** Volunteer contribution, value and impact is understood, appreciated and acknowledged.
- **Quality Management and Continuous Improvement:** Effective volunteer involvement results from a system of good practice, review and continuous improvement.

5.2 Council's Responsibilities

We create meaningful volunteering opportunities by:

- supporting non essential activities that support Council objectives and the community and build skills and connections for volunteers;
- sharing how volunteers contribute Council's purpose, goals and objectives as stated in its Community Strategic Plan, for example in volunteer role descriptions, promotional materials and recognition events;
- matching volunteer enquiries to relevant volunteer roles based on community members' interests and experience;
- making volunteer roles flexible by offering short term engagements, and supporting hybrid and remote volunteering whenever possible.

We provide a healthy and safe environment for community members, clients, staff and all those who may come into contact with volunteers by:

- requesting/arranging probity checks for volunteers as necessary;
- ensuring Council's Code of Conduct is applied;
- arranging general and specific site inductions;
- ensuring the volunteer has the knowledge and skills required to undertake the assignment;
- providing support and adequate supervision to recruited volunteers.

We support inclusive volunteering as a pathway to employment by:

- creating accessible volunteer roles and promoting them widely
- making Waverley Council and the community more inclusive through various initiatives outlined in our Disability Action Plan, Cultural Diversity Strategy and Reconciliation Action Plan
- seeking feedback from volunteers on how to better engage with them.

We foster a trusting relationship with volunteers by:

- providing volunteers with the Volunteer Policy and related documents;
- encouraging volunteers to raise any issues or concerns with Council officers.

We provide a welcoming and learning environment to volunteers, by:

- providing adequate training and information for volunteers to perform their duties;
- creating opportunities for volunteers to connect with each other;
- responding to volunteer queries, and providing constructive feedback to volunteers in a timely manner;
- providing opportunities for volunteers to learn about the different functions of Council.

We recognise and reward volunteers for their contribution and impact by:

- celebrating National Volunteer Week and other relevant occasions with dedicated activities for volunteers;
- acknowledging volunteers' contributions publicly in project reports/presentations;
- providing volunteers with tokens of appreciation, certificates, statements of volunteering/references related to their volunteer roles when possible.

5.3 Volunteers' Rights and Responsibilities

Waverley Council volunteers can expect to be selected, interviewed and engaged in accordance with all relevant legal and statutory requirements, including equal opportunity and anti-discrimination legislation and will be working in a safe and healthy environment under adequate insurance cover.

Waverley Council volunteers have the right to be provided with:

- a volunteer role description that clearly describes agreed arrangements;
- a copy of Council's Volunteer Policy and related documents;
- a Council induction covering risk and safety procedures, and (where indicated) a site induction;

- adequate training and information to confidently perform their duties;
- adequate supervision and feedback.

Waverley Council Volunteers will:

- be reimbursed for expenses incurred on behalf of Council;
- be able to provide feedback through formal and informal mechanisms;
- be encouraged to raise any complaints and have them resolved in a safe, confidential and sensitive manner in accordance with the Waverley Council Grievance Procedure;
- be able to decline tasks they are not comfortable with, in consultation with their supervisor;
- not be in a position previously held by a paid worker;
- be able to stop volunteering with Council in consultation with their supervisor;
- have their privacy rights protected under the Information Protection Principles in the Privacy and Personal Information Protection Act 1988.

Waverley Council Volunteers are expected to:

- follow Council's Volunteer Policy, Volunteer Handbook and Code of Conduct;
- carry out the activities included in their volunteer role description;
- ask for support from their supervisor when needed;
- report any injuries, hazards, or safety incidents as they arise with their supervisor immediately;
- comply with confidentiality and privacy requirements for information gained during while volunteering;
- inform their supervisor when they become aware of their availability changing or if they can no longer volunteer;
- seek prior approval from their supervisor for any expenses incurred on behalf of Council;
- inform their supervisor of any changes of personal details and events that may affect their capacity to keep volunteering, including events that would result in negative probity checks;
- support other volunteer team members as needed.

5.4 Corporate Volunteering

Waverley Council welcomes the opportunity to work with corporate volunteers and will identify opportunities that match corporate objectives within Council or through community organisations where possible. Council is committed to ensuring the best possible experience for corporate volunteers.

As a local government organisation, Council is unable to endorse a commercial product or entity and as such, logos and branding by volunteers is not permitted without Council's consent. Council's communications and engagement team will manage publicity and promotion in consultation with the company's representative.

5.5 Operating on Waverley Council Premises

Independent volunteer groups operating on Waverley Council premises such as the Waverley Library, Customer Service Centre, and Waverley Cemetery, whilst not covered by the Volunteer Policy, are encouraged to participate in volunteer connections and recognition activities organised locally by Council and may benefit from additional support on a case-by-case basis.

5.6 Insurance

Waverley Council volunteers are covered through Volunteer Accident Insurance Policy and Public Liability Insurance. A copy of both policies is available on request for organisations partnering with Waverley Council on volunteering activities.

Independent volunteer groups must have a current certificate of public liability insurance when coordinating activities on Council premises - for example beach clean ups.

6 Related legislation

Fair Work Act 2009

Waverley Council is committed to ensuring that all volunteering roles are lawful and do not create any employment relationships as defined under the Fair Work Act 2009.

Work Health and Safety Act 2011

The Work Health and Safety Act 2011 (WHS Act) requires Waverley Council to ensure, so far as is reasonably practicable, the physical and mental health and safety of all of its workers, including volunteers.

Child Protection Legislation

Waverley Council is a Child Safe Organisation that follows the Child Safe Standards. Volunteers that are in a position directly or indirectly working with children, or other vulnerable members of the community, will be required to undertake a Working with Children Check and other screening measures such as references. Recruitment in a volunteer position is subject to the outcome and risk assessment associated with these procedures.

7. Related Forms and Documents

- Waverley Council Volunteer Application Form
- Waverley Council Volunteer Agreement
- Waverley Council Volunteer Role Description
- Waverley Council Volunteer Induction Checklist
- Waverley Council Volunteer Handbook
- Waverley Council Volunteer Exit Survey
- Waverley Council Code of Conduct for Council Committee Members & Other Council Officials
- Waverley Council Child Safe Policy 2020
- Waverley Council Child Safe Code of Conduct 2021

- Waverley Council Community Strategic Plan 2022-2032
- Waverley Council Community Engagement Strategy
- Waverley Council Reconciliation Action Plan 2019 - 2021
- Waverley Council Cultural Diversity Strategy 2021 – 2031
- Waverley Council Disability Inclusion Action Plan 2022-2026
- Waverley Council Sustainable Communities Strategy 2021
- Environmental Action Plan 2022-2032
- Waverley Council Work Health and Safety Policies
- Volunteering Australia National Standards

8. Review of this Policy

This Policy will be reviewed every three years or as required in the event of legislative changes and requirements.