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EIRA

GLEN EIRA
CITY COUNCIL

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GLEN EIRA VOLUNTEER FRAMEWORK

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INTRODUCTION

Glen Eira City Council acknowledges the important role that volunteers play within our community. Volunteering is critical to building a healthy, connected and inclusive community.

The City of Glen Eira has an established vibrant network of community groups, organisations, clubs and associations that are supported by volunteers. These include a large number of religious and cultural organisations, over 230 sports teams, more than 25 arts and music groups, 38 senior citizen clubs, five neighborhood houses, community based kindergartens and two toy libraries.

Many community organisations, programs, clubs and sports would simply not exist without the dedication of volunteers. The role of volunteers is often a two-way relationship; supporting community groups to achieve their goals, whilst volunteers make meaningful use of their time and skills by contributing to social and community outcomes.

Council also relies on volunteers to support a broad range of Council services and programs, including its delivered meals services, arts and culture programs, residential aged care services, youth services and Council Advisory Committees.

For the individuals, volunteering promotes a sense of belonging and wellbeing by participating in activities, creating new friendships and building a real sense of achievement. It can also develop skills, experience, and provide potential pathways to employment.

There are high levels of volunteering in Glen Eira. In the 2016 national Census, 21.3% or 24,530 Glen Eira residents aged 15 years or older identified as a volunteer. This is higher than the Metropolitan Melbourne average of 17.6%. Volunteering in our City also grew by more than 30% between 2006 and 2016.

Both Council and community organisations are expected to follow the National Standards for Volunteer Involvement produced by Volunteering Australia. These standards help organisations to maximise the benefits of volunteering, ensure the rights of volunteers are protected and that volunteers are supported to carry out their roles.

OUR GOAL

To increase volunteer participation and support community organisations to deliver volunteer programs that foster a strong and resilient community.

The Glen Eira Volunteer Framework identifies four key priority areas to increase volunteer participation within the community and support community organisations to foster a strong and resilient community.

A shared commitment across our City is essential to address these four priority areas and Council will collaborate and partner with community organisations, not-for-profit organisations, clubs and associations to strengthen volunteer programs and initiatives.

Key Priority Areas

LEAD AND MANAGE

Lead a positive culture of volunteering and the development of effective management systems to support volunteers.

SUPPORT AND DEVELOP

Support and development of volunteers to ensure they receive appropriate orientation, training, development and support.

PROMOTE AND RECRUIT

Promote volunteering opportunities and recruitment of volunteers.

RECOGNISE AND CELEBRATE

Recognise and celebrate volunteers to ensure their contribution, value and impact is understood, appreciated and acknowledged.

VOLUNTEERING IN GLEN EIRA

The City of Glen Eira is very fortunate to have high levels of volunteer participation which has increased over time.

Volunteering Australia defines volunteering as - *'time willingly given for the common good and without financial gain'.*

Volunteering can be formal or informal, full time or part time, occasional or even once off. Volunteering covers varied types of activities, for the common good without financial gain. *Refer to Appendix 1 – Types of Volunteering*

In 2016, the Australian Bureau of Statistics Census asks Australians '*In the last twelve months, did the person spend any time doing voluntary work through an organisation or group?'*

In 2016, 21.3 per cent of Glen Eira residents (15 years and over) answered yes and identified themselves as a volunteer. This result was higher than the Greater Melbourne average of 17.6 per cent.

The number of volunteers in the City of Glen Eira increased by 6,339 people (34.8 per cent) between 2006 and 2016. The table below shows the number of Glen Eira residents (15 years and over) identifying as volunteers and how numbers have increased over time.

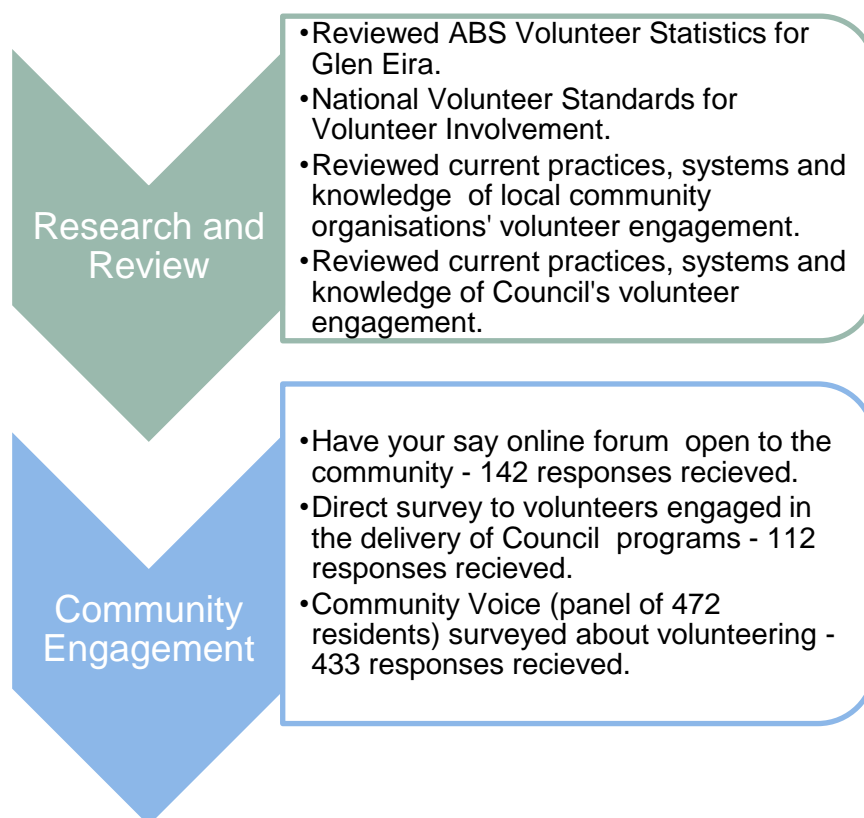|	2006	2011	2016	Change in number who identify as a volunteer 2006-2016
Number of volunteers	18,191	20,058	24,530	34.8%

Council funds Community Information and Support Victoria to provide a central volunteering register in Glen Eira. The service matches potential volunteers with volunteering opportunities offered by community organisations based on their skills and interests. Refer to Appendix 2 – *Community Information and Support Victoria– Volunteer Services.*

DEVELOPING THE VOLUNTEER FRAMEWORK

To develop the Glen Eira Volunteer Framework, research was undertaken to establish the level of volunteering across our City and review the legislative and policy context of the volunteering sector. Current volunteering practices used by both Council and community organisations were also examined.

Council then engaged with local community organisations and volunteers to better understand the opportunities and challenges associated with volunteering in Glen Eira.

Research and Review
- Reviewed ABS Volunteer Statistics for Glen Eira.
- National Volunteer Standards for Volunteer Involvement.
- Reviewed current practices, systems and knowledge of local community organisations' volunteer engagement.
- Reviewed current practices, systems and knowledge of Council's volunteer engagement.

Community Engagement
- Have your say online forum open to the community - 142 responses recieved.
- Direct survey to volunteers engaged in the delivery of Council programs - 112 responses recieved.
- Community Voice (panel of 472 residents) surveyed about volunteering - 433 responses recieved.

COMMUNITY ENGAGEMENT OUTCOMES

A total of 687 responses were received through community engagement activities. Community members and community groups expressed that volunteering is highly valued and considered to be an essential part of the social fabric of our City. The feedback also contained high levels of enthusiasm for volunteering and acknowledged the benefits it affords to both volunteers and members of the community.

However, the feedback highlighted a number of challenges and barriers facing both community groups and volunteers, which are summarised below:

- Community organisations need to recruit volunteers;
- Members of the community being aware of volunteer opportunities;
- Training and development of volunteers;
- Clear roles and responsibilities for volunteers;
- Acknowledging the contributions of volunteers;
- Effective supervision and management of volunteers.

LEGISLATIVE AND POLICY CONTEXT

Today's volunteers expect high quality volunteering opportunities that are meaningful and useful to the outcomes required by local communities. Volunteers also have rights, which include working in a safe and supportive environment with appropriate infrastructure and effective volunteer management practices.

The National Standards for Volunteer Involvement have been developed by Volunteering Australia in consultation with the volunteering sector to support the involvement of volunteers and act as a resource for organisations to implement effective volunteer programs.

The Standards are used as an audit tool to see how well the organisation is performing against best practice for volunteer involvement and to help identify opportunities for making improvements, to plan and establish new volunteer services, monitor and measure improvements and to gain formal recognition for good practice from Volunteering Australia by meeting the National Standards.

The National Standards incorporate the following principles:

- Volunteer involvement should be a considered and planned part of an organisation's strategic development, aligning with the organisation's strategic aims and incorporated into its evaluation framework.

- Effective volunteer involvement requires organisational leadership and a culture and structure that supports and values the role of volunteers.

- Volunteers have rights, which include the right to work in a safe and supportive environment with appropriate infrastructure and effective management practices.

- Volunteers have responsibilities, which include acting responsibly, being accountable for their actions to the organisation, and respecting the organisation's values and practices.

The national standards set out eight key areas of volunteer involvement:

1.	Leadership and management
2.	Commitment to volunteer involvement
3.	Volunteer roles
4.	Recruitment and selection
5.	Support and development
6.	Workplace safety and wellbeing
7.	Volunteer recognition
8.	Quality management and continuous improvement

The volunteering sector is governed and protected by a range of other Commonwealth and Victorian legislation and policy regulatory frameworks. Refer to *Appendix 3 – Other laws that govern volunteering*

IMPROVING VOLUNTEERING

Council has a dual-role in improving volunteering across the City of Glen Eira which can be categorised in two distinct ways:

1. Leadership - engaging and supporting Council volunteers.
2. Support - assisting community organisations and volunteers.

The table below describes the dual-role of Council with respect to improving volunteering both within Council and across the broader community.

	Engaging and supporting Council volunteers	Assisting community organisations and volunteers
Lead and manage	Council fosters a culture to effectively build, maintain and monitor Council's obligations and responsibilities for volunteers.	Council builds partnerships with the local volunteer sector to strengthen and enable volunteer participation to meet the needs of the Glen Eira Community.
Promote and recruit	Council provides a consistent approach to the promotion and recruitment of our volunteers.	Council enables anyone who wants to volunteer to access information and support.
Support and develop	Council develops resources, training and procedures for our volunteers.	Council works with community organisations to strengthen management capabilities to provide high quality volunteer programs and inclusive environments for volunteer participation.
Recognise and celebrate	Council acknowledges the valuable contribution of volunteering with our organisation.	Council acknowledges the valuable contributions of volunteering in the municipality.

KEY PRIORITY AREAS & OBJECTIVES

The Glen Eira Volunteer Framework identifies four key priority areas and 16 objectives to respond to emerging trends in volunteerism and ensure volunteer programs are responsive to the needs of our community.

In order to achieve success, a shared commitment is required from Council, community organisations, not-for-profit organisations, local businesses, clubs and associations to strengthen volunteer programs and initiatives.

A three-year Glen Eira Volunteer Framework Action Plan will be developed to set out the annual program of volunteer initiatives and events to progress the objectives set out under each of the four key priority areas.

Council will review the progress towards addressing the four key priority areas on an annual basis and report the outcomes at the end of each year.

The four key priority areas are:

1. **Lead and Manage** - Lead a positive culture of volunteering and the development of effective management systems to support volunteers.

2. **Promote and Recruit** - Promote volunteering opportunities and recruitment of volunteers.

3. **Support and Develop** - Support and development of volunteers to ensure they receive appropriate orientation, training, development and support.

4. **Recognise and Celebrate** - Recognise and celebrate volunteers to ensure their contribution, value and impact is understood, appreciated and acknowledged.

Lead and Manage	Lead a positive culture of volunteering and the development of effective management systems to support volunteers.

Why is this important

Leadership ensures the aims and values of volunteer involvement are promoted within the organisation, and that there is clear accountability for the implementation of volunteer involvement.

Management ensures that processes and systems are in place to implement positive volunteer involvement.

The implementation of effective leadership and management assists organisations to provide clear direction and guidance for the work of volunteers and helps to mitigate any risks related to volunteer involvement.

What the community told us

- *Some community organisations have a remunerated staff member to support managing volunteers, others do not have the capacity to employ someone and they need help in developing policies and procedures.*

- *Management, committees, boards and administration are key areas where volunteers are engaged within community organisations.*

- *It would be good if Council could organise a platform where we could get support from those with time on their hands interested in volunteer opportunities we have.*

- *I am sure there is a huge pool of people that could assist us, it's just trying to reach out and find them that's a challenge when the club is entirely run by volunteers'*

	Objectives
Engaging and supporting Council volunteers	Develop systems and processes to effectively manage and support Council volunteers.
	The Volunteering Framework is integrated within Council's policies and procedures throughout the organisation.
Assisting community organisations and volunteers	Build a shared comprehensive understanding of the volunteering profile across the municipality with local community organisations and the requirements of the National Standards for Volunteer Involvement.
	Collaborate with volunteers, local community groups and Community Information and Support Victoria to explore ways to develop joint volunteering initiatives to support local volunteers.

Promote and Recruit	Promote volunteering opportunities and recruitment of volunteers.

Why is this important

Promotion and recruitment ensures that organisations are successful in attracting volunteers. Organisations must have appropriate volunteer screening to maintain safety and security.

Effective promotion and recruitment supports organisations to ensure prospective volunteers are provided with information to make informed decisions about working with the organisation

Consistent procedures for assessing, selecting and placing new volunteers are required by all organisations.

What the community told us

- 65 per cent of responding organisations want more volunteers but have not been able to recruit them

- *We have sufficient volunteers at the moment but we are concerned about succession planning. We are finding fewer people are willing to commit to being elected to committees.*

- *More effective recruitment, better processes for supporting volunteers and improving the skills and knowledge of staff members is needed.*

- *People who don't volunteer need to know more about the value volunteers bring to the community.*

	Objectives
Engaging and supporting Council volunteers	Actively promote all Council volunteering opportunities to the community to encourage volunteer involvement.
	Provide new opportunities for volunteering and ensure Council has consistent policies and procedures for the recruitment of all volunteering across the organisation.
Assisting community organisations and volunteers	Partner with Community Information and Support Victoria and invest in volunteer support services to strengthen community access to volunteering opportunities.
	Promote the benefits of volunteering to the community to encourage the community to volunteer for local community organisations.

Support and Develop	Support and development of volunteers to ensure they receive appropriate orientation, training, development and support.

Why is this important

Support and development ensures that organisations have orientation, training and development programs in place that support volunteers in their roles.

Effective volunteer training and development should help volunteers understand the organisation's policies and procedures that relate to volunteers, any requirements associated with their roles and where to seek help in guidance from within the organisation.

Volunteers must also be given the opportunity to gain knowledge and skills to safely and effectively perform the tasks associated with their roles.

What the community told us

- Community organisations have a range of ways in which they work to manage and support volunteers. This includes encouraging and acknowledging volunteers, providing process manuals, training and linking new volunteers with experienced volunteers in mentoring-type relationship.

- *As volunteers there is often no formal training that can be done as it's costly.*

- 95 per cent of respondents felt that opportunities for building skills and making new friendships and connections were key benefits of volunteering.

	Objectives
Engaging and supporting Council volunteers	Develop Council volunteer training programs to ensure all volunteers receive appropriate training commensurate with their roles (i.e. Occupational Health and Safety, Child Safe Standards).
	Explore professional development opportunities for Council volunteers including links with relevant volunteer sector training programs.
Assisting community organisations and volunteers	Council will support local community organisations to deliver volunteer orientation, training and support programs.
	Support local community organisations to build and promote a positive and inclusive culture for volunteerism.

Recognise and Celebrate	Recognise and celebrate volunteers to ensure their contribution, value and impact is understood, appreciated and acknowledged.

Why is this important

Volunteer recognition ensures that organisations understand the valuable contribution made by volunteers and lets volunteers know that their contribution is appreciated.

Volunteer recognition programs can foster and maintain respectful relationships with volunteers by acknowledging the way their work benefits the organisation.

Volunteer celebrations provide an opportunity to showcase the valuable contributions made by volunteers and the important role they play in building strong resilient communities.

What the community told us

- 34 per cent of respondents volunteer more than fifty hours every week at local community organisations.

- *Without volunteers, our club would not exist. Volunteers bring their time, their expertise, their interpersonal skills and their creativity ensuring that participants have a weekly class to attend and enjoy.*

- There were many common elements to respondent's views of what volunteering entails including giving, helping, meeting the needs of others, providing time and skills without financial reward.

Objectives

Engaging and supporting Council volunteers	Recognise and celebrate internal Council volunteers at the annual *Glen Eira Volunteer Recognition Ceremony*.
	Acknowledge our volunteers through articles in Council publications, website and social media platforms.
Assisting community organisations and volunteers	Recognise and celebrate the achievements of Glen Eira's volunteering community at *the Glen Eira Volunteer Recognition Ceremony* held annually as part of National Volunteer Week.
	Recognise and celebrate the achievements of local volunteers and community organisations in Council publications, website and social media platforms.

Appendix 1: Types of volunteering

Volunteer type	Definition
Formal	Relates to the delivery of a service, with defined supervision structures and roles and depends on long term regular attendance. For example • Delivering meals to the elderly through services such as Meals-on-Wheels • Caring for animals through organisations such as the RSPCA • Volunteering in galleries, large charities and emergency services
Governance	Individuals volunteer as board members or sit on management committees. They provide leadership and direction for the community organisation. There are clearly defined roles, responsibilities and accountability. For example • Secretary for the local football club • President of an incorporated group • Volunteer treasurer for a Kindergarten
Non-formal	Community members coming together through a shared interest, usually around addressing specific social needs in the community, sharing experiences or providing assistance. Less structured setting and roles and with limited funding. Activities are undertaken by whoever has the time and interest. For example • Volunteering for a bushcare or catchment group • Running the canteen for a sporting club • Volunteering for a specific hobby group
Informal	Voluntary acts of helping and kindness to friends, family and neighbours.
Social action	Activism, similar to non-formal volunteering however there is a goal to bring about defined change; these may not be limited to their local community. Driven by the passion and interest of their volunteers. For example • Environmental groups • Political lobby groups • Lobbying for change to a specific group or cause
Project	Episodic or project based short-term engagement with a clearly defined timeframe and goals. For example • Running a community festival • Delivering a strategic plan • Redesigning a website • Putting together a grant application.
Virtual	Digital or online volunteering

Appendix 2: Community Information and Support Victoria – Volunteer Services

Community Information and Support Victoria provides free local information and referral services to the community. Community Information and Support Victoria - Glen Eira Branch is located at 1134 Glenhuntly Rd, Glen Huntly. They maintain a database of organisations seeking volunteers, offering a wide range of roles and activities and support local organisations using volunteer workers. The organisation receives about 2,000 volunteer enquiries annually from the Glen Eira community.

The Community Information and Support Victoria database currently has about 400 local volunteering opportunities registered for a variety of roles from 135 organisations. Community Information and Support Victoria liaises with local community organisations annually to update their volunteer opportunities.

Community Information and Support Victoria assist potential volunteers, visiting in person, or enquiring by telephone, to search the database for volunteering roles which interest them. There is a wide range of volunteer role categories, including aged care support, companionship/social support, fundraising, opportunity shop support, sports and recreation, youth support, roles suitable for secondary school students and those which fulfil Centrelink obligations. Volunteers are then provided with contact details and organisation information for the roles they have selected and can also obtain general information about volunteering.

Volunteer roles are placed on the *GoVolunteer* and *SEEKVolunteer* websites:

- **GoVolunteer online register**

  GoVolunteer is an initiative of Volunteering Australia. Their aim is to match people who are interested in volunteering with appropriate volunteering opportunities. The website uses a national database of volunteering opportunities.

- **SEEKVolunteer online register**

  SEEKVolunteer connects all Australians to volunteer opportunities, strengthening communities by enabling individuals and businesses to volunteer.

  SEEKVolunteer is a free online source of volunteer opportunities making it easy for people to connect to the right opportunity, for a cause they care about, in a location that is convenient to them.

Community Information and Support Victoria is a member of Volunteering Victoria, a peak body advocating for volunteering and volunteering organisations and is funded by Glen Eira City Council.

Appendix 3 - Other laws that govern volunteering

When developing effective, safe and compliant volunteer programs, community organisations must also consider the following Victorian legislation.

- The Charter of Human Rights and Responsibilities Act 2006
- Occupational Health and Safety Act 2004
- Wrongs Act (Vic) 1958
- Victorian Equal Opportunity Act 2010
- Fair Work Act (Cth) 2009
- Privacy Act (Cth) 1998 (Australian Privacy Principles)
- Privacy Data and Protection Act (Vic) 2014 (Information Privacy Principles)
- Health Records Act (Vic) 2001 (Health Privacy Principles)
- Associations Incorporation Reform Act 2012 (the Act)
- Working with Children Act (Vic) 2005
- Child Wellbeing and Safety Act (Vic) 2005

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Glen Eira Libraries and Learning Centres:
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