

Policy 1.04 Volunteering

Directorate	Business and Governance Community Environment and Planning
Responsible Officer	Manager People and Governance Manager Community and Cultural Services

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Record of Administrative Amendments

Amendment Version No.:	Description of Administrative Amendment	Date Reviewed
<u>3.2</u>	<u>Review of policy in accordance with Section 165 of the Local Government Act 1993</u> <u>Placed on Public Exhibition 23 July 2025</u>	<u>July 2025</u>
<u>3.1</u>	<u>Review of policy in accordance with Section 165 of the Local Government Act 1993</u>	<u>June 2025</u>

Amendment Version No.:	Description of Administrative Amendment	Date Reviewed
	<u>Workshopped by Councillors on 18 June 2025</u>	
<u>3</u>	<u>Adopted by Council (D22/87850)</u>	<u>21/09/2022</u>

1 Introduction

1.1 Scope

This policy applies to members of the community who volunteer their time and services to Bega Valley Shire Council, including members of Section 355 Committees and other committees of council, students engaging in work experience or work placement, and general volunteers from the community.

This policy does not apply to volunteers managed by external organisations that may have been given approval to use and/or undertake works on BVSC managed land.

The scope of this policy demonstrates direct commitment to the following strategic guiding principles:

- Accountable | Clear roles and responsibilities are defined for volunteer coordination. Council upholds strong risk management, compliance, and performance standards, supported by internal and external engagement. Clear accountability, roles and responsibilities; commitment to risk management
- Financially Sustainable | Volunteer programs are designed to complement Council services efficiently, ensuring long-term value and resilience through responsible resource use and community collaboration.
- Transparent | Volunteer-related decisions follow clear processes, with open communication and regular updates to stakeholders. This builds trust and strengthens community partnerships. Decision-making processes are clearly outlined, including how a decision is made and who is involved; commitment to open communication; nurturing a trusting and supportive partnership with community, local businesses and funding partners
- Responsive | Council adapts to community needs through flexible volunteer programs, embracing innovation and timely information sharing to enhance service delivery. Commitment to serve the needs of the entire community
- Equitable and inclusive | Volunteer opportunities are accessible and welcoming to all. Council fosters a culture of respect, collaboration, and inclusion, ensuring all volunteers feel valued and supported. Commitment to building a connection with stakeholders upon trust and respect

1.2 Purpose

Council recognises the significant contribution volunteers make to Council and our community. This policy provides guidance to Councillors, managers, staff and those who volunteer in relation to the development, implementation, monitoring and review of volunteer management practices within Council.

Council benefits from the efforts of volunteers, while volunteers experience the satisfaction of participating in activities which benefit the community. Volunteers are important to building strong, healthy, and inclusive communities by supporting and contributing to a variety of Council services and programs.

This policy addresses the need to formalise roles, responsibilities, and boundaries for all involved in the volunteering process. Council has a duty of care for all its employees and volunteers and is committed to providing a safe work environment. To achieve this, it is necessary for all volunteers and relevant Council officers responsible for volunteers to comply with relevant legislation, Council policies, protocols, and procedures.

1.3 Definitions

Word or Terminology	Description
Council volunteer	-A person who is acting on a voluntary basis in accordance with BVSC policy and procedures (irrespective of whether the person receives out-of-pocket expenses).
Councillor	A person elected to office as a result of a Local Government Election.
<u>Staff-Employee</u>	A person employed by Council to undertake paid work duties and tasks. <u>Staff Employees</u> may be <u>employed-engaged</u> on a permanent full-time basis , permanent part-time, fixed-term contract, or on a casual basis.
Worker	In accordance with the WHS Act 2011, a 'worker' is a person who carries out work in any capacity for a person conducting a business or undertaking, including employees, contractors, sub-contractors, an employee of a labour hire company, apprentice, trainee, work experience student or volunteer.
Responsible officer	Council staff who engage, supervise, and/or use volunteers.

2 Legislation

- Local Government Act 1993
- Work Health and Safety Act 2011
- Work Health and Safety Regulation 2017
- NSW Local Government Act 1993
- Children and Young Persons (Care and Protection) Act 1998
- Child Protection (Working with Children) Act 2012 NSW
- Child Protection (Working with Children) Regulation 2013 NSW
- State Records Act 1998
- Health Records and Information Privacy Act 2002 NSW
- Volunteering Australia, National Standards for Volunteer Involvement 2015
- Anti-Discrimination Act 1977 NSW

3 Implementation

3.1 Policy Statement

Bega Valley Shire Council will commit to volunteer management, support and development by:

- ~~recognising and valuing the ongoing contributions of volunteers and volunteer groups to the wellbeing and quality of life of Bega Valley Shire residents. recognising and valuing the substantial and ongoing contribution made by volunteers and voluntary groups to the quality of life of Bega Valley Shire residents~~
- supporting Council volunteers in accordance with Council procedures, ~~and other~~ relevant national and state guidelines, and applicable legislative responsibilities
- supporting Council's s355 Committees and community committees in their delegated functions
- identifying and responding to ~~current trends~~emerging trends and challenges in volunteerism to ensure programs remain relevant and effective
- working with the community to build capacity and encourage participation ~~in through~~ volunteering, to build stronger and more connected relationships across the community
- working in partnership with community groups, the business sector and relevant stakeholders to develop volunteering opportunities, promote volunteering, raise the profile of volunteerism and facilitate access to information about volunteering opportunities.

3.2 Responsibilities

3.2.1 Elected Council

Ensure Council has an adopted policy concerning volunteering and volunteer management within the Bega Valley Shire and Council as an organisation.

3.2.2 Chief Executive Officer (CEO), Leadership Executive Group (LEG)

The CEO and members of the Leadership Executive Group will ensure:

- ~~Council's policy concerning volunteering and volunteer management is reviewed in accordance with the Local Government Act 1993~~
- Council's volunteer policy is accessible and communicated to members of the public
- Council's volunteering policy is effectively implemented
- ~~Council has documented and adopted procedures to help manage volunteers on a day-to-day basis~~
- ~~Council reviews its volunteer procedures on a needs basis~~
- Relevant Council Officers are trained in the management of volunteers in accordance with its adopted procedures
- Adequate resources are made available to coordinate and implement this policy and relevant procedures.

3.2.3 People and Culture team Managers

The People and Culture team will ensure Council has documented and adopted procedures to help manage volunteers on a day-to-day basis, and that these are reviewed on a needs basis.

Any manager who engages volunteers within their section of Council is responsible for ensuring that:

- this volunteering policy and related procedures are implemented within their area of control
- supervisors have the necessary support necessary, and are held accountable for their specific responsibilities
- all expenditures on projects involving volunteers have the appropriate approvals
- employees and volunteers under their control are consulted on about issues affecting their health and safety
- prompt action is taken to eliminate unsafe or unhealthy conditions or behaviour
- a risk assessment is undertaken to ensure tasks involving volunteers are safe and appropriate

3.2.4 Supervisors

Any Council officer in a supervisor role who is responsible for the engagement of volunteers will ensure that:

- they adhere to this volunteering policy and its associated procedures
- relevant probity forms for volunteers are completed prior to engagement
- all volunteers complete a site induction
- volunteers are made aware of their safety and conduct responsibilities when being engaged as a volunteer
- addressing any risks to health and safety or promptly reporting risks using appropriate incident reporting processes
- referring health and safety matters to their manager or the WHS team if the matter cannot be resolved

3.2.5 Volunteers

All people engaged with Council as a volunteer will be responsible for:

- Following the instructions of appointed supervisors
- Complying with this volunteering policy and associated procedures
- Taking reasonable care for their health and safety, and the health and safety of others
- Maintaining the same standards of confidentiality, courtesy, conduct, and compliance with Council policies and procedures
- Promptly reporting all incidents, accidents, illnesses and risks to health and safety

4 Supporting documents

4.1 BVSC procedures that relate to this policy

Procedure No.:	Procedure Name	External or Internal Procedure
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1.04.01	Volunteer management	Internal
6.02.01	Code of Conduct	External

6.05.01	Work Health and Safety Management System Framework	External
6.05.04	Positive Workplace	Internal
6.05.09	Fitness for work – alcohol and other drugs	Internal
6.05.17	WHS incident reporting and investigation	Internal
6.10.03	Social media communication	Internal
6.12.02	Privacy management plan	Internal

4.2 BVSC policies that relate to this policy

Policy No.:	Policy Name	
Procedure Policy No.:	Procedure Policy Name	External or Internal Procedure
1.01	Community Wellbeing	
1.03	Arts and Culture	
1.06	Cultural Diversity	
1.08	Parks Aquatics & Recreation	
2.01	Community Learning and Education	
6.04	Conditions of Employment	
6.05	Work Health & Safety	
6.10	Communication	
6.11	Records Management	
6.12	Access to information	

4.3 Other related documents

- Community Project Proposal process
- s355 Committee Guidelines

Note: Policy details may change from time to time. To ensure you are viewing the most recent version please view Council's adopted policies and procedures on the Council website: www.begavalley.nsw.gov.au