



Upper North Shore Volunteer Hub General Guidelines

Background

Ku-ring-gai Council has received a grant from the NSW Government to increase volunteer numbers and help volunteer organisations in the Upper North Shore area.

As a result, Council is building a virtual platform providing local volunteer connections and information called the Upper North Shore Volunteer Hub.

The Upper North Shore Volunteer Hub will help connect potential volunteers and host organisations in Ku-ring-gai and Hornsby. The Hub will offer different services to organisations depending on their recruitment needs and capacity. The Hub will also assist potential volunteers to find information more effectively and help match them to available roles.

The three types of support for organisations

Option 1 – Volunteer Organisations List (New web page on Council website)

This will help promote organisations in the Ku-ring-gai community. Each listed organisation must provide a link to their website, including a volunteers page. All listed organisations will be placed in appropriate categories e. g. Aged care, Education.

Option 2 –Volunteering in Ku-ring-gai & Hornsby (booklet, updated once a year).

This booklet will be both online and printed. It aims to help potential volunteers find volunteer opportunities based on search terms such as work types, availability and aged groups.

The online booklet can be viewed on the Ku-ring-gai Council website or downloaded for viewing or printing. It also contains the link to the latest volunteer roles on the Council website and [Seek Volunteer](#).

Option 3 – Volunteer role advertising and referral (on the Council website and/or the [Seek Volunteer](#) online platform).

This option allows host organisations to advertise long-term or short-term volunteer positions. Each volunteer position on the Council website will show the organisation's logo, a brief role description and a simple EOI form for potential volunteers.

The volunteer position will also be posted on [Seek Volunteer](#) under the title Hornsby/Ku-ring-gai Volunteer Referral Service. All applications for a volunteer position from this website will be forwarded to the volunteer coordinator who has requested the post.

The advertising organisation must have a responsible person and reliable email address to receive and handle all potential volunteer enquiries. Once the advertised volunteer position is filled it is the organisation's responsibility to notify Council's Volunteer Coordinator to remove the listing.

Hub criteria

To be part of the Hub, the host organisation must

- be incorporated and have public liability insurance
- have regular volunteering opportunities in Ku-ring-gai and Hornsby
- have a current email address or contact number for enquiries/applications
- be able to onboard volunteers regularly
- be open to the general public

Option 1 & 2 are not suitable for small organisations of less than 10 members or those that do not regularly train and recruit volunteers. For these organisations, overwhelming volunteering inquiries could result in a negative impression on the organisation if they are unable to respond or take in new volunteers. Option 3 is the best choice for organisations that only need to recruit volunteers during a specific time period. Inclusion in the Hub is free to eligible host organisations.

The Upper North Shore Volunteer Hub will exclude

- projects and/or activities not related to volunteering
- activities promoting a private business or service
- activities aimed at increasing paid membership
- party political activities
- religion based volunteering
- non-incorporated organisations or groups.

Ku-ring-gai Council's responsibilities

It is Council's responsibility to set up and maintain the Upper North Shore Volunteer Hub. Responsibilities include:

- Overseeing the information presented on the Hub and assisting volunteer host organisations to change job position descriptions or remove listings.
- Keeping a record of all volunteer expressions of interest.
- Providing host organisations with regular Hub-related information updates.

Council is not responsible for screening volunteer applicants or managing volunteers recruited through the Hub.

Volunteer organisation's responsibilities

Volunteer organisations wishing to use the Hub are requested to follow these guidelines:

- Notify the Hub Coordinator of any changes in their details or roles advertised.
- Respond to any enquiries from Council about their Hub information.
- Attend Hub information/update meetings when necessary.

Due to space limitations, the Hub platform does not guarantee to advertise all volunteer positions. Please observe the criteria above when submitting a listing.