



VOLUNTEER MANAGEMENT STANDARD

Adopted: 09 December 2025

TRIM 371111.2025-001

VOLUNTEER MANAGEMENT STANDARD

DIRECTORATE: Corporate Services

BUSINESS UNIT: People & Culture

1. PURPOSE/ OBJECTIVES

Volunteering provides an important opportunity for community members to engage in the life of their local community. Volunteers contribute their time, skills, and enthusiasm to add to the range of services offered by Council across the local government area. Volunteers gain purpose, connection, and experience from the roles in which they engage.

The purpose of this standard is to:

- provide an over-arching framework for consistent volunteer management across all Council business units,
- establish a high quality and consistent standard approach to recruiting, training, and managing volunteers across all areas and activities of Council,
- provide the opportunity for community members to participate in Council programs or services as volunteers,
- ensure that volunteers are treated with equity, fairness and respect and engaged ethically,
- ensure the health, safety and wellbeing of volunteers is protected in the workplace.

2. SCOPE

The broad definition of volunteering is time willingly given for the common good and without financial gain. This standard specifically provides for volunteers and programs that are officially organised by and under the control of Council, in what would be considered formal volunteering arrangements.

3. DEFINITIONS

Council refers to Liverpool City Council.

National Standards for Volunteer Involvement (NSVI) are the set of industry standards developed by Volunteering Australia in collaboration with the volunteering sector, funded by the Australian Government Department of Social Services. The National Standards were refreshed and re-published in 2023.

Supervisor refers to the Council staff member responsible for direct supervision of a volunteer while completing a task.

Volunteer(s) in this standard refers to community members who engage in volunteering programs that are officially organised and supervised by Council.

Volunteer Portal refers to the self-service access portion of Council's Volunteer Management System.

Worker(s) refers to all workplace participants within Council, including paid staff, contractors, volunteers, and students participating in work experience arrangements.

4. STANDARD STATEMENT

Liverpool City Council is committed to involving volunteers in defined roles that provide meaningful opportunities to contribute to the local community, while safeguarding all Council workers and community members. This standard is based on the frameworks provided in The National Standards for Volunteer Involvement (NSVI), incorporating the stages of the volunteer engagement cycle.

4.1. Role definition

- 4.1.1. Volunteer roles will add to the services provided by Council by performing defined and limited tasks that do not replace the roles of paid Council staff but add value for the benefit of our community & our environment.
- 4.1.2. Volunteer roles will be created through consultation between the relevant manager and the Council staff member responsible for overseeing volunteer programs.
- 4.1.3. Volunteer roles will be created to incorporate the general rights and responsibilities of volunteers and organisations that involve volunteers (see attachment 1).
- 4.1.4. Volunteer role descriptions will clearly define the tasks and reporting relationships for each volunteer role.
- 4.1.5. A formal risk assessment will be carried out for each volunteer role to determine any limitations to engagement and any checks required of volunteers prior to commencement.
- 4.1.6. Volunteer role descriptions may be updated for existing volunteers to account for changes and developments in their role. All volunteers will receive a copy of their relevant volunteer role description. Volunteers will acknowledge their role description either digitally or by signing a printed copy to be maintained in Council's records management system.

4.2. Engagement

- 4.2.1. Volunteer engagement is discretionary and must satisfy mutual benefit for the volunteer and Council. Volunteer engagement will focus on promoting diversity, equity, and accessibility.
- 4.2.2. Volunteering opportunities will be publicly advertised through Council's website and volunteering platforms. They will be open to expressions of interest from all suitable potential volunteers.
- 4.2.3. Potential volunteers will be selected for their fit for the role and their capacity to perform the identified tasks.

- 4.2.4. Volunteers under 18 years of age require written parent or guardian consent prior to commencement.
- 4.2.5. The Council staff member overseeing volunteer programs will consider the vulnerabilities experienced by workers who are under 18 years of age to ensure that proposed placements are suitable prior to their approval. This could include providing additional supervision, training on acceptable behaviours in the workplace, and selection of tasks during the placement.
- 4.2.6. Where a volunteer role is identified as requiring any form of clearance check, these must be completed before the volunteer commences.

4.3. Induction and training

- 4.3.1. Volunteers will receive the training they need to perform their roles safely and effectively.
- 4.3.2. Volunteers will receive general induction training through Council's training platform covering Workplace Health and Safety, Council's Code of Conduct, and Dignity and Respect in the Workplace and Volunteering with Council including volunteer rights and responsibilities prior to commencement.
- 4.3.3. Volunteers will be provided with specific instruction and training for each role by their supervisor on the first day of their volunteering.
- 4.3.4. Volunteers will complete ongoing training to maintain their currency or update their skills to manage any changes in their volunteer role. Training may be conducted by Council or provided by relevant external providers. Training completed by volunteers will be added to their volunteer record in Council's management system.

4.4. Supervision and support

- 4.4.1. Each volunteer role will have a nominated supervisor to support the volunteer to work within the boundaries of the volunteer role. Supervisors will be provided with training in managing volunteers by the Council staff member overseeing volunteer programs.
- 4.4.2. The supervisor will provide feedback to volunteers as appropriate during their engagement to recognise their contribution and coach them in the performance of their volunteer role.
- 4.4.3. Volunteers will be able to contact the relevant manager and the Council staff member overseeing volunteering in the event they have concerns that cannot be addressed by their direct supervisor.
- 4.4.4. Council will provide structured opportunities for volunteers to be consulted about decisions related specifically to the tasks being undertaken in their volunteer roles.

4.5. Safety and wellbeing

- 4.5.1. The health, safety and wellbeing of all workers is protected, and volunteers will be instructed on their rights and responsibilities through the induction and reinduction training provided by Council.
- 4.5.2. Council will provide a safe working environment for all workers in accordance with Council's Work Health and Safety Policy.
- 4.5.3. Volunteers will not place themselves or other persons at risk while undertaking volunteering activities.
- 4.5.4. Volunteers must not engage in any activity that has not been identified in their volunteer role description and authorised by their supervisor. A volunteer may not be required to undertake any activity not identified in their volunteer role description.
- 4.5.5. Council will maintain appropriate insurance cover for all volunteer programs that are officially organised by and under the control of Council. Details of insurance cover can be obtained from the Insurance & Claims Unit.
- 4.5.6. Volunteers will report any risks or incidents to their supervisor and will have access to make reports through Council's volunteer portal.
- 4.5.7. Volunteers will follow the processes outlined in the Code of Conduct and Dignity and Respect in the Workplace Policy to manage any conflicts or disputes that arise during their volunteering.
- 4.5.8. Volunteers may have access to support systems through Council's nominated Employee Assistance Program, as determined by Council on a case-by-case basis. The Council staff member overseeing volunteer programs will facilitate volunteers' engagement with the Employee Assistance Program in such cases.

4.6. Carrying out role

- 4.6.1. Volunteers will maintain professional standards of behaviour while carrying out their roles.
- 4.6.2. Council's policies apply to volunteers. These include but are not limited to:
 - Code of Conduct,
 - Work Health and Safety,
 - Dignity and Respect in the Workplace Policy,
 - Privacy Policy,
 - Media Policy.
- 4.6.3. Volunteers will have access to policies relevant to their roles through Council's volunteer portal.

- 4.6.4. Access to Council's volunteer portal will be provided to volunteers. Volunteers may not share access to the portal.
- 4.6.5. Volunteers will work within the boundaries and limitations of their identified role. Volunteer roles will not exceed the 15 hours per week volunteer engagement recommended by Volunteering Australia. In exceptional circumstances, the Supervisor and Council staff member overseeing volunteering may consider additional volunteer hours where these are linked to a one-off event and do not result in a volunteer's average weekly hours exceeding the recommended limit.
- 4.6.6. Volunteers start and finish times will be agreed prior to the acceptance of any activity. Shifts longer than 5 hours will include a 30-minute continuous break to be taken no later than 5 hours into the shift.
- 4.6.7. Volunteers may be reimbursed for reasonable expenses incurred while volunteering with prior approval of the relevant Business Unit Manager.
- 4.6.8. Volunteers are not permitted to make any comments to the media on behalf of Council. Any queries for a statement to the media must be referred to Council's Media Advisor.

4.7. Recognition

- 4.7.1. Volunteers' contributions, are valued, appreciated and acknowledged.
- 4.7.2. Volunteers' active participation will be measured and at times acknowledged by Council in publications and reports.
- 4.7.3. Council will provide regular feedback to volunteers about the impact of their contributions through the sharing of case studies, feedback from the public, and achievement of program outcomes.
- 4.7.4. Volunteers who make a noteworthy contribution to their community through volunteering with Council may be nominated by Council for public acknowledgement. Their consent will be sought beforehand.

4.8. Volunteer records retention

- 4.8.1. Council will only collect and retain volunteers' personal information that is required for their volunteer engagement and will store this information securely in an appropriate records management system to maintain volunteers' privacy.
- 4.8.2. Volunteer details will be maintained in Council's Volunteer Management System in accordance with Council's Privacy Policy and the *Privacy and Personal Information Protection Act 1998 (NSW)*.

4.9. Withdrawing from volunteering

- 4.9.1. Volunteer roles remain mutually agreed and discretionary throughout the duration of the engagement.

- 4.9.2. Volunteers may withdraw from roles, cancel a planned volunteer activity, or cease their engagement at their discretion. Volunteers will inform Council of their withdrawal prior to the affected activity by contacting their supervisor in writing or updating their availability through Council's volunteer portal.
- 4.9.3. Council may withdraw volunteer roles or cancel a planned volunteer activity. Council will take reasonable steps to inform any affected volunteers of any changes to volunteering arrangements prior to their next scheduled volunteer activity.
- 4.9.4. Council may cease an individual volunteer's engagement at management discretion in accordance with the provisions of this standard. Where this is necessary, Council will take all reasonable measures to ensure the dignity and privacy of the volunteer are maintained.

5. THIS STANDARD HAS BEEN DEVELOPED IN CONSULTATION WITH

People and Culture

Talent Acquisition

Executive Leadership Team

Joint Consultative Committee

Unions and Professional Representative Bodies

6. REFERENCES

- *Anti-Discrimination Act 1977 (NSW).*
- *Fair Work Act 2009 (Cth).*
- *Local Government Act 1993 (NSW).*
- *Privacy and Personal Information Protection Act 1998 (NSW).*
- *Work Health and Safety Act 2011 (NSW).*
- Volunteer Management Policy 2023 (Camden Council)
- National Standards for Volunteer Involvement 2023 (Volunteering Australia).
- Short Guide to Developing Volunteer Roles (Volunteering Australia)
- Tobi Johnson's Ultimate Guide to Managing Volunteers (Volunteer Pro)
- Code of Conduct 2025 (Liverpool City Council)
- Dignity and Respect in the Workplace Policy 2015 (Liverpool City Council)
- Media Policy 2025 (Liverpool City Council)
- Privacy Policy 2024 (Liverpool City Council)
- Work Health and Safety Policy 2024 (Liverpool City Council)

7. ATTACHMENTS

National Volunteer Knowledge Base: Rights and Responsibilities (2024). [Rights and Responsibilities : National Knowledge Base](#).

AUTHORISED BY

Chief Executive Officer

EFFECTIVE FROM

9th December 2025.

REVIEW DATE

The standard must be reviewed every two years or more frequently depending on its category or if legislative or policy changes occur.

VERSIONS

The current and previous version of the procedure should be set out in the following table.

Version	Amended by	Changes made	Date	TRIM Number
1	L. Chesworth	Creation of standard	09 December 2025	371111.2025-001

Rights and Responsibilities

Modified on Wed, 9 Oct, 2024 at 1:15 PM

<https://volunteering.freshdesk.com/support/solutions/articles/51000294442-rights-and-responsibilities>

Overview

Disclaimer: This article is general information only, not legal advice. If you are unsure, always consult with a legal professional regarding your needs.

Unlike paid staff, volunteers are not covered by awards or work-place agreements. Volunteers, however, do have rights, some which are enshrined in legislation and some which could be considered the moral obligations of an organisation involving volunteers.

Volunteer Rights & Responsibilities

Volunteer Rights:

- To work in a healthy and safe environment, as per Work Health & Safety (WH&S) laws.
- To be interviewed and engaged in accordance with equal opportunity and anti-discrimination legislation.
- To be adequately covered by insurance.
- To be given accurate and truthful information about the organisation for which you are working.
- To be reimbursed for approved out of pocket expenses.
- To be given a copy of the organisations volunteer policy and any other policy that affects your work.
- Not to fill a position previously held by a paid worker.
- Not to do the work of paid staff during industrial disputes.
- To have a job description and agreed working hours.
- To have access to a grievance procedure.
- To be provided with orientation to the organisation.
- To have your confidential and personal information dealt within accordance with the principles of the Privacy Act 1988.
- To be provided with sufficient training to do your job.

Volunteer Responsibilities:

- Make an informed decision to work as a volunteer with an agency.
- Undertake work orientation and training as required.
- Work within the duty statement on tasks suitable to their skills and experience.
- Behave in an ethical manner.
- Keep agency and client matters confidential.
- Be committed to the agency's aims and objectives.
- Inform the agency when unable to undertake or complete a task.
- Use appropriate information channels within an agency when needing information, support, back-up, supervision or review.
- Be aware of the limits of their role within the agency.
- Be aware of their duty of care.

- Be aware of occupational health and safety policies and practices.
- Act as a member of the team.
- Be aware of protocol when representing the agency.
- Commit to achieving results and make an effective contribution to the agency

Organisation Rights & Responsibilities

Organisation Rights:

- Expect volunteers to adhere to their Job Descriptions.
- Negotiate work assignments with their volunteers
- Ask that the volunteer is loyal to their organisation.
- To say 'No' to the volunteer if they are not suitable for the position.
- To dismiss volunteers if appropriate.

Organisation Responsibilities:

- To interview/screen and check all applicants as per organisational policies and procedures.
- Select the best volunteer for the job.
- Evaluate volunteers on a regular basis.
- Encourage clear and open communications from the volunteer.
- Provide a safe and healthy working space for volunteers.
- Offer volunteers training and support in their roles.