

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. The purpose of the Volunteer Recognition Framework 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. This is in line with Council's Community Strategic Plan to support volunteers to deliver appropriate community services.

2. CONTEXT/BACKGROUND:

- 2.1 Volunteer recognition is essential for volunteer motivation, satisfaction, retention and recruitment. 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 Volunteer Program 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:

4.1 An outline of the key definitions of terms included in the policy.

Council Registered Volunteer	A volunteer registered on Council's Volunteer Database (through application and approval) completing activities on behalf of Council without remuneration.
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. 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:

- a) improved volunteer motivation and satisfaction
- b) increased volunteer recruitment and retention
- c) heightened awareness and understanding, both internally and externally, of the roles undertaken by Council's volunteers

- d) increased promotion of the importance of volunteering to the wider community.

6. RESPONSIBILITIES:

- 6.1 The Volunteer Program 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 (NSW).
- 7.2 Port Stephens Council Code of Conduct.
- 7.3 Work Health and Safety Act 2011 (NSW).
- 7.4 Port Stephens Council Community Strategic Plan.
- 7.5 Port Stephens Council 355c Committee Terms of Reference.
- 7.6 National Standards for Volunteer Involvement.
- 7.7 Port Stephens Council Volunteer Recognition Guidelines.

CONTROLLED DOCUMENT INFORMATION:

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EDRMS container No.	PSC2019-00698	EDRMS record No.	25/250090
Audience	Councillors, Council Staff, Council volunteers, Community		
Process owner	Community Services Section Manager		
Author	Volunteer Program Officer		
Review timeframe	4 years	Next review date	12 August 2029
Adoption date	13 August 2019		

VERSION HISTORY:

Version	Date	Author	Details	Minute No.
1	13/8/2019	Organisation Development	New Policy	188

Version	Date	Author	Details	Minute No.
		Section Manager		
2	28 September 2021	Volunteers Support Project Officer	Amend Policy Owner to - Community Services Section Manager 2.1 – Remove - of which there are over 700. 5.1 – Remove - with over 700 volunteers delivering services on behalf of Council. 6.1 Change title to - Volunteers Support Project Officer. Change Process owner to - Community Services Section Manager. Change Process author to – Volunteers Support Project Officer. Review timeframe has increased from 2 years to every 3 years.	247
3	12 August 2025	Volunteer Program Officer	Policy reviewed. 1.1 & 2.1 – Update wording. 4.1 – Added Council Registered Volunteer definition. Change title to Volunteer Program Officer throughout policy. Updated related documents. Added 7.7 Volunteer Recognition Guidelines. Amended review timeframe to 4 years in accordance with Council's policy and management directive review process.	188