

**FILE NO:** PSC2019-00698

**TITLE:** VOLUNTEER RECOGNITION

**OWNER:** COMMUNITY SERVICES SECTION MANAGER

## **1. PURPOSE:**

- 1.1 The purpose of this Policy and related guidelines is to provide Council with a framework for the delivery of recognition to Council volunteers to maximise volunteer motivation and satisfaction. The purpose of the Volunteer Recognition Scheme is to identify and acknowledge Council volunteers who contribute significant time or service to Council programs and to ensure there are appropriate mechanisms in place to provide this recognition. The scheme is in line with Council's Community Strategic Plan 2018-2028, C1.5 Support volunteers to deliver appropriate community services.

## **2. CONTEXT/BACKGROUND:**

- 2.1 Volunteer recognition is essential for volunteer motivation, satisfaction, retention and recruitment. Council has a recognition scheme for staff, however recognition for volunteers is currently completed on an ad-hoc basis. This policy highlights Council's commitment to our volunteers.
- 2.2 A consistent approach to the identification of volunteers and mechanisms for delivery of recognition will be of benefit to both staff and volunteers as it will provide equitable access and a framework in line with staff recognition. It will assist to raise the profile of volunteers within Council and promote the importance of volunteering to the wider community.

## **3. SCOPE:**

- 3.1 This policy relates to all of Council's volunteers and the sections of Council under which they volunteer. The sections of Council that manage volunteers will be responsible for the identification of volunteers and delivery of recognition in line with this policy and guidelines. Support and tools will be provided by the Volunteers Support Project Officer.
- 3.2 Volunteer Recognition includes thank you cards, letters and certificates of recognition, media promotion, recognition of years of service, recognition upon retirement, National Volunteers Week, annual thank you event and Port Stephens Annual Awards.

#### 4. DEFINITIONS:

|                                       |                                                                                                                                                          |
|---------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| Thank You cards                       | Council corporate cards                                                                                                                                  |
| Letter and Certificates               | Letters of recognition on Mayoral letterhead signed by Mayor, Certificates of recognition, generally framed                                              |
| Media promotion                       | Print and social media advertising and promotional avenues                                                                                               |
| Years of Service                      | Refers to length of time a volunteer and/or committee has been a Registered Volunteer with Port Stephens Council                                         |
| Retirement                            | Refers to a person who has been a Registered and active Council Volunteer continuously for at least 5 years and they are retiring as a Council Volunteer |
| National Volunteer Week               | An annual celebration to acknowledge the contribution of our nation's volunteers, led by Volunteering Australia                                          |
| Volunteer Thank You                   | An annual event where volunteers, Councillors and staff are invited to a function to recognise and thank our volunteers                                  |
| Port Stephens Annual Awards           | Event used by Council to formally recognise the efforts of exceptional people within our community                                                       |
| Volunteer Recognition Nomination Form | Form used to provide sufficient information on a volunteer, committee or activity worthy of special recognition                                          |

#### 5. POLICY STATEMENT:

5.1 Council recognises that volunteers are the lifeblood of the community, delivering services on behalf of Council. A Volunteer Recognition Scheme will formally reward volunteers through a series of initiatives appropriate to Council's budget and the contribution of the volunteer, and be in keeping with staff recognition.

5.2 It is expected that the implementation of this Policy and guidelines will lead to:

- improved volunteer motivation and satisfaction
- increased volunteer recruitment and retention
- heightened awareness and understanding, both internally and externally, of the roles undertaken by Council's volunteers
- increased promotion of the importance of volunteering to the wider community.

## 6. POLICY RESPONSIBILITIES:

- 6.1 The Volunteers Support Project Officer is responsible for implementing, complying with, monitoring, evaluating, reviewing and providing advice on the policy.
- 6.2 Council staff who manage volunteers are responsible for implementing and complying with the policy.
- 6.3 Managers are responsible for complying with this policy.

## 7. RELATED DOCUMENTS:

- 7.1 Local Government Act 1993.
- 7.2 Code of Conduct.
- 7.3 Work Health and Safety Act 2011.
- 7.4 Community Strategic Plan 2018 – 2028.
- 7.5 355c Committee Terms of Reference.
- 7.6 Volunteer management guidelines – various.

## CONTROLLED DOCUMENT INFORMATION:

|                                                                                                                                                                                                                                                               |                                                                   |                         |                |
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| <b>EDRMS container No.</b>                                                                                                                                                                                                                                    | PSC2019-00698                                                     | <b>EDRMS record No.</b> | 21/288465      |
| <b>Audience</b>                                                                                                                                                                                                                                               | Councillors, Council staff, Council volunteers, general community |                         |                |
| <b>Process owner</b>                                                                                                                                                                                                                                          | Community Services Section Manager                                |                         |                |
| <b>Author</b>                                                                                                                                                                                                                                                 | Volunteers Support Project Officer                                |                         |                |
| <b>Review timeframe</b>                                                                                                                                                                                                                                       | 3 years                                                           | <b>Next review date</b> | September 2024 |
| <b>Adoption date</b>                                                                                                                                                                                                                                          | 13 August 2019                                                    |                         |                |

**VERSION HISTORY:**

| <b>Version</b> | <b>Date</b>       | <b>Author</b>                            | <b>Details</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>Minute No.</b> |
|----------------|-------------------|------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|
| 1              | 13/8/2019         | Organisation Development Section Manager | New Policy                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 188               |
| 2              | 28 September 2021 | Volunteers Support Project Officer       | <p>Amend Policy Owner to - Community Services Section Manager</p> <p>2.1 – Remove - of which there are over 700.</p> <p>5.1 – Remove - with over 700 volunteers delivering services on behalf of Council.</p> <p>6.1 Change title to - Volunteers Support Project Officer.</p> <p>Change Process owner to - Community Services Section Manager.</p> <p>Change Process author to – Volunteers Support Project Officer.</p> <p>Review timeframe has increased from 2 years to every 3 years.</p> | 247               |