IPSWICH CITY COUNCIL
Volunteer Management Policy

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Approved by Council on		
Date of Review		

1. Statement

The significant contribution of volunteers to the social, cultural, environmental and economic development of our community is one that Council values highly. Volunteerism assists in developing a caring, equitable society and, at the same time, provides opportunities for volunteers to develop new knowledge and skills and realise their full potential. Participation as a volunteer builds a sense of community belonging and encourages active citizenship.

Council supports the engagement of volunteers in civic activities, which enhance/complement the work of Council staff and which are mutually beneficial to both the Ipswich community and the volunteer. Through this collective action, we are all able to work together to build a more liveable community.

By acknowledging the "National Standards for Volunteer Involvement" Council can distinguish itself as an organisation that has achieved good practice in the field of volunteer management.

2. Purpose and Principles

The purpose of this Policy is to establish consistent practice for the engagement of volunteers within Ipswich City Council and to ensure that the management of volunteers is undertaken in accordance with the Volunteering Australia Inc. "National Standards for Volunteer Involvement.

3. Strategic Plan Links

This policy relates to:

- Caring for the Community

4. Regulatory Authority

- *Local Government Act 2009*
- *Work Health and Safety Act 2011*
- *Anti-Discrimination Act 1991*

Related Documents

- Volunteering Australia Inc. "National Standards for Volunteer Involvement"
- Ipswich City Council Volunteer Management Procedure
- Ipswich City Council Long Term Community Plan (i2031)
- Ipswich City Council Corporate Plan 2017-2023

5. Scope

This policy applies to all Departments and Business Units of Council in which volunteers are involved and their officers.

6. Roles and Responsibilities

The Community Development Branch within Community, Cultural and Economic Development will provide a support role across all Council Volunteer programs to ensure the adoption of a consistent organisational approach to volunteer management, volunteer recognition, the implementation of national volunteer standards and the development of quality volunteer programs within Council.

7. Key Stakeholders

All Council Departments and Branches that may be impacted by the Volunteer Management policy due to engagement of Volunteers.

The Volunteer Coordinators Network will be consulted during any review processes.

8. Monitoring and Evaluation

Council will review in consultation with Volunteer Coordinators and to ensure the Procedure aligns with current "National Standards of Volunteer Involvement".

Staff that are recognised as being volunteer coordinators/managers (as identified in position descriptions) will require training that builds understanding and adoption of the policy.

9. Definitions

- Volunteering is defined as: "an activity undertaken within Council which is unpaid and which supports the role of Local Government within the community. The purpose of Ipswich City Council's volunteer programs is to recognise and enhance existing community capacity and assist in building a healthy and sustainable community."

- Council will implement a volunteer management system that meets good practice and aligns with Volunteering Australia Inc. "National Standards for Volunteer Involvement".

- Volunteer programs and activities within Ipswich City Council will be managed and coordinated by staff who have the skills, knowledge and experience to develop effective volunteer programs. This role of volunteer coordination and management will be recognised in the position descriptions for those staff members.

- Volunteers will be selected in a non-discriminatory manner in accordance with Council's policies and procedures on recruitment and selection and with due regard to the availability of volunteering positions and the specific requirements for the roles and responsibilities to be undertaken by the volunteer.

- Volunteers within Council will be regarded and valued as team members and complement the role of staff.

10. **Policy Owner**

The General Manager (Community, Cultural and Economic Development) is the directive owner and the Manager (Community Development) is responsible for authoring and reviewing this policy.