



Volunteer Policy 2021

Department/Unit	Community Services	First Implemented	17 May 2016	Review Date	20 April 2023
Origin	General Manager Community and Corporate Services	Reviewed	20 April 2021	Version	V3
Authorising Officer	Chief Executive Officer	Effective From	20 December 2018	TRIM Reference	E18

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 Mansfield Shire Council, which reflects the unique needs of the Mansfield 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 Mansfield Shire Council; and
- d) ensure Council continually strives to meet the minimum requirements of the *National Standards for Volunteer Involvement (2015)*.

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 the Mansfield Shire Council will help ensure the services and facilities we provide are responsive, sustainable and effective.

Mansfield Shire Council | Volunteers Policy 2021

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.

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

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 and its officers are also 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.

Definitions

Council	Mansfield Shire Council, being a body corporate constituted as a municipal Council under the <i>Local Government Act 1989</i>
Councillors	The individuals holding the office of a member of Mansfield Shire Council
Council Officers	The Chief Executive Officer and employees of Council, appointed by the Chief Executive Officer
Program Coordinator	The Council employee directly responsible for managing an individual or group of volunteers.
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>

Spontaneous volunteers 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).

Volunteering 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.

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 the Shire
- Volunteers of committees of management who are under a Service and Funding Agreement with Council

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

Responsibilities

Principles of Volunteering

Council is committed to the Principles of Volunteering as documented by Volunteering Victoria (2012):

- Volunteering benefits the community and the volunteer
- Voluntary 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
- Volunteering respects the rights, dignity and culture of others
- Volunteering promotes human rights and equality

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

Council Policies, Plans and Strategies

- Mansfield Shire Council Plan
- First Aid Policy and Procedure
- Working Alone Procedure OHS-PRO-11
- Child Safe Policy and Code of Conduct 2018
- Reportable Conduct Scheme Policy 2018
- Bullying and Harassment Policy 2017
- Complaint Resolution Policy 2019
- Information Security Policy and Procedures 2020
- Recruitment and Selection Policy and Procedure 2014
- OH&S - Occupational Health and Safety Policy 2019
- Drug and Alcohol Policy 2013
- Risk Management Policy 2019
- Fleet Policy 2020
- Equal Opportunity and Human Rights 2019
- Gifts, Benefits and Hospitality Policy 2017
- Fraud Prevention and Control Policy 2019
- Privacy and Data Protection Policy and Procedures 2017
- Council Expenses Policy 2020
- Municipal Emergency Management Plan 2018-21
- Volunteer handbook 2021

Relevant Legislation

- *Commonwealth Fair Work Act 2009*
- *Commonwealth Privacy Act 1988*
- *Commonwealth Disability Discrimination Act 1992*
- *Victorian Charter of Human Rights and Responsibilities 2006*
- *Victorian Information Privacy Act 2000*
- *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 Racial and Religious Tolerance Act (Vic) 2001*
- *Victorian Health Records Act 2000*
- *Victorian Working with Children Act 2005*
- *Local Government Act 1989*
- *Children, Youth and Families Act 2005*

Standards

- Volunteering Australia – National Standards for Volunteer Involvement (2015)
- Child Safe Standards 2016

Implementation

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.

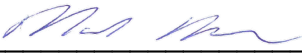
The Senior Coordinator Community and Economic Development is the owner of this policy. Any reviews of this Policy must be made in consultation with staff responsible for Volunteers, and General Manager Community & Corporate Services.

This Policy is effective from 20 December 2018.


Review Date

This Policy is to be reviewed by 20 April 2023.

Authorisation to Implement Policy

Signed: 

Councillor

Witnessed: 

Chief Executive Officer

Approval dated: 18 May 2021

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