



Volunteer Policy

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Responsible officer:	Manager Community Care
Policy owner	Coordinator Wellness and Engagement

1. Purpose

Council engages volunteers to support the delivery of a range of Council programs and services. This policy sets out the principles for the appropriate and consistent management of volunteers within the organisation.

2. Scope

This policy applies to Council Officers who are responsible for the management and supervision of volunteers who support the delivery of Council programs and services. Council Service Units are responsible for developing operational procedures specific to their area, to further guide and support volunteers.

3. Definitions

Word/Term	Definition
Volunteer	<p>Council defines volunteers as people who:</p> <ul style="list-style-type: none">• Undertake activities that benefit Council and the community• Participate of their own free will and without coercion• Receive no financial payment from Council for their services• Participate in a designated Council volunteer position <p>Council volunteers include:</p> <ul style="list-style-type: none">• Members of Council managed Advisory Committees where those roles include direct service delivery• Volunteers who participate in Council managed programs and services on an occasional, regular, short term or long-term basis

4. Policy

4.1 Background

Council acknowledges the importance of volunteers within its Council and Wellbeing Plan. Council is committed to enhancing volunteerism within the community and across the organisation, therefore having the dual role of:

- Supporting and managing volunteers who assist in the delivery of Council programs and services
- Playing a leadership role in promoting volunteerism within the municipality

Currently Council engages a significant number of volunteers. Council Officers are responsible for the recruitment, induction and management of volunteers and for the development of operational procedures that guide and support volunteers on a day to day basis.

This volunteer policy acknowledges the importance of volunteering and formalises Council's commitment to developing and implementing management systems that provide positive experiences for its volunteers. Council's volunteers will not replace paid employees or be utilised to backfill staff vacancies.

4.2 Objectives

Council aims to achieve best practice standards in volunteer management, therefore, management of Council's own volunteers is aligned with the National Standards for Volunteer Involvement 2015, developed by Volunteering Australia. The standards emphasise the importance of adopting a systems approach to managing volunteers that is continually reviewed and improved.

4.3 Council's Commitment to Volunteers

Council is committed to developing a model that integrates the National Standards into a volunteer management system that can support the organisation through growth, change and improvement. Council will aim to provide positive experiences that match expectations, interests and time commitments. Further to this Council will:

- Promote a safe work and discrimination free environment for self and others
- Provide opportunities to develop new skills through training and mentoring
- Provide clear lines of communication
- Recognise and acknowledge volunteer contributions
- Provide appropriate and adequate insurance coverage

4.4 Volunteers Commitment to Council

Volunteers supporting the delivery of Council programs and services have a responsibility to:

- Adhere to Council policies and procedures.
- Adopt safe work and non-discriminatory practices in the workplace
- Perform volunteer activities in accordance with the agreed position description and working arrangements
- Attend orientation and training opportunities as required
- Provide truthful and accurate information
- Respect privacy and confidentiality
- Ask for support or assistance when needed
- Value and support other members of the team
- Be committed to the project, organisation and the organisations values

5. Responsibility/Accountability

All Council Staff who manage and supervise volunteers are responsible for the implementation of this policy.

6. References and links to legislation and other documents

Name
Equal Opportunity Act 2010
Crimes Amendment (Bullying) Bill 2011
Occupational Health & Safety Act 2004 (Vic)
Worksafe Victoria A guide for employers Workplace Bullying March 2020
Melton City Council Discrimination, Harassment and Bullying Policy
Melton City Council Child Safe Policy, Procedure and Code of Conduct
A Handbook for Community Service Organisations Volunteer Health and Safety, WorkSafe Victoria
Melton City Council CitySafe Occupational Health and Safety Policy 2018
National Volunteer Strategy, Department of the Prime Minister and Cabinet
National Standards for Volunteer Involvement 2015, Volunteering Australia
Equality and Respect 2030
Gender Equality Act 2020