



GLENELG SHIRE COUNCIL VOLUNTEER HANDBOOK

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Welcome to the Volunteering Team

We would like to welcome and thank you for choosing to become a volunteer with Glenelg Shire Council.

A priority for our Council is to encourage community members to become involved in a range of activities across the shire with the aim of developing stronger relationships within the community.

Through the development of the Volunteer Handbook, Glenelg Shire Council aims to provide standard volunteer guidelines that outline both your rights and responsibilities as a volunteer. Please note, this is only a guide and there will be specific policies and procedures which relate to the area in which you volunteer in.

The success of all our volunteer programs is dependent on a positive relationship between Council and volunteers. This handbook is designed to guide our relationship, so we ask that you read it carefully and refer to it on an ongoing basis.

Your participation as a volunteer will make an invaluable contribution to our community and we thank you for the time, care and support you will be offering to the Glenelg Shire.

How Can Volunteering Benefit You?

Volunteering offers individuals many benefits including:

- Extending your existing skills and being part of a team.
- Opportunity to learn or develop new skills.
- Meeting new people from diverse backgrounds and making new friends.
- Recognition for doing valuable work in your community.
- Improving your overall health, wellbeing and happiness.
- Creating new interests and hobbies.
- Broadening career options and gaining new workplace skills and experience.
- Feeling connected to the community you live in.



About Glenelg Shire Council

As a municipal Council, the Glenelg Shire Council is part of the third level of Government, with the Federal and State Governments.

Glenelg Shire Council is a local government area in the Barwon South West region of Victoria, located in the south-west part of the state. It was formed on 23 September 1994 following the amalgamation of the former municipalities of the City of Portland and the Shires of Glenelg and Heywood.

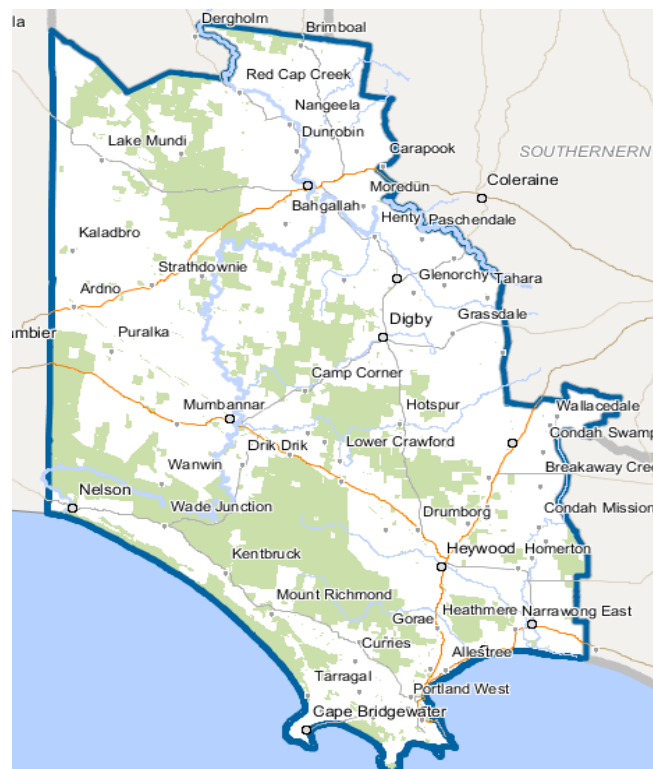
The Glenelg Shire Council has a population of 19,777 covering a total area of 6,212 square kilometres. The main industries in the Shire are manufacturing, agriculture, forestry, fishing and retail.

Glenelg Shire Council acknowledges and respects the Traditional Owners of the region, the Gunditjimarra, Bunganditj and Jarwadjali people.

The Shire is renowned for its landscapes which includes the Budj Bim National Heritage Landscape, expansive beaches, scenic and rugged coast with large national parks.

Council has a Chief Executive Officer (CEO) who is appointed by the Council (seven Councillors) and has the responsibility to implement the decisions of the Council.

To assist the CEO in this role and to ensure effective management and the delivery of efficient services to the community, an organisational structure with an Executive Team has been put in place.



Our Values

Values are the essence of corporate culture because they provide a framework for how we treat one another and our customers.

Our Values & Behaviours Defined

What our organisational values mean:

Respect:

- Having due regard for the rights and feelings for self and others.
- Treating people with politeness, courtesy and kindness.
- Encourage co-workers to express opinions and ideas.
- Include all co-workers in meetings, discussions, training and events.

Integrity:

- Being honest, trustworthy and having strong moral principles.
- Following our moral or ethical convictions as doing the right thing.
- Maintain commitment to our organisation's values.

Service Excellence:

- Performing quality work for or on behalf of others.
- Ability to consistently meet and manage internal and external customer expectations.

Teamwork:

- Contribute to a cooperative or coordinated effort to act in the interests of a common cause.
- Contribute to greater speed and efficiency of work; healthy, trusting employee relationships.
- Improvements in the organisation's productivity.

Innovation:

- Changing processes or creating more effective processes, products and ideas.
- Implementing new ideas, creating dynamic products or improving existing services.



Volunteer Areas at Glenelg Shire Council

Becoming a volunteer opens up many opportunities including learning new skills, meeting new people and simply enjoying yourself whilst being involved in the community.

At Glenelg Shire Council, volunteering comes in many forms; Some volunteer with us on a roster with regular days and hours, while other volunteers may help us a few times a year at special events or activities.

Some volunteer areas are subject to operational needs, meaning sometimes volunteering positions in preferred areas are not always available. However, from time to time, we may ask our volunteers whether they might like to assist with other volunteering tasks. Regardless of the time you can commit, your volunteering is highly valued within the community.



At Council the following volunteer positions are available:

Aged and Disability Services – Social Support Program:

Volunteering in the Social Support program is a way to support members of the community that may be experiencing social isolation or disadvantages. Designed to support participants to maintain or enhance their capacity, volunteers spend time chatting, doing activities and helping with lunch or morning/afternoon tea. Volunteers in the Social Support program also help Glenelg Shire staff with outings, excursions, information sessions and public health promotion.

Tourism and Events:

The Tourism and Events team at Council provide exciting opportunities for volunteers at a range of major festivals and events including a variety of roles for Cruise Ship arrivals such as; shuttle bus drivers, shuttle bus tour guides, welcome ambassadors and visitor information points. Supporting our Tourism or Events teams at Council allows volunteers to promote the amazing tourism products on offer in our shire, maintain social connections and share their love of our region with visitors.



TAC L2P Program:

The TAC L2P Program assists disadvantaged Victorian learner drivers aged 16 to 21 to gain 120 hours of driving experience which is required to apply for a probationary licence. Each learner is matched with a volunteer supervisor driver who helps them gain driving experience. The program focuses on helping young people become safe, confident drivers in an effort to reduce Victoria's road toll. The program also provides an opportunity for young people to interact with positive adult role models, gain confidence and move towards social independence.

Visitor Information Centres:

Volunteering at the Visitor Information Centres involves supporting tourism activity, events and welcoming visitors to our Shire with your time, knowledge and friendly disposition. Your services are highly valued and the key result of your dedicated volunteer support for the community within tourism will be return visitors, a positive word of mouth reputation, and people wanting to stay, live or invest here, which in turn, supports keeping our community healthy and sustainable into the future.

Glenelg Libraries:

Glenelg Libraries provides volunteering opportunities through Home Library services, in-branch assistance with re-shelving and maintenance of library materials, and programming activities such as storytelling or assisting public with simple technical help queries.

Youth Services:

Glenelg Shire Youth Services offers periodic volunteering opportunities in providing support to deliver youth events and programs such as FREEZA and Live4Life. Volunteering roles could include tasks such as event set up and pack down, supporting young people in event and program related tasks, running small activities, food preparation and supervision of event/program attendees. Volunteers must have a current Working with Children Check and a positive and engaging attitude.

Voluntary Interpreter Services:

The Voluntary Interpreter Services Directory was compiled in response to an increasing need to provide the assistance of interpreters and/or translators to visitors and new residents with a limited command of English. Council welcomes volunteers who are able to provide assistance with interpreting and/or translating English to residents and visitors in the Glenelg Shire.



Definitions and Principles of Volunteering

Volunteering Australia Introduced the National Standards for Volunteer involvement in 2015.

A new volunteer definition was released and adopted:

“Volunteering is time willingly given for the common good and without financial gain.”

Principles of volunteering

The National Standards state:

- Volunteering benefits the community and the volunteer.
- Volunteer work is unpaid.
- Volunteering is always a matter of choice.
- Volunteering is not compulsorily undertaken to receive pensions or government allowances.
- Volunteering is a legitimate way in which citizens can participate in the activities of their community.
- Volunteering is a vehicle for individuals or groups to address human, environmental and social needs.
- Volunteering is an activity performed in the not-for-profit sector only.
- Volunteering is not a substitute for paid work.
- Volunteers do not replace paid workers nor constitute a threat to the job security of paid workers.
- Volunteering respects the rights, dignity and culture of others.
- Volunteering promotes human rights and equality.

The National Standards for Volunteer Involvement are:

- Leadership and management.
- Commitment to volunteer involvement.
- Volunteer roles.
- Recruitment and selection.
- Support and development.
- Workplace safety and wellbeing.
- Volunteer recognition.
- Quality management and continuous improvement.



Volunteer Rights

Registered volunteers carrying out authorised duties on behalf of Glenelg Shire Council have the following rights:

- To work in a healthy and safe environment.
- To be treated in accordance with equal opportunity and anti-discrimination/harassment legislation.
- To be adequately covered by Council's insurance (please refer to the insurance section of the handbook).
- To be given accurate and truthful information about the organisation.
- To be provided with a copy of the organisation's volunteer policy and any other policies that affects their work.
- Not to occupy a position previously held by a paid worker.
- Not to do the work of paid staff during industrial disputes.
- To have a description of duties and agreed working hours.
- To have access to a grievance procedure.
- To be provided with orientation to the organisation.
- To have their confidential and personal information dealt with in accordance with the principles of the *Privacy and Data Protection Act 2014*.
- To be provided with sufficient training to carry out their duties.



Our Commitment to Each Other

We believe it is important when entering into an agreement to become a volunteer that both parties are clear on their roles and responsibilities.

Glenelg Shire Council will:

- Professionally engage with and select the right person based on what Council believes is the “best fit” for a volunteering role based on skills, interest and experience.
- Carry out checks to determine suitability for the role including undertaking National Police Record Checks, Working with Children Checks, referee checks and pre-existing health condition and injury checks.
- Develop a Volunteer Position Description for the volunteer, designate a manager or supervisor, discuss expected hours, anticipated expenses, and any other relevant information.
- Provide a safe working environment, as far as reasonably practicable. Undertake risk assessments for each volunteer role and ensure that activities involving volunteers comply with relevant workplace health and safety and risk management requirements.
- Provide induction, support and suitable training for volunteers in order to carry out the activities of the role safely and effectively.
- Provide an environment free from discrimination, harassment and bullying.
- Proactively address areas of conflict or grievance.
- Encourage and maintain open communication with volunteers regarding their role satisfaction and training needs, and to update volunteers on relevant Council activities or information.
- Ensure volunteers are appropriately registered and covered by relevant insurance.
- Not use volunteers to replace or cover paid employee positions.
- Terminate the services of a volunteer for improper conduct.

Volunteers will:

- Be sure their motives and objectives match the volunteer role and the Council’s expectations before accepting a role.
- Follow and be aware of the relevant policies, procedures and guidelines.
- Be a positive contributor to the organisation.
- Accept and perform the designated tasks of the volunteering role to the best of their ability and in a prompt, professional and reliable manner.
- Be willing to take part in induction and ongoing training as required.
- Accept support, supervision and constructive feedback on performance.
- Be open and honest in all communications.
- Participate as part of the team in which they are placed.
- Maintain confidentiality of information and documents relating to Council, Councillors, staff, clients, other volunteers and the general public.
- Treat other volunteers, staff members, Councillors, contractors, clients and members of the community with respect and dignity.



- To act in a manner that does not undermine Glenelg Shire Council in the community.
- Ensure behaviour is aligned to Glenelg Shire Council's values of respect, integrity, teamwork, service excellence and innovation.
- Notify Glenelg Shire Council of any issues relating to task allocation which may impact on your participation, for example: prior or existing physical restrictions.
- Notify their volunteer manager or supervisor of any changes to availability, personal details or circumstances.
- Adhere to the Code of Conduct.

Child Safe Standards Commitment

Glenelg Shire Council is committed to the safety, participation and empowerment of all children. Reducing and removing the risk of child abuse will be at the centre of our decision-making concerning children in our organisation. Council has zero tolerance for child abuse and all allegations and safety concerns will be treated seriously and acted upon. Council will actively listen to children, ensuring their voices are heard and considered in decisions that affect their lives. This approach is reflected in Council's Community Engagement Framework and Youth Charter.

Volunteers and employees are expected to recognise their responsibilities and comply with the Child Safe Standards.

We Value our Volunteers

How much you mean to us

Volunteers get involved for a variety of reasons. Some want to make a difference in the community they live in, others want to develop new skills and some simply want to meet new people and have fun. We don't have a typical volunteer.

What we do know though, is that every person who volunteers for Glenelg Shire Council has one thing in common, they are absolutely vital to connecting our community.

Volunteer Recognition

Council acknowledges and celebrates the significant contributions of its volunteers through Volunteer Recognition Receptions in Portland, Casterton, Heywood and Nelson which occur during the annual National Volunteer Week celebrations and through ongoing training and support.



Background Checks and Screening

It is a legal requirement that anyone 18 years and above must undergo a National Police Record Check before they commence working as a volunteer. Ongoing volunteers will require a National Police Record Check every three years. Council will fund the costs of all National Police Record Checks for volunteers and the National Police Certificate remains the property of Council.

Glenelg Shire Council volunteers are also required to hold a current volunteer Working with Children Check before volunteering begins. A Working with Children Check can be applied for online and is free for volunteers. If the new volunteer already has a current Working with Children's Check, they will be required to list Glenelg Shire Council as a volunteer workplace. Ongoing volunteers will be required to renew their Working with Children's Check every five years.

Three Month Performance Catch Up

At three months, a performance catch-up will be scheduled between the volunteer and their manager or supervisor. The manager or supervisor and the volunteer will discuss how the volunteer is settling into their role and the completed inductions relevant to the volunteering role. This catch up also provides the volunteer with an opportunity to share any feedback or concerns and ask any questions they may have.

Training

Glenelg Shire Council has the responsibility to ensure volunteers are provided with appropriate training prior to beginning a volunteer role, as well as supporting them with any ongoing training and skill development opportunities which, depending on the activity, may include the following:

- Induction training.
- Site specific OH&S induction training.
- Hazard identification.
- On the job and/or formal training specific to the activity.
- On the job training in specific risk management procedures as required.
- Communication skills.
- Basic administration.
- Other site-specific skills.



Workplace Health and Safety

Why do we do this?

Glenelg Shire Council is committed to ensuring their volunteers are provided with a safe working environment by eliminating risks to health, safety and wellbeing so far as reasonably practicable.

What are our and your obligations?

Glenelg Shire Council expresses its commitment to health, safety and wellbeing through:

- Policies and procedures: these are available for you to read and discuss.
- Information, training and supervision will be provided to ensure we understand and fulfil our responsibilities to you and the Shire.
- Personal protective equipment (PPE) will be provided for use if necessary.
- Encouraging you to exercise a duty of care to yourself and others.
- Incident reporting. Please contact your manager or supervisor immediately should any of the following incidents (no matter how big or small) occur while you are volunteering for Council:
 - You suffer any injury or accident or have a pre-existing injury or condition that could affect your capacity to carry out the role.
 - If an incident occurs in which injury or property damage occurs to other parties.
 - You identify a hazard or risk to you, other volunteer employees or the public.
- To assist in the safety of volunteers, all volunteers must “sign in” and “sign out” when they start and finish a volunteering shift, meeting or training.
- Perform their volunteer activities in accordance with the Position Description and agreed working arrangements.
- Maintain confidentiality regarding information involving Glenelg Shire Council, staff, Councillors, other volunteers, contractors and the public.
- Inform their volunteer manager or supervisor of any change to their eligibility or suitability for the agreed volunteer role.
- Inform the volunteer manager or supervisor as soon as possible if they are unable to attend.
- Be prepared to undertake a National Police Record Check and Working with Children's Check with an outcome that is suitable for the role.
- Inform the manager or supervisor of any pre-existing medical conditions that may affect or be worsened by the volunteering role.
- Work in alignment with Council’s health and safety policies and procedures in the duties they conduct on behalf of Glenelg Shire Council, and to comply with occupational health and safety legislation and principles, for example, be familiar with the organisation’s health and safety procedures.



Discrimination

Equal Employment Opportunity

Glenelg Shire Council is committed to the development of an Equal Employment environment where the primary objective is the elimination of discrimination and the application of good personnel management. Council has developed an Equal Opportunity, Anti-Discrimination and Anti-Bullying Policy, which is included in your starter kit for reference. All volunteers must perform their duties in accordance with this policy at all times.

All volunteers are entitled to equal and fair treatment. If you feel you are being discriminated against, raise this with your manager or supervisor or Organisational Development who can act to help you.

Sexual Harassment

The Council considers sexual harassment an unacceptable form of behaviour, which will not be tolerated under any circumstances. Please refer to the Equal Opportunity, Anti-Discrimination and Anti-Bullying Policy.

Code of Conduct

Confidentiality

Volunteers shall not use confidential information gained through their activities as a volunteer for the purpose of securing a private benefit for themselves or for any other person. Volunteers shall not disclose any confidential information for any reason without the authority to do so. Volunteers shall not disclose private or personal information as defined in the *Privacy and Data Protection Act 2014*.

Privacy and Personal Information Protection Act

Council will obtain personal information from volunteers including names, addresses, telephone numbers, criminal history information and other contact details. Personal information obtained by Council is governed by the *Privacy and Data Protection Act 2014*. This legislation provides direction for the collection, protection, storage, disposal, access and use of personal information by Council. Council will take all reasonable care to protect personal information from misuse, loss, unauthorised access, modification or disclosure. To ensure that personal information held by Council is current, volunteers should notify Council if any of their details change.

Expected Behaviours

Volunteers will act with honesty and integrity at all times and conduct themselves in a manner that upholds legal, regulatory and ethical requirements of their tasks. Glenelg Shire Council offers an environment free of bullying, harassment and other forms of discrimination.



In turn participations must not discriminate against others. This includes bullying, harassment, victimisation and alienation.

Volunteers will perform all tasks that they have volunteered to undertake with all due care, skill and diligence to protect the interests and safety of clients, volunteers, staff and Council.

Inappropriate Conduct or Performance

Council is committed to an ethical workplace and requires volunteers to report corrupt conduct, maladministration or serious and substantial waste of public money and if suspected are to report or discuss this with their volunteer manager or supervisor.

Breaches of this agreement and other inappropriate conduct may lead to dismissal from the volunteer role.

Examples of inappropriate conduct or performance include (but are not limited to):

- Workplace violence.
- Breach of confidentiality and privacy.
- Disruptive behaviour.
- Harassment, discrimination, bullying and victimisation.
- Neglect of duties and responsibilities.
- Theft or inappropriate use or removal of property.
- Use of alcohol or illegal drugs while undertaking volunteer duties.
- Committing a criminal offence while undertaking volunteer duties.
- Intended breach of Glenelg Shire Council's Occupational Health and Safety policy and procedures.

Alcohol, Smoking and Illegal Drugs

Volunteers are not permitted to drink alcohol, smoke or take illegal drugs while they are performing volunteer tasks on behalf of Council, or report for duty when their job performance is likely to be affected by alcohol or illegal drugs. Smoking is not permitted in Council vehicles, Council buildings or in the immediate vicinity of entrances to Council buildings, where passive smoking could impact others or the community, or where it can create a poor image of Council. Employees should only smoke in their own time or during authorised breaks.

Conflict of Interest

Volunteers may not use their position to gain profit or advantage. They will be aware of circumstances where a possible conflict of interest may arise and declare it if necessary. An example of a conflict of interest might be where a volunteer purchases items on Council's behalf from a business which is owned by the volunteer's family. If you are unsure, please talk to your volunteer manager or supervisor to gain clarity around this.



Continually Improving

We encourage you to discuss your ideas with your volunteer manager or supervisor. You may also be asked to participate in feedback surveys and complete an exit questionnaire to help us recognise our strengths and develop our programs.

Use of Resources

- Volunteers are to use Council equipment during a volunteer agreement, not their own.
- Volunteers shall use Council resources effectively and economically.
- Volunteers must not improperly use Council resources.
- Volunteers shall not use Council property for their own purposes.

Out of Pocket Expenses

Prior to any purchase, potential out-of-pocket expenses should be discussed and approved by your volunteer manager or supervisor. If approved, out-of-pocket expenses will be reimbursed if a claim is submitted with proof of payment attached, for example, a tax invoice. The volunteer manager or supervisor must sign the claim form and supply a general ledger number for the expense.

Acceptance of Gifts/Benefits

Giving or receiving gifts may give the impression of favouritism and could raise expectations of the level of support you can provide in your role. As such, we ask that volunteers don't give or receive personal gifts in the capacity of a volunteer with Council.

Signing In and Out

To assist in the safety of volunteers, all volunteers must "sign in" and "sign out" when they start and finish a volunteering shift, meeting or training. Please ask your volunteer manager or supervisor for instructions.

Media Protocol

Volunteers are not permitted to make any comments to the media on behalf of Council.

Council often requires photographs or video footage to be taken of local residents, community members and volunteers using Council services or participating in Council events for use in publications, on Council's website, social media tools and/or by the media and affiliate organisations. Council will obtain volunteer permission before proceeding with such photographs.

Volunteers must also take care when using social media channels that their representations of Council are fair and just, please refer to our Social Media Policy.



Any questions relating to this should be directed to the volunteer manager or supervisor.

Dress Code

When on duty your clothing and appearance are to be neat, clean, suitable and safe for the duties being undertaken. Where appropriate Council may provide personal protective equipment and/or clothing which must be utilised by the volunteer in accordance with Council requirements.

When wearing a uniform to and from work volunteers are expected to conduct themselves in a responsible and professional manner.

Identification Badge

Some volunteers may be issued with an identification badge clearly stating “volunteer”, this should be worn at all times while volunteering for Council. This serves to clearly identify a volunteer and their role with Council. When a volunteer ceases their role with Council, the badge is to be returned to their manager or supervisor or the Organisational Development team.



Insurance

Volunteers must be registered as a volunteer with Glenelg Shire Council to be provided cover under the terms and conditions of Council's Public Liability, Personal Accident Insurance or other related insurance. Volunteers who are registered with the Glenelg Shire Council will, while acting as a volunteer, be covered by the limited Personal Accident Insurance cover effected by Council, and for third party personal injury or damage to property caused by an occurrence in connection with the business of Council, subject to the terms and conditions of the policy.

Please note:

- Council retains ownership of the policy and retains discretion in terms of any benefits payable under the policy.
- Volunteers are only covered by Public Liability Insurance (subject to the terms and conditions of the policy) while assisting Council in clearly defined Council activity, and while the volunteer's assistance is approved/controlled and/or known by Council.
- Volunteers are covered by a limited Personal Accident Insurance (subject to the terms and conditions of the policy) only while assisting Council in clearly defined Council activity, and while the volunteer's assistance is approved/controlled and/or known by Council.
- Councils Motor Vehicle Insurance Policy does not cover volunteers using their own vehicles. Council strongly recommends all volunteers maintain their own comprehensive motor vehicle insurance policy. Council will not cover any costs associated with an accident or the insurance cover itself.
- If volunteers wish to take helpers (e.g. friends or relatives) to assist them with volunteer duties, these individuals must also be registered with Glenelg Shire Council to be covered by Public Liability Insurance.
- Volunteer parents or guardians who take children along while they participate in volunteer work, must be prepared to do so at their own risk. Children under the age of 16 years cannot be registered as volunteer.

Please contact your manager or supervisor immediately should any of the following incidents occur while you are volunteering for Council:

- You suffer any injury.
- Any incident occurs in which injury or property damage occurs to other parties (third parties).

Injury to Volunteer

Cover is provided for registered volunteers who are seriously injured/disabled while actively engaged in authorised volunteer work. Council holds a Personal Accident Insurance Policy which includes coverage for volunteers. The scope and details of cover, limitations and exclusions as well as the policy wording are available if required.

It is strongly recommended that all volunteers maintain membership of an ambulance scheme covering costs of ambulance transportation.

Any accidents or near misses are to be reported to the volunteer manager or supervisor as soon as practicable.



Admission of Liability

Under no circumstances should a volunteer admit liability on behalf of Council where any personal injury or property damage to third parties occurs. Non-admission of liability is a condition of the Council's insurance policies and must be observed. Admission, or implied admission, limits the Council's ability to defend any claim.

Volunteers Personal Property

Volunteer's personal items are not covered by Council insurance while undertaking volunteer activities. Volunteers are encouraged not to bring or wear items of any significant value (including jewellery). All attempts should be taken to secure personal items against theft or damage.

Use of Council Equipment

Volunteers may be provided with Council's equipment to assist in performing various activities. If a licence or qualification is required to operate plant or equipment, a volunteer must provide evidence of such qualification or licence. All care should be taken to ensure that equipment is used correctly and within the guidelines and safe operational instructions provided by the volunteer manager or supervisor.

Council's policy does not cover any wilful or deliberate damage to Council property. If equipment is damaged, the manager or supervisor must be notified immediately, and an incident report must be completed and returned to Council's Risk Management Officer.

Use of Council's Motor Vehicles

Volunteers may be requested to use a Council motor vehicle during the course of performing various activities. The volunteer manager or supervisor must sight a volunteer's driver's licence before allowing them to drive the vehicle.

Council's motor vehicle insurance will cover damage to a Council vehicle by a volunteer while working on Council authorised business. Council's policy does not cover any wilful or deliberate damage to Council property.

If a motor vehicle is damaged, the volunteer manager or supervisor must be notified immediately, and an incident report must be completed and forwarded to Council's Fleet Coordinator via the volunteer manager or supervisor within 48 hours.

The vehicle logbook must be completed correctly each time the vehicle is used. A full orientation of the vehicle will be provided before using a Council vehicle.



Feedback, Complaints and Grievances

Feedback and Complaints

Council is always looking for ways to make their services better, so any feedback or suggestions you have will always be welcome.

If you would like to provide feedback or make a complaint, please contact your volunteer manager or supervisor or the Organisational Development team.

Grievances

Before commencing any formal dispute resolution process, the parties to any disagreement will endeavour to resolve their differences in a courteous and respectful manner. If discussions at the workplace level do not resolve the dispute, a party to the dispute may refer the matter to Fair Work Commission.

Refer to Council's Dispute Settling Procedure, as set out in the Enterprise Agreement.

Cessation of Volunteering Role

A volunteer's service with Council can be discontinued if:

- Council receives notice from the volunteer of their decision to cease the role.
- Council considers the volunteer has acted contrary to this handbook, and relevant program guidelines or a way in which Council is brought into disrepute.
- Council determines that the volunteer role is no longer required.
- Council determines that the volunteer does not have the appropriate level of capacity to undertake the role.

The volunteer and manager or supervisor will discuss a mutual finish date and try to allow for volunteer replacement if needed. When a volunteer leaves, they need to return any Council property in their possession to their manager or supervisor.

In instances of misconduct or breaches to the volunteer responsibilities, the volunteer manager or supervisor has the right to dismiss the volunteer. This includes, but is not limited to:

- Theft of property or funds, or other fraudulent behaviour.
- Intoxication through alcohol or other substances whilst or during volunteering.
- Discrimination or harassment of any kind (physical, verbal, sexual) of any other volunteers, clients or staff.
- Disclosure of confidential information regarding Council and/or clients.
- Breaching any other volunteer responsibilities as per the Code of Conduct.
- Malicious damage to Council or community property.
- Not working in a safe manner.
- Non-compliance with rights and responsibilities.



What's Next?

Thank you for taking the time to read through Glenelg Shire Council's Volunteer Handbook. We hope this becomes a document that you are able to refer back to throughout your role.

We would like to thank you for choosing to become a volunteer with Glenelg Shire Council and your valuable contribution to our community.

