



<b>Procedure Title</b>	Volunteer Induction
<b>Procedure Category</b>	Public
<b>Number &amp; Version</b>	SVC-GOV-PR-051-01
<b>Procedure Owner</b>	Governance and Risk
<b>Approval by</b>	
<b>Effective date</b>	
<b>Date for review</b>	September 2021

## 1 PROCEDURE STATEMENT

In alignment with the Snowy Valley Council (Council) Community Strategic Plan, the volunteer induction process demonstrates strong leadership through a governance framework which drives progress towards achieving the community vision.

## 2 PROCEDURE PURPOSE

Council will ensure that all people involved in volunteer programs of Council undergo an induction process. The induction process will be as smooth and trouble free as possible. A planned induction is required for all new volunteers and the goal is to:

- Welcome the volunteer to the Council and thank them for their commitment
- Introduce the volunteer to their Council Representative
- Help the volunteer settle into their new role and work environment
- Help the volunteer to understand Councils applicable policies and procedures
- Ensure the volunteer
  - understands core information about their program
  - understands workplace safety obligations
  - is aware of the responsibilities placed upon them
  - is aware of Councils Code of Conduct responsibilities

## 3 VOLUNTEER INDUCTION PROCESS

To be a volunteer of Council, volunteers must successfully complete an induction process as outlined below.

### 3.1 Complete the Volunteer Application

Applicant registers their intent to volunteer with Council by submitting a *Volunteer Application* Form via Councils website, or a paper copy to Customer Service.

### 3.2 Council Representative Assigned

The Volunteer Coordinator is responsible for ensuring that the applicable Council Representative for the volunteer program is notified of the application. Council will assess the application and notify the applicant of the outcome. If successful, Council will notify the volunteer of their assigned Council Representative and ask the volunteer to complete the *Volunteer Induction*.

### 3.3 Complete the Volunteer Induction

The *Volunteer Induction and Safety Handbook* contains the material for the volunteer induction. The online volunteer induction takes approximately 30 mins to complete.

The induction contains information about roles and responsibilities as a volunteer, and will help volunteers understand the requirements for volunteering with Council. The induction will also ensure compliance with workplace health and safety legislation, failure to do so may place the volunteer or others at risk.

If the volunteer is unable to complete an online induction, a paper copy may be requested. The paper copy is completed by the Volunteer and provided to the Council Representative.

### 3.4 Complete an Induction Interview

Before participation in some activities the volunteer may have to undertake an induction interview. This interview is conducted by the Council Representative to:

- Welcome the volunteer to Council
- Clearly define the volunteer duties
- Determine the volunteers capabilities
- Ensure awareness of Councils policies and procedures
- Provide the volunteer training as identified
- Provide equipment and materials necessary for the volunteer to participate in the selected program
- Ensure the volunteer has the correct licenses and checks to perform the volunteer activities outlined (WWC, drivers license etc.)

During the induction interview, both the volunteer and the Council Representative will complete the *Volunteer Induction Checklist*.

### 3.5 Renewals

The volunteer induction must be renewed every 2 years or as required due to legislative/policy changes. This ensures Council is maintaining an up to date register of all Council volunteers, their contact details as well as emergency contact details. This is an important aspect for managing volunteers and ensuring up to date information is provided to the volunteer.

An induction interview will only need to take place if the volunteer changes volunteer programs or if the volunteer is taking on new activities that require additional training.

## 4 EVENTS

Volunteers who only want to volunteer for a specific Council run event may attend the event safety meeting, where the volunteer application, induction, and interview are processed concurrently. The process will take less than an hour. The event organiser is responsible for organising the safety meeting and ensuring the volunteer completes the *Volunteer Registration – EVENT ONLY* form.

## 5 RESPONSIBILITIES/ACCOUNTABILITIES

Group/Officer	Responsibilities
Council	<ul style="list-style-type: none"> <li>• Provide adequate support to volunteers</li> <li>• Ensure volunteers are treated as work participants under the Work Health and Safety Act 2011 and associated regulations</li> <li>• Provide a Volunteer Coordinator who is an employee of Council responsible for implementing and managing the volunteer process</li> <li>• Provide a Council Representative who is an employee of Council (or delegate) responsible for supervising volunteers for a specific volunteer program</li> <li>• Provide opportunities for people with disabilities to participate in volunteer programs in accordance with Councils Disability Inclusion Action Plan</li> <li>• Recognise the different roles, rights and responsibilities of volunteers</li> <li>• Create a climate of mutual respect</li> <li>• Provide a safe and healthy work environment</li> <li>• Ensure that volunteers have access to the appropriate policies, procedures and guidelines</li> <li>• Provide support, encouragement and appreciation for volunteer efforts</li> <li>• Provide feedback regarding performance</li> <li>• Provide freedom from pressure to undertake activities that the volunteer may feel unable or ill-equipped to complete</li> <li>• Provide appropriate volunteer insurance</li> </ul>
Volunteer Coordinator	<ul style="list-style-type: none"> <li>• Responsible for implementing and managing the volunteer process</li> <li>• Develop, implement and review the volunteer framework</li> <li>• Manage Council Representatives</li> <li>• Notify the appropriate Council Representative that a new volunteer application has been received.</li> <li>• Maintain the volunteer register</li> <li>• Ensure induction and training reflect the appropriate requirements of the volunteer activity</li> </ul>

Council Representative	<ul style="list-style-type: none"> <li>• Recruitment of volunteers</li> <li>• Ensure correct induction of volunteers</li> <li>• Supervision of volunteer when applicable</li> <li>• Provide training on Councils <i>Code of Conduct</i></li> <li>• Provide the volunteer with documentation as required</li> <li>• Consult with volunteers on safe work methods</li> <li>• Ensure appropriate personal protective equipment for the relevant duties being undertaken</li> <li>• Complete standard forms and attendance records</li> <li>• Provide knowledge of Councils policy and procedures</li> <li>• Conduct risk assessments when required</li> <li>• Manage volunteer attendance registers</li> <li>• Refer volunteers concerns to the Volunteer Coordinator if they cannot be resolved</li> <li>• Ensure follow up and monitoring of risks</li> <li>• Coordinate the resignation of volunteers</li> <li>• Manage risk following Councils <i>Risk Management Policy</i></li> </ul>
Volunteer	<ul style="list-style-type: none"> <li>• Be registered and inducted before participating in any volunteer activities</li> <li>• Comply with Councils Code of Conduct</li> <li>• Adhere to all relevant legislation, policies, procedures, and any other information provided by Council for volunteering</li> <li>• Respect the confidentiality of the Council and clients at all times</li> <li>• Use and maintain council approved equipment and property appropriately</li> <li>• Be courteous at all times to employees, clients, the public and other volunteers</li> <li>• Cooperate with other volunteers and employees</li> <li>• Follow instructions given and seek clarification if needed</li> <li>• Represent Council in a politically neutral manner</li> <li>• Record details in attendance register on each volunteer occasion</li> <li>• Provide information regarding licences and checks where required</li> <li>• Promptly report all incidents, accidents, illnesses, risk and hazards via the Incident/Accident Report</li> <li>• Update details on the online register on a regular basis, to provide Council with current and accurate contact information</li> <li>• Dress appropriately to the work being undertaken</li> <li>• Be responsible for own transport costs, unless specific arrangements are made in advance</li> <li>• Not undertake activities under the influence of alcohol or any other drug that will prevent them from performing duties in a safe manner</li> <li>• Advise Council as early as possible regarding an intention to leave the volunteer program</li> </ul>

Council Event Organiser	<ul style="list-style-type: none"> <li>Organising the event safety meeting</li> <li>Ensuring all volunteers who will be volunteering for the event are registered and inducted</li> <li>For EVENT ONLY volunteers, ensure all volunteers have completed the <i>Volunteer Registration- EVENT ONLY Form</i></li> </ul>
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## 6 ASSOCIATED LEGISLATION

Nil

## 7 ASSOCIATED COUNCIL DOCUMENTS

Code of Conduct SVC-RP-STY-001  
 Risk Management Policy SVC-RM-PO-003  
 Volunteer Application Form SVC-GOV-F-149  
 Volunteer Attendance Register SVC-GOV-F-153  
 Volunteer Induction and Safety Handbook SVC-GOV-Gdl-027  
 Volunteer Induction Checklist SVC-GOV-F-150  
 Volunteer Policy SVC-GOV-PO-025  
 Volunteer Registration – EVENT ONLY SVC-GOV-F-151-01

## 8 SUPERSEDING POLICY/PROCEDURE NUMBER AND TITLE

Nil

## 9 HISTORY

Date	Action	Name	Policy Number	Resolution Date	Resolution Number