



# Volunteers Policy

*Work Health and Safety Act 2011*

# 1. POLICY STATEMENT

Council is committed to supporting individual members of the public and community groups who choose to volunteer their time to enhance the provision of Council's services to the community.

## 2. PRINCIPLES

Voluntary positions are not to be created as an alternative to the appointment of paid employees and the work undertaken by a volunteer is not to replace work which would normally be completed by a paid employee. Volunteer workers must comply with the same standards of conduct as are expected of paid council staff.

## 3. 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. RESPONSIBILITY

The Chief Executive Officer, Directors and General Managers are responsible for ensuring this policy is understood and adhered to by all councillors and staff.

Managers are responsible for authorising the engagement of volunteer workers.

Supervisors are responsible for:

- the recruitment, selection and site-specific induction of volunteer workers;
- forwarding electronic copies of Volunteer Worker Agreements to the People and Culture Section for retention in the Register of Volunteers;
- retaining all documentation relevant to the volunteer workers; and
- providing ongoing supervision and, where necessary, training of volunteer workers in their respective areas.

The People and Culture Section is responsible for maintaining the Register of Volunteers.

## 5. DEFINITIONS

**Blue Card** – a card issued to adults confirming suitability to working with children. This card must be held by volunteer workers and/or supervisors where specified in a position description or otherwise directed or required by law.

**Manager** – includes persons appointed to positions including with the title, Team Manager, General Manager, , Director and Chief.

**Project worker** – a person involved in a defined project or community event, typically of a short-term duration.

### **ELECTRONIC VERSION CURRENT UNCONTROLLED COPY VALID ONLY AT TIME OF PRINTING.**

Document No. – 1044

Authorised By – Director of Business Services

Document Maintained by – Health, Safety and Training

Version No. 5

Initial Date of Adoption (Version 1) – 27.09.11

Current Version Reviewed – 22.03.23

Next Review Date – 22.03.25

**Volunteer** – a person who wishes to contribute to the community in useful and meaningful ways by undertaking activities of their free will, or to gain work experience, without monetary reward. Activities undertaken by volunteers will compliment rather than replace the activities of paid council staff.

**Workers** – includes employees, contractors, volunteers and all others who perform work on behalf of Council.

**Work experience volunteer** – a person involved in council work to gain work experience which may assist them in obtaining paid work. Such people may work under a contractual arrangement with another organisation, school or tertiary institution.

## 6. POLICY

General Managers may consider the use of volunteer positions to enhance service delivery to Council's customers. Volunteer positions must be either for a short-term defined event, or for the purposes of providing work experience in a particular field.

The following conditions apply prior to engaging a volunteer worker:

- volunteers under 15 years of age will only undertake work suitable to their age and will be required to provide a consent form signed by their parents or guardian. The consent form must include details as to the nature of the volunteer work to be undertaken;
- background checks must be conducted to confirm the validity of claimed qualifications; and
- background checks of other aspects such as criminal history and currency of Blue Card (working with children) must be conducted where specified in a position description or otherwise directed or required by law.

Consideration must be given to the candidate's:

- knowledge and skills in the required field;
- physical ability to perform the range of tasks required; and
- motivation for undertaking the voluntary work.

### 6.2. VOLUNTEER WORKERS

At all times when performing work on behalf of council, volunteers:

must comply with all council policies, administrative directives and procedures including but not limited to the Workplace Health and Safety Policy and Code of Conduct for Staff;

who are required to work with children under the age of 18 are required to have completed a Working With Children check and hold a current suitability card (Blue Card);

will not be issued with council supplied clothing unless otherwise required for compliance with workplace health and safety requirements or for promotional purposes associated with a specific event or program; and

must wear appropriate clothing when performing work on behalf of council. Such clothing should maintain personal presentation standards appropriate to the task being conducted and must take into consideration workplace health and safety requirements.

Volunteers may be permitted to use council fleet vehicles for the purposes of work related travel. A volunteer must not drive any council fleet vehicle unless the volunteer has provided council with a copy of the volunteer's driver's licence, the licence is current and applies to the class of vehicle being driven, and the volunteer is travelling with a Council employee. The permitted travel cannot include travel to and from the volunteer's place of residence and the place of work.

Supervisors who are required to work with children under the age of 18, may in certain circumstances be required to have completed a Working With Children check and hold a current suitability card (Blue Card).

#### **ELECTRONIC VERSION CURRENT UNCONTROLLED COPY VALID ONLY AT TIME OF PRINTING.**

Document No. – 1044

Authorised By – Director of Business Services

Document Maintained by – Health, Safety and Training

Version No. 5

Initial Date of Adoption (Version 1) – 27.09.11

Current Version Reviewed – 22.03.23

Next Review Date – 22.03.25



Limited insurance coverage of volunteers when they are performing work on behalf of council is provided by council's Personal Accident – Volunteer Workers insurance policy.

Volunteer workers may withdraw their services, or a relevant General Manager may terminate a volunteer worker's services, at any time by notifying the other party of their intentions.

## 7. LEGAL PARAMETERS

*Local Government Act 2009*

*Local Government Regulation 2012*

*Work Health and Safety Act 2011*

*Work Health and Safety Regulation 2011*

## 8. ASSOCIATED DOCUMENTS

Code of Conduct for Staff

Workplace Health and Safety Policy

Townsville City Council Volunteer Worker Agreement

## 9. DOCUMENT HISTORY

Date	Version	Amendment	Reviewer	Approved
5/12/2022	4	Update to Health, Safety and Training and update legislation references	TM WHS	20.01.23
		T		

### **ELECTRONIC VERSION CURRENT UNCONTROLLED COPY VALID ONLY AT TIME OF PRINTING.**

Document No. – 1044

Authorised By – Director of Business Services

Document Maintained by – Health, Safety and Training

Version No. 5

Initial Date of Adoption (Version 1) – 27.09.11

Current Version Reviewed – 22.03.23

Next Review Date – 22.03.25

03.03.23	4	<p>In section 2,</p> <p>replace the word "such" with "the"</p> <p>replace the words "are obligated to observe" with "must comply with"</p> <p>remove the word "Principal" from the definition of Manager</p> <p>remove gender-specific language from the definition of Volunteer</p> <p>In section 6,</p> <p>Correct reference to "Council's customers"</p> <p>Remove typographical error of repeated text "The following conditions apply prior to engaging a volunteer worker"</p> <p>Insert references to administrative directives</p> <p>Insert conditions for volunteers driving Council fleet vehicles</p>	IHC	01.03.23

**ELECTRONIC VERSION CURRENT UNCONTROLLED COPY VALID ONLY AT TIME OF PRINTING.**

Document No. – 1044

Authorised By – Director of Business Services

Document Maintained by – Health, Safety and Training

Version No. 5

Initial Date of Adoption (Version 1) – 27.09.11

Current Version Reviewed – 22.03.23

Next Review Date – 22.03.25



### Contact us

 103 Walker Street, Townsville City

 PO Box 1268, Townsville QLD 4810

 13 48 10

 [enquiries@townsville.qld.gov.au](mailto:enquiries@townsville.qld.gov.au)

 [townsville.qld.gov.au](http://townsville.qld.gov.au)