

Volunteers Policy

Purpose	To provide clear guidance for the management, support, and recognition of volunteers within the City of Burnside, fostering a vibrant, inclusive, and community-driven volunteer culture.
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Policy Statement	1. Introduction 1.1 The City of Burnside values and recognises the vital role volunteers play in enriching community life. Through their generous contribution of time and skills, volunteers enhance Council services and help improve the wellbeing of our residents. 1.2 This Policy establishes a consistent, respectful, and inclusive approach to managing Council volunteer programs and supporting all volunteers. 1.3 Council volunteer programs aim to: <ul style="list-style-type: none">• Enhance the delivery of community services;• Foster community engagement and participation;• Provide meaningful opportunities for people to contribute to their community;• Strengthen the connection between Council and the community;• Promote inclusive volunteering opportunities;• Encourage social connection and personal fulfillment; and 1.4 Support the health, wellbeing and quality of life of residents. 2. Legislative Requirements Council's management of volunteers is subject to the same legislative responsibilities as management of staff, as well as specific legislation for the protection of volunteers. These include the Volunteer Protection Act 2001 and the Work Health and Safety Act 2012. The intent of the Volunteer Protection Act is to protect volunteers from personal liability for loss, injury or damage caused as a result of an act or omission on their
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part while undertaking their volunteering duties on behalf of an incorporated organisation.

- 2.1 Council's engagement with volunteers is guided by the [National Standards for Volunteer Involvement](#) which provides a best practice framework to ensure safe, effective and inclusive volunteer participation.
- 2.2 The City of Burnside is committed to fostering a culture of accountability and respect, where volunteers are supported to uphold high standards of behaviour and where any concerns are managed promptly and fairly.

3. Policy

- 3.1 For the purpose of this Policy, volunteers are defined as persons who:
 - Participate in an authorised volunteer program coordinated or supported by the City of Burnside;
 - Receive no monetary reward for their participation;
 - Act of their own free will;
 - Work to benefit the Council and the local community;
 - Contribute to services delivered by Council, but do not replace, the work of paid staff.
- 3.2 The City of Burnside encourages, supports, and invests in the recruitment, training, and retention of volunteers across a range of programs and services.
- 3.3 Volunteering is recognised as a valuable pathway for community engagement, skill development, lifelong learning, employment preparation, and transition to retirement. Council is committed to providing a safe and inclusive environment for volunteers in line with the Work Health and Safety Act 2012 (SA).
- 3.4 Council fosters an inclusive volunteering environment by implementing practices that consider accessibility, inclusion and equitable participation for all volunteers.
- 3.5 Volunteers and Councils Rights and Responsibilities are outlined in the Volunteer handbook. This document is part of the pack supplied to each volunteer as part of the corporate induction process.

4. Volunteer Recognition

- 4.1 The City of Burnside celebrates and recognises the contributions of its volunteers through:
- Annual events such as National Volunteer Week and a special end-of-year celebration;
 - Formal recognition will be given for every five-year service milestone, starting at five years of service
 - An annual award for 'Outstanding Achievement by a Volunteer,' presented by the Mayor;
 - Certificates and Letters of Appreciation;
 - Social media and public acknowledgement which may include recognition in newsletters or on the website.
- 4.2 Volunteer program supervisors are empowered to recognise volunteers appropriately.

5. Training and Development

- 5.1 All role-specific training and required background checks will be provided and coordinated by the City of Burnside.
- 5.2 Volunteers will have access to ongoing training and development opportunities relevant to their roles.
- 5.3 The City of Burnside encourages volunteers to develop new skills and will support training that enhances their contributions.

6. Behavioural Standards/Code of Conduct

- 6.1 Volunteer conduct is governed by the principles outlined in the National Standards for Volunteer Involvement that require organisations to:
- Establish clear behavioural expectations for volunteers.
 - Promote respectful, inclusive, and safe environments.
 - Implement procedures to address misconduct, grievances, and breaches of conduct.
 - Ensure volunteers understand their rights and responsibilities, including the consequences of inappropriate behaviour.
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- 6.2 The Council is committed to fostering a culture of accountability and respect, where volunteers are supported to uphold high standards of behaviour and where any concerns are managed promptly and fairly.
- 6.3 The City of Burnside's Volunteer Code of Conduct is attached in Appendix 1.

7. Performance Management

- 7.1 Any performance management or misconduct issues relating to a volunteer as outlined in Appendix 1 of this policy will be promptly managed by the Volunteer Program Supervisor and the Volunteer Program Coordinator. The process to be followed is detailed in the Volunteer Handbook, provided to each volunteer as part of the onboarding process.
- 7.2 The Volunteer Program Coordinator has the authority to assess issues that arise, working with the Volunteer Supervisor and the volunteer for the best possible outcome. This may include issuing a warning, transferring the volunteer to another program, or termination of the volunteer role.
- 7.3 In all cases a fair and transparent process will be followed, ensuring that the volunteer's confidentiality is maintained at all times.

Other Useful Documents

Related Documents

- Background Check Protocol
- Better Living Better Health – Regional Public Health and Wellbeing Plan for the EHA Constituent Councils 2020-2025
- Children and Vulnerable Persons Protocol
- Connected Communities Strategy 2022-2026
- Performance Management and Misconduct Protocol
- Social Media Policy
- Volunteering Australia Nationals Standards for Volunteer Involvement

Relevant Legislation

- *Children and Young People (Safety) Act 2017*
- *Child Safety (Prohibited Person) Act 2016*
- *Disability Inclusion Act 2018*
- *Local Government Act 1999*
- *Volunteer Protection Act 2001*

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- *Work Health and Safety Act 2012*

Glossary

Throughout this document, the below terms have been used and are defined as:

Volunteer: A volunteer is someone who provides unpaid help in the form of time, skills or services through the Council's volunteer programs.

Volunteer Program Coordinator: Provides a strategic and coordinated approach to the recruitment, support and development of volunteering within the City of Burnside.

Volunteer Supervisor: Supports a specific volunteer program at the City of Burnside including reporting on recruitment needs, the provision of rosters to meet operational and WHS requirements, on site induction processes, communications, and liaison with Volunteer Program Coordinator as required.

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

Administrative

As part of Council's commitment to deliver the City of Burnside Strategic Community Plan, services to the community and the provision of transparent information, all policy documents are reviewed as per legislative requirements or when there is no such provision a risk assessment approach is taken to guide the review timeframe.

This Policy document will be reviewed every 4 years unless legislative or operational change occurs beforehand.

Adoption Date: 16 September 2025

Review Date: 16 September 2029

Strategic Plan Reference

Principles: Spans all Strategic Plan Principles

Theme: Community

Goals: A thriving, healthy, inclusive and connected community.

Priorities: Spans all Strategic Plan Priorities

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Review History

ECM Reference:	Authorising Body:	Date/Decision ID	Description of changes
988256	Council	December 2006	Adoption of Policy
		September 2021, C280921/12946	Review of Policy
		September 2025 C92025/14017	Review of policy. Editorial and format changes have been made consistent with the current policy template. Use of more inclusive language. Stronger alignment with national standards. New and expanded sections on training, conduct, performance management and recognition strategies.

Contact

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APPENDIX 1 - Volunteer Code of Conduct

Purpose

This Code of Conduct outlines the expected standards of behaviour for City of Burnside volunteers. It supports a safe, respectful and inclusive environment for all volunteers, staff and community members.

Scope

This Code applies to all individuals registered as volunteers with City of Burnside, regardless of role or location. It complements relevant legislation.

Guiding Principles

Volunteers are expected to uphold the following principles:

- Integrity – Act honestly, ethically and in the public interest.
- Respect – Treat others with dignity, fairness and inclusivity.
- Accountability – Take responsibility for actions and decisions.

Volunteer Responsibilities

- Comply with all relevant Council policies, procedures and safety protocols.
- Ensure that any incident, hazard, complaint or issue is reported to the volunteer supervisor at the earliest opportunity.
- Perform duties reliably and in accordance with their position description.
- Maintain confidentiality and privacy of Council and community information.
- Avoid conflicts of interest and disclose any potential concerns.
- Represent the Council positively and professionally.
- Participate in training, meetings, and performance reviews as required.
- Respect Council property, facilities, and the environment.
- Notify Supervisors of any inability to attend or perform duties.
- Guard against misuse of the position to gain advantage for themselves or others.
- Abide by the City of Burnside's media policy and refrain from interacting with or providing information to the media without prior approval from their supervisor.

Volunteer Rights

- Be treated with respect, fairness, and dignity.
- Work in a safe and inclusive environment.
- Receive appropriate training, supervision, and support.
- Access relevant Council policies and procedures.
- Be covered by appropriate insurance while volunteering.
- Decline or withdraw from their volunteer role at any time.
- Ensure that their confidential and personal information is handled in accordance with the principles outlined in Council's policies and procedures.

Council Responsibilities

- Provide a safe, inclusive, and supportive environment for volunteers.
- Ensure volunteers are appropriately trained and supervised.

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- Maintain secure records of volunteer information.
- Consult with volunteers in relevant decision-making processes.
- Provide clear communication channels for feedback and complaints.
- Recognise and value the contributions of volunteers.
- Conduct necessary background checks and screenings in line with legislation and council protocols.

Compliance and Conduct Management

- Volunteers are expected to comply with this Code at all times.
- Supervisors are responsible for monitoring compliance.
- Alleged breaches will be managed in accordance with Council's complaints and misconduct protocols, always ensuring procedural fairness.
- Consequences may include warnings, suspension, or termination of volunteer engagement.
- Serious misconduct may result in immediate termination and referral to relevant authorities.
- Volunteers may be considered public officers under the [Independent Commission Against Corruption \(ICAC\)](#) Act. Any conduct that breaches this Code may be deemed misconduct in accordance with the provisions of the ICAC Act.

Relevant Legislation and Related Documentation

- *Local Government Act 1999 (SA)*
- *Work Health and Safety Act 2012 (SA)*
- *Volunteer Protection Act 2001*
- *Independent Commission Against Corruption Act 2012 (SA)*
- National Standards for Volunteer Involvement (Refreshed in 2023)

Review

This Code of Conduct will be reviewed every 4 years unless legislative or operational change occurs beforehand.

Adoption Date: 16 September 2025

Review Date: 16 September 2029