



Volunteer Policy

Department/Unit	Community Health & Wellbeing	First Implemented	May 2016	Review Date	August 2028
Origin	Coordinator Community Strengthening	Reviewed	April 2024	Version	4
Authorising Officer	Endorsement by Council	Effective From	20 August 2024	TRIM Reference	E18

- Deleted:** August 2023
- Deleted:** Community Service
- Deleted:** April 2021
- Deleted:** 3
- Deleted:** General Manager Community & Corporate Services
- Deleted:** 18 May 2021

Purpose/Objective

The Volunteer Policy outlines the principles by which Mansfield Shire Council will recruit, manage and support volunteers engaged across the organisation's programs, activities, events and committees.

The purpose of the Volunteer Policy is to:

- a) provide strategic direction to develop and support voluntary activity within Council, which reflects the unique needs of the Mansfield ~~Shire~~ community;
- b) provide a consistent and standardised approach to the way in which volunteers are recruited, managed and supported in their roles and work practices at Council;
- c) recognise and formalise the commitment of Council and the role of volunteers within Council; and
- d) ensure Council continually strives to meet the minimum requirements of the *National Standards for Volunteer Involvement (2015)*.

- Deleted:** Mansfield Shire
- Deleted:** Mansfield Shire

Policy Statement

Volunteers and voluntary groups are an invaluable resource to our community making a significant contribution to the political, social, economic, environmental and cultural fabric of the local community. Support for volunteers and the development of volunteering within Mansfield Shire Council will help ensure the services and facilities ~~provided~~ are responsive, sustainable and effective.

- Deleted:** the
- Deleted:** we provide

The Volunteer Policy articulates Council's commitment to the following eight key areas of responsibility, consistent with the *National Standards for Volunteer Involvement (2015)*:

- Deleted:** Guided by the Volunteer Policy, Council will adopt an integrated, whole of Council approach to support and strengthen volunteering within Council, for the mutual benefit of Council and the broader Mansfield Shire community. ¶

1. Leadership and management

2. Commitment to volunteer involvement
3. Volunteer roles
4. Recruitment and selection
5. Support and development
6. Workplace safety and wellbeing
7. Volunteer
8. Quality management and continuous improvement

These Standards have been developed by Volunteering Australia as a best practice guide to supporting voluntary personnel in not-for-profit organisations.

Council is committed to meeting the *Child Safe Standards (2016)* for all activities involving volunteers where they are in contact with children and young people under the age of 18 years.

Principles of Volunteering

Council is committed to the Principles of Volunteering as documented by Volunteering Victoria (2015):

- ▶ Volunteering benefits the community and the volunteer
- ▶ Volunteering is always a matter of choice
- ▶ Volunteering is an activity that is unpaid and not undertaken for the receipt of salary, pension, government allowance or honorarium
- ▶ 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
- ▶ 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

Definitions

Term	Definition
Council	Mansfield Shire Council,
Council Officers	Employees of Council <u>including the Chief Executive Officer,</u>
<u>Volunteering,</u>	<u>Time willingly given for the common good and without financial gain,</u>

Deleted: and its officers are also

Deleted: 2

Deleted: Voluntary work

Deleted: <#>¶ not compulsorily undertaken to receive pensions or government allowances ¶

Deleted: ing is an activity performed in the not-for-profit sector only

Deleted: <#>Volunteering is not a substitute for paid work ¶

Deleted: , being a body corporate constituted as a municipal Council under the Local Government Act 1989

Deleted: Councillors

Deleted: The Chief Executive Officer and e

Deleted: , appointed by the Chief Executive Officer

Deleted: Program Coordinator

Deleted: Spontaneous volunteers

Deleted: Individuals or groups of people who seek or are invited to contribute their assistance during and/or after an event, and who are unaffiliated with any part of the existing official emergency management response and recovery system and may or may not have relevant training, skills or experience (Red Cross Australia, 2008).

Term	Definition
Volunteers	<p>People who deliver a Council endorsed service that benefits the community, of their own free will and without personal financial gain.</p> <p>Volunteers in terms of this policy do not include incorporated bodies, community groups, or individuals that have no established agreement for activities to be undertaken on behalf of Council.</p> <p>Includes volunteers who are remunerated for their time through projects/programs and are not classified as staff or contractors and maybe remunerated for a one-off event or for attending periodic program meetings.</p>
Vocational placement	A student who is completing a course to undertake practical training and gain experience in a real-life workplace.

Deleted: Volunteering

Deleted: Time willingly given for the common good and without financial gain.

Scope

The Volunteer Policy applies to:

1. All Council employees, Councillors, contractors, [volunteers](#), and other authorised personnel of Mansfield Shire [Council](#).
2. All individuals volunteering within services and/or programs that are funded and/or managed by [Council](#).
3. All vocational placement personnel undertaking their placement at [Council](#).
4. Managers of spontaneous emergency volunteers (MSEV), in the event of an emergency.

Deleted: volunteers

Deleted: Council;

Deleted: Council;

Deleted: Council;

This policy does not apply to:

- ▶ Other not-for-profit or voluntary organisations operating in Mansfield Shire using volunteers and/or vocational placement personnel to deliver their services
- ▶ Volunteers providing their services in the event of an emergency, where this is managed externally by a partner organisation
- ▶ Volunteers of sporting clubs
- ▶ Volunteers of Service clubs such as Rotary, Lions, Apex and RSL
- ▶ Volunteers of Public Halls
- ▶ Volunteers of all other community groups within [Mansfield Shire](#)
- ▶ Volunteers of committees of management who are under a Service and Funding Agreement with Council

Deleted: the

It is expected that these organisations and groups will implement their own policy, relevant to their specific requirements.

Responsibilities

Overall responsibility for the application of this Policy is held by the Chief Executive Officer.

Managers are responsible for ensuring their staff comply with the principles, [practices](#), and any associated procedures of this policy. Management, employees, [contractors](#), and volunteers are to be familiar with, and competent in, the application of this Policy, and are accountable for the delivery of this policy within their areas of responsibility.

Deleted: practices

Deleted: contractors

The [Community Health and Wellbeing Directorate](#) is the owner of this policy. Any reviews of this Policy must be made in consultation with the staff responsible for Volunteers, and [the Executive Manager Community Health & Wellbeing](#).

Deleted: Senior Coordinator Community and Economic Development

Deleted: General Manager Community & Corporate Services

Council's responsibilities

Council is committed to supporting volunteers within Council by:

- ▶ Recruiting volunteers in a proactive and professional manner
- ▶ Ensuring volunteer roles are defined, [documented](#), and clearly communicated
- ▶ Providing a formal induction and orientation program that will provide information about the role, and [relevant](#) policies and procedures of Council
- ▶ Ensuring volunteer involvement records are maintained
- ▶ Providing appropriate support to volunteers to assist them to perform their role at the highest standard
- ▶ Providing a supervising officer to provide volunteers with a clear point of contact within Council
- ▶ Ensuring that volunteers enhance the work of paid employees, never [replace](#), or supersede it
- ▶ Providing a supportive and safe work environment
- ▶ Celebrating, [recognising](#), and acknowledging the contribution of all volunteers within Council

Deleted: documented

Deleted: Recognising and upholding the contribution that volunteers within Council make in supporting the delivery of Council services, programs and events

The Volunteer Policy will be referenced in any induction program for Council volunteers. Volunteers may seek access to the documentation via their supervising officer.

Volunteer responsibilities

Volunteers will:

- ▶ Ensure their motives and objectives are consistent with the specified role and Council's expectations before accepting a [role](#).
- ▶ Follow, and be aware of the policies and procedures [of](#) Council that are relevant to their [role](#).
- ▶ Be a positive contributor to Council and uphold Council's values and [aims](#).
- ▶ Be willing to take part in induction, [orientation](#), and ongoing training as [required](#).
- ▶ Accept support, [guidance](#), and supervision by the responsible Council [supervisor](#).
- ▶ Be open and honest in all [communications](#).
- ▶ Work as a member of the [team](#).
- ▶ Not represent themselves as a paid employee of Council or obligate Council in any [way](#).

- ▶ Respect privacy and confidentiality of fellow volunteers and Council employees, and the members of the public they [assist](#).
- ▶ Where required, be willing to sign and adhere to the position description relevant to their [role](#).
- ▶ Be willing to undertake evaluation as [required](#).
- ▶ Contribute to a safe working environment for other voluntary personnel, paid employees, and members of the public.

References / Related Policies

- ▶ Mansfield Shire Council Plan
- ▶ [Occupational Health and Safety Policy](#)
- ▶ [Working Alone Procedure](#)
- ▶ [Mansfield Shire Council Staff Code of Conduct](#)
- ▶ [Child Safe Policy and Procedures](#)
- ▶ [Equal Opportunity and Human Rights Policy](#)
- ▶ [Privacy and Data Protection Policy](#)
- ▶ [Discrimination, Harassment and Bullying Policy](#)
- ▶ [Complaints Handling Policy](#)
- ▶ [Drug and Alcohol Procedure](#)
- ▶ [Fleet Policy](#)
- ▶ [Grievance Policy](#)
- ▶ [Incident Notification and Investigation Procedure](#)
- ▶ [Municipal Emergency Management Framework](#)
- ▶ [Volunteer Handbook](#)

Legislation

- ▶ [Age Discrimination Act 2004 \(Cth\)](#)
- ▶ [Disability Discrimination Act 1992 \(Cth\)](#)
- ▶ *Victorian Racial and Religious Tolerance Act (Vic) 2001*
- ▶ [Sex Discrimination Act 1984 \(Cth\)](#)
- ▶ *Victorian Information Privacy Act 2000*
- ▶ Child Safe Standards 2016
- ▶ [Working with Children Act 2005](#)

Deleted: <#>First Aid Policy and Procedure 2018 ¶

Deleted: <#>y 2022

Deleted: OHS-PRO-11

Deleted: 2021

Deleted: 2022¶
Child Safe Policy Conduct

Deleted: 2022

Deleted: and Code of Conduct 2018

Deleted: Bullying and Harassment Policy (NO current Policy)

Deleted: <#>Reportable Conduct Scheme Policy¶

Deleted: Bullying and Harassment Policy 2017 ¶
Complaint Resolution Policy 2019 ¶
Information Security Policy and Procedures 2020 ¶

Deleted: <#>Recruitment and Selection Policy and Procedure 2014 ¶
OH&S - Occupational Health and Safety Policy 2019 ¶
Drug and Alcohol Policy 2013 ¶
Risk Management Policy 2019 ¶
Equal Opportunity and Human Rights 2019 ¶
Gifts, Benefits and Hospitality Policy 2017 ¶
Fraud Prevention and Control Policy 2019 ¶
Council Expenses Policy 2020 ¶

Deleted: , Youth and Families

Gender Impact Assessment

The Volunteer Policy has had a Gender Impact Assessment (GIA) completed and is compliant with the obligations and objectives of the Victorian Gender Equality Act 2020.

Deleted: Commonwealth Fair Work Act 2009 ¶

Deleted: Commonwealth Privacy Act 1988 ¶

Implementation

This Policy is effective from 20 August 2024.

Deleted: Commonwealth Disability Discrimination Act 1992 ¶
Victorian Charter of Human Rights and Responsibilities 2006 ¶
Victorian Occupational Health and Safety Act 2004 ¶
Victorian Equal Opportunity Act 2010 ¶
Victorian Charter of Human Rights and Responsibilities Act 2006 ¶
Victorian Disability Act 2006 ¶
Victorian Health Records Act 2000 ¶
Victorian Working with Children Act 2005 ¶
Local Government Act 1989 ¶
Volunteering Australia – National Standards for Volunteer Involvement (2015) ¶

Review Date

This Policy is to be reviewed by August 2028.

Deleted: XXX18 May

Deleted: 1

Deleted: 3

Authorisation to Implement Policy

Signed: _____ Witnessed: _____
Councillor Chief Executive Officer

Approval dated: 20 August 2024.

Deleted: 18 MayXXX

Deleted: 1

Mansfield Shire Council reserves the right to review, vary or revoke this Policy at any time.