

“The idea that you can make a positive difference to someone’s life just by giving your time is a great feeling. I know my volunteering in the financial literacy program has helped people.”

volunteer in the financial literacy program based in Maribyrnong



“Volunteering is so important in community life. It’s not hard – it’s my time. I enjoy the satisfaction I get from sharing my skills and being with other people who also care about the environment.”

volunteer based in Maribyrnong working with a friends of environment group

# Volunteer Policy & Procedure

in support of volunteerism and community wellbeing



**Volunteers and voluntary groups make a significant contribution to community life in the City of Maribyrnong. Volunteers enhance the political, social, economic, environmental and cultural wellbeing of our community by:**

- **Strengthening community cohesion, wellbeing and trust**
- **Assisting in the delivery of a wide range of services and activities**
- **Engaging community members to help protect resources and improve the environment**
- **Encouraging understanding and acceptance of cultural diversity**

Volunteer based activity is growing in the community and across Council programs. It plays an important role in enhancing community capacity and facilitating a wide range of community building initiatives.

Council’s volunteer policy acknowledges the importance of volunteering to a diverse, vibrant, cohesive and sustainable community. The policy provides a frame of reference for those who involve or are seeking to involve volunteers in Council initiatives, programs or service delivery.

View Council’s Volunteer Policy and Procedures document at: [www.maribyrnong.vic.gov.au/givingcentre](http://www.maribyrnong.vic.gov.au/givingcentre)

## Volunteer Procedure Guidelines for Council Programs

Consistent with Council’s commitment to maintaining Best Practice standards in volunteerism, employees engaging volunteers are required to:

1. Develop a role statement that clearly outlines the volunteer’s role and the expectations of Council. Templates available in the Volunteer Policy and Procedures document located on Council’s intranet site in the Council Policies Database section or at [www.maribyrnong.vic.gov.au/givingcentre](http://www.maribyrnong.vic.gov.au/givingcentre).
2. Ensure all Council volunteers complete a registration form (see Appendix 2 in the Volunteer Policy and Procedures document).
3. Arrange for prospective volunteers to meet with the Supervisor of the Department (an interview may also be required depending on the duration and complexity of the volunteering activity).
4. The following documents are to be provided to Organisational Development before appointment of the selected volunteer(s): completed registration form, role statement, copy or Working with Children Check if applicable, confirmation of a Police Check if applicable (see Police Check policy). If required, the relevant department will meet the cost of a Police Check. If the volunteer is required to use a Council vehicle OR their own vehicle for Council business, a copy of the volunteer’s drivers license should also be provided.

**Organisational Development will retain these records. Volunteers should be provided with a copy of their registration form and the role statement.**

The rights and responsibilities of prospective volunteers are:

1. Prospective volunteers are protected under the Equal Opportunity Act 1995 when applying for a role within Council.

## VOLUNTEERISM BEST PRACTICE: the basics

How will you evaluate, and modify future programs to ensure maximum benefit for all?

Is recognition, support, supervision and monitoring of volunteer activities provided for?

Do you have orientation and training materials prepared for your volunteers, if training is required?

Is the recruitment strategy clearly documented and supported by policy and procedure. Selection of volunteers is fair, open and equitable.

Has a role statement or position description been written for the volunteer position? A role statement outlines Council objectives and the rights of residents and volunteers.

What administrative systems are needed to ensure the program runs smoothly and the privacy and rights of volunteers are respected?

What resources (e.g. equipment, training materials, staff time) are needed to support the management of volunteers and / or the volunteer program?

Are appropriate policies and procedures in place? e.g. volunteers working with clients or involved in service delivery may need to undergo a Police Check or a Working with Children Check.

2. Council's Public Liability/Professional Indemnity and Personal Accident insurance extends to all volunteers undertaking tasks for Council. On request, Council will provide detailed information on insurance coverage for volunteers.
3. Council volunteers are entitled to an induction to the organisation and relevant training, including training on worksafe procedures.
4. Supervisors will supervise volunteers as they would employees and be available on a day-to-day basis while the volunteer undertakes their role.
5. Volunteers are entitled to work in an environment that is safe. Supervisors must provide volunteers with a copy of the OHS Policy and the MCC Vehicle Use Policy (if applicable).

If you intend developing a volunteer program please check the policy to ensure you are clear about your responsibilities in supporting volunteers and the program. Notify Organisational Development by providing all the necessary paperwork and for program development contact Community Projects– 9688 0141.



We make a living by what we get, but we make a life by what we give.

Winston Churchill

## Guiding Principles for Volunteer programs and activities

Through its Volunteer Policy, Council aims to work in partnership with community groups and the business sector to develop volunteering opportunities, promote volunteering and improve access to information, advice and training.

Council acknowledges that:

- Volunteers need to be managed, supported and resourced
- Volunteering initiatives require a commitment of time and resources
- Volunteer or unpaid positions should not be used to replace paid positions
- Council plays a leadership role in the development of volunteering within the City of Maribyrnong.

## Best Practice Standards

Council aims to achieve best practice in Volunteer management by:

- Ensuring that volunteers are protected and not exploited
- Providing healthy and safe working environments for volunteers
- Ensuring volunteers know what their role is
- Encouraging organisations to develop volunteer management programs
- Helping organisations to involve and retain volunteers



This brochure describes Council's policy, but could be applied in other organisations.



[www.maribyrnong.vic.gov.au/givingcentre](http://www.maribyrnong.vic.gov.au/givingcentre)

## Maribyrnong Giving Centre

To find out more about volunteering and resources related to volunteering visit the Maribyrnong Giving Centre. This web based information service brings together a range of information about volunteering, donating and recycling.

[www.maribyrnong.vic.gov.au/givingcentre](http://www.maribyrnong.vic.gov.au/givingcentre)

## Community Business Partnerships

Business is increasingly interested in how it can contribute to community wellbeing. Contributions can include giving time, providing resources or sharing professional expertise. These approaches are innovative methods of partnership and they demand time, planning and commitment – but they can certainly bring mutual benefit.

Council has been actively involved in building opportunities for businesses, community organisations and schools to work together through a series of projects. The focus of this work has been to create corporate volunteering programs and ongoing partnerships which bring additional skills and resources to the community.

**Community Business Partnerships: A Practical Guide** has been developed by Council to support this activity. To download a copy of the guide, go to: [www.maribyrnong.vic.gov.au/communitybusinesspartnerships](http://www.maribyrnong.vic.gov.au/communitybusinesspartnerships)



This brochure contains policy summary information only. The Volunteer Policy and Procedures document is available at [www.maribyrnong.vic.gov.au/givingcentre](http://www.maribyrnong.vic.gov.au/givingcentre)