



ADMINISTRATIVE POLICY  
**MOUNT ISA CITY COUNCIL**  
 Volunteer Worker Policy

CEO APPROVED 06.11.2018 VERSION V1

**APPLIES TO ADMINISTRATIVE POLICIES ONLY**

This an official copy of the **Volunteer Worker Policy**, made in accordance with the provisions of *Local Government Act 2009*, *Local Government Regulation 2012* and current Mount Isa City Council Policies. The **Volunteer Worker Policy** is approved by the Chief Executive Officer of Mount Isa City Council as an **Administrative Policy** for the operations and procedures of volunteer workers in Council.

This Policy serves as an employee and volunteer worker instruction and is not a Council policy adopted by Council resolution. It does not therefore form part of the Council Policy Register. It is recorded under the Administrative Policy Register and is managed by the Chief Executive Officer and distributed to volunteer workers and employees for their instruction.

.....  
 Sharon Ibardolaza  
**Chief Executive Officer**

**DOCUMENT VERSION CONTROL**

Governance/Policies/Administrative 14990			<b>POLICY TYPE</b>	Administrative
<b>VERSION</b>	<b>DATE</b>	<b>AUTHORISING OFFICER</b>	<b>DETAILS</b>	
V1	06.11.2018	Chief Executive Officer	<b>Responsible Officer</b> – Manager Compliance and Utilities Services	
			<b>REVIEW DUE</b>	11.2020

**DISTRIBUTION AND DISSEMINATION**

Internal email to all employees	<b>X</b>	Section meetings / Toolbox talks	<b>X</b>
Internal email to all Councillors		Included in employee inductions	
Staff noticeboards		Uploaded to Council website	<b>X</b>
Internal training to be provided		External training to be provided	
Magiq	<b>X</b>		

## 1. PURPOSE

Mount Isa City Council ("Council") acknowledges and values the significant contribution that volunteer workers make to our community and recognises that the work they undertake contributes to improving the quality of life and the environment throughout the Mount Isa area.

The aim of this policy is to provide an understanding of the contribution that volunteer workers make to Mount Isa City through participation in various Council programmes and services, and state Council's commitment to, and recognition of our volunteer workers.

## 2. COMMENCEMENT

This policy will commence on and from 6 November 2018. It replaces all other policies or arrangements governing volunteer workers with Council (whether written or not).

## 3. SCOPE

This policy applies to any volunteer worker approved by Council to undertake volunteering activities on Council property, including volunteer workers who are employed by Council.

## 4. VOLUNTEER WORKER APPLICATION PROCEDURE

4.1 Individuals who would like to participate in volunteer work with Council are required to make a written application to Council for assessment for suitability to undertake the role they are applying for. Council will advise in writing, the outcome of the application. Where successful, volunteer workers will undertake induction and training specific to the role.

4.2 Application forms can be found on Council's website at [www.mountisa.qld.gov.au](http://www.mountisa.qld.gov.au) or are available to collect from our administration building located at 23 West Street, Mount Isa.

4.3 All applications for volunteer work will be assessed against the volunteer position description by the supervisor of the relevant section the volunteer worker has applied to work with.

4.4 Council will advise the volunteer worker applicant in writing of the outcome of their application within two weeks of receipt.

4.5 Council employees that wish to perform volunteer work will also be required to make a written application.

## 5. VOLUNTEER WORKERS WHO ARE EMPLOYED WITH COUNCIL

5.1 Council employees may also like to volunteer for Council. Council employees are required to follow this policy and application procedure when applying to perform unpaid volunteer work.

5.2 Where a Council employee is approved to perform volunteer work with Council, they will do so on an unpaid basis and shall not receive payment of wages, flex, RDO or time in lieu for the approved volunteer work.

## 6. RESPONSIBILITIES

### 6.1 Volunteer workers responsibilities include;

- a) Participate in Council safety inductions and any site specific training required by Council;
- b) Conduct themselves in accordance with all relevant Council policies and procedures including but not limited to:
  - i. Code of Conduct for Employees;
  - ii. Drug and Alcohol Policy;
  - iii. Anti-Bullying Policy; and
  - iv. Anti-Discrimination and EEO Policy;
- c) Follow any lawful directive from their supervising officer;
- d) Report to their supervising officer any hazards or potential unsafe work environments;

- e) Treat other volunteers, employees and members of the community with respect and courtesy; and
- f) Report any injury, damage or near misses to their supervising officer.

**6.2 Council's responsibilities include:**

- a) Ensure that volunteer workers are covered by appropriate insurance;
- b) To treat each volunteer worker with courtesy, respect and consideration;
- c) To provide guidance and support within each work area;
- d) To provide volunteer workers with appropriate training, regular evaluation and recognition;
- e) To provide volunteer workers with a job description;
- f) To provide a safe work environment;
- g) To provide volunteer workers with adequate resources to carry out their duties;
- h) To provide volunteer workers with opportunities to be heard and where appropriate and practicable, encouraged to participate in the decision-making processes;
- i) Volunteer worker's will not be expected to undertake tasks that they have not agreed to;
- j) Ensure that volunteer workers work under the direction of paid staff and/or appointed supervisors;
- k) Assess a volunteer worker's skills and, where possible, match tasks with expectations, interests and time commitments;
- l) Provide access to relevant Council policies and procedures including Council's Code of Conduct, Drug and Alcohol Policy and Anti-Bullying Policy;
- m) Provide access to relevant the grievance procedure; and
- n) Ensure the work of volunteer staff complements but does not undermine the work of paid employees.

**7. VOLUNTEERING DEFINITION AND PRINCIPLES**

7.1 Volunteer work is an activity which takes place through not for profit organisations on either an ongoing regular basis or for specific events and is undertaken:

- a) To be of benefit to the community and the volunteer;
- b) Of the volunteer workers own free will and without coercion;
- c) For no financial payment; and
- d) In designated volunteer worker positions only.

7.2 The principles of volunteering include:

- a) Volunteering benefits the community and the volunteer;
- b) Volunteer work is unpaid;
- c) Volunteering is always a matter of choice;
- d) Volunteering is not compulsorily undertaken to receive pensions or government allowances;
- e) Volunteering is a legitimate way in which citizens can participate in the activities of their community;
- f) Volunteering is a vehicle for individuals or groups to address human, environmental and social needs;
- g) Volunteering is an activity performed in the not for profit sector only;

- h) Volunteering is not a substitute for paid work;
- i) Volunteer workers do not replace paid workers nor constitute a threat to the job security of paid workers;
- j) Volunteering respects the rights, dignity and culture of others; and
- k) Volunteering promotes human rights and equality.

## **8. BEST PRACTICE STANDARDS FOR VOLUNTEER WORKER PROGRAMMES**

8.1 In order to support an active volunteer worker programme Council is committed to implementing best practice standards in volunteer worker management. These best practice standards are identified in The National Standards for Volunteer Involvement and are summarised below.

- a) Policies and Procedures - Document policies and procedures for volunteer worker involvement and ensure that these are understood, implemented and maintained at all levels of the organisation where volunteers are involved.
- b) Management Responsibility – Volunteer workers are to be managed within a defined system and by capable personnel with the authority and resources to achieve the organisation's policy goals.
- c) Recruitment Selection and Orientation - Plan and document volunteer worker recruitment, selection, and orientation policies and procedures that are consistent with Council's policies.
- d) Work and the Workplace - Specify and co-ordinate the work of volunteer worker's and ensure that the place of work is conducive to preserving their health, safety and general well-being.
- e) Training and Development – Volunteer workers are to obtain the knowledge, skills feedback and the recognition needed to effectively carry out their responsibilities.
- f) Service Delivery - Establish and follow processes and procedures for the effective planning, co-ordination and review of activities relating to the delivery of services by volunteer workers.
- g) Documentation and Records - Establish processes and procedures to co-ordinate documentation and personnel records that relate to the management of volunteer workers.
- h) Continuous Improvement - Plan and continually review volunteer worker management procedures and processes to identify opportunities to revise and improve.

## **9. CONFIDENTIALITY**

9.1 Volunteer workers may have access to Council information or intellectual property during their volunteering duties and must not release information that they know or should reasonably know is information that is confidential to Council or that Council wishes to keep confidential which may include but is not limited to:

- a) Information about Council employees, other volunteers and customers/clients; and
- b) Information about the Council that is not public.

## **10. INSURANCE**

10.1 Mount Isa City Council will indemnify volunteer workers for any damage to plant, property or equipment used by volunteer workers while undertaking assigned tasks, other than where the volunteer worker wilfully or deliberately causes damage or where damage is caused through the volunteer worker's failing to follow a lawful directive.

## **11. VARIATIONS**

Council reserves the right to vary, replace or terminate this policy from time to time.

**12. BREACH OF POLICY**

12.1 Where Council reasonably believes a volunteer worker has breached this policy, the volunteer worker may have their volunteering agreement cancelled and not be considered for any future volunteering opportunities.

**13. COMMUNICATION AND DISTRIBUTION**

13.1 Council will make available to the public, the Volunteer Worker Policy on our website at [www.mountisa.qld.gov.au](http://www.mountisa.qld.gov.au).

13.2 Supervisors will ensure the policy is distributed as per the Distribution and Dissemination table on this policy.

**14. DEFINITIONS**

- a) **Supervising Officer** – The Council employee responsible for supervising the volunteer.
- b) **Volunteer Worker** – An individual (community member or Council employee) who has been approved by Council to undertake unpaid voluntary work with Council.

**ASSOCIATED LEGISLATION AND POLICIES**

- *Local Government Act 2009*
- *Public Sector Ethics Act 1994*
- The National Standards for Volunteer Involvement
- Information Privacy Policy
- Code of Conduct for Employees;
- Drug and Alcohol Policy;
- Anti-Bullying Policy;
- Anti-Discrimination and EEO Policy;
- 2011 WH&S Act