

# Volunteer Policy

## Purpose

The City of Sydney (City) recognises the significant contribution of volunteers within our community. We value volunteers who, in their various roles, initiate, deliver and enhance a broad range of services and programs in the community. This policy is designed to provide principles and guidance as to how volunteers should be engaged, inducted and managed.

The City's volunteers forge a strong bond between the City, the community, the business sector and relevant stakeholders it serves by, encouraging and increasing:

- Community participation;
- The delivery and augmentation of existing programs;
- Access to resources and information;
- The provision of direct links between the City and the community ; and
- Responsiveness to community needs.

## Scope

- The policy applies to members of the community who volunteer their services to the City.
- This policy does not apply to students or interns on formal vocational placements.
- This policy does not apply to community members engaging in community engagement or community participation events.
- This policy does not apply to volunteers working for other organisations that are donating their time.

## Definitions

Term	Meaning
<i>Volunteer</i>	Those who give their time to the City, without financial remuneration and for the benefit of the community at the direction of City staff.
<i>Conflict of Interest</i>	A conflict of interests exists where a reasonable and informed person would perceive that a volunteer could be influenced by a private interest when carrying out their volunteering (Refer to Code of Conduct).
<i>Host</i>	City staff who engage, supervise and/or use volunteer/s.

## Principles

The principles of volunteering at the City are:

- Volunteering is undertaken freely, by choice;
- Volunteering is an inclusive activity open to all who are able and suitable;
- Volunteers freely contribute their time, effort, knowledge and skills and develop formal and informal networks, while gaining experience and social inclusion;
- Volunteers are provided with appropriate induction, training, instruction and supervision to undertake volunteer activity;
- Volunteers are provided with a healthy and safe working environment; and

- Volunteers have their contribution to the community recognised.

### **Engaging a Volunteer**

Volunteers at the City are managed locally by the business unit and are undertaken with the approval of the business unit manager. The relevant business unit manager will need to determine if the unit can accommodate a volunteer.

### **Induction**

Volunteers will be made familiar with the City's policies, procedures and Code of Conduct obligations through an induction program.

### **Code of Conduct/Policies & Procedures**

Volunteers are expected to act in accordance with relevant City's policies, procedures and Code of Conduct. If any volunteer acts in a manner which does not uphold these standards, the volunteer arrangements with the City may be terminated.

### **Use of Private Vehicle**

If required to use a private vehicle as part of their volunteering duties, volunteers must drive in accordance with the rules and regulations set down by Roads and Maritime and NSW Police. Volunteers are responsible for any parking or traffic offences incurred by them for not complying with these rules and regulations. Refer Volunteer Procedure for details of use of a private vehicle.

### **Reimbursement of Expenses**

For volunteers who regularly volunteer their time, the City may reimburse agreed personal costs incurred by the volunteer providing the:

- Expenses claimed have prior approval by the relevant business unit manager and may include:
  - Motor vehicle expenses;
  - Public transport costs; which does not include public transport from home to the volunteering activity which the volunteer has agreed to participate in
  - In limited circumstances, parking fees;
  - Phone calls; and
  - Other approved program and project costs which may be incurred from time to time
- Cost was incurred on behalf of the City while carrying out the City's activities and must be demonstrated by supporting documentation for example, receipts.
- Reimbursement has no connection to the volunteers income-producing activities or services rendered to the City in a professional or commercial capacity; and
- Payment does no more than reimburse the volunteer for expenses actually incurred, or to be incurred.

### **Provision of Insurance**

The City provides volunteers with public liability cover and personal accident cover. Motor vehicle cover is provided for meals on wheels volunteers only. Details of insurance cover can be obtained from the City's Risk Management Unit.

### **Provision of Non-Cash Benefits**

In some circumstances, the City may provide volunteers with non-cash benefits such as meals, clothing, token items of recognition, promotional items or items to ensure safety or protection from the elements. Provisions of these benefits are made to City volunteers on the basis that their value is reasonable.

## Checks for Volunteers Working in Child Related Sectors

The City of Sydney is committed to providing high quality services to all members of the community, including children. Safe access to such services is the right of all children and the City expects all employees and volunteers to respect this right.

In line with the City’s Child Protection Policy and Procedure, people who volunteer their time in identified child related sectors may need to obtain a volunteer working with children check clearance prior to commencing volunteer work.

## Consultation

This policy has been reviewed in consultation with Workforce Services, Legal and Governance, the Health and Safety Committee and Social Programs and Services.

In adopting this policy, it is recognised that there are specific legislative requirements and corporate goals to be met by the City and by all volunteers:

## References

### Laws and standards

- Child Protection (Working with Children) Act 2012 NSW
- Child Protection (Working with Children) Regulation 2013 NSW
- Health Records and Information Privacy Act 2002 NSW
- Privacy and Personal Information Protection Act 1998 NSW
- Volunteering Australia, National Standards for Volunteer Involvement 2015
- Work Health and Safety Act/Regulation 2011
- Human Rights and Equal Opportunity Commission Act 1986 (Commonwealth)
- Anti-Discrimination Act 1977 (NSW)
- Civil Liability Act 2002 (NSW)
- Australian Taxation Guide-Volunteers and Tax-NAT 4612

This policy should be read in conjunction with the following policies/procedures:

### Policies and procedures

- City Volunteer Procedures
- City of Sydney Insurance Manual
- Code of Conduct
- Child Protection Policy
- Child Protection Procedures
- EEO and Anti-Discrimination Policy
- Work Health and Safety Policy
- Internet Policy
- Drug and Alcohol Policy
- Social Media Policy
- Harassment and Bullying Policy
- IT Systems Security Policy
- Records Management Policy
- Privacy Management Plan

## Approval Status

The Chief Executive Officer approved this policy on 21/8/19



## Approval history

Stage	Date	Comment	TRIM Reference
Original Policy	19/02/2011	Endorsed by the Executive	2010/285874
Review	03/07/2012	Endorsed by the Executive	2010/285874
Review	10/11/2015	Endorsed by the Executive	2015/042642
Review	08/03/2019	Endorsed by the Executive	2019/444856
Next review	08/03/2022		

## Ownership and approval

Responsibility	Role
Author	Manager Corporate Human Resources
Owner	Manager Corporate Human Resources
Endorser	City of Sydney Executive
Approver	Chief Executive Officer