

OTHER POLICY

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STATEMENT OF INTENT

This Policy is designed to guide the recruitment process for volunteers and to set out the standards that Council requires of its volunteers.

This Policy aims to assist volunteers in fulfilling their role in accordance with Council's Code of Conduct.

OBJECTIVES

- To identify the Shire of Toodyay's Values and Key Principals
- To outline the responsibilities and requirements of the Shire of Toodyay and its volunteers

This policy is not intended to cover Volunteer Bush Fire Brigade Members.

POLICY STATEMENT

See attached

Reviewed Council Meeting 15 November 2007
Amended Council Meeting 21 May 2009
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Volunteering Policy

1. INTRODUCTION

The Shire of Toodyay appreciates and relies on the services provided by its volunteers.

The Shire of Toodyay is committed to high ethical standards and expects its officials and volunteers to perform their duties with integrity, honesty and fairness.

This Policy sets out the standards the Council requires of its volunteers and is based on the standards set in the Council's Code of Conduct, which applies to all Councillors and employees.

2. SHIRE OF TOODYAY VALUES AND KEY PRINCIPALS

All volunteers are required to be committed to the values and the key principles upon which the Shire of Toodyay's Code of Conduct is based.

Shire of Toodyay Values

Professionalism

We deliver helpful and effective services to the community with honest and consistent decision making.

Teamwork

We work together with respect, co-operation, trust and support.

Leadership

We promote leadership, clear direction, encouragement and open communication.

Ethics

We are ethical, honest, responsible and accountable for our actions.

Pride

We take pride and have satisfaction in our work.

Recognition

We have a sense of belonging through appreciation and acknowledgment of our achievements.

3. DEFINITION OF VOLUNTEERING

The Shire of Toodyay refers to Volunteering Western Australia's definition as follows:

“Formal Volunteering is an activity which always takes place through not-for-profit organisations or projects, and is undertaken:

- to be of benefit to the community and the volunteer,
- of the volunteer's own free will and without coercion,
- for no financial payment,
- in designated volunteer positions only.”

4. BENEFITS OF VOLUNTEERING

Being a volunteer at the Shire of Toodyay brings substantial benefit to:

- the volunteer by providing them an opportunity for direct involvement in many of the day to day community development activities of the Shire
- the Shire of Toodyay by bringing specialist advice and skills into the organisation and through the provision of additional human resources to particular programs
- the wider community by providing an avenue for community participation in the development of specific community activities or the organisation as a whole

The contribution of volunteers is vital to the Shire of Toodyay's operations. The Shire of Toodyay recognises and values the reciprocal nature of the relationship between the organisation and individual and is committed to providing volunteer programs which both:

- supports the Shire of Toodyay's work, and
- meets the expectations and needs of individual volunteers.

5. PRINCIPLES OF VOLUNTEERING

The Shire of Toodyay adheres to the principles of volunteering as defined by Volunteering Western Australia:

- volunteering benefits the community and the volunteer
- volunteer work is unpaid
- volunteering is always a matter of choice
- volunteering is not compulsorily undertaken to receive pensions or government allowances

- volunteering is a legitimate way in which citizens can participate in the activities of their community
- volunteering is a vehicle for individuals or groups to address human, environmental and social needs
- volunteering is an activity performed in the not for profit sector
- volunteering is not a substitute for paid work
- volunteering respects the rights, dignity and culture of others
- volunteering promotes human rights and equality

6. RIGHTS AND RESPONSIBILITIES

Unlike paid staff, volunteer staff are not covered by award conditions or work place agreements. However, volunteers do have rights, which the Shire of Toodyay is responsible for providing. The following is a list outlining the rights and responsibilities of individuals and the Shire of Toodyay in relation to volunteering.

6.1 Volunteer Rights / Shire Responsibilities

Volunteers have the right to and the Shire of Toodyay has responsibility for:

- Healthy and safe work environment
- Interview and employment processes in accordance with equal opportunity and anti- discrimination legislation
- Adequate insurance cover
- Accurate and truthful information about the Shire of Toodyay and its operations
- Reimbursement for out of pocket expenses incurred on behalf of the Shire of Toodyay
- Provision of the Shire of Toodyay Volunteer Policy and any other policies and procedures that affect the volunteer's work
- Not fill a position previously filled by a paid worker
- Not doing the work of paid staff during industrial disputes
- Provision of a position description and agreed working hours
- Provision of access to a grievance procedure
- Provision of orientation/induction to the Shire of Toodyay

- Have confidential and personal information dealt with in accordance with the principals of the Privacy Act 1988 (Privacy Amendment Act 2000)
- Provision of sufficient supervision and training in order to carry out the work

6.2 Volunteer Responsibilities / Shire of Toodyay Rights

Volunteers have the responsibility to and the Shire of Toodyay has the right to expect volunteers to:

- Be reliable and committed, and if unable to attend give adequate notice and try to assist in finding a replacement
- Be willing to undertake relevant training and orientation pertaining to tasks that are to be performed
- Ensure that confidential information is respected and treated appropriately
- Be open to other points of view
- Seek assistance, guidance or information where necessary and receive constructive feedback as appropriate
- Work as members of a team
- Report any incident to their supervisor that appears unusual
- Report any accident to their supervisor no matter how insignificant it may seem
- Use reasonable judgement in making a decision and check with their supervisor or leader if unsure
- Respect the rights, privacy and dignity of clients and fellow workers
- Deal fairly and impartially with all clients
- Employ necessary precautions to ensure the safety of both themselves and the client
- Abide by the policies and regulations of the Shire of Toodyay

7. RECRUITMENT OF VOLUNTEERS

7.1 General

Volunteers come to the Shire of Toodyay for a variety of reasons, including the desire to help and commitment to the betterment of the community, as well as utilising volunteering as a stepping stone into

the workforce or for gaining experience to enable a change in career path.

In more recent times an increasing number of people come to the Shire of Toodyay with no real knowledge of the organisation and its activities, although they may have clear expectations of the 'value' of the volunteer experience and be equally clear about the type of work they wish to undertake. In placing a volunteer it is important to recognise these different expectations and how each might contribute to meeting the needs of the organisation as well as the individual.

It is therefore important that it is recognised that the volunteer has the right to refuse to undertake tasks that they are unable to do or would rather not do, and equally important, that the Shire of Toodyay has the right to assess the capabilities of volunteers and say no to potential volunteers.

7.2 Equal Employment Opportunity

The Shire of Toodyay recruitment process is driven by its purpose which is to fulfil the needs of the organisation and the expectations of the volunteers.

The Shire of Toodyay will recruit new volunteers fairly — on the basis of merit — that is, the person who is the best person for the job will get the job.

The Shire of Toodyay Policy A.9 – Equal Employment Opportunity outlines Council's commitment to equal opportunity and is applicable to both volunteers and paid staff.

7.3 Position Descriptions

Whilst there is no such thing as a typical Shire of Toodyay volunteer or job description there are a number of roles within the heritage and tourism areas that are defined.

Council's policy is to meet with prospective volunteers to determine their particular skills, interests and expectations. In the process an assessment is undertaken of how the volunteer might complement the Shire of Toodyay's needs. If there is a match, volunteers are assigned to a member of staff who then becomes responsible for their day to day supervision.

A Volunteer Position Description must be filled out or developed by department managers before a volunteer can be assigned to them. This must include:

- the staff member's department
- background information pertaining to the relevance and need of the volunteer's position
- a list of fundamental tasks involved
- desirable skills required to carry out the position
- duration of position and time commitment
- name of supervisor

It is the role of the Volunteer Coordinator to determine whether the requested position is appropriate to give to a volunteer and is not in breach of Shire of Toodyay's Volunteer Policy.

7.4 Registration

All volunteers are to meet with the Volunteer Coordinator to discuss their interest in volunteering and to fill out a registration form. The purpose of this meeting is to:

- determine what brought them to Shire of Toodyay
- discuss any particular expectations regarding volunteering
- get to know them i.e.: their background, what they are doing now
- determine their availability
- talk about the areas in which volunteers can work and the type of work they can do
- talk about expected commitment from volunteers
- ask about any special needs or limitations the Shire of Toodyay ought to be aware of
- discuss their suitability for Shire of Toodyay and Shire of Toodyay's suitability for them

7.5 Reference Checks / Police Clearance

If the Volunteer Coordinator deems it appropriate, the volunteer may be asked for work or character references before further placement at Shire of Toodyay. These requests are in addition to the mandatory security police clearances and Working with Children Check that may

be required as per Council's Policy A.6 Volunteer National Police Check and Working with Children Check - Volunteers.

7.6 Placement

Once the volunteer has chosen their preferred available voluntary position and the Volunteer Coordinator agrees that it is a good choice for their skills and experience, a meeting is arranged for the volunteer to talk directly with the staff supervisor for that position. The purpose of this meeting is for the supervisor to determine whether the volunteer will be suitable for the position and for the volunteer to determine if they would like to take on the position offered. Days and times of voluntary work are to be determined at this meeting. If both the supervisor and the volunteer then wish to proceed with this particular position, the Volunteer Coordinator is to be informed and an induction process is to be carried out.

7.7 Induction

Once a volunteer has been placed to the volunteer's and the supervisor's mutual satisfaction, the volunteer's rights and responsibilities will be discussed with them and they are to be provided with:

- a copy of their job description
- a copy of agreed voluntary working hours
- a copy of the O.2 Volunteering Policy and all other relevant policies
- A copy of relevant procedures

The Volunteer Coordinator will undertake the induction for the volunteer as per Council's Volunteer Induction Procedure.

7.8 Probation

All voluntary appointments are to be appraised after one month and then again after three months. If either the volunteer or the supervisor feel that the appointment is not working, either a new position may be found or the volunteer may be asked to wait until a suitable new position comes available. After three months of continuous volunteering in a particular position, Section 13 of this policy will apply for volunteer dismissal procedures.

7.9 Training

Supervisors are expected to provide adequate training to enable their volunteers to carry out their duties. The supervisor is responsible for the volunteer while they are learning procedures and the use of Shire of Toodyay equipment. Supervisors must make themselves available to help when needed.

Volunteers are to be encouraged to develop and expand their personal skills to maintain and enhance Shire of Toodyay's effectiveness. Specific training for volunteers will be provided where appropriate and financially possible.

8. CONFLICT OF INTEREST

8.1 Definition of Conflict of Interest

A conflict of interest exists when

- (a) a person has an interest separate from that of Shire of Toodyay that influences, or could reasonably be supposed to influence, their decision making or the performance of their duties at Shire of Toodyay;
- (b) there is an appearance of such an interest; or
- (c) a person improperly uses Shire of Toodyay resources or their position at Shire of Toodyay.

8.2 Types of Conflicts of Interest

Shire of Toodyay acknowledges that conflicts of interest are not unusual in organisations, and it is neither necessary nor practicable to prohibit them. Rather, the Shire of Toodyay requires all volunteers to disclose any potential conflicts of interest to their supervisor.

Many of the possible ways in which a conflict of interest may arise are listed below.

External Activities

Volunteers who are involved in activities or organisations that may be in competition with Shire of Toodyay's activities or that conflict, or could be seen to conflict, with Shire of Toodyay's interests should notify their supervisor.

Improper Use of Shire of Toodyay Resources

No volunteers should use Shire of Toodyay organisational resources, information or position for personal or third party benefit or in a way that is not intended to further Shire of Toodyay's purposes. Note that such use may also violate applicable laws and other Shire of Toodyay policies.

Improper Use of Shire of Toodyay Property

Conflict of interest can occur as a result of excessive personal use of the telephone or administrative materials. More serious examples could include the use of Shire of Toodyay facilities, equipment or vehicles for personal business, electoral or advocacy activity.

Improper Use of Shire of Toodyay Intellectual Capital

This refers to use of Shire of Toodyay intellectual capital for personal or third party gain, or use of Shire of Toodyay intellectual property outside Shire of Toodyay without authorisation. "Intellectual capital" includes Shire of Toodyay research and work product (whether

published or not), membership and supporter lists, financial and other confidential data, personal information covered by the Shire of Toodyay privacy policy, and intellectual property (copyrights, patents, trademarks and trade names, including the Shire of Toodyay logo and Shire of Toodyay letterhead).

Improper Use of Position

Volunteers are not to use their position in Shire of Toodyay for personal or third party gain or in a way which damages Shire of Toodyay. This includes the use of a Shire of Toodyay title for non Shire of Toodyay activities such as personal business, electoral or advocacy activities.

Improper Use of Information

Volunteers are asked to appreciate and respect the confidential nature of information that may be acquired during the course of duties. They are not to use or take advantage of, confidential information gained through a position in Shire of Toodyay to benefit other organisations such as political parties or others who may have an interest in a relevant issue.

8.3 Disclosing a Potential Conflict of Interest

If a Shire of Toodyay volunteer perceives that a situation or activity poses a potential conflict of interest, they shall declare it in one of the following ways, as appropriate:

- Where a conflict is identified in the course of a meeting, the person shall disclose the existence of a conflict immediately. The person may, but is not required to, disclose the nature of the conflict to the other participants in the meeting. The person shall, as soon as practicable, disclose the nature of the conflict to their relevant supervisor. Until such disclosure is made, the person shall not take part in any decision or activity relating to or arising from that conflict.
- Where a conflict is identified by a volunteer outside of the course of a meeting, that person shall notify the relevant supervisor immediately.
- Where a previously disclosed conflict becomes relevant to a specific decision or activity in which a volunteer is involved, that person shall again disclose the conflict.
- Where a volunteer has a question whether a conflict exists, that person shall notify their supervisor immediately. The supervisor

will determine (after consulting the Chief Executive Officer, or legal counsel is sought, at the Chief Executive Officer's discretion) whether a conflict exists and may determine that the volunteer shall not take part in any decision or activity relating to or arising from that conflict, or may attach conditions to further involvement.

- With respect to any conflict of interest involving a volunteer, their relevant supervisor shall inform the Volunteer Coordinator to ensure a written record of the conflict and the disclosure is included in the volunteer's file.
- As with other volunteer records, such written record shall be confidential and open to inspection on a need-to-know basis only.

9. REIMBURSEMENT OF EXPENSES INCURRED BY VOLUNTEERS

9.1 General Expenses

Supervisors should advise their volunteers of their budget limitations and must approve any purchases before they are made. Volunteers will then be reimbursed for approved purchases out of the supervisor's budget.

Receipts must be obtained and the supervisor is to fill out a petty cash claim on volunteer's behalf.

9.2 Travel Expenses

With prior approval by the relevant supervisor, all travel expenses incurred reasonably by a volunteer in the course of her/his duties shall be fully reimbursed by Shire of Toodyay upon presentation of appropriate documentation.

Where a volunteer is required to use her or his own vehicle for Shire of Toodyay's business, the volunteer shall be paid a vehicle allowance, out of the supervisor's budget, in accordance with the going rate paid to staff as stated in Shire of Toodyay's Industrial Agreement.

10. OCCUPATIONAL HEALTH AND SAFETY

Shire of Toodyay is committed to providing a safe work place for all staff and volunteers and in return asks that volunteers accept their responsibility to work safely. This means working intelligently, with common sense and foresight.

All volunteers are asked to fill in the Volunteer Sign in book to indicate their presence in the building in which they conduct their volunteer work. This is especially important in case of evacuation. To aid safety, volunteers must always work under supervision and must notify their supervisor of when they will be in any Shire of Toodyay premises.

Smoking is not permitted in any Shire of Toodyay building.

Volunteers are to report any injury immediately to their supervisor who should then refer the matter to the Volunteer Coordinator.

11. PERSONAL INSURANCE COVER

The Shire of Toodyay must always have a current Voluntary Workers Personal Accident insurance policy. The policy will insure all volunteers while engaged in unpaid voluntary work officially organised and under the control of Shire of Toodyay, including necessary direct travel to, from or during such voluntary work.

12. EQUAL OPPORTUNITY & HARASSMENT

Shire of Toodyay's policies A.9 Equal Employment Opportunity and A.3 Sexual Harassment covers all Shire of Toodyay employees, contract workers, volunteers and everyone the Shire of Toodyay does business with.

All volunteers must refer to these policies when commencing or dealing with equal opportunity or harassment complaints.

13. INAPPROPRIATE BEHAVIOUR AND VOLUNTEER DISMISSAL

All staff and volunteers are expected to act in a suitable manner at all times. The Shire of Toodyay provides a positive and safe work environment and expects all staff and volunteers to uphold these standards. Certain rules of conduct and behaviour apply as this ensures a harmonious work environment for all concerned.

Volunteers are to be treated with the same respect as paid staff and the policy for terminating the involvement of volunteers is the same.

The following procedure shall apply with respect to counselling and termination for unsatisfactory voluntary work performance:

1. On the first occasion, the volunteer shall be notified verbally of the reason, and a note made in the appropriate volunteer personnel file.
2. If the problem continues, the matter will be further discussed with the volunteer, and the volunteer will be advised in writing of the need to

improve work performance and that a further period of review has been set.

3. If the problem continues, the volunteer will be interviewed by the Volunteer Coordinator or Chief Executive Officer and a final written warning will be given.
4. In the event of the problem recurring after a final warning, the volunteer may be asked to cease volunteering for Shire of Toodyay.
5. If any volunteer behaves in a manner that is dangerous, harmful, contrary to Shire of Toodyay's policies, or otherwise inappropriate, dismissal may take place immediately.

14. RESIGNATION

Volunteers are an invaluable resource to Shire of Toodyay but it is recognised that due to changing circumstances the volunteer may need to resign from their voluntary position. The Shire of Toodyay asks all volunteers to give as much notice as possible to their supervisor and/or the Volunteer Coordinator before leaving the Shire of Toodyay. The supervisor should immediately notify the Volunteer Coordinator if notification or resignation is received.

All volunteers are asked to provide their supervisor with an update on the progress of their work and to return any books, materials or files (electronic or otherwise) belonging to the Shire of Toodyay before they leave.

The Shire of Toodyay is committed to constantly improving the Volunteer Program and all feedback regarding the volunteer's experience at the Shire of Toodyay would be appreciated. If the volunteer is leaving due to any sort of problem or dissatisfaction with Shire of Toodyay, it would be beneficial to the Shire of Toodyay if they notified the Volunteer Coordinator as to their reasons. Confidentiality will of course be respected in all matters relating to this.

