Volunteering Policy

Policy Type: Operational Policy	Policy No.: OP-032
Policy Owner: Manager Neighbourhood Development	Last Review Date: 18 May 2016

Policy Objectives

To provide a framework which supports and guides all aspects of formal volunteering at the City of Melville.

Policy Scope

1. This policy applies to all City of Melville service areas which involve volunteers in its services and programs. It is relevant to City Officers and volunteers; and
2. Community members who participate in the community through formal volunteering. It is relevant to the Melville Volunteer Resource Centre and volunteers.

Policy Statement

The City of Melville identifies volunteering as an integral element of building the capacity and connectedness of the community, involving residents, community groups, local business and local government.

The City of Melville seeks to increase the capacity for community participation through formal volunteering by supporting individuals and groups to undertake their activities in an environment that is creative, dynamic, safe, supportive and rewarding.

For the purpose of this policy, **formal volunteering** is an activity which takes place and is undertaken:

• to be of benefit to the community and the volunteer;
• of the volunteer's own free will and without coercion;
• for no financial payment; and
• in designated volunteer positions only.

The term **community development** refers to the guiding principles:

1. Participatory – creating opportunities for community participation and involvement.
2. Inclusive – ensuring our strategies and actions are inclusive of all members of the community.
3. Relationship-focused – building and maintaining relationships with our community and other stakeholders.
4. Evidence based- strategies and actions are based on research and analysis of relevant data.
5. Capacity building – working to support and strengthen local assets (people, groups, community organisations).

The term **Volunteer Coordinator** refers to someone who manages and supports a volunteer in the workplace.

This policy sets out the principles of volunteering and model of good practice in volunteer management, according to the 2015 *National Standards for Involving Volunteers in Not for Profit Organisations* (National Standards).

Volunteering Principles:

- Volunteering benefits the community and the volunteer;
- Volunteer work is unpaid;
- Volunteering is always a matter of choice;
- Volunteering is not compulsorily undertaken to receive pensions or government allowances;
- Volunteering is an activity performed in the not-for-profit sector only;
- 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 not a substitute for paid work;
- 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; and
- Volunteering promotes human rights and equality.

Roles and Responsibilities

1. Melville Volunteer Resource Centre

The City of Melville engages in a partnership approach to both working with and involving volunteers and not-for-profit organisations in Council activities through the services and activities of the Melville Volunteer Resource Centre (MVRC).

The Melville Volunteer Resource Centre has a community development role that:

- Aims to promote volunteering widely.
- Provides training and advice to community groups and not for profit organisations on recruitment, retention, recognition and management of volunteers.
- Provides support to internal Volunteer Coordinators with the recruitment, involvement, training and recognition of volunteers.
- Provides information and resources for volunteers, potential volunteers and community organisations involving volunteers.
- Connects community members with volunteering resources and opportunities through a volunteer referral service.
- Recognises the contribution of local volunteers at an annual volunteer recognition function.
- Documents and maintains volunteer records.

MVRC, through *The Volunteer Management Plan* enforces 'best practice' in the management of volunteers involved in prescribed Council activities.

2. Volunteer Coordinator

The City of Melville will ensure that volunteers engaged are managed through a best practice volunteer's management approach by capable personnel with the authority and resources to achieve the City of Melville's goals and objectives.

Volunteer Coordinators are responsible for:

- ensuring that the volunteering policy and procedures are implemented efficiently and effectively;
- recruiting, selecting and inducting volunteers in their service areas with support from MVRC staff; and
- providing recognition of volunteers in ways that are meaningful to the volunteer and support the volunteer to feel valued.

3. Volunteer

Unlike paid staff, volunteers are not covered by award conditions or workplace agreements. Volunteers, however, do have rights which are based on current legislation and the *National Standards for Best Practice Involving Volunteers*.

Volunteers have the right:

- To work in a healthy and safe environment;
- To be interviewed and engaged in accordance with equal opportunity and anti-discrimination legislation;
- To be covered by insurance when volunteering under the City of Melville;
- To be given accurate and truthful information about the organisation for which they are working;
- To be reimbursed for out of pocket expenses when prearranged with the Volunteer Coordinator;
- To be given a copy of the organisation's Volunteer Policy and any other policy that affects their work;
- Not to fill a position previously held by a paid worker;
- Not to do the work of paid staff during industrial disputes;
- To have a Volunteer Position Description and agreed working hours;
- To have access to a grievance procedure;
- To be provided with orientation to the organisation;
- To have confidential and personal information dealt with in accordance with the principles of the Privacy Act 1988; and
- To be provided with sufficient and ongoing training to perform their job.

At all times, volunteers are responsible to abide by City of Melville's :

- Code of Conduct and
- Volunteer Occupational Health and Safety (OHS) Manual, as covered in their induction.
- All applicable Policies and Procedures.

This policy will be reviewed bi-annually.

Other References that may be applicable to this Policy

Legislative Requirements:

Delegated Authority:

Plan / Policy / Framework: Community Development Framework

Procedure: Volunteer Management Procedure

Work Instructions / Process Maps:

Forms / Supporting Documents (internal):

Supporting Documents (external):   2015 *National Standards for Involving Volunteers in Not for Profit Organisations*

(National Standards).

Origin/Authority
Executive Management Team Meeting   18 May 2016

Reviews
Enter title of reviewer here   Enter date of review here