



City of Gosnells Volunteer Handbook



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Introduction

This handbook contains useful information that will assist those who volunteer directly with the City of Gosnells.

Additional information specific to a volunteer program area that is not included in this handbook will be provided by the supervisor of your volunteer program.

Some parts of the handbook will not apply to all City volunteer programs, such as the City of Gosnells Volunteer Bush Fire Brigade, Friends Groups, committees and environmental activities, due to the nature of the programs and their operations.

There are separate guidelines available on the City's website for Bush Fire Brigade volunteers and Friends Groups.



About the City of Gosnells

Our mission

Making the City of Gosnells a great place.

Our vision

We will celebrate our vibrant and diverse community, embrace our natural surroundings and drive the development of opportunities, to support a safe and sustainable City for future generations.



Volunteering with the City of Gosnells

Volunteers play an essential role assisting the City to deliver programs and services to the community across a range of areas including emergency services, leisure and recreation and environmental projects. The City will never use voluntary services to fill a position previously held by a paid worker.

Volunteer programs

The City offers a number of exciting and diverse ways that people can volunteer their time, skills and enthusiasm. Our regular volunteer programs and roles include:

COMMUNITY ENGAGEMENT

Children's Program Assistants
Community Event Assistants
Drivers
Museum Guides
Museum Education Program
Presenters
Local History Researchers
Theatre Ushers

EMERGENCY SERVICES

Bush Fire Brigade
State Emergency Services
(SES)

ENVIRONMENT

Bushcare
Planting Days



Recruitment

Application, interview and selection

Volunteer positions will be advertised on the volunteer pages of the City's website at www.gosnells.wa.gov.au and where appropriate listed with Volunteering WA at www.volunteeringwa.org.au.

Volunteers will be selected, taking into account a volunteer's ability and suitability to perform duties, as well as any site or program specific requirements. Before an appointment, volunteers may be required to have an informal interview with City staff to discuss the position and assess whether they are suitable for the role.

For special events such as community planting days or clean-up campaigns, there is no formal process as volunteers register on the day of the event.

Onboarding

Background checks

The level of screening will depend on the nature of the role and may include a National Police Clearance. Volunteers who are in direct contact with children will require a Working With Children check.

The City will advise volunteers of the checks required relevant to their role and will meet the normal costs associated with obtaining them.

Role description

Volunteers will be provided with a role description that outlines the key tasks, skills and checks required to perform the role.

Identification

Volunteers will be provided with an identification badge which must be worn when on duty.

Induction

An induction will be undertaken by the assigned Volunteer Program Supervisor or their delegate. The induction will be appropriate to the role and introduce the new volunteer to the workplace. It will, at a minimum include:

- ▶ An overview of the workplace
- ▶ A description of the work to be performed
- ▶ An overview of relevant policies and procedures
- ▶ Health and safety policies, procedures and work instructions relevant to the work
- ▶ Reporting and consultation requirements
- ▶ Emergency contacts
- ▶ Safety and emergency response equipment
- ▶ Muster points, and
- ▶ Known hazards associated with tasks and how they are controlled, including instruction in the use of Personal Protective Equipment (PPE) if required.

On the job

Volunteer supervision

All volunteers will have an assigned Volunteer Program Supervisor (a paid employee) who is responsible for initial and ongoing training, organising rosters and providing general guidance and feedback in relation to your performance.

Hours

Volunteer hours vary according to the role. Some roles will include regular hours while others will be ad-hoc. Your Volunteer Program Supervisor will advise you of the requirements for your role.

Attendance

The City understands that sometimes circumstances mean that volunteers are unable to attend at their rostered time. Please notify your Volunteer Program Supervisor if you are unable to attend. Early notice is appreciated to minimise disruption to services.

Sign in and out

It is important that the City tracks the contribution of volunteer hours and knows for safety and insurance purposes when volunteers are at work. All volunteers will be required to sign in and out. Your Volunteer Program Supervisor will advise you of your sign in/out requirements.

Training

Relevant training will be provided for all volunteers. This might be on the job, shadowing other staff or volunteers, or participating in more formal training depending on the nature of the role. Volunteers are encouraged to discuss any additional training requirements with the Volunteer Program Supervisor.



Work health and safety

The City has a primary duty of care to ensure, as far as is reasonably practicable, that the health and safety of people, including volunteers, is not put at risk from work conducted as part of the business or undertaking.

The City does this by, so far as is reasonably practicable:

- ▶ Providing a safe place of work
- ▶ Providing for safe systems of work
- ▶ Providing information, instruction, training and supervision on how to deal with hazards
- ▶ Monitoring the health and safety of workers
- ▶ Providing for the safe use of plant, substances and structures.

Volunteers have the same work health and safety (WHS) duties as a paid worker. They must take reasonable care of their own safety and take care not to affect the health and safety of any other person through their actions. They must report hazards and incidents as they become apparent. Volunteers must also comply with any reasonable instruction and with workplace health and safety rules, policies and procedures.



Insurance

Volunteers will be covered by insurance while undertaking authorised volunteering duties with the City.

The City's insurance will cover:

- ▶ Protection against public liability claims related to the undertaking of volunteering duties
- ▶ Personal accidents while undertaking authorised volunteering duties, including an accident on direct route to and from the volunteering activity
- ▶ Motor vehicle insurance for City owned vehicles

The City's insurance will not cover:

- ▶ Medical expenses met by Medicare or other health benefit funds
- ▶ Motor vehicle insurance for private vehicles

Volunteers should note that while they will be covered by the City's insurance regardless of age, the age of the claimant may determine the benefit limit in the event of a claim.

Volunteer Program Supervisors have details of the City's insurance policy and should be notified to submit a claim for assessment by the City's insurer.

Volunteers are advised to notify medical practitioners if their injury was sustained during the course of a volunteering role.

Motor vehicle use

If you are required to use a City vehicle you will need to show your valid driver's licence to your Volunteer Program Supervisor. You will also be required to complete an 'Authority to Drive' form which your Supervisor will provide to you.

If you are using your private vehicle to conduct your volunteer duties you will need to show your valid driver's licence, comprehensive insurance and current vehicle registration to your Volunteer Program Supervisor.

Please note that you will be responsible for any fines accrued during the course of your duties.

Volunteer entitlements

The City will provide you with the tools required to carry out your volunteering role, including training and protective clothing if required. You may request reimbursement for any reasonable out of pocket expenses for consideration by your Volunteer Program Supervisor.

To acknowledge and thank volunteers for their service, the City provides the following:

- ▶ 25% discount on all Leisure World memberships
- ▶ 25% discount on all City programs and events
- ▶ 25% off tickets for performances at the Don Russell Performing Arts Centre (DRPAC)

In addition, volunteer thank you events and celebrations will be held. The nature of these will vary across service areas and will be appropriate to the level of volunteering.

Other matters

Volunteer records

Information about you will be recorded in City systems including your contact details, your application and any background checks, in addition to information about the volunteer position and duties performed by you. All personal information is maintained in line with the City's policy on information security.

Confidentiality

Volunteers may be exposed to confidential information in the course of their duties. Any such information must not be improperly disclosed.

Respect

All volunteers have the right to work in a respectful environment. To this end the City's values and behaviours will apply to volunteers. Any issues of concern can be raised in the first instance with the volunteer supervisor.

Feedback and complaints

Volunteers with a concern, issue or complaint are encouraged in the first instance to discuss the matter with their Volunteer Program Supervisor.

Matters that cannot be resolved by the Volunteer Program Supervisor should be elevated to the relevant Director of the service to which the volunteering activity relates.

Rights and responsibilities

The following rights and responsibilities will apply.

The City will	Volunteers will
Provide copies of relevant policies and procedures	Work in accordance with the City's policies and procedures
Provide a role description and assign a Volunteer Program Supervisor	Work within the role, follow the instruction of the assigned Supervisor and seek advice if unsure
Provide an induction and relevant training, including work health and safety requirements and training specific to the role	Work safely in accordance with the training provided
Provide volunteers with insurance when undertaking their volunteer activities	Report any safety issues including incidents and hazards to the assigned Volunteer Program Supervisor
Maintain your personal information in line with the City's policy on information security	Respect privacy and confidentiality and ensure that information gained during volunteer activities is not improperly disclosed
Reimburse volunteers for out-of-pocket expenses relevant to their volunteering activities	Not use the status as a City volunteer to obtain personal benefit from others
Provide access to a grievance procedure	Abide by the City's values and behaviours
Provide a reference if requested	Ensure that any requirements of the role such as Working With Children cards are obtained and their currency maintained



Useful information

Volunteer Program Supervisor contact details

Name _____

Email _____

Phone number _____



Notes

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in alternative formats.