



Latrobe City Volunteer Plan 2007-2010

Definitions

Community

A group of people who share a common identity and sense of belonging.

Volunteering

Providing skills and/or labour to not for profit organisations or individuals (not family members) on an unpaid basis to benefit the community.

Volunteer Resource Centre (VRC)

An identified service centre that supports and promotes volunteering as a valued role in the community, identifies volunteering opportunities and matches people to the available opportunities.

Meals on Wheels (MOWs)

A program where frail aged and people with disabilities have a three course meal delivered to their home by volunteers.

Planned Activity Groups (PAG)

A facilitated program where people who are frail aged or disabled come together for stimulating social interaction.

FREEZA

Events that aim to bring young people together to engage in socially valued activities.

Disability Action Plan (DAP)

A plan that ensures the needs of people with disabilities are taken into account in regard to the day to day business and planning of council.

Cultural and Linguistic Diversity Action Plan (CALD)

A plan that ensures council services are accessible to people from diverse cultural backgrounds.

Council Plan

A document that states the council objectives for the next four years and strategies in achieving those objectives.

Latrobe 2021: The Vision for Latrobe Valley

A strategic document that identifies community aspirations and provides a framework for the delivery of the agreed actions.

EXECUTIVE SUMMARY

The *Latrobe City Volunteer Plan 2007-2010* is an important policy and planning initiative that establishes Council's leadership and advocacy for volunteering. The *Latrobe City Volunteer Plan 2007-2010* is a framework for supporting and developing volunteering in the City.

Further it ensures that Latrobe City Council staff and Latrobe City community groups and organisations have a vehicle and coordinated process for accessing, training and utilising volunteers within the municipality.

Community groups and organisations within Latrobe City utilise and depend on a range of volunteer activities to deliver the services that are provided to the community at large. Latrobe City Council also depends on volunteer activities to deliver a number of their services.

The plan is based on a vision that emphasises a stronger, connected community. It is based on the belief that volunteer activities can impact on the success of all sectors including statutory, public, community and business.

Research has determined that volunteering contributes several billions of dollars a year to the Australian economy. (Ironmonger, 2000, ABS)

The plan promotes a partnership approach between Latrobe City and its community. It is developed on and trust between all partners and the value of each individual and organisation. Trust is a key principle entrenched in this plan and the actions developed to meet local needs, support change and improve relationships.

The *Latrobe City Volunteer Plan 2007-2010* will seek to improve the well being of the residents of Latrobe City by recognising and supporting the efforts and the importance of the volunteer contributions of individuals; and will seek to contribute to the sustainability of the community and community groups by providing a coordinated approach and process to volunteers

This plan combines theory with actions and deliverables to facilitate the growth and strengthening of volunteerism in Latrobe City.

Volunteering Australia states that "formal volunteering is an activity which takes place through not-for-profit organisations or projects 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" (Volunteering Australia, 2005).

This statement supports Latrobe City Council's design, investment and commitment to the *Latrobe City Volunteer Plan 2007-2010*.

PRINCIPLES

The key principles of the *Latrobe City Volunteer Plan 2007-2010* are that:

- Volunteering is designed to strengthen and increase civic participation in the Latrobe City community;
- Volunteering is to be of benefit to the community and is a whole of community approach;
- Volunteers and volunteering contribute to the sustainability of Latrobe City;
- An increase in volunteer participation rates in Latrobe City is important to the liveability of Latrobe City and its residents;
- Participants engage in volunteer activities of their free will and without coercion;
- Achieving the objectives of this plan will depend on strong partnerships with the community, other agencies and within the corporate sector;

STRATEGIC OBJECTIVES

The strategic objectives of The Latrobe City Volunteer Plan 2007-2010 are that Latrobe City will:

- Undertake a planning and leadership role in advocacy, coordination and promotion of volunteering in the municipality;
- Increase the perception of the value of volunteering within the community and the City;
- Build the capacity of the community to understand and participate in volunteer activities;
- Support agencies and groups to provide consolidated training in support of volunteers;
- Facilitate community and Council initiatives to increase the amount of voluntary work undertaken by all people;
- Advocate on behalf of and support community organisations to access funding opportunities to increase their capacity;
- Engage, cooperate and work with community organisations to develop a Volunteer Resource Centre;
- Develop a “whole of Council” approach to engaging, developing and recognising volunteers within Council’s programs;
- Establish volunteering opportunities for Latrobe City employees to assist in employee and community well being and contribute to Latrobe City being an “employer of choice.”

VISION

It is the individuals in the community, who ultimately set the values, make the decisions and exhibit the behaviours which shape the society in which we live; therefore, the *Latrobe City Volunteer Plan 2007-2010* seeks to assist and ensure a sense of individual ownership for shared community ideas and activities.

Latrobe City Council's commitment to volunteering is to achieve the *Latrobe 2021* vision of a vibrant, safe, caring and connected community by:

- Increasing opportunities to volunteer;
- Promoting volunteering as a valued activity;
- Increasing the diversity of volunteers;
- Increasing the rate of volunteering;
- Recognising the contributions made by volunteers; and
- Increasing community connectivity.

Introduction

Status of this Document

The *Latrobe City Volunteer Plan 2007-2010* has been prepared for Council consideration and for distribution to the community.

Scope

The plan is designed to provide the strategic direction for Council to undertake a key leadership and advocacy role in identifying, developing and contributing to volunteer activities within the municipality. The plan has been developed to facilitate an integrated and consolidated process for community groups and organisations to attract and access volunteers.

This plan aims to support and develop the processes by which the community can access and identify the type of volunteer activities available within Latrobe City. It also aims to assist in the identification of these activities.

This plan aims to clarify the direction to be taken by Latrobe City Council in regard to their own volunteer activities available to the community. Additionally, this plan will identify opportunities for corporate citizenship activities for the Latrobe City organisation itself.

The scope of the plan includes the whole community and all agencies and groups that utilise the skills of volunteers in the municipality. This plan will be delivered during a three year timeframe (2007-2010) through strong partnerships with the community, other agencies and the corporate sector. This plan will need to undergo a review in year 2 (2008-09) to consider changes to the volunteering process in the municipality based on the development and operation of a volunteer resource centre, or other relevant integrated model.

This plan has been developed in consultation with representatives from Lifeline Gippsland, Latrobe Community Health Services (LCHS), Latrobe Regional Hospital (LRH), Salvation Army, Latrobe Information and Service Centre (LISC), and Gippsland Accommodation and Rehabilitation Service (GARS). Additionally, Latrobe City staff involved in delivering Council volunteer programs has provided information critical to the development of this plan.

“Formal volunteering in Australia is defined as an activity which takes place through not for profit organisations or projects and is undertaken:

- *To be of benefit to the community;*
- *Of the volunteers own free will without coercion;*
- *For no financial payment; and*
- *In designated volunteer positions only”* (Volunteering Australia 2004).

Constraints

The *Latrobe City Volunteer Plan 2007-2010* is consistent with the aspirations of Latrobe City citizens for a connected and sustainable community as detailed in the *Latrobe 2021* vision.

It is also consistent with current state and federal government policies and efforts related to volunteering and community capacity building.

There are some constraints to the introduction of integrated volunteer activities and programs in that a whole of community approach is required. Achieving the objectives of the plan is dependent on the cooperation of relevant groups and agencies which utilise volunteers to achieve their aims or service delivery.

The availability of volunteers may constrain the delivery of the objectives and actions contained within this plan. Competition for a limited pool of resources will further constrain the delivery of the objectives. Structures and systems to develop new partnerships will be required through a willingness to minimise competition between agencies.

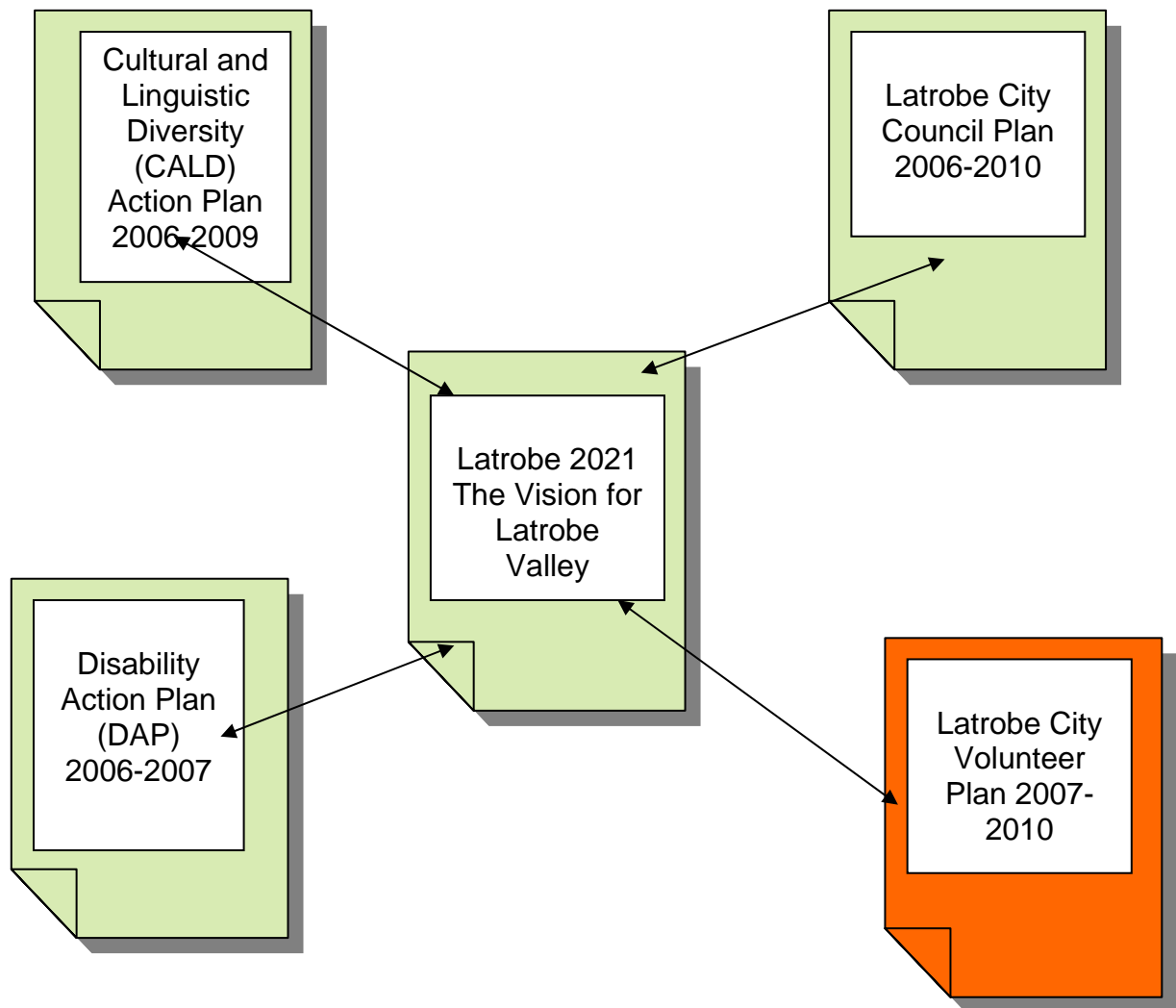
Funding from other sources or contributions of participating groups and agencies may be sought to create sustainable and long-term programs and/or infrastructure.

Development Process

The development process of the *Latrobe City Volunteer Plan 2007-2010* has been lead by the Community Development Manager. The manager has been assisted in this task by the Community Development team, the Volunteer Resource Centre steering group, Department for Victorian Communities (DVC), and other relevant Latrobe City staff.

Volunteer Plan 2007-10

The *Latrobe City Volunteer Plan 2007-2010* has been developed to ensure that it accommodates and complements the strategies and operational plans of Latrobe City as identified below, specifically *Latrobe 2021, The Vision for Latrobe Valley*.



An internal survey was undertaken by Latrobe City staff in regards to the current processes for attracting, training and retaining volunteers. Additionally, consultation with coordinators of Latrobe City Council volunteer programs were undertaken to understand the current status of volunteer requirements in Latrobe City Council.

The Volunteer Resource Centre steering committee provided direction in regards to the submission of a funding application and memorandum of understanding (MOU) for cooperation in the preparation of the funding application. Subsequent to the receipt of the funding agreement, the steering committee have contributed to the development of the principles of the plan and the potential resource centre concept.

The plan was also developed through a review of the Volunteering Australia concepts as well as state and commonwealth volunteer program guidelines and principles.

Stakeholder Analysis

The key external stakeholders of this plan are the Latrobe City community groups and organisations, basically any group in Latrobe City, which utilises volunteers to achieve their goals. Specifically stakeholders are identified in this plan as those participating in the steering group to develop an operational model of a volunteer resource centre.

Additionally businesses or corporations within Latrobe City are also stakeholders as they may determine to provide volunteer initiatives for their staff, fund special volunteer activities, and/or support community groups and their activities.

Internal stakeholders of this plan are the Latrobe City programs which rely on volunteers to deliver their services as well as Latrobe City staff and Councillors.

The organisations consulted regarding this plan recognise that each group invests a significant amount of resources into the recruitment, training and recognition of volunteers. The organisations consulted during the development of this plan believe that a coordinated approach would benefit them, the community and their volunteers.

Strategic Vision and Values

The strategic vision for volunteering in Latrobe City is to embed a robust culture of volunteering in the community by:

- Increasing community connectivity by encouraging and supporting community organisations;
- Increasing the opportunities to volunteer through the development of a sustainable volunteer resource centre designed to act as a portal for volunteering;
- Promoting volunteering as a valued activity by marketing the numerous positive social, economical and well being effects;
- Increasing the rate of volunteering in Latrobe City by facilitating an integrated approach of attracting and training volunteers;
- Increasing the diversity of volunteers by enabling all members of the community including people with disabilities, people from culturally diverse backgrounds and people of all ages the opportunity to volunteer; and
- Improving the recognition of volunteer initiatives through the implementation of a municipal reward and recognition program.

The following are the values that are central to *Latrobe City's Volunteer Plan*. Latrobe City values:

- Positive relationships which enhance the value of the individual and the community;
- Integrated and strong partnerships which enable the development of community wide programs and processes;
- A warm and welcoming environment that creates a safe nurturing environment;

- Inclusive opportunities that cater for the special needs of volunteers of all abilities and backgrounds;
- Professional volunteers who regularly participate in development and training;
- Innovation in the attraction to volunteer activities;
- Commitment to the principles of privacy and trust on behalf of the volunteer and the community group/s.

The Current Position

Community Volunteer Profile

There are more than 450 community or not for profit groups in Latrobe City. Many, if not all, of these groups rely on volunteers to deliver programs and services.

These organisations include the Salvation Army, Latrobe Information & Support Centre Inc., Latrobe Community Health Services, Red Cross, Latrobe Regional Hospital and Lifeline Gippsland. Job Network providers also provide a referral and placement service to people interested in becoming volunteers.

Sporting groups, charitable organisations and other community groups all use volunteers to meet their objectives and provide needed services to the municipality and region.

Service organisations such as Lions, Apex and Rotary are also considered volunteer agencies and rely on volunteer members to conduct regular meetings and special events.

The range and depth of volunteer activities vary throughout Latrobe City. For example, many people give of their time to:

- Assist with local sports teams;
- Participate on boards of management;
- Perform at local festivals and events;
- Deliver meals on wheels;
- Assist in charity shops;
- Plant trees and clean parks;
- Visit sick and housebound;
- Work with children and youth.

The total number of active volunteers or volunteer activities in Latrobe City is not currently known, as an integrated program has not been developed, nor has a significant survey effort been undertaken to identify the number of active volunteers or volunteer opportunities.

Individually, however, the community groups, sporting clubs and organisations would be able to identify current volunteers and details of their own volunteer opportunities. Local community groups, sporting clubs and other not for profit agencies have identified difficulty in attracting appropriate volunteers.

Given there has been no integrated program, each organisation has developed processes to attract and train volunteers. Each organisation also maintains individual records for volunteers which normally includes but is not limited to contact details, special skills and police check information. The long term viability of individual programs may depend on the development of an integrated marketing, training and information database.

Latrobe City Council Volunteer Profile

Latrobe City Council has a strong focus on the delivery of services to members of the Latrobe City community. Latrobe City Council has been involved in recruiting, training and supporting volunteers for a number of years. A number of volunteer programs have operated within Council over this time.

Meals on Wheels (MOWs)

The Latrobe City Meals on Wheels program is funded by Home and Community Care (HACC), Latrobe City and Client contribution. Latrobe City Council delivers approximately 52,000 meals per year.

The program has a total of 300 volunteers. The program requires 10 people to deliver in Morwell and Traralgon every day, as well as additional drivers on Monday and Wednesdays for the remote areas. There are approximately 40 emergency volunteers. These volunteers are predominantly aged 60 and above and tend to travel interstate in the winter time. This has a significant impact on program delivery.

Volunteer contributions vary. Some work one day per month others work one day per week. The program encourages volunteers to work one day per month. Currently the program relies on a small number of volunteers to deliver up to three rounds per week.

The future growth in many HACC funded programs will be significant as we are an aging population. Greater demand will be placed on local government to assist with additional funding.

Latrobe City Planned Activity Groups (PAGs)

Volunteers are located at the Adult Day Activity Support Service (ADASS) Centres. Volunteers assist with the following:

- transporting clients to and from the centres
- preparation of the day's activities
- chaperoning of outings.

The PAGs have approximately 140 volunteers that are rotated monthly. PAG volunteers work approximately 500 hours per month across all programs.

Senior Citizens Centres

The Senior Citizens Centres are maintained and managed by Council. Members run their own programs. Latrobe City owns the buildings for six of the nine Senior Citizens Centres in Latrobe City.

'We Care' Program

The 'We Care' program offers homes visits and outings to members of the Latrobe City community who do not have anyone to fulfil these roles in their lives. The program is a HACC funded program. There are forty eight volunteers in the 'We Care' program. Of these forty eight, forty one are matched with a community member.

Latrobe Visitor Information Centre (VIC)

The VIC is staffed by four paid staff and nine volunteers. The Centre is open seven days per week, from 9.00am to 5.00pm, and is closed two days each year - Christmas Day and Good Friday. The volunteers work on a weekly basis for a minimum of four hours.

Infant Immunisation Sessions check

The Latrobe City Health Services team utilises one volunteer to assist with infant immunisation sessions on a monthly basis.

Events Latrobe

The Events Latrobe Team utilises volunteers for major events such as:

- the Sydney Olympics 2000 Torch Relay
- the 2005 Southern University Games
- the Queens Baton Relay
- the Melbourne Commonwealth Games.

Additionally, volunteers are regularly requested for smaller local events such as Australia Day, official openings and dedications, and sporting events.

Latrobe City Library

The Friends of Latrobe City Libraries is a group of approximately 20 volunteers from the Latrobe City community who promote the libraries, and seek to enrich the cultural life of the community by active involvement with the Libraries' events. The group runs book sales two or three times per year. The money raised is invested by the group back into the libraries for the purchase of new stock.

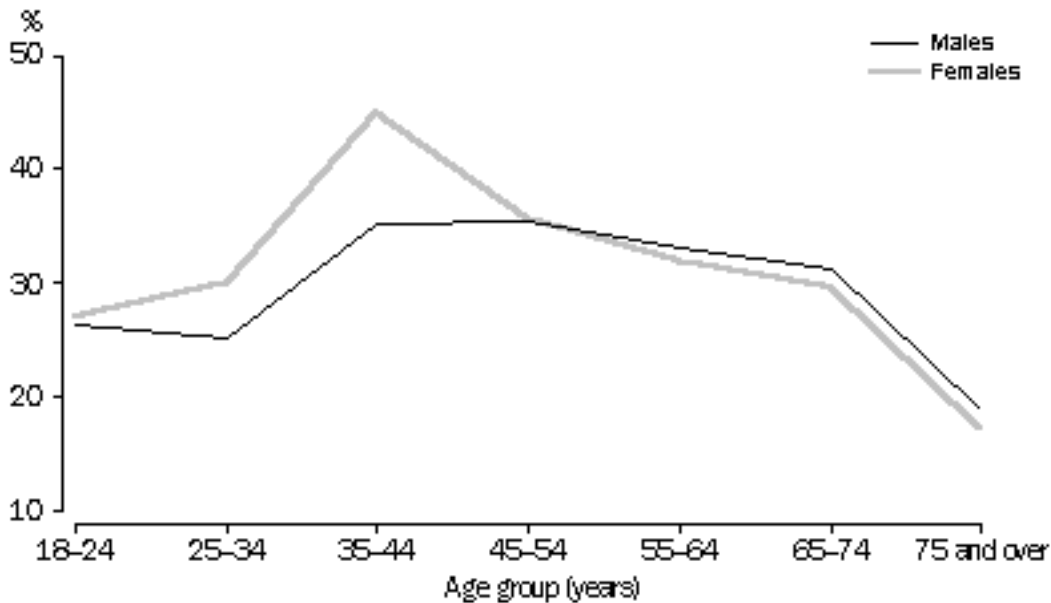
In addition to the Friends Group, Latrobe City Libraries have volunteers who deliver books to people who are home bound and read newspapers onto audio tape. Volunteers are an increasingly important element in delivering the strategic actions in the *Latrobe City Library Five Year Strategy 2006-2011*.

Recreation Planning

Many of Latrobe City's recreation reserves are managed by volunteer committees on behalf of Council. Council provides an annual maintenance grant to the committees so that the reserves can be maintained. Volunteers on such committees are required to have a number of manual skills to assist with the maintenance of the reserves. In addition to these skills, volunteers must have some organisational/administration skills to undertake the work required at the committee level. Council's Recreation Development Officer provides support to the volunteers as required.

Internal research into Latrobe City's social support programs (MOWs, PAGs & We Care) shows that recruitment and retention of volunteers is becoming critical as the data indicates that the participants are aging and becoming more difficult to replace. For example, in the current model for the Meals on Wheels program, 82% of the 348 volunteers are over the age of 60.

The Australian Bureau of Statistics study, Voluntary Work, Australia (2000) shows the volunteer rate by age.



Each of Latrobe City's internal divisions or teams that utilise volunteers have developed unique volunteer training to meet the needs and requirements of their program/s. Each volunteer activity is marketed and volunteers attracted individually to the program. There is no integrated internal volunteer attraction program. Additionally Latrobe City does not maintain a single volunteer database.

Volunteer Resource Centre

Latrobe City has received a \$175,000 Volunteer Support Grant from DVC to deliver a coordinated response to volunteering in the municipality and the establishment of a Volunteer Resource Centre.

A Memorandum of Understanding (MOU) has been established in Latrobe City. The MOU is the formal basis of a partnership between local agencies to plan, develop and deliver an integrated volunteer service, including Volunteer Resource Centres and associated services. The participating agencies are;

- Latrobe City Council
- Latrobe Community Health Service
- Latrobe Information & Services Centre
- Lifeline Gippsland
- Gippsland Accommodation and Rehabilitation Support Services
- Latrobe Regional Hospital
- Gippsland Multicultural Services
- Gippsland Vocational Training Unit.

All agencies recognise that there will be significant mutual benefits for their organisation and community of Latrobe City in collaborating to provide more integrated and comprehensive volunteer activity.

This partnership will strengthen and improve the health and wellbeing of the Latrobe community through the coordination and sharing of information, resources, expertise and experiences, and the establishment of a support network.

Policy Context

State Government

“In the Government’s social policy action plan, *A Fairer Victoria*, a number of strategies for supporting the state’s volunteers”

“These include expansion of regionally based volunteer resource networks across the state as part of the provision of \$14.7 million from the Community Support Fund for the Volunteering and Community Enterprise Strategy.” (Department for Victorian Communities, www.dvc.vic.gov.au)

The state of Victoria, through the Department for Victorian Communities and the Municipal Association of Victoria (MAV), has developed a grant program to assist with volunteer programs. Designed to ensure a more sustainable volunteer program, the grants are available to local government and communities.

The Victorian government also provides small grants to assist with increasing volunteer activities and opportunities. The value of these grants can be up to \$5000.

Recognising the efforts of volunteers is another part of the Victorian Government's volunteer initiative. Certificates are available for volunteer recognition by community groups.

The Department for Victorian Communities (DVC) conducted a survey in 2005 that indicates that the Latrobe City community volunteers at a rate that is below the Victorian average and less than other Gippsland local government areas.

Indicators of community strength at Local Government Area level in Victoria

DATA (Per cent per LGA)	Latrobe	Baw Baw	Wellington	East Gipps	Sth Gipps	Bass Coast	State Average
Can you get help from friends family or neighbours	88.8	89.9	89.3	85.1	88.6	86	86.7
Volunteers (yes)	31	38.2	47.1	46.7	52.7	40.9	38.7
Volunteers (yes + sometimes)	42.1	51.9	56.5	60.5	64.7	50.9	51.1
Is a member of an organised group	56.3	60.9	60.3	60.3	67.5	61.8	56.9
Group has taken local action	39.5	48.6	52.9	54.9	52.4	47.4	47.4
Parental involvement in schools	61.2	65.3	61.3	64.1	66.5	65.5	64.8
Are you on a decision making board or committee?	18.8	27.7	32	27.1	28.2	23.2	23.6
Have you attended a community event in the past 6 months	62.7	66	71.4	65.8	72	63	62.5
Participation in organised sport	41.5	42.6	30.8	48.8	52.6	41	41.7

2005 was the inaugural implementation of the indicators of community strength survey across all 79 Victorian local government areas. Further studies by Department for Victorian Communities are anticipated.

Commonwealth

The Commonwealth government of Australia funds a number of programs and initiatives to assist with the development of volunteer programs, resources or centres. Funding for volunteer programs at a Commonwealth level is normally through the Department of Families, Community Services and Indigenous Affairs (FaCSIA).

To support Centrelink customers who wish to take up volunteering, the Commonwealth Government developed the Voluntary Work Initiative (VWI). In 2004 the responsibility for this program was transferred to the Department of Employment and Workplace Relations (DEWRs).

Community groups can access Volunteer Small Equipment grants through FaCSIA for equipment up to the value of \$3000. These grants are meant to enable community groups to purchase equipment to support the volunteers and activities of the group.

FaCSIA also funds volunteer resource centres. The development of these centres is intended to assist with matching and referring volunteers to organisations with volunteer opportunities, as appropriate.

Volunteering Australia is the national peak body for volunteer development, marketing, advise on policy and other initiatives. Its role is “to represent the diverse views and needs of the volunteer sector while promoting the activity of volunteering as one of enduring social, cultural and economic value.” (www.volunteeringaustralia.org.au)

Volunteering Australia has developed a national volunteer matching website, [GoVolunteer](#), to provide information about volunteering. Additionally the website can provide volunteer activities and initiatives in the volunteer’s area, as well as assist community groups/organisations to find volunteers.

Access to training materials for volunteers and community organisations is available through the National Volunteer Skills Centre, managed by Volunteering Australia.

Latrobe City Council has a “Council Volunteer Information” form, ORG-FOR-001, which is relevant to volunteers working in local government.

The primary document which gives guidance and credence to the value of volunteering for Latrobe City is the strategic document, *Latrobe 2021, The Vision for Latrobe Valley*.

Appendix A: ALIGNMENT TO LATROBE 2021/ LINKAGE TO COUNCIL PLAN

The *Latrobe City Volunteer Plan 2007-2010* seeks to engage the diverse and vibrant community of Latrobe City. *Latrobe 2021, The Vision for Latrobe Valley*, sees Latrobe building on its strengths as one of Victoria's thriving regional economies, and continuing its drive towards excellence in liveability, business attraction and environmental sustainability.

Latrobe Valley, in 2021, will be both prosperous and proud of its reputation as a welcoming and well-connected community. There will be expanded opportunities for work, adventure and recreation, in a diverse, well planned environment, protected and sustained by the community's care and conscience.

This plan links to the Latrobe City Council Plan which provides the vehicle by which the strategic actions of Latrobe 2021 are delivered and reported.

Community Attributes

Diverse

The strength of Latrobe Valley lies in its diversity. As a community we respect and embrace a diversity of culture, lifestyle, creative expression, employment, business and tourism.

Substantial

Latrobe Valley is one of Australia's most important regional municipalities. Increasing social, educational, health, lifestyle and business opportunities for all Latrobe residents remains – as it always has been – a top priority.

Vibrant

Latrobe Valley is a dynamic community, founded on rich opportunities for growth and personal development. The Valley benefits from a wide range of cultural, recreational, educational and economic activities in a safe, sustainable environment.

Connected

Latrobe's continuing prosperity depends on forging partnerships and sharing experiences inside and outside of our communities through the exchange of ideas, information and knowledge and a world class social, economic and technological infrastructure.

Appendix B: WORKFORCE ISSUES

This plan does not result in significant changes to job design or function. The impact on staff will relate to some change in practice of the management of volunteers.

The key workforce issue is the recruitment and retention of volunteers not only for Latrobe City Council but for community groups and organisations.

Volunteers provide a valuable service to Council and the community. However, like paid workers, volunteers must be properly trained, managed and sufficiently resourced in order to function effectively. Volunteers must be trained in occupational health and safety, specific position requirements and be covered by adequate workplace insurance.

Organisations, in providing volunteering activities, have an obligation under the Occupational Health and Safety Act 2004 or ensure, so far as is practicable, that the volunteer is not exposed to risks to their health and safety.

Occupational health and safety procedures and practices apply to volunteers. Community groups and organisations are responsible for their own maintenance of OH&S standards when the volunteer is assisting their organisation.

Volunteers are subject to the state government's Working with Children Legislation if they come in contact with young people under 18 years of age. If relevant, they will require a compulsory police check. Other instances, depending on the community organisation's requirements, may also require a police check.

The Action Plan for volunteer development and training initiatives will be designed to address these needs.

Appendix C: COMMUNICATION PLAN

A number of key stakeholders need to be informed and engaged in the delivery of this plan. They include:

- Government departments who may provide funding;
- Staff of Latrobe City Council or community groups who work with volunteers;
- Community organisations who may be partners in service planning or delivery of programs with volunteers;
- Citizens who are currently volunteers or who may wish to volunteer in the future;
- Councillors who set the strategic direction and monitor outcomes.

STAKEHOLDER	ACTION
Government Departments	<ul style="list-style-type: none"> • Relevant departments will be invited to comment on this plan.
Latrobe City Council	<ul style="list-style-type: none"> • Latrobe City Council staff will be provided with a copy of this plan and invited to comment. • Staff who work directly with volunteers will be provided training and information on the strategic objectives and actions.
Community Groups/Organisations	<ul style="list-style-type: none"> • Community providers will receive a copy of the plan for comment. • Community providers who are participating in the development of the VRC will be invited to a forum to discuss the plan and the relevant actions.
Community Volunteers/Citizens	<ul style="list-style-type: none"> • Citizens will have a chance to comment on this plan by accessing a copy through the website or at service centres or libraries.
Councillors	<ul style="list-style-type: none"> • Councillors will be briefed on this plan. • Councillors will receive reports on the achievement and outcomes of the strategic objectives and actions of this plan.

Following adoption of the Latrobe City Volunteer Plan 2007-2010, the document will be posted on the Latrobe City website, provided to Latrobe City Staff and community groups involved in volunteering.

Appendix D: CONTACT INFORMATION

For information related to this plan please contact:

Steven Tong
Community Support & Development Manager
Latrobe City Council
PO Box 264
MORWELL VIC 3840

Phone: (03) 51285643
Email: stevento@latrobe.vic.gov.au

Appendix E: REFERENCES

Latrobe 2021, The Vision for the Valley

Volunteering Australia

Department for Victorian Communities

Family, Community Services and Indigenous Affairs (FaCSIA)

GLOSSARY

Acronyms

DVC	Department of Victorian Communities
DEWRS	Department of Employment and Workplace Relations.
LCC	Latrobe City Council
VRC	Volunteer Resource Centre
LCHS	Latrobe Community Health Services
LISC	Latrobe Information and Services Centre
LRH	Latrobe Regional Hospital
GARS	Gippsland Accommodation and Rehabilitation Service
MOWs	Meals on Wheels
MOU	Memorandum of Understanding
CALD	Cultural and Linguistic Diversity
DAP	Disability Action Plan
PAGs	Planned Activity Groups
FaCSIA	Family, Community Services and Indigenous Affairs
VWI	Voluntary Work Initiative
MAV	Municipal Association of Victoria