

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
Volunteer	Those who give their time to the City, without financial remuneration and for the benefit of the community at the direction of City staff.
Conflict of Interest	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).
Host	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, Code of Conduct and Child Safe 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, Code of Conduct and Child Safe 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 Transport for NSW and NSW Police. Volunteers are responsible for any parking or traffic offences incurred by them for not complying with these rules and regulations. Refer to the Volunteer Procedure for details of private vehicle use.

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 Safety Policy and Procedures, 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.

Responsibilities

In order to comply with legislation and duty of care, the City of Sydney will:

- Ensure sufficient oversight of all organisation wide volunteer programs as appropriate;
- Provide insurance coverage for volunteers in accordance with the City of Sydney Insurance Manual;
- Not place volunteers in roles that were previously held by paid staff or have been identified as paid jobs;
- Ensure volunteers are not required to take up additional work during industrial disputes or staff shortages;
- Ensure volunteers are not used in positions of responsibility for security issues, and/or health and safety issues;
- Inform volunteers of their responsibilities;
- Provide volunteers with information on all relevant policies and procedures;
- Provide volunteers with a healthy and safe environment.

Managers of the unit or section will:

- Ensure appropriate levels of supervision, support and management are provided;
- Appoint volunteers in accordance with the principles of anti-discrimination and equal employment opportunity;
- Provide a safe workplace for all volunteers;
- Ensure relevant background checks, including criminal check and Working with Children Checks, are specified at the time that a volunteer position is created and undertaken before a volunteer is engaged;
- Ensure there is no conflict of interest between the volunteer's personal interest, pecuniary, non-pecuniary and the City's volunteering activities;

- Provide a general induction and activity specific training where appropriate;
- Maintain a full and accurate record of volunteers in accordance with the City's Records Management Policy and Privacy Management Plan.

Consultation

This policy has been reviewed in consultation with People & Culture, Legal and Governance, the Health and Safety Committee and City Life.

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
- Children's Guardian Act 2019
- 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 (List related legislation and standards)

Policies and Procedures

- City Volunteer Procedures
- City of Sydney Insurance Manual
- Code of Conduct
- Child Safe Code of Conduct
- Child Safety Policy
- Child Safety Procedure - Recruitment, Employee Conduct and Training
 - Appendix A: Child Safe Code of Conduct - Employees
 - Appendix B: Child Safety Training Program
- Child Safety Procedure – Reporting Child Safety Concerns
- Child Safety Procedure - Managing Risks to Child Safety in Service Environments – *in development*
- Disciplinary Policy
- EEO and Anti-Discrimination Policy

Policies and Procedures

- Work Health and Safety Policy
- Internet Policy
- Alcohol and Other Drugs Policy
- Social Media Policy
- Harassment and Bullying Policy
- IT Systems Security Policy
- Records Management Policy
- Privacy Management Plan

Review period

This policy will be reviewed every 3 years.

Approval Status

The Chief Executive Officer approved this policy on 27 February 2023



Monica Barone, Chief Executive Officer

Approval History

Stage	Date	Comment	TRIM Reference
Original Policy	19/02/2011	Endorsed by the Executive	2010/285874
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Reviewed	10/11/2015	Endorsed by the Executive	2015/042642
Reviewed	21/08/2019	Endorsed by the Executive	2019/444850
Reviewed	27/02/2023	Updated to include a Responsibilities section and references to the Child Safe Code of Conduct and Child Safety procedures. Endorsed by the Executive.	2019/444850
Commence Review Date	27/05/2025		
Approval Due Date	27/02/2026		

Ownership and approval

Responsibility	Role
Author	Chief People & Culture
Owner	Chief People & Culture
Endorser	City of Sydney Executive
Approver	Chief Executive Officer