

2.11 – VOLUNTEERS POLICY

1 POLICY PURPOSE

Council recognises volunteers are an integral part of the organisation and a valuable asset to the Norfolk Island community. The purpose of this policy is:

- To recognise the important contribution volunteers make to achieving Council and community goals and objectives.
- To clarify the relationship between Council staff and volunteers.
- To provide a safe and healthy workplace for volunteers.
- To identify training requirements to ensure associated activities are undertaken in a safe manner.
- To provide appropriate supervision to ensure activities are satisfactorily performed.
- To ensure Council fulfils its duty of care to volunteers and those impacted by volunteering, including clients, staff and the community.
- To promote a positive volunteering experience with Council.

2 POLICY OBJECTIVE

The policy aims to provide guidance and assistance to all managers and supervisors who are involved in administering and managing volunteer arrangements. It outlines the issues to consider in connection with volunteering and may also be useful for volunteers in understanding the parameters of their engagement by Council.

3 POLICY SCOPE

This policy applies to all Council staff involved in the engagement of volunteer workers, and to all members of the public and community groups who perform voluntary work for Council.

4 DEFINITIONS

TERM	DEFINITION
Council	Norfolk Island Regional Council
General Manager	A person who holds an appointment under section 334 of the <i>Local Government Act 1993 (NSW) (NI)</i> . This includes a person acting in this position
Staff	For the purposes of this policy includes employees and delegates such as agency staff and contractors.
Volunteer	Any person, who of their own free will, offers to undertake unpaid work for Council and is accepted as a volunteer by the General Manager and/or his authorised delegates.

5 LEGAL AND POLICY FRAMEWORK

Legislation, Policies and Documents:

Legislation:

- *Norfolk Island Act 1979* (CTH)
- *Privacy Act 1988* (CTH)
- *Work Health and Safety Act 2011* (CTH)
- *Safety Rehabilitation and Compensation Act 1988* (CTH)
- *Fair Work Act 2009* (CTH)
- *Sex Discrimination Act 1984* (CTH)
- *Age Discrimination Act 2004* (CTH)
- *Racial Discrimination Act 1975* (CTH)
- *Disability Discrimination Act 1992* (CTH)
- *Australian Human Rights Commission Act 1986* (CTH)

Policies:

- Work, Health and Safety Policy
- Complaints Management Policy

Documents:

- Norfolk Island Regional Council Model Code of Conduct
- Procedures for the Administration of the Model Code of Conduct
- Complaints Management Procedure
- Volunteer Application Form
- Volunteer Confidentiality Undertaking Form
- Volunteer Description of the Worksite Form
- Volunteer Management Form

6 IMPLEMENTATION

Communication

This policy and associated documents are to be communicated to all staff and the community via Council's external website and intranet.

Implementation

Implementation of this policy will reference supporting procedures, documents and relevant frameworks.

7 POLICY STATEMENT

7.1 Volunteering

Volunteering is defined as willingly providing unpaid assistance in the form of time, service and skills. A person undertakes volunteering work for personal, charitable, social and/or other motivations without any expectation of financial gain.

Where a volunteering arrangement exists, there will be no requirement for Council and the volunteer to enter into a legal employer - employee relationship.

7.2 Council Responsibilities

Council is committed to providing a supportive and safe working environment, making the volunteer experience meaningful and rewarding by:

- Engaging volunteers having regard to both the individual’s suitability to assist Council and, where appropriate anti-discrimination and equal employment legislation;
- Offering volunteer opportunities in a range of relevant areas that will provide meaningful and satisfying work, or for specific events or other short term initiatives;
- Ensuring that the required Volunteer Forms are completed and provided to Human Resources no later than the first day the volunteer undertakes work with Council;
- Providing adequate induction, training, resources and support to allow volunteers to undertake their role in a safe and effective manner;
- Providing appropriate management, supervision and communication to ensure volunteers are aware of policies, procedures and information relating to their roles;
- Treating volunteers with respect, fairness and dignity in accordance with the Code of Conduct; and
- Recognising and acknowledging the contribution of volunteers on an ongoing basis.

7.3 Volunteer Responsibilities

Volunteers of Council are responsible for:

- Honouring commitments, undertaking their assigned duties responsibly, following all reasonable instructions;
- Working in a constructive and cooperative manner with Council staff and the delegated manager or supervisor;
- Respecting Council’s values and complying with its policies, procedures and guidelines;
- Maintaining the same standards of confidentiality, courtesy, respect and organisational discipline as staff in accordance with Council’s Model Code of Conduct; and
- Taking reasonable care for the health and safety of themselves and others.

7.4 Reimbursement of Expenses

Volunteers will be reimbursed by Council for any pre-approved expenses reasonably incurred in connection with the performance of the voluntary work. A volunteer making a claim for reimbursement must supply Council with proof of any expense to be claimed.

7.5 Duration of a Volunteer Engagement

A volunteer engagement can come to an end at any time without Council or the volunteer giving notice. Council has the discretion and right to terminate a volunteer arrangement at any time without notice and without having to provide any reasons for such a decision.

8 MONITORING AND REPORTING

Human Resources will maintain a register of all Council volunteers.

This policy will be monitored and reviewed as required by the Responsible Officer.

9 REVIEW AND VERSION CONTROL

Policy Number:	2.11	Responsible Officer:	Manager Corporate and Finance
Next Review Date:	December 2026		
Version:	Resolution Number:	Effective Date:	Description:
1.0	2018/94	27 June 2018	Developed and adopted
2.0	2023/144	6 December 2023	Reviewed and adopted