

ATTACHMENT TO AGENDA ITEM

Ordinary Meeting

20 December 2016

**Agenda Item 8.4 Greater Shepparton Volunteer Strategy and Action Plan
2014-2018 - Year 2 Update**

**Attachment 1 Volunteer Strategy Key Strategic Directions - Year 2
Review 2016..... 330**

Volunteer Strategy Key Strategic Directions – Year 2 Review 2016

Key Strategic Direction 1: Promotion

Council will work to raise the profile of volunteering across the Greater Shepparton municipality.

	Deliverable	Measurement	Actioned Year 2	Year
1.1	Continue to maintain the Volunteer Manager's Network "Quick Reference Guide" (QRG) which outlines volunteering opportunities across Greater Shepparton.	Review and update the guide twice a year or as required.	The QRG is reprinted in January and June 2016. In the June 2016 reprint, six new organisations were added to the Guide. These organisations were: Australian Red Cross, CFA, Leukaemia Foundation, Lighthouse Project, Save the Children and Tatura & District Historical Society. Copies of the QRG are available at Customer Service, with the Council website continuously updated to reflect the current volunteer organisations.	ongoing
1.2	Develop a campaign plan to promote volunteering opportunities in the community, including print, website and social media	Develop campaign plan. Utilise Council's Calendar of Events to highlight vacancies.	Over the past 12 months, the Campaign plan / timeline has been implemented, highlighting volunteer opportunities, promote Volunteer Recognition Awards and volunteer profiles to link in with Council departments that utilise volunteers. This has been done through emails to networks, website, Insite, social media and media releases. Approximately 4 articles in the Shepparton News prior and after the Volunteer Awards showcasing Award winners.	ongoing
1.3	Actively promote the benefits of volunteering in educational settings such as career expo's; secondary schools; community services; tertiary campuses; Neighbourhood Houses	Attend a minimum of two events per year.	The QRG was used at the Health Career Day, in partnership with the Council's Municipal Health Project Officer and at the Careers Expo in partnership with Council's Youth Development Officer to showcase volunteer opportunities and the importance of volunteering to gain experience for careers.	ongoing
1.4	Identify opportunities for young people aged under 18 years to volunteer and promote these volunteering positions. Include these opportunities in the "Quick Reference Guide".	Produce a youth volunteering opportunities list. Add to Quick Reference Guide". Include list on Council's volunteering web page.	QRG – Links have been made with The Foyer to display Council's Quick Reference Guide. A requirement for students is civic participation and an informal partnership with Berry Street has been made for students to use the guide as part of their curriculum. A review has been undertaken to identify youth specific volunteering options within the municipality. These opportunities will be now identified in the Quick Reference Guide in the next reprint in January 2017. A youth specific resource is currently being investigated in partnership with Council's Youth Development Officer.	2

TRIM Ref: M16/56252

1.5	To promote and support CALD community volunteering through utilising culturally appropriate methods of communications and existing networks.	Quick reference guide utilises 'Easy English'.	A link with Kildonan Uniting Care to share the Quick Reference Guide resource to newly arrived communities has been strengthened from previous years. Currently working with Council's Cultural Development Officer to develop and deliver workshops about "What is Volunteering and Are you already doing it?" to be targeted to multicultural communities for early 2017.	2
1.6	To promote and support Aboriginal community volunteering through utilising culturally appropriate methods of communications and existing networks.	Quick reference guide utilises 'Easy English'.	Local Aboriginal organisations that utilise volunteers to be included into the Quick Reference Guide. Acknowledgement of Aboriginal & Torres Strait Islander communities will be incorporated into the Quick Reference Guide by including the Aboriginal & Torres Strait Islander flags.	2

Key Strategic Direction 2: Recruitment

Council will provide a consistent approach to recruitment of volunteers.

	Deliverable	Measurement	Actioned Year 2	Year
2.1	Council will develop a Volunteer Policy that reflects the national standards of volunteering.	Council adopts Volunteering Policy.	Volunteer Policy adopted by Council in April 2016 Managing Volunteers Procedure adopted by Council in April 2016	2
2.2	Create uniformity for internal volunteering recruitment through a consistent registration process across Council.	Update registration forms that are easily accessible for volunteer managers and customer service.	Council rollout of Volunteer Policy, Managing Volunteer Procedure and new recruitment process commenced in July 2016. Registration form, inclusive of: Volunteer Agreement, Volunteer Insurance & Volunteer rights and Expression of Interest forms. Forms are available for all managers/coordinators via TRIM, Insite and online portal.	ongoing
2.3	Create positions descriptions for all volunteers' positions within Council.	Position descriptions completed for all volunteer positions within Council.	A Volunteer position description template has been developed. This template is being used for all volunteer roles at Council.	2
2.4	Develop a Council Volunteer Induction kit for all volunteers - which would include registration forms, relevant policies and procedures, grievance procedures, Police checks and name tags.	Kits developed and distributed to volunteer managers.	Volunteer induction kits have been developed for all responsible officers of volunteers. The documents in the folder include: <ul style="list-style-type: none"> • Volunteer Policy • Managing Volunteer Procedure • How to induct your volunteer 	2

TRIM Ref: M16/56252

			<ul style="list-style-type: none"> • Volunteer Registration forms • Code of conduct • Prevention of Harassment, Bullying & Occupational Violence policy • Social media policy • Volunteer position description template 	
2.5	Develop volunteer induction program for all Council volunteers	Induction program developed and delivered as required. Collaborative approach to training opportunities.	In partnership with Council's internal Volunteer Managers Network, the process of induction was defined. The introduction of a Volunteer Induction kit was developed. Participation of an online OH & S induction is also conducted. Site specific inductions are up to individual responsible officers.	2
2.7	Council will continue to develop and utilise a central management system for the registration of volunteers and mandatory training in OHS and Code of Conduct.	All current volunteers registered on existing central system. New volunteers added on sign up.	Volunteers are being entered onto a centralised database and being streamlined through People and Development. Currently investigating systems to improve efficiencies with this database.	2

Key Strategic Direction 3: Supporting Volunteers

Council will work towards ensuring our volunteers across the Greater Shepparton municipality are supported with standards of best practice and consistency; providing opportunities to share information.

	Deliverable	Measurement	Actioned Year 2	Year
3.1	Support the Volunteer Managers Network to continue to strengthen volunteering within the municipality.	Coordinate six meetings per year hosted by various members of the VMN. At least one representative from Council's Internal volunteer managers to attend each meeting.	4 meetings have been held over the past 12 months. The network continues to share resources including the National Standards for Volunteering. The network has assisted in the delivery of Council's Volunteer Recognition Awards 2015. The network has provided input into the design and delivery of the Volunteer survey.	Ongoing
3.2	Establish an Internal Volunteer Managers/Coordinators Working Group to strengthen volunteering within Council.	Conduct a minimum of two meetings per year.	9 meetings have been held over the past 12 months. This group have assisted in the design, delivery and rollout process of Volunteer Policy, Managing Volunteer Procedures and new registration process of volunteers.	ongoing
3.3	Investigate budget options to employ a full time volunteer coordinator within Council	Collect regular data and information relevant to volunteer management across Council. Job analysis business case completed.	Ongoing advocacy has occurred.	2

TRIM Ref: M16/56252

3.4	The VMN will continue to seek feedback from the volunteer sector to strengthen volunteering within the municipality.	Conduct two surveys annually to understand the volunteer experience.	A survey has been designed and will be distributed late October 2016. The survey questions have been designed for the volunteer to share their volunteer experience. The survey allows us to gather data at a local level and enable us to best support, celebrate and recognise volunteers across the municipality.	2
3.7	Council to advocate with insurers for enhanced procedures regarding Council's volunteer management.	Procedures identified.	It has been identified by Risk department that Volunteers that sign a Volunteer Registration form will be covered by Council's Insurance. Council has purchased extra cover for Volunteers.	ongoing

Key Strategic Direction 4: Celebrate and Recognise

Council will acknowledge the valued contributions of volunteering in the Greater Shepparton municipality.

	Deliverable	Measurement	Actioned Year 2	Year
4.1	Continue to host an annual Greater Shepparton Volunteer Recognition Awards during National Volunteer Week	One event per year.	The Awards are held annually in May during National Volunteer Week. This year the event was held at Eastbank on 12 th May 2016 in the evening. Approximately 200 people attended with 39 nominees across 7 categories. This year a new category was included in the awards: Long Serving Volunteer. As part of the award ceremony this year, the Royal Life Saving Club of Victoria contacted Council to be a part of the awards ceremony. The award ceremony was used as a platform to present and recognise two recipients from Life Saving Victoria for their service. They were awarded Commonwealth Service medals.	Ongoing
4.2	Celebrate volunteers annually through a municipality wide event to recognise the contribution of volunteers.	One event per year. Annual forum for volunteers incorporating guest speakers and networking opportunities.	New entrance flags for National Volunteer Week. The flags were designed to thank and promote volunteers within the municipality. The Entrance flags will be displayed each year during the month of May, to coincide with National Volunteer Week – the 2 nd week in May. These flags will be in the entrances of all towns across the municipality. Council Volunteer Recognition event to recognise all Council internal volunteers. This will be held in December to coincide with International Day of the Volunteer, 5 th December 2016.	2

TRIM Ref: M16/56252



Winners - Volunteer Recognition Awards 2016



Volunteer Flags

TRIM Ref: M16/56252