



1. Intention

To provide guidance on the management of volunteers performing tasks and duties for or on behalf of the Shire of Waroona.

2. Scope

This policy applies to Elected Members, employees and volunteers of the Shire of Waroona.

3. Statement

The Shire of Waroona values the contribution and enthusiasm of community volunteers and recognises its responsibility to provide an environment where volunteers on behalf of Council can work safely in an environment which seeks to minimise risk and the potential of injury.

As such Council will -

- Maintain an up-to-date register of Shire volunteers to ensure eligibility under Council's insurance policies;
- Align volunteer management practices with the National Standards for Volunteer Involvement which represent and explain best practice in volunteer management;
- Promote and facilitate active participation from residents;
- Provide clear role descriptions and ensure volunteer work complements, but does not replace, paid staff roles.
- Offer appropriate induction, supervision, ongoing training, and support to all volunteers.
- Acknowledge and celebrate the contributions of volunteers through regular recognition initiatives.
- Foster a respectful working environment that supports positive relationships between volunteers, staff, and the community.
- Ensure mutual respect by outlining clear expectations for both volunteer rights, such as fair treatment, safety, and recognition, and responsibilities, including adherence to policies, confidentiality, and respectful conduct.

The following points identify policy considerations for volunteering involving organisations and can be addressed as part of the process to implement the national standards.

- Recruit volunteers fairly, in line with anti-discrimination and equal opportunity legislation;
- Provide volunteer staff with orientation and training relevant to their volunteer role;
- Maintain a safe and healthy work environment for volunteers in line with Work, Health and Safety legislation;
- Provide appropriate and adequate insurance coverage for volunteer staff;
- Clearly define volunteer roles to distinguish them from paid positions and avoid replacing paid staff or to relieve staff absences during industrial disputes or paid staff shortages;
- Assign appropriate supervision and performance feedback mechanisms to support volunteers;
- Provide volunteers with access to Council policies pertaining to volunteer staff;
- Provide all volunteers with access to grievance and disciplinary policies and procedures;
- Recognise volunteer contributions regularly and reimburse volunteer staff for agreed out of pocket expenses;;
- Involve volunteers in relevant agency decisions and provide feedback opportunities.

Volunteers between the ages of 16 and 80 years are automatically covered for personal accident insurance under the Council's personal accident insurance policy. For volunteers outside this age range, the Shire will liaise with Local Government Insurance Services to determine and, where possible, secure appropriate coverage.

4. Legislative and Strategic Context

Nil.

5. Review

This policy is to be reviewed triennially.

6. Associated Documents

Nil.

7. Document Control

Division	Human Resources		
Policy Number	HRP014		
Contact Officer	Director Development & Customer Services		
Related Legislation	Nil		
Related Shire Documents	Nil		
File Number	Nil		
Risk Rating	Low	Review Frequency	Triennially
Next Review	July 28	Date Adopted	25/09/2007
OCM Number	OCM07/160	Previous Policy No.	HR003, 2.47

8. Amendments

Date	Details of Amendment	Reference	Record Number
22/06/2021	Updated as part of major review and reformatted.	OCM21/06/071	
22/07/2025	Reviewed with significant amendments to text	OCM25/07/105	CM.7, Nil