



Responsible Officer	Adopted
Director Corporate and Community Services	July 2018
References	Reviewed
<i>Legislation:</i> South Australian Work Health and Safety Act, 2012 Local Government Act 1999 Children’s Protection Act, 2010 South Australia Equal Opportunity Act, 1984 Volunteer Protection Act, 2001 Volunteer Protection Regulations 2004 <i>Related Polices:</i> Code of Conduct WHS & Injury Management Policy Grievance/ Dispute Resolution Policy Display Material Policy Media Statement Policy Social Media Policy	July 2019
	Next Review*
	July 2023

1. Introduction

Renmark Paringa Council recognises the importance of volunteers within its community and values the commitment and contribution which volunteers make to the well-being of the community.

Volunteering has mutual benefits for Volunteers and the Council. Volunteers are an important resource for our community as they support a range of services and programs. Without volunteers, a number of the services and programs provided by Council would either not be possible, or the cost of providing these would be significantly more.

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

2. Interpretation

For the purpose of this policy:

- “Council” means the Renmark Paringa Council.
- “Volunteers” means the Renmark Paringa Council Volunteers.

3. Strategic

3.1 Community Plan 2016 – 2020

Pillar – A Positive Experience



Emerging Priority

- 4.3 Encourage all community members to consider volunteering
Objectives
 - 4.3.1 Foster and encourage volunteer participation with the Volunteer Hub
 - 4.3.2 Remove unnecessary administrative barriers that discourage volunteering
 - 4.3.3 Implement best practise volunteer management frameworks to ensure maximum benefit for both the volunteer, community and organisation

3.2 Community Development Strategy 2016-2020

Strategic theme

- Health and Wellbeing

Strategic objective

- Promote volunteering in our modern community

3.3 Renmark Paringa Council Volunteer Strategy

This strategy outlines our vision for volunteering in the Renmark Paringa Council District. Its purpose is to guide our own volunteering activities as well as provide an outline of how Council might recognise and support volunteering in the broader community realm.”

4. Objective

The strategic objective in the Community Development Strategy under the theme of Health and Wellbeing “*Promote volunteering in our modern community*” and in the Strategic – Community Plan, 4.3 “*Encourage all community members to consider volunteering*”. Both these reinforce the Councils commitment to Volunteering.

The objective of this policy is to articulate Council’s commitment to volunteerism for the benefit of Council, the community and those individuals participating in the program. To clearly define the role of the volunteers within the Renmark Paringa Council and set out best practice principles to guide the management of Volunteers. In doing so Council will ensure the sustainability of the Council’s Volunteer Program, which enhances the Councils existing services and programs.

5. Principles

Council has incorporated the following key principles in the management of its volunteer programs:

- **Policies and Procedures**
Council will define and document its policies and procedures for Volunteer involvement and ensure that these are understood, implemented and maintained at all levels of the organisation where Volunteers are involved
- **Management Responsibility**
Council will ensure that Volunteers are managed within a defined system and by capable personnel with authority and resources to achieve the organisation policy goals.
- **Recruitment**



Council will clearly document Volunteer recruitment, selection and orientation induction policies and procedures that are consistent with non-discriminatory practices and guidelines.

- **Work and the Workplace**

Council will clearly define the roles of Volunteers and ensure that their work environment is safe of hazards and potential hazards and that the activities which they've undertaken are not detrimental to their health and well-being.

- **Training and Development**

Council will ensure that Volunteers receive appropriate induction and training, receive feedback on their work and are provided with opportunities to improve their skills and knowledge and are given recognition required to effectively carry out their responsibilities.

- **Service Delivery**

Council will ensure that appropriate processes and procedures are developed and followed to monitor and review volunteer services, support the work of volunteers and assessing customer satisfaction.

- **Documentation and Records**

Council will establish and maintain a system with defined procedures to manage all documentation and personnel records associated with the management of Volunteers.

- **Continues Improvement**

Council will plan and continually review it Volunteer Management system to ensure that opportunities to improve the quality of the system are identified and actively pursued.

- **Access, Equity and Participation**

Council will provide an equitable opportunity for citizens to participate in Volunteering and will encourage the inclusion of all citizens. Council will not place a Volunteer in a role which has been previously undertaken by a paid employee during industrial disputes or staff shortages.

- **Building Community Capacity**

Council's Volunteer Program seeks to build capacity, knowledge, awareness and skills within the community.

- **Safe Environment**

Council is committed to ensuring the safety of vulnerable people who are accepting the services offered through the Council's Volunteer Programs and the Volunteers providing these services.

Definition of Volunteers

Renmark Paringa Council defines volunteers as people who:

- Choose to benefit the community and the Council by contributing to the services and programs which are provided by the Council
- Are registered volunteers of the Council and who undertake activities in designated volunteer position only
- Provide their time and skill of their own free will and without coercion
- Do not receive monetary reward from the Council, but may receive reimbursement for pre approved out of pocket expenses



- Undertake activities that complement and enhance, but do not replace the services provided by Council paid staff

The following persons, for the purpose of the Policy are not considered volunteers:

- People on work placement and work experience programs
- Students undertaking volunteering as a part of the education curriculum
- Volunteers involved in work for the Dole initiatives
- Elected Members unless formally inducted through the volunteer program
- Staff unless formally inducted through the volunteer program

Volunteer Management System

The Volunteer Management System comprises of a range of policies, procedures, resources and databases that facilitate the recruitment, support, management, retention and recognition of volunteers and volunteer programs.

For further details see Attachment One – Volunteer Code of Conduct

6. Policy statement

The Renmark Paringa Council recognises its role as a community leader with a responsibility to support and encourage volunteering. The Council will demonstrate best practice for community engagement and in this case, the recruitment, support, management, recognition, retention and celebration of volunteers.

Council and volunteers have rights and responsibilities owed to each other and the wider community.

6.1 Rights & Responsibilities

Council will:

- Provide community leadership that supports, encourages and values volunteering
- Develop and maintain strong communications with volunteers and relevant bodies including State Government Departments and Parliament
- Interview and engage volunteers in accordance with equal opportunity and anti-discrimination legislation
- Provide adequate insurance coverage for volunteers through the Local Government Association Mutual Liability Scheme and the Local government risk Services whilst they are undertaking clearly defined Council volunteer duties
- Provide clear expectations, written role statements, policies and procedures
- Provide volunteers with a formal induction program, orientation and training including WHS
- Provide an appropriate Volunteer Management System
- Ensure there is a supervisor within each volunteer program that has skills and knowledge to develop and supervise an effective volunteer program
- Aim to provide opportunities for professional development
- Ensure that volunteers enhance the work of paid staff, never replace or surpass it



- Follow WHS policy and provide volunteers with a healthy and safe work environment
- Provide volunteers with access to grievance and unsatisfactory performance procedure
- Refuse the services of volunteers where there is a perceived risk to the health, welfare and safety of the volunteer, other persons or projects
- Refuse the service of volunteers where the volunteer is not suited to the program
- Celebrate, recognise and acknowledge the contribution of it volunteers

Volunteers will:

- Be treated with respect and dignity and in turn treat others with respect and dignity equally.
- Reimbursed for pre-approved out of pocket expenses
- Have personal and confidential information treated accordingly
- Undertake activity at their own free will and without coercion
- Perform volunteer activities in accordance with the agreed role statement
- Undergo a National Police Check, individuals who have recorded a serious criminal offence, (i.e. theft, assault, violence) will not be eligible to volunteer for the Council and will not be engaged as a volunteer
- Abide by the Council's Code of Conduct
- Participate in appropriate induction orientation and training which is provided and undertake further training if required
- Operate under the direction and supervision of council personnel to achieve the objectives required
- Accept support, supervision and constructive feedback on their performance
- Provide truthful and accurate information to Council employees, other volunteers and community members
- Work according to WHS policy in a safe, healthy and professional manner that does not endanger own safety or health or that of others
- Report to Council any injury or accident that occurs to self, others or property whilst performing volunteer duties
- Report any hazards or potential hazards to Council
- Notify appropriate staff of any personal changes which may affect their volunteer role, (egg changes in health status, personal details, availability, loss of license)
- Promote a positive image of the Council whilst performing volunteer duties

6.2 Work Health and Safety Laws

Volunteers have rights and obligations under the WHS Act 2012, volunteers must therefore adhere to the WHS requirements of Council. Volunteers will be instructed on these requirements as part of the Induction and Training.

6.3 Eligibility for Volunteering



The Renmark Paringa Council has a Volunteer Programs application process and welcomes all expressions of interest from the community including Elected Members and staff with respect to volunteering for Council.

6.4 Individuals

Community members interested in volunteering will be assessed through the application and training process for suitability against the following criteria:

- The individuals suitability for volunteering, taking into consideration their skills and interests, requirements of the role, competency, National Police certificate and reference check
- The organisational needs, eg. vacancy in the program area where the individual wishes to volunteer
- Willingness to be flexible to the requirements of the organisation

6.5 Elected Members

Elected members who wish to register as volunteers will be required to follow the Volunteer Programs application process to ensure Elected Members are provided with the same rights and responsibilities which apply to all volunteers engaged by the Renmark Paringa Council. If an Elected Member wishes to volunteer, they are doing so in the capacity of a volunteer and must not exercise their authority as an Elected Member over staff, volunteers or members of the public.

6.6 Staff

Staff who wish to register as a volunteer will be required to follow the Volunteer Programs application process to ensure that staff, are provided with the same rights and responsibilities as all Council volunteers. If a staff member wishes to volunteer, they are doing so in the capacity of a volunteer and must not exercise their authority as a staff member over staff, volunteers or members of the public.

6.7 Volunteer Engagement

Volunteers will be officially registered with the Renmark Paringa Council following the successful completion of the Volunteer Engagement Process, which includes:

- Application and interview
- National Police Certificate and reference checks
- Orientation, Induction WHS and On-the- Job Training
- Competency and Safe Work Procedures assessment
- Formal agreement

6.8 Recognition

Whilst we recognise that volunteers enjoy their commitment to volunteer, Council enjoys recognising the valuable contributions made by volunteers.

Council will organise as appropriate, the awarding of recognition and the celebration of volunteers through annual functions and events.



6.9 Insurance

Council provides personal accident insurance for all register volunteers.

Under the Work, Health, Safety and Welfare legislation volunteers are deemed to be employees. As such, they have the same rights and responsibilities in relation to safe practices, but are not entitled to conditions applied by WorkCover.

Council volunteers are only covered by the personal accident policy when they are carrying out Council tasks that are specific to their volunteer role. Records of volunteer activity should be recorded in a Volunteer Activity time sheet to comply with Council's Records Management Policy.

6.10 Dress Standards

Volunteers are required to dress in a neat and presentable fashion in accordance with the activities in which they are authorised to perform. Renmark Paringa Council volunteers are issued with a polo shirt to wear while on duty and where relevant, volunteers must wear identification and personal protective equipment (PPE) as instructed.

6.11 Volunteer Age Limits

Council will accept volunteers 14 year and over which falls in line with the age of employment. However all volunteers aged between 14 and 18 will be required to be personally supervised by a designated experienced staff/volunteer member in attendance who has completes a current National Police Certificate and Child Safe Environment training.

There is no maximum age limit for volunteers, although for personal accident insurance, full cover only extends to people up to 90 years of age and over, cover is limited while undertaking approved work for Council. The volunteer will be able to continue to volunteer provided their activities are re-assessed on regular basis as being appropriate to their skills and abilities. This may be undertaken in consultation with a medical professional.

7. Availability

- 7.1 The Policy is available to be downloaded, free of charge, from Council's Website www.renmarkparinga.sa.gov.au
- 7.2 The Policy will be available for inspection without charge at the Council Offices during ordinary business hours and a copy may be purchased at a fee as set annually by Council.

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Attachment One – Volunteer Code of Conduct

1. Introduction

Renmark Paringa Council engages volunteers to undertake duties for the benefit of the Renmark Paringa Council and its community. Volunteers must maintain high standards in assisting in the delivery of services to the Renmark Paringa community based on the principles that include acting with reasonable care, diligence, honesty, respect, integrity and transparency.

Volunteers play an integral role within society in general by initiating and enhancing the services provided by employed staff, without being a substitute for paid work.

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

2. Purpose

This Code of Conduct sets out the principles of conduct and behaviour expected and required of Renmark Paringa Council Volunteers. The code is built on Council's Values that are designed to assist and provide guidance to volunteers in the fulfilment of their duties and form the foundation of trust and respect from our community.

Council's Corporate Values are:

Accountable: We take responsibility for our actions and behaviours and have confidence in each other to deliver.

Honest: We are fair and truthful in our approach to each other and the community.

Respectful: We respect the rules, regulation, the environment and each other.

Unified: We are one team and work together towards our common goals.

This Volunteer Code of Conduct Policy is a public declaration of the principles of good conduct and standards of behaviour that Council volunteers are expected to demonstrate in the performance of their duties and functions. By consistently applying these standards of behaviour, we enhance public trust and confidence in each other.

3. Scope

This Code applies in all situations including those outside of normal business hours where a volunteer is:

- Undertaking work for Council
- Officially representing Council; and / or



- Through their volunteer activity with Council, assisting another person

4. Definitions

'Volunteer' means a person who is providing their service of their own free will, without financial reward and undertaking clearly established tasks with and on behalf of Renmark Paringa Council.

'Communication' captures all forms of communication with another person(s) and includes any verbal, written and physical forms of communication (eg telephone, radio, letter, memo, email, in person or any form of social media).

'Confidential Information' includes any decision, document or discussion which the Council has resolved to treat as confidential under section 90 of the Local Government Act 1999, any matter deemed as confidential by the Management Team or any information which would breach a volunteer's right to confidential protection of their person information.

'Council' mean Renmark Paringa Council.

'Gifts' or 'Benefits' means meals, tickets to concerts or events, bottles of wine or spirits, money vouchers, discounts, accommodation or any item which may be interpreted or considered as payment or an expression of gratitude for a service provided, or to enhance/build a relationship which may be considered advantageous to the person providing the gift or benefit.

'Media' means all forms of the public media and press including television, radio, newspapers and other publications.

'Member of Council' means the Mayor and all Elected Members of Renmark Paringa Council.

'Resources' means all property of Renmark Paringa Council, consumables, plant (eg vehicles) and equipment (eg computers, photocopiers) and facilities (eg telephones, internet access).

'Social Media' includes web and mobile based technologies which are used to turn communication into interactive dialogue among organisations, communities, and individuals. Social media can include text, audio, video, image, podcasts and other multimedia communications

5. Responsibilities

5.1 Volunteers must act in a fair, honest and proper manner according to the law.

Volunteers therefore agree:

- To acknowledge the work undertaken by paid staff and other volunteers,
- To apply reasonable, just and non-discriminatory behaviour in all aspects of carrying out their activities,



- That their actions are to be undertaken in good faith and not for improper or ulterior motive,
- To behaviour that maintains and enhances the image of Council and does not reflect adversely on Council.

5.2 Volunteers must act with reasonable care and be diligent in the performance of their activities.

Volunteers therefore agree to:

- Respect and adhere to Council policies and procedures,
- Observe and have respect for lawful policies, decisions and practices of Council,
- Be aware of the effectiveness and efficiency of activities and service delivery for which they contribute,
- The proper and responsible use of Council resources,
- Work according to WHS policy in a safe, healthy and professional manner that does not endanger own safety or health or that of others.

5.3 Volunteers must be fair and honest in their dealings with others and behave in a manner that facilitates constructive communication.

Volunteers therefore agree to:

- Honestly and fairly deal with internal and external stakeholders, other external parties and members of the community,
- Courteous and sensitive behaviour that does not discriminate against people,
- Be aware and disclose any situation that may create a tension between their volunteer and private citizen roles,
- Provide truthful and accurate information to Council employees, other volunteers and community members,
- Notify appropriate staff of any personal changes which may affect their volunteer role, ie changes in health status, personal details, availability, loss of licenses etc.

5.4 Volunteers will establish a working relationship with paid staff and other volunteers that recognises and respects the diversity of opinion and achieves the best possible outcomes for the community.

Volunteers therefore agree to:

- Operate respectfully under the direction and supervision of Council staff to achieve the outcomes and outputs required,
- Conduct the relationship with courtesy and respect,
- Behaviour that seeks to establish mature and constructive relationships, the right of all point so view to be heard,
- Accept and take reasonable directions from the volunteer Supervisor,
- Promote a positive image of the Council whilst performing their duties.

5.5 Volunteers who obtain information in the course of carrying out their volunteering activities must respect and use such information in a careful and prudent manner.



Volunteers therefore agree:

- That the information obtained as a result of their activity with Council is not to be used for any purpose other than Council business,
- That any information provided to others that is related to Council or Council decisions should be accurate and not a misuse of information,
- To respect and maintain confidentiality.

6. Personal Health

To minimize personal strain or injury, Volunteers must report relevant health changes to their program Supervision of Volunteer Coordinator before commencing duties or as soon as practicable after any change or injury occurs.

Volunteers should be realistic about the workload of any volunteer commitment. Flexible programs allow for individual negotiation of hours.

7. Working Relationships

Members of Council, employees and volunteers will achieve the best outcomes for the community by working together as a team and treat members of the community and each other with respect, courtesy and sensitivity. They should, at all times, act reasonably, justly and in a non-discriminatory manner.

8. Gifts or other Benefits

On occasion volunteers may be offered gifts as a thankyou whether from staff or customers. Volunteers may accept gifts to the value of \$30.00. If the value of the gift is over \$30.00 the volunteer is to notify their Volunteer Coordinator, for the gift to be noted in the Gift Register.

9. Use of Organisation Resources

Volunteers are provided with the appropriate resources to undertake the duties and responsibilities for their volunteer role. These resources are not provided for the private use of the volunteer and cannot be used by the volunteer for private activities unless specifically stated or documented to the volunteer.

Volunteers should at all times:

- Be scrupulously honest in the use of the Council resources of all kinds, both physical and human,
- Seek to use such resources effectively and appropriately in the performance of duties in a proper and responsible manner in accord with Council and administration policies,
- Advise their Supervisor if material/resources are being used away from Council premises and cannot be returned immediately.

It is particularly important to note that Council's Information Technology Policies set out the responsibilities of employees and volunteers in relation to the access of electronic communication including e-mail, internet and telephone system, and the electronic resources and services emanating from or within Council.

10. Conflict of Interest

Conflict of Interest: no person who has a conflict of interest with any activity or program of



the organisation, whether personal, philosophical or financial shall be accepted or service as a Volunteer with Renmark Paringa Council.

11. Dress Code and Name Badges

Renmark Paringa Council volunteers are issued with a polo shirt to wear while on duty and where relevant, volunteers must wear identification and personal protective equipment (PPE) as instructed.

- Renmark Paringa Council issued name badges to be worn when on duty,
- Volunteers are required to dress in a neat and presentable fashion in accordance with the activities in which they are authorised to perform,
- Thongs are not acceptable footwear,
- Where PPE (Personal Protective Equipment) is supplied, the PPE must be worn while carrying out duties which require PPE.

12. Communication and the Media

All documents and correspondence (including emails) are potentially publicly available under the state Records Act and Freedom of Information Act or “discoverable” for the purpose of litigation. Care should be taken to ensure that the content meets corporate standards and that documents are professional in their nature and content, as every document could be exposed to public scrutiny.

Staff and volunteers are not permitted to liaise with media on behalf of Council.

The CEO and Mayor are responsible for maintaining all media relationships.

13. Confidentiality and Restrictions

Volunteers often have access to, or are provided with, information that may need to be considered or treated confidentially. Such information should be handled in a careful and prudent manner, and the interest of the community must be balanced with the potential for damage if confidentiality is not maintained.

It is illegal if information is used or disclosed in a way that may:

- Cause significant damage or distress to a person
- Cause significant damage to the interests of Council
- Confer a commercial or financial advantage or disadvantage on a person

This means that great care must be taken with information that volunteers access in the course of Council business.

14. Alcohol / Drugs

The possession or being under the influence of any illegal drugs or the abuse of prescription drugs or alcohol during volunteer working hours is prohibited and can result in Council suspending or withdrawing volunteer engagement.

Such activity can adversely affect the safety and well-being of fellow volunteers, Council employees, public and the individual.

15. Liaison with other Agencies

To eliminate possible misunderstanding when encountering other agencies, volunteers should indicate that they represent Renmark Paringa Council as a volunteer.



16. Compliance

The Volunteer Code of Conduct must be read and acknowledged by volunteers during their induction prior to commencing training within a volunteer role.

Non-compliance with the Code of Conduct is treated seriously by Council. If it is reported or observed that a volunteer has acted in a manner that is contrary to the principles and standards established by the Code of Conduct, an investigation will be undertaken and, where appropriate, disciplinary action will be taken.

In the event of alleged non-compliance with this Code the following will apply:

- Allegations of non-compliance shall be directed to the Volunteer Coordinator and/or Manager People and Culture
- The matter shall be investigated and resolved following the process outlined in the Grievance Resolution Policy,
- Any investigation undertaken will be kept confidential.