



## POLICY

### **COMD 3 – Volunteer Involvement**

#### **Management Practice**

### **COMD 3**

#### **Relevant Delegation**

#### **Rationale**

To establish a framework that respects and protects the relationship between the City and its volunteers and recognises the valuable contribution made by volunteers in the community.

#### **Policy**

The City of Armadale will develop and implement procedures that define and acknowledge both the roles and responsibilities of its volunteers and those of the City as a volunteer host organisation.

#### **Related Local Law**

#### **Related Policies**

#### **Related Budget Schedule**

#### **Last Reviewed**

#### **Next Review Date**

#### **Authority**

## **MANAGEMENT PRACTICE**

COMD

3

### **Volunteer Involvement**

Volunteers participate in a wide range of City of Armadale programs for the benefit of the community. These range from 'one off' projects to an ongoing involvement in community-based initiatives. The City is committed to ensuring best practice procedures are in place that:

- Clearly define the roles and responsibilities of the volunteer and the City;
- Reduce risk of harm or litigation to the volunteer and the City of Armadale;
- Acknowledge the contribution of volunteers in the community.

#### **DEFINITION**

Formal volunteering is an activity that takes place in organisations and is undertaken: -

- For the benefit of the community and the volunteer.
- Of the volunteer's own free will and without coercion.
- For no financial payment.
- As a designated volunteer position only.

#### **AIM OF VOLUNTEER INVOLVEMENT WITHIN THE ORGANISATION**

To involve volunteers in partnership with paid workers, to:

- Initiate, enhance and extend service provision;
- Add a community perspective;
- Increase community awareness and involvement.

#### **MANAGEMENT OF VOLUNTEERS AND VOLUNTEER PROGRAMS**

The roles of volunteers vary greatly depending on the scope of the activity undertaken. Whenever working with volunteers however, the following guidelines should be applied:

- Ensure that volunteers are managed within a structured system by capable personnel, with appropriate authority and resources.
- Identify and document the 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.
- Have defined systems to control all documentation and personnel records that relate to the management of volunteers.
- Have clearly documented volunteer recruitment, screening, selection and orientation procedures that are consistent with non-discriminatory practices and guidelines.

- Clearly specify and control the volunteer's participation and work place, ensuring that it is conducive to their well being and provides a safe and healthy environment.
- Ensure that volunteers have access to and are aware of the same grievance procedure as that available to paid staff and contractors.
- Define and document the scope of the volunteer's role. This may be in the form of a Position Description document or scoping document of a general nature.
- Undertake a Risk Assessment of any activity involving volunteers ensures that:
  - OH&S related requirements are identified;
  - Potential exposure to litigation by third parties on the volunteer or City as a result of the volunteering activity;
  - Police and working with children checks are obtained where necessary.
- Ensure appropriate inductions are undertaken.
- Ensure that relevant training and support mechanisms are provided for volunteers.
- Ensure that volunteers are recognised within the organisation and within the community for their efforts in contributing to the improved well being of the community.
- Continually work towards best practice in volunteer management, utilising the 'Volunteering Australia National Standards for Involving Volunteers in Not for Profit Organisations'.