

# POLICY



**Date adopted:** 11/12/2019  
**File no:** 486411-1  
**Minute number:** 197/2019

**Policy title:** VOLUNTEERS  
**Directorate:** ORGANISATIONAL SERVICES  
**Branch:** PEOPLE & CULTURE  
**Policy objective:** The purpose of this policy is to ensure that Council volunteers are valued and treated equally and fairly.

**Policy scope:**

This policy applies to endorsed persons working as Home Library Service Volunteer Couriers, Logan Art Gallery Volunteers, Mayes Cottage House Museum Custodians, Beenleigh Visitor Information Centre Volunteers, and Park Volunteers.

**Definitions:**

TERM	DEFINITION
Volunteer	A person who provides time, skills and service to Council without financial payment other than the option to claim mileage as a Home Library Service volunteer. Duties are performed freely in designated volunteer positions only.

**Policy statement:**

1. Council acknowledges the contribution volunteers make to Logan City.
2. Council recognises the differing roles performed by volunteers and the diversity of the people participating in voluntary work, namely their background, skills, expectations and motivations.
3. Volunteer staff will be provided with the current description of the duties and responsibilities of the position to be filled by the relevant branch
4. Volunteers will not be exploited nor used as replacements for paid employees.
5. The position description will include:
  - (a) position title
  - (b) location of workplace
  - (c) designated supervisor (either volunteer or paid staff member)
  - (d) duties of the position
  - (e) skills, attributes and experience required for the position
  - (f) benefits of the position
  - (g) mandatory requirements (if any) of the designated position (e.g. Police Criminal History Check, current driver's licence, Blue Card for working with Children).

6. Prior to appointment, all volunteers will be personally interviewed by the branch's representative (volunteer coordinator) of the program for which they apply. The interview will assess the suitability of the applicant to perform the duties of the volunteer position. Those under the age of eighteen years must have the written consent of their parent/guardian. Volunteers must be aged at least 15 years of age. Volunteers will be recruited in accordance with Logan City Council policy without regard to gender, age, race, religion, or other condition.
7. On official notification of appointment on Logan City Council letterhead by the relevant branch, newly appointed volunteers will commence volunteer duties following the completion of all relevant paperwork. Volunteers will be provided with a handbook by the responsible branch. All volunteers will receive a briefing on Council's expectations and of their rights and responsibilities as volunteers. This briefing will include mandatory Workplace Health and Safety requirements and Code of Conduct training.
  - (a) Branch representatives (volunteer coordinators) will maintain a confidential register of the volunteer's details. Personal details of the volunteer will not be released to any other person without the prior approval of the volunteer. The register will be housed in a secure location at Logan City Council and marked to indicate its confidentiality. Records kept on Volunteers' personal details to comply with Logan City Council's information privacy policy.
8. As volunteers are often the face of Council to Logan's residents and visitors, Council will ensure that all of its volunteers are:
  - (a) treated equally and fairly
  - (b) valued for their input
  - (c) given clearly defined roles
  - (d) provided with training to fulfil their roles eg. role specific training, emergency evacuation training, code of conduct training
  - (e) provided with adequate resources to undertake their designated duties
  - (f) consulted on all matters that substantially affect the performance of their work
  - (g) given the opportunity to contribute to change management through their suggestions
  - (h) given the opportunity to provide feedback to their supervisor
  - (i) provided with the opportunity to discuss any concerns about their treatment by a supervisor or any other Council officer with the relevant program leader.
  - (j) invited to an annual volunteer recognition event arranged and sponsored by Council
  - (k) reimbursed for any approved expenses incurred during the performance of volunteer duties.
9. All volunteers will have a volunteer supervisor who is assigned the responsibility and authority to organise, implement and maintain policies and procedures in their area of responsibility. These policies and procedures will be reviewed and updated as necessary to ensure that they conform to Australian National Standards for Volunteers, particularly in respect of workplace health and safety, insurance, supervision and training.
10. Volunteers who act contrary to the standards and conditions of their appointment, or act in a way that harms the image of Council will be required to demonstrate how their engagement as a volunteer should be continued.

11. Possible reasons for not continuing in the role of volunteer include failure to attend work as rostered without notifying their supervisor, breach of confidentiality on matters relating to volunteer duties and failure to exercise care and workplace health and safety conditions in the performance of volunteer duties.

**Related policies/legislation/other documents:**

<b>DOC ID</b>	<b>DOCUMENT TYPE</b>	<b>DOCUMENT NAME</b>
<a href="#">1489096</a>	Procedure	Library Community Services Procedure manual
<a href="#">6858415</a>	Handbook	Home Library Volunteer Handbook
<a href="#">6980563</a>	Handbook	Logan Art Gallery Volunteer Handbook
<a href="#">13471651</a>	Handbook	Park Volunteer Manual