

PURPOSE

The Volunteer Policy provides direction on the role of volunteers in council services.

The policy is supported by the *National Standards for Volunteer Involvement* (Volunteering Australia 2015) and the councils' *Volunteers Handbook* (2015).

SCOPE

The policy applies to volunteers and to those employees who work in activities, programs and services provided by council where volunteers are involved or have the potential to be involved.

The policy informs council, executive and staff at all levels of the organisation of their responsibilities towards volunteers.

DEFINITIONS

A Volunteer is an individual who is registered with and has approval by the council to undertake activities:

- Of benefit to the council, local community and the volunteer;
- Of the volunteer's own free will and without coercion;
- For no financial reward;
- A student undertaking volunteering as a part of the education curriculum; and
- To meet Centrelink or Justice Department requirements.

The following persons, for the purpose of the policy, are not considered volunteers:

- People on work placement and work experience programs; and
- Participants of council programs.

POLICY

Wodonga Council supports the *National Standards for Volunteer Involvement 2015* (Volunteering Australia) through identifying that volunteer involvement contributes to civil society and provides active participation in building strong, inclusive, and resilient communities.

The council values volunteer involvement as a two way relationship, whereby volunteering provides an opportunity for the council to achieve its goals through involving volunteers in activities and for volunteers to make meaningful use of their time and skills, contributing to social and community outcomes.

The council supports the eight standards of the *National Standards for Volunteer Involvement 2015* addressing the key areas of volunteer involvement.

Standard 1: Leadership and Management

The governing body and senior employees lead and promote a positive culture towards volunteering and implement effective management systems to support volunteer involvement.

Standard 2: Commitment to Volunteer Involvement

Commitment to volunteer involvement is set out through vision, planning and resourcing, and supports the organisation's strategic direction.

Standard 3: Volunteer Roles

Volunteers are engaged in meaningful roles which contribute to the organisation's purpose, goals and objectives.

Standard 4: Recruitment and Selection

Volunteer recruitment and selection strategies are planned, consistent and meet the needs of the organisation and volunteers.

Standard 5: Support and Development

Volunteers understand their roles and gain the knowledge, skills and feedback needed to safely and effectively carry out their duties.

Standard 6: Workplace Safety and Wellbeing

The health, safety and wellbeing of volunteers is protected in the workplace.

Standard 7: Volunteer Recognition

Volunteer contribution, value and impact is understood, appreciated and acknowledged.

Standard 8: Quality Management and Continuous Improvement.

Effective volunteer involvement results from a system of good practice, review and continuous improvement.

These standards are articulated in the *Wodonga Council Plan 2013-2014 – 2016-2017*, *Wodonga – Our Organisational Plan 2013 - 2016* and the *Wodonga Volunteers Handbook 2015*.

RELATED POLICIES

Wodonga Council Plan 2013-2014 – 2016-2017

Wodonga – Our Organisational Plan 2013 - 2016

RELATED LEGISLATION

Equal Opportunity Act (Vic) 1995

Victorian Charter of Human Rights and Responsibilities Act 2006

Disability Act (Vic) 2006

Commonwealth Disability Discrimination Act 1992

Racial and Religious Tolerance Act (Vic) 2001

Health Records Act 2001

Information Privacy Act 2000

Occupational Health & Safety Act, 2004

REFERENCES

The National Standards for Volunteer Involvement 2015 (Volunteering Australia)

Volunteers Handbook - Wodonga City Council 2015

Wodonga – Our Organisational Plan 2013-2016

REVIEW

Council may review this policy at any time but unless otherwise requested at least every four years from date of adoption. Minor amendments to the policy may be authorised by the CEO at any time where such changes do not alter the substance of the policy eg: typographical errors, a change to the name of a related policy, or a change to the name of legislation.

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