VOLUNTEER MANUAL

Corporate Document

Version: 1

Adopted by: Volunteer Coordinator

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Introduction

Manual Overview

This Volunteering Manual:

1. Outlines the key policies and procedures for the volunteering program
2. Ensures a common understanding of the volunteering model and division of responsibilities
3. Documents the key information required for each volunteering procedure
4. Guides continuous improvement and quality review processes

It does this by covering both volunteering pathway and support processes. These are divided into the following five categories:

1. Recruitment
2. Appointment
3. Service Delivery
4. Exit
5. Quality Review

This manual is designed to be a helpful document for volunteers. It allows you to see what policies exist that concern the volunteering program and what to do about each of these. In particular, it seeks to answer any questions you may have about the volunteering program and the processes involved in being a volunteer. It is to be read before you begin volunteering and then referred to as you need to, throughout your time volunteering. If you have any questions about the manual or feel there is something that is not covered by the manual, you can contact the Volunteers Coordinator on volunteer@mosman.nsw.gov.au .

The manual is also a useful document for Program Coordinators and the Volunteers Coordinator as it provides a clear division of responsibilities. It also details workflow processes.

Model Overview

The volunteering business model operating at Mosman Council is a core service and support service model. The Volunteers' Office is Council's support service and Program Coordinators oversee the core service delivery model. Together, the Volunteers' Office and Program Coordinators provide volunteering opportunities across a number of social, cultural and environmental programs run by Council.

Volunteers provide extra hands so Council can do far more in the community than it could without volunteers. Volunteering is also a way people can keep connected, productive and purposeful, reducing the risks of and problems associated with isolation. The Volunteers' Office ensures that recruitment and generic compliance processes are consistent and smooth, provides a welcoming face to new volunteers and ensures that Program Coordinators have the support they need to supervise the volunteers operating in their services. The volunteers all contribute in the community to the benefit of the community. For some people, they are the face of Council.

Commitment to Volunteer Involvement

Policy
We are committed to volunteer involvement and actively seek out volunteers with a range of skills and abilities, from a variety of backgrounds to support the facilitation of Council programs. We appreciate volunteers who are enthusiastic, reliable, competent and flexible. Volunteer involvement aligns with Council's vision, strategic direction and planning.

Some volunteer programs are services that are funded, usually by other levels of government. These programs often have stipulations that we must meet, including that volunteers undergo police checks.

Procedure and Responsibility

Volunteers Coordinator	Program Coordinators	Volunteers
• Recruits and places volunteers • Provides support to Council's volunteer Program Coordinators • Provides generic training for volunteers.	• Responsible for the safety, procedures and operations of the volunteers for each core service in which they work	• Enhance the service delivery of each of these programs

Documentation
• Volunteer Manual • MOSPLAN

1. Recruitment

1.1 Engagement and Promotion

Policy
We actively identify new volunteering opportunities to help grow volunteering programs and enhance our strategic directions and capacity. We also try to demonstrate the value of volunteering to the Mosman community.

Roles and Responsibilities

Volunteers Coordinator
• Promotes volunteering program to the community via social media, flyers, the website and other channels • Demonstrates the value of the program to volunteers, the community and council via newsletters, media releases and internal reports

1.2 Volunteer Enquiries

Policy
We will respond promptly to potential volunteers' enquiries.

Roles and Responsibilities

Volunteers Coordinator	Program Coordinators	MCC Reception
• Discusses volunteering opportunities with the enquirer • Once space has been confirmed sends the volunteer an email with instructions on the application process.	• Provide information about their specific service • Direct the enquirer to the Volunteers Coordinator	• Direct enquirers to the Volunteers Coordinator • In cases where the Volunteers Coordinator is away, they will inform volunteer of this and give them an expected response time

Documentation
• Customer Service Charter • Enquiries Response Email • Volunteer Handbook

1.3 Volunteer Records and Documentation

Policy

Volunteering records are maintained for all volunteers. All personal information is kept confidential. Volunteers are informed about how any information is used, collected, updated and able to be accessed. Volunteers are asked for permission before the publication of any personal material in the public space or on social media. At any point, volunteers can ask for access to their own personal information stored on Council's record systems.

Roles and Responsibilities

Volunteers Coordinator	Volunteers
Ensures the following are completed and stored securely on Council's record management systems: • Application form • Interview notes • Assignment to program • Processed police checks • Reference checks • Email of offer • Signed MOU • Signed Child Safe Training - Assessment & Acknowledgement Forms • Signed role description • Signed vehicle form (if applicable)	• Can ask for access to their own personal information stored on Council's systems • Provide proof of identity for this

Documentation
• Volunteer Management System • MOU • Role descriptions • Child Safe Training - Assessment & Acknowledgement Forms; Policies and Reporting Procedures • Vehicle Form • Email of Offer • Reference Check Form • Initial Interview Template • Information and Records Policy • Police Check • Privacy Management Plan

1.4 Equal Employment Opportunity

Policy
The recruitment process for volunteers is non-discriminatory. We encourage people from all demographics and cultural groups to apply for volunteer positions. People living with disability are also welcome and we will make reasonable accommodations to the roles for them.

Procedure and Responsibility

Volunteers Coordinator	Volunteers
Conducts a fair and ethical application and screening process	• Complete the application forms • Complete the screening process

Documentation
• Application Form • Role Descriptions

1.5 Screening

Policy
All volunteers go through a screening process during recruitment.

Procedure and Responsibility

Volunteers Coordinator	Volunteers
Conducts the required screening check which will include a referee check, and may include a police check and/or Working with Children Check.	• Complete screening check forms accurately and honestly and provide all necessary information and identification • Provide referee contact details

Documentation
• Police Check • Initial Interview Template • Reference Check Form

2. Appointment

2.1 Confirmation of Appointment

Policy
All successful volunteers receive a Volunteer Pack that sets out the offer of volunteering and contains all the documents relevant to their volunteering role.

Procedure and Responsibility

Volunteers Coordinator
• Emails the volunteer an offer • Attaches the following documents for the volunteers to read, and where appropriate, sign and return:

- MOU
- Role Description
- Covid-19 Safe Letter
- Code of Conduct
- Manual
- Child Safe Training - Assessment & Acknowledgement Forms; Policies and Reporting Procedures
- Handbook
- Vehicle Form (if applicable)

Documentation
• Email of Offer • MOU • Role Description • Covid-19 Safe Letter • Child Safe Training - Assessment & Acknowledgement Forms; Policies and Reporting Procedures • Vehicle Form

2.2 Induction

Policy

We will give all volunteers a formal induction so they understand what they can expect from us and what we expect from them. Induction will take place before any shifts are offered to a volunteer.

Procedure and Responsibility

Volunteers Coordinator and Program Coordinator	Volunteers
Provide a general induction that covers: • Council vision • Code of Conduct • MOU • Covid-19 Safe Letter • Child Safe Training - Assessment & Acknowledgement Forms; Policies and Reporting Procedures • Volunteer Handbook • Recognition and reward • Volunteer commitment • Volunteer badge • WHS and risk management • Role description • Insurance information • Logging hours	• Attend induction • Raise issues and ask questions so they feel they are properly prepared for their role

Documentation

• Induction Checklist in Volunteer Management System • MOU • Role Descriptions • Code of Conduct

2.3 Memorandum of Understanding

Policy
All volunteers must sign a Memorandum of Understanding that sets out the terms of agreement between Council and volunteers. This MOU clearly states the nature of the relationship we enter into with volunteers.

Procedure and Responsibility

Volunteers Coordinator/Program Coordinator	Volunteers
• Explains the MOU to volunteers during their induction • Stores the signed MOU securely in Council's document management system	Read, understand and agree to the MOU by signing it

Documentation
• MOU

2.4 Code of Conduct

Policy
All volunteers are required to agree the Volunteers' Code of Conduct. We are committed to the standards outlined in this Code. All volunteers are expected to maintain the standards and principles, and breaches can lead to volunteers being sanctioned or removed from the volunteering community.

Procedure and Responsibility

Volunteers Coordinator	Volunteers
• Ensures volunteers understand and agree with the Code of Conduct during their induction • Stores the signed Code of Conduct securely in Council's document management system	Read, understand and agree to the Code of Conduct.

Documentation
• Code of Conduct

The Volunteer Code of Conduct can be viewed online by clicking on the link below.
https://mosman.nsw.gov.au/community/volunteering/before-you-start

2.5 Conflicts of Interest

Policy
We expect volunteers to identify and disclose any conflicts of interest that exist or arise during your service to Council. A conflict of interest exists if your own interests, or those of other people close to you, conflict with your volunteering role.

Procedure and Responsibility

Volunteers Coordinator/Program Coordinator	Volunteers
Documents all conflicts of interest and records them on the Council management system	Inform the Volunteers Coordinator or Program Coordinator in writing of a conflict of interest

Documentation
• Conflict of Interest Disclosure Form

2.6 Role Descriptions

Policy
The duties and responsibilities of volunteers are set out in their role descriptions and volunteers are expected to work accordingly. Volunteers report to an employed staff member and must follow the directions of Council staff when delivering services.

Procedure and Responsibility

Volunteers Coordinator	Program Coordinators	Volunteers
• Recruits volunteers for specific role descriptions • Ensures volunteers understand and sign their role description during their Orientation • Stores the signed role description securely in Council's document management system	• Ensure the volunteer never undertakes duties that fall outside those detailed in the role description	• Apply for a role that is laid out in a role description • Read understand, and agree to work according to their role description

Documentation
• Role Descriptions

2.7 Child Safe Protection Training, Code of Conduct, Policies and Reporting Procedures

Policy
Mosman Council is committed to the safety of children. This policy outlines Council's approach to keeping children safe and articulates Council's expectations of all those who provide services for children on behalf of Council, or who otherwise provide programs and activities for children at Council owned or controlled facilities.

Procedure and Responsibility

Volunteers Coordinator	Program Coordinators	Volunteers
Ensures the following are completed and stored securely on Council's record management systems: • Signed Child Safe Training - Assessment & Acknowledgement Forms	• Ensure the volunteer is aware they can contact them if they need to discuss or report any possible neglect with a minor under 18 years of age	• Read understand the Policy and Procedures, do the Training on slides; and sign the Assessment & Acknowledgement Forms

Documentation

• Child Safe Protection Training Acknowledgement and Assessment to be signed by volunteer

3. Service Delivery

3.1 Orientation

Policy
Volunteers go through an orientation appropriate to their duties before beginning their voluntary duties.

Procedure and Responsibility

Program Coordinators	Volunteers
Provide a service-specific orientation that includes WHS before the volunteer starts with the service	Attend initial orientation and any follow up or refresher training

Documentation
• Orientation Checklist

3.2 Rostering

Policy
Volunteers are rostered by the Program Coordinator responsible for the service. Rosters are released as early as possible, but we understand that there may be times when a volunteer is not able to work on rostered shifts. If this is the case, please raise it with your Program Coordinators as soon as possible.

Procedure and Responsibility

Program Coordinators	Volunteers
• Send out rosters to volunteers • Make arrangements for covering any absences • Adjust rosters where necessary	Advise their Program Coordinator as soon as possible if they are sick, late or unable to work

Documentation
• Rostering Templates • Volunteer Management System

3.3 Volunteer Attendance and Absence Records

Policy
All volunteers must note their attendance during volunteer activities whether on Council premises or elsewhere.

Procedure and Responsibility

Program Coordinators	Volunteers

Document volunteer absences in Council's Volunteer Management System (VMS)	Log completed hours onto Council's Volunteer Management System

Documentation
• Volunteer Management System

3.4 Leave

Policy

We encourage volunteers to take holiday leave from their volunteer roles. Please give your Program Coordinator as much notice as possible so they can arrange a replacement.

Procedure and Responsibility

Program Coordinators	Volunteers
Make arrangements for covering volunteers' leave	• Adjust their availabilities on VMS to account for their leave • Advise the Program Coordinator of any extended absences as early as possible

Documentation
• Volunteer Management System

3.5 Formal Training, On-the-Job Training and Skill Development

Policy

We understand that volunteers will need skills to help them fulfil their roles and will provide appropriate training that includes generic and service specific development. We encourage volunteers to identify gaps in their skills and ask for training. From time to time we offer mandatory training and require volunteers to attend. We will make the training available at different times and on different days to make it as easy as possible for volunteers to participate.

Procedure and Responsibility

Volunteers Coordinator	Program Coordinators	Volunteers
• Arranges for generic training throughout the year for all volunteers • Arranges for individual training once required • Maintains training records	• Arrange for on-the-job training to ensure all volunteers are across what is required of them during service delivery • Encourage the volunteer to attend the training if it is considered necessary for service delivery	• Identify where training is necessary and requests this from their Program Coordinator • Attend training that is arranged at their request, and mandatory training

Documentation
• Role Descriptions • Training Records

3.6 Identification

Policy

We expect all volunteers to wear their name badge and keep them visible while carrying out voluntary duties.

Procedure and Responsibility

Volunteers Coordinator	Program Coordinators	Volunteers
• Arranges for a volunteer's ID badge • Gives this to the volunteer at their induction	Ensure all volunteers wear their name badges while delivering services	• Wear their name badge at all times while on voluntary duty • Return the badge to the Volunteers Coordinator when exiting from the volunteer community

Documentation
• Name Badge List • Induction Checklist

3.7 Dress Code

Policy
We expect all volunteers to maintain a casual but neat and clean standard of dress suitable to their role. If personal protective equipment is issued, it is mandatory for volunteers to use it appropriately.

Procedure and Responsibility

Volunteers Coordinator	Program Coordinators	Volunteers
Organizes for due performance management processes to take place	• Ensure all volunteers abide by this guideline, especially in terms of personal protective equipment. • Raise non-compliance with the volunteer • Documents any non-compliance on VMS • Escalate to the Volunteers Coordinator if non-compliance continues	Volunteers should dress according to their role requirement with particular attention to any personal protective equipment required

Documentation
• Volunteer Management System • List of Personal Protective Equipment

3.8 Work, Health and Safety

Policy
All Council 'workers' have responsibilities under the Work Health and Safety Act 2011 (WH&S Act). Volunteers are considered as 'workers' under Work Health and Safety (WHS) Laws.

We value the health and wellbeing of our volunteers and are committed to providing a safe workplace. Staff and volunteers are all responsible for upholding WHS standards and working to best practice. Staff and volunteers share the responsibility for working safely, identifying risks; and acting to minimize them. Under no circumstances are volunteers allowed to carry out their volunteering duties when under the influence of alcohol or other drugs.

Procedure and Responsibility

Volunteers Coordinator	Program Coordinators	Volunteers
Ensures WHS information is included clearly in all volunteering program documents, for example in the role descriptions and induction and orientation checklists	• Ensure volunteers understand and practice WHS during service delivery • Fill out any incident reports or near-miss reports • Ensure risks are mitigated	• Must work safely and not put themselves or others at risk • Identify and report any risks to the Program Coordinator

Documentation
• Induction Checklist in VMS • Orientation Checklist • WHS Reports • Incident Reports • Role Descriptions

3.9 Insurance

Policy

Our insurance policies cover volunteers while they are undertaking their voluntary role, except for volunteers' own vehicles. Here volunteers are covered by their own vehicle insurance. We expect volunteer drivers to have a valid, current licence and insurance, comply with all road laws and drive safely.

Procedure and Responsibility

Volunteers Coordinator	Program Coordinators	Volunteers
• Informs the volunteer, during induction, of information regarding insurance • Explains this process particularly carefully to those volunteers driving their own vehicles (noted in the role description) • Screens volunteer drivers' licences and insurance policies • Stores the signed Vehicle Form on Council's management system	Ensure only volunteers recruited for driving roles drive their own vehicles during volunteering activities	• Ensure their drivers' licence and vehicle insurance are current and records this formally with the Volunteers Coordinator • Must advise the Volunteers Coordinator of anything that might affect their ability to meet the requirements of their role fully, including but not limited to losing a licence or having restrictions imposed on driving • Provide updated information, for example, a new or changed licence.

Documentation
• Role Descriptions • Vehicle Form • Council's Corporate Information System - ECM

Insurance details can be viewed online by clicking on the link below.
https://mosman.nsw.gov.au/community/volunteering/before-you-start/

3.10 Administering Medication

Policy
Volunteers must not administer medication to clients. If requested, volunteers may accompany clients to the chemist but must not purchase medication on their behalf.

Procedure and Responsibility

Program Coordinators	Volunteers
• Document any request for administration of medication • Inform the client that this cannot reoccur	• Report to their Program Coordinators if a client has requested administration of medication • Inform their Program Coordinator if they have taken a client to the chemist for medication

Documentation
• Volunteer Management System

Duty of Care - Medications details can be viewed online by clicking on the link below.
https://mosman.nsw.gov.au/community/volunteering/before-you-start/

3.11 Equity and Non-Discrimination

Policy
We are committed to providing an environment that is free from discrimination, harassment, bullying, victimisation and violence. Such behaviours are not tolerated and anyone participating in such activities will be subject to immediate disciplinary action. All volunteers and staff are expected to treat others in a way that does not cause distress or discomfort.

Procedure and Responsibility

Volunteers Coordinator	Program Coordinators	Volunteers
• Provides advice to the Program Coordinator on handling issues • Responsible for performance management if necessary	• Address this behavior immediately • Report behavior to the Volunteers Coordinator if it requires escalation • Assist with performance management if necessary	• Responsible for acting in accordance with these values • Report inappropriate behaviour to their Program Coordinator

Documentation
• Volunteer Handbook • MOU • Code of Conduct

3.12 Corruption, Maladministration or Serious Waste

Policy
We are committed to providing an environment that is free from corruption, maladministration or serious and substantial waste and expect volunteers to report any suspected instances to the General Manager or Directors. Volunteers can also report any suspected instances of corruption to the Independent Commission Against Corruption (ICAC) or maladministration to the Ombudsman.

Procedure and Responsibility

Volunteers Coordinator	Volunteers
• Receives any reports from volunteers • Raises reports immediately with Management for appropriate action	• Report this to the Volunteers Coordinator • In some cases, report this directly to Council Management, ICAC or the Ombudsman

Documentation
• Volunteer Handbook

3.13 Privacy and Confidentiality

Policy

Volunteers who have contact with confidential or personal information about clients or staff must maintain the security of this information and not access, use or remove any information, unless authorised to do so. All volunteers must maintain others' rights to privacy.

Procedure and Responsibility

Volunteers Coordinator	Program Coordinators	Volunteers
• Explains the privacy guidelines during induction • Addresses any queries to do with privacy and confidentiality	• Show volunteers how to record information during orientation • Ensure that information and records are handled and documented according to Council policies	• Use Council information and record systems within the guidelines laid out for them • Keep client and staff information confidential

Documentation
• Volunteer Handbook • MOU • Code of Conduct • Privacy Management Plan • Information and Records Policy • Media Policy • Social Media Policy • Orientation Checklist

3.14 Grievances, Complaints and Disputes

Policy

All volunteers have the right to raise both formal and informal complaints. We take complaints, grievances and disputes seriously and follow due process when addressing them.

Procedure and Responsibility

Volunteers Coordinator	Program Coordinators	Volunteers

• Responsible for explaining the complaints process laid out in Council's Complaints Policy during induction • In cases where complaints have escalated or are considered Category 2 or 3 according to the Complaints Policy, the Volunteers Coordinator takes over the complaints procedure or passes it on to management	• Resolve lower category complaints • Refer more serious and/or complex matters to the Volunteers Coordinator	• Lay a complaint verbally, in writing or electronically • In most cases, raise this first with your Program Coordinator

Documentation
• Volunteer Handbook • MOU • Code of Conduct • Complaints Management Policy

3.15 Council Resources

Policy

Resources must only be used for Council purposes unless prior, appropriate approval is granted. Resources include material, equipment, vehicles, documents, records, data and information.

Procedure and Responsibility

Program Coordinators	Volunteers
• Explain permissible use of Council resources during orientation • Either permit or prohibit personal use	• Seek approval from the Program Coordinator before using any Council resources • Abide by the Program Coordinator's decision

Documentation
• MOU

3.16 Reimbursement

Policy

Volunteers will be reimbursed for pre-approved out-of-pocket expenses incurred while undertaking designated volunteer duties.

Procedure and Responsibility

Program Coordinators	Volunteers
• Approve reimbursement before the expense incurs • Complete the reimbursement process after receiving the receipts from the volunteer	• Get approval from their Program Coordinator before they incur the expense • Provide receipts to their Program Coordinator

Documentation
• Email Trail • Receipts

3.17 Political Affiliation and Public Comments

Policy

While we understand that volunteers may have political views, we expect them neither to be expressed while volunteers are undertaking their volunteering role, nor to influence the way they carry out their role. Volunteers must not make written or verbal statements that might lead others to believe they are, in any way, representing Council. This includes making statements in social media as well as traditional forms of media.

Procedure and Responsibility

Volunteers Coordinator	Program Coordinators	Volunteers
• Covers this topic during induction • Takes the volunteer through performance management processes with the support of the Program Coordinator	• Address minor breaches of this policy • Document this breach on Better Impact Refers more serious cases to the Volunteers Coordinator	Uphold these values

Documentation
• MOU • Code of Conduct • Volunteer Management System • Performance Management Process • Media Policy • Social Media Policy

3.18 Gifts and Benefits

Policy

From time to time volunteers may be offered gifts or benefits as a thank you for the service they give to members of the community. We expect volunteers not to accept gifts or benefits unless they are token or of nominal value. In the case of any gift being offered or accepted, we expect volunteers to notify their Program Coordinator immediately. The Code of Conduct provides helpful guidance on this and also stipulates that volunteers must never solicit a gift.

Procedure and Responsibility

Program Coordinators	Volunteers
• Advise volunteers whether or not they can accept certain gifts • Document all offers on the Gift Register	• Check with the Program Coordinator before accepting a gift if unsure it is acceptable under the Code of Conduct • Notify the Program Coordinator immediately if a gift has been offered and/or accepted

Documentation
• Volunteer Handbook • Code of Conduct • Gift/Benefits Record • Volunteer Management System

3.19 Performance Management and Dismissal

Policy

In situations where a volunteer is not meeting the expectations of their role various remedies may be offered. If performance does not improve the volunteer's service may be terminated. If performance is related to a breach of the Code of Conduct or Memorandum of Understanding, termination may occur immediately.

Procedure and Responsibility

Volunteers Coordinator	Program Coordinator
• Conducts a performance management meeting with the Program Coordinator and the volunteer • Documents process • Monitors performance • If performance does not improve, terminates the services of the volunteer • In some cases, with advice from management, terminates services of the volunteer immediately	• Identify performance gaps • Clarify expectations with the volunteer • Offer assistance or support • Document process • Monitor performance • Escalate issue to the Volunteer Office if performance does not improve, or if the issue involves a breach of the Code of Conduct or MOU

Documentation
• Performance Management Process • Volunteer Management System • Code of Conduct • Role Descriptions • MOU

3.20 Recognition

Policy

We appreciate and acknowledge the service of our volunteers and are committed to regularly recognising and celebrating their commitment and contribution, both formally and informally.

Procedure and Responsibility

Volunteers Coordinator
• Plans and delivers a volunteer week celebration • Assists with the Mayoral Christmas Party • Arranges certificates, awards and letters of acknowledgement for Volunteers

Documentation
• Volunteer Week Flyers • Volunteer Service Certificates • Christmas Invitations

• Letters of Acknowledgement

4. Exit

4.1 Resignation and Exit Interview

Policy
We appreciate it when volunteers provide as much notice as possible of their resignation so the transition period can be planned. We encourage all volunteers to participate in an exit interview so their feedback can be documented for overall program improvement. All volunteers receive a letter of recognition for their volunteering service.

Procedure and Responsibility

Volunteers Coordinator	Program Coordinators	Volunteers
• Arranges an exit interview • Collects the ID badge • Provides the volunteer with their letter of recognition	• Inform the Volunteers Coordinator of the resignation • Make plans for the transition period to ensure voluntary services are covered	• Notify the Program Coordinator of their intention to resign • Participate in an exit interview • Hands back their ID badge and any other resources that belong to Council

Documentation
• Exit Interview • Letters of Acknowledgement

4.2 Succession Planning

Policy
We acknowledge and appreciate the dedication of long serving volunteers, but recognise that over time, roles can become too demanding to be undertaken safely and without risk. When this happens we commit to managing retirement in a dignified and respectful manner.

Procedure and Responsibility

Volunteers Coordinator	Program Coordinator
• Meets with the volunteer and Program Coordinator to explain role description requirements • Creates a plan with the volunteer to move either into an alternative role that is more suitable for the volunteer or into retirement	• Monitors performance of volunteers • Monitors risks for the service and volunteers • Refers volunteers who are unable to meet role description requirements to the Volunteers Coordinator

Documentation
• Volunteer Management System • Role Descriptions

5. Quality Review

5.1 Continuous Improvement

Policy
We are proud of our volunteering program and want to keep it relevant and contemporary. We will regularly ask volunteers for feedback and suggestions to help improve the program.

Procedure and Responsibility

Volunteers Coordinator	Program Coordinators	Volunteers
• Sends out two evaluations surveys every year • Prepares a continuous improvement report.	• Document all positive and negative feedback relating to the volunteer program into a feedback document • Complete the Program Coordinator Survey	• Fill out the evaluation survey to provide feedback on the program

Documentation
• Annual Continuous Improvement Report Template • Evaluation Surveys • Feedback Document

5.2 Participation Commitment

Policy
We believe our volunteering program is enhanced by giving volunteers the opportunity to provide feedback, ensuring they are well informed, and providing effective communication channels between staff and volunteers.

Procedure and Responsibility

Volunteers Coordinator	Program Coordinators	Volunteers
• Send out a volunteer e newsletter every quarter to inform volunteers of latest updates and/or changes to the volunteering program.	• Inform volunteers on an ongoing basis of any key changes to service delivery • Document any feedback received on the feedback document	• Provide feedback at any time through their Program Coordinators or by emailing volunteer@mosman.nsw.gov.au.

Documentation
• Volunteer Newsletter • Feedback Document • Evaluation Surveys