



Volunteer Policy

Version 2

Approval Date: 03/07/2023

Review Date: 31/08/2026

DOCUMENT CONTROL

Responsible GM	General Manager Organisational Performance	
Division	Organisational Performance	
Last Updated (who & when)	Manager People & Culture	2023
DOCUMENT HISTORY		
Authority	Date	Description of change
Council	2 July 2018	(Re-Drafted)
	10 May 2023	Reviewed and Redrafted
References	Refer to Section 8 and 9 of this policy	
Next Review Date	August 2026	
Published on website	Yes	
Document Reference	No	

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1. Background

Latrobe City Council recognises the significant personal benefits in volunteering; participation in our community strengthens community cohesion and fosters understanding and acceptance of diversity and difference. Council is committed to providing opportunities for community participation and volunteerism to support improved health and wellbeing through all stages of life.

Volunteering provides a means through which people are able to actively participate in activities and services of Latrobe City Council in a way that benefits the Council and the community whilst enabling volunteers to meet their own expectations and fulfil a sense of personal achievement.

2. Objectives

The Volunteer Policy identifies the mutual obligations and responsibilities of both volunteers and Latrobe City Council. The focused involvement of volunteers is designed to enhance the ongoing development of Latrobe City Council in meeting the needs of clients and the community through a diverse range of volunteering opportunities.

3. Scope

A volunteer is defined as a person who gives of their services without any express or implied promises of remuneration (The Law and Volunteers, Johnstone Training and Consultation, Satterfield and Gower, January 1993). Volunteers give freely of their time, talents, skills, and energy with no expectation of monetary compensation.

This policy applies to:

- All current and future volunteers engaging with and representing Council.
- Employees of Latrobe City Council who are responsible for the Teams/areas utilising volunteers in any capacity.
- Any external third party where volunteers may be engaged with a defined task or activity.

4. Principles of Management

The relationship between the organisation and its volunteers is one of trust, recognition, and mutual obligations. Volunteers take on agreed obligations and responsibilities and in return the organisation is committed to be responsive to the needs and expectations of those who volunteer their services.

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Council supports the principle that volunteers are managed, supported, and resourced in accordance with the National Standards for involving Volunteers in not-for-profit organisations and agrees with the principles of volunteering as defined by Volunteering Australia, namely:

- Is a benefit to the community and the volunteer.
- Is always a matter of choice.
- An activity that is unpaid and not undertaken for the receipt of salary, pension, government allowance or honorarium.
- A legitimate way in which citizens can participate in the activities of their community.
- Is a vehicle for individuals or groups to address human, environmental and social needs.
- An activity performed in the not-for-profit sector only.
- Do not replace paid workers nor constitute a threat to the job security of paid workers.
- Respects the rights, dignity, and culture of others.
- Promotes human rights and equality.

Latrobe City Council will recognise that volunteers have expectations of their time and effort in the work that they undertake for the Council and acknowledge the obligation Council has in ensuring these expectations are met as far as practicable.

The Relationship between Volunteers and Paid Staff

Effective relationships between volunteers and paid staff lead to enjoyable and productive workplaces. The involvement of volunteers within Latrobe City Council should not constitute a threat to job security or work satisfaction of paid staff. The role of volunteers compared with paid staff will be different and distinct but complementary. The roles that volunteers perform are designed to enhance and add value to the achievements made by paid staff.

Volunteer Responsibilities

Volunteers play an important role in the life of the services provided by Council and have a responsibility to comply with all the policies and procedures of Council. In addition, volunteers will be expected to:

- Undertake a Volunteer Police Check that is paid for by Council.
- Undertake and maintain a Volunteer Working with Children Check in accordance with Latrobe City Council's Working with Children Operational Policy.

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- Take responsibility in complying with all health and safety requirements and reporting of any issues, thereby contributing to a safe work environment for other volunteers, paid employees, clients, and members of the public.
- Be responsible in making a realistic commitment in terms of both time and areas of involvement and to honour those commitments.
- To treat Council, personal, and confidential information in accordance with the Privacy Act 2000 (Vic) and the Health Records Act 2001 (Vic) the Information Privacy Principles and the Health Privacy Principles contained within these Acts.
- Comply with all the requirements of their individual role statement.
- Complete and maintain currency for training and support opportunities that are provided by council and will provide an ongoing level of support to volunteers operating within Latrobe City Council.
- Bring to the attention of management any issues that may have an adverse impact on their performance as a voluntary worker including personal health or circumstance, conditions within Latrobe City venues where volunteer activities are conducted and any other concerns which may have an impact on their experience as a volunteer.
- Where a volunteer uses their own vehicle to carry out all or part of a service, the vehicle must be registered and maintained in a roadworthy condition. The onus for insurance coverage rests with the owner of the vehicle (or the volunteer), who should ensure appropriate third party, comprehensive and liability insurance is current and maintained while undertaking tasks on behalf of Council. Evidence of current registration and insurance must be provided to relevant Council Employees on request.
- Adhere to the Latrobe City Council Code of Conduct while undertaking duties or tasks on behalf of Council.

Council Responsibilities

Latrobe City Council recognises the important role that volunteers play in the life of the community and as such agrees to:

- Interview and engage volunteers in accordance with anti-discrimination and equal opportunity legislation.
- Provide volunteers with a healthy and safe workplace.
- Provide a formal induction to all volunteers before they are allocated tasks.
- Provide all relevant and supporting documents required to ensure volunteers success including organisational code of conduct, relevant policies and procedures and a current and relevant training to be completed.
- Define volunteer roles and develop clear role statements.
- As required, provide training to volunteers to improve their skill set and assist them in the performance of their voluntary role.

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- Not require a volunteer to perform any role or task that they are not appropriately qualified or skilled to undertake or would be the responsibility of a paid employee.
- Provide appropriate public liability insurance coverage for volunteers, where applicable.
- Provide feedback on performance.
- Inform volunteers of their responsibilities and ensure that their work complements but does not undermine, the work of paid employees.
- Reimburse volunteers for pre-agreed out of pocket expenses in line with organisational procurement policies and procedures.
- Regularly acknowledge and recognise the contributions of volunteers.
- Provide all volunteers with information on grievance and unsatisfactory performance operational frameworks and procedures.

5. Accountability and Responsibility

Accountability and responsibility for this policy is outlined below.

5.1. Council

- Responsibility to ensure this Policy is consistent with Latrobe City Council Strategic Direction and other Latrobe City Council Policy.
- Responsibility for the decision to approve this Policy by Council Resolution.

5.2. Chief Executive Officer

- Overall responsibility for compliance with this policy.
- Overall responsibility for enforcing accountability.
- Overall responsibility for providing resources.
- Overall responsibility for performance monitoring.

5.3. General Manager

- Responsibility for compliance with this policy.
- Responsibility for enforcing accountability.
- Responsibility for providing resources.
- Responsibility for performance monitoring.

5.4. Manager

- Develop frameworks and procedures in compliance with this policy.
- Enforce responsibilities to achieve compliance with frameworks and procedures.
- Provide appropriate resources for the execution of the frameworks and procedures.

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5.5. Employees, Contractors, and Volunteers

- Participate where required in the development of frameworks and procedures in compliance with this policy.
- Comply with frameworks and procedures developed to achieve compliance with this policy.

6. Definitions

Volunteer: a person who gives freely of their time without recompense, either financial or any other form.

7. Related Documents

[Latrobe City Council Code of Conduct](#)

8. Reference Resources

[Victorian Volunteer Strategy 2022 - 2027](#)

9. Appendices

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