

A Council's journey to best practice volunteer management

Knox City Council is nestled between the foothills of the Dandenong Ranges and the wetlands of the Dandenong Valley, and covers 114 km². The role of Knox City Council is to guide and lead the community through action, decision-making and advocacy.

Knox City Council applied for the inaugural volunteering award for local government to support this new initiative by Volunteering Victoria, and to acknowledge and showcase the efforts of Council's volunteer managers and volunteers.

Without Council volunteers, Knox could not deliver critical community services, build community safety and resilience, create habitats to support local wildlife, run local events, and support young people and children in the Knox community.

The volunteering sector is evolving and Knox Council's volunteer implementation plan is shifting Council from a reliance on traditional, structured volunteering models, to models that are more flexible, adaptive and inclusive of newer and diverse volunteering styles.

The Volunteering Victoria award is very important to the Council as it brings greater visibility and raises the profile of volunteer managers and Council volunteers. It makes the Council just that little more visible in the community, which may open opportunities to collaborate and co-design volunteer programs with community partners but also opens more opportunities within Council for new volunteer roles and programs.

The Awards acknowledges strategic commitment, meeting the National Standards for volunteering, measuring volunteer impact, and much more. These are areas Knox City Council has invested in, and actively supports, so we can provide a consistent, safe and empowering experience for Council volunteers and volunteer managers. This is a wonderful recognition- moment for the council to receive but there still a lot of work to do – improvement never stops!

Congratulations to Knox City Council on their well-deserved Local Government Award at the 2019 Volunteering Victoria State Awards.

