



VOLUNTEER

Handbook



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Introduction

This handbook contains useful information that will assist City of Gosnells volunteers.

Additional information specific to a volunteer program area that is not included in this handbook will be provided by the Volunteer Program Supervisor.

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





Who we are

About the City

Located 17km south east of Perth's CBD, the City of Gosnells serves a population of more than 122,000 people and enjoys a rich cultural diversity.

The City is one of WA's largest local governments and continually strives to meet the changing needs of the community with a strong focus on customer service, value for money and delivering a range of services and programs for our community.

Services delivered by the City include:

- Infrastructure and property services, including local roads, bridges, footpaths, drainage, waste collection and management
- Provision of recreation facilities, including a leisure centre, sports ovals and parks
- Health services such as water and food inspections, noise complaints and pool inspections.

"My greatest achievement is becoming part of the team responsible for saving lives, properties and animals."

Bill | Volunteer Lieutenant fire fighter, Gosnells Bush Fire Brigade

- Community programs for families, seniors, people with disability and young people
- Building and planning services, including inspections, licensing, certification and enforcement, and development approval
- Administration of parking facilities, street parking and animal control
- Cultural facilities and services, such as libraries and a museum
- Community events to bring together local residents of all ages and cultural backgrounds in a positive environment

Voluntary services play an essential role in the City, assisting staff in areas such as service delivery, supporting recreation and leisure programs, emergency services, senior services, environmental projects and caring for people with disability.

Our mission

Making the City of Gosnells a great place.

Our vision

We will be a vibrant City with a strong community identity; a great place to live, work, raise children, visit and invest; a place that encourages a range of lifestyles and opportunities; and where the natural environment, cultural diversity and heritage of the City is respected and protected for the enjoyment of current and future generations.

Our organisation

The City is comprised of four principal directorates, which report to the Chief Executive Officer.

The directorates are:

- Community Engagement
- Business Services
- Infrastructure
- Planning and Development



Volunteering with the City of Gosnells

Our volunteers are part of a team of staff and volunteers working together to serve the community in line with the City's vision and goals.

All volunteers have an assigned Volunteer Program Supervisor (a paid employee). Supervisors vary for each volunteer program and are responsible for organising rosters, supervision of volunteers, initial and ongoing training and general guidance.

"I volunteer because I know that our society cannot function without volunteers. I want to make my contribution to support the community."

Steve | Volunteer performer, Ghost Walks

Our volunteer programs

The City of Gosnells offers a number of exciting and diverse ways that people can volunteer their time, skills and enthusiasm.

Our volunteer programs include:

Conservation and environment

National Tree Day
Bushcare's Big Day Out

History and heritage projects

History and Heritage Advisory Group
Thornlie Living History Group
Local history
Museum education program
Museum attendants
Museum tour guides

Recreation and leisure activities

Children's term programs
Walking groups
Eco Walks
Ghost Walks

Community safety

Adopt a Bus Shelter
Neighbourhood Watch
Emergency services
Adopt-a-Spot program
Roadwise

Seniors' support

Meals on Wheels deliveries
Bus drivers and offsidiers
Receptionists
Kitchen staff

Special community events

Australia Day
Fusion Festival
Harmony Week
NAIDOC Week
National Volunteer Week

Youth and children

Youth Advisory Council
Skate Park Advisory Group
Art projects
Children's Advisory Group
Youth Week

Emergency Services

Bush Fire Brigade
State Emergency Service (SES)



What to expect

Volunteer entitlements

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

- 25% discount on entry to Wilkinson Homestead Museum
- 25% discount on all Leisure World memberships
- 25% discount on all Leisure Services programs, such as Ghost Walks
- 25% off tickets for all performances at the Don Russell Performing Arts Centre
- Invitations to social outings, workshops and celebrations
- Opportunities to participate in free Volunteer Management and Skill Builders training workshops
- Protective clothing if required
- Invitations to annual recognition and thank you events
- Tea, coffee and meals where appropriate

“Give it a go. It can be fun.”

Coral | Environmental volunteer, Adopt-a-Spot program

Rights and responsibilities

As listed in the City of Gosnells Volunteer Services Policy, the City and volunteers have rights and responsibilities to each other.

The City will:

- Provide all volunteers with induction and training relevant to their voluntary work, including Occupational Safety and Health and relevant specific training
- Provide volunteers with personal insurance when undertaking a registered volunteer activity
- Reimburse volunteers for out-of-pocket expenses (for more details see page 13)
- Ensure volunteers are given a copy of the City's Volunteer Policy and any other policies that affect their work
- Never use voluntary services to fill a position previously held by a paid worker
- Provide all volunteers with a job description and agreed hours
- Provide volunteers with access to a grievance procedure
- Provide volunteers with a workplace reference from the Branch Director, if requested

Volunteers will:

- Treat others with respect and fairness
- Act in good faith, with honesty and integrity
- Work within the role and responsibilities of the voluntary activities in which they are engaged
- Work safely, using equipment in accordance with the training provided
- Not use the status of a City of Gosnells volunteer to obtain personal benefit from others
- Ensure that information received in the course of volunteer activities is not improperly used or disclosed
- Always seek advice and support from City officers, if unsure or concerned
- Respect the rights, privacy and dignity of staff and members of the community
- Work in accordance with the City's policies, procedures, instructions and rules



Recruitment and induction

Application, interview and selection

Volunteer opportunities will be advertised in ways that are accessible to all sections of the community.

For example, the City's website provides a search tool linking potential volunteers to the latest local and Statewide volunteering vacancies listed by Volunteering WA.

Volunteers will be selected in a non-discriminatory manner in line with the City's recruitment policies and procedures, 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 the Volunteer Program Supervisor to discuss the position and assess whether the role is suitable for the applicant.

"I love people and learning how to communicate with people. It feels good to be part of a great working team."

Rhonda | Volunteer receptionist, Addie Mills Centre

Unsuccessful volunteer applicants will be notified and, where appropriate, advised of any other suitable volunteering opportunities.

For special events volunteering, such as National Tree Day or Bushcare's Big Day Out, there is generally no interview process as volunteers register on the day of the event.

Background checks

For each role and program area, the level of screening may differ. Screening may include a National Police Clearance and volunteers in direct contact with children will also be required to have a Working with Children Check.

The City of Gosnells will advise volunteers of the procedures required to apply for the checks and will meet the normal costs associated with obtaining them.

Induction

An induction and orientation process will be undertaken by the Volunteer Program Supervisor to prepare volunteers for the role and assist them to quickly become effective members of the team.

The induction may be one-on-one or in a group. An induction checklist and overview of relevant City policies and safety requirements will be provided.

Volunteer Program Supervisors will formally welcome volunteers to the team, assist them to become familiar with the area where they will be undertaking their role and go through any behaviour and specific site or program requirements.

Role statements

Volunteers will be provided with a role statement that includes the volunteer position title, key tasks, and any specific skills and checks required to perform the role. This ensures the volunteer's role is clearly defined so that everyone understands their responsibilities.

Identification

Volunteers are issued with a photo identification badge for members of the public to identify them as City volunteers. Badges must always be worn when volunteers are on duty.

Hours

Volunteer hours vary according to the volunteer role and can be negotiated with the Volunteer Program Supervisor. Volunteer hours are recorded by the Supervisor. Volunteers will 'sign in' when they start and 'sign out' when they finish a volunteering shift.

Recording volunteer hours

It is important that the City records how much time volunteers contribute, as this data gives us a clear picture of the number of service hours volunteers contribute to our community. The data is also used for reporting volunteer activities, insurance and emergency security purposes.

Attendance

The City understands that sometimes circumstances mean that volunteers are unable to attend at their rostered time. Early notice is always appreciated as this enables rescheduling of rosters so that services can continue without disruption.

Training

On-the-job training is provided to new volunteers, specific to their role or the service provided. Any additional training and development to enhance services should be discussed with the Volunteer Program Supervisor.

Health and safety

Appropriate information, instruction and supervision are provided to ensure the health and safety of all City of Gosnells volunteers.

Any incidents sustained or witnessed during the course of volunteer activity should be promptly reported to the Volunteer Program Supervisor, who will assist in completing any incident forms.



“We enjoy helping people and keeping active.”

Cheng and Terence | Volunteer leaders, Gosnells Walking Group

Other matters

Reimbursement

Volunteers may request reimbursement for out-of-pocket expenses relating to volunteer service delivery, subject to approval from the Volunteer Program Supervisor.

Volunteers are required to submit receipts for any expenses for which they seek reimbursement. The Volunteer Program Supervisor will assist with the claim process, in accordance with the City's policy.

Motor vehicle usage

When using either a City vehicle or a private motor vehicle, a valid driver's licence will need to be shown to the Volunteer Program Supervisor.

Volunteers will also need to produce proof of comprehensive insurance for their private vehicle and current vehicle registration, if requested.

Please note: All volunteers, whether driving their own or a City vehicle, will be responsible for payment of their own fines.

Records management

Records on volunteers are maintained by Volunteer Program Supervisors. Information recorded includes volunteer contact details, applications, background checks, volunteer service, position held and duties performed.

All personal files are maintained in line with the City's policy on data protection.

Evaluation

The City welcomes any feedback to enhance service provision or the roles of volunteers. Volunteers may receive a periodic evaluation of their volunteer role and experience at the City.

The evaluation is an informal feedback opportunity and allows volunteers and their supervisors to suggest changes and seek ideas.

Privacy

Volunteers may be exposed to confidential information in the course of their volunteer activities at the City. Volunteers must not disclose any private or personal information.

Complaints, issues or concerns

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

The Supervisor is there to support volunteers and help to resolve any matters of concern.

Policy and guidance are in place at the City of Gosnells to assist everyone through the steps that can be taken and determine who should be involved.

Respect

All volunteers have the right to work in an environment that is free from any form of discrimination, harassment or bullying.

Volunteers must treat fellow volunteers, employees and members of the public with respect, honesty, sensitivity and fairness at all times.



“We love getting out, enjoying life and making a contribution to our community.”

Roy and Heather | Meals on Wheels volunteers, Addie Mills Centre

“We must all work together and make every opportunity count.”

Amal | Kids in Gosnells member



“Even if you’ve only changed one person’s life, you’ve changed the world.”

Emma | Kids in Gosnells member

Insurance

Volunteers are insured while undertaking duties authorised and directly related to the City of Gosnells.

Personal accident cover

The City's personal accident insurance covers volunteers while performing activities authorised by the City of Gosnells. This insurance also covers volunteers on direct route to and from the authorised volunteer activity. Personal accident insurance is not available to City volunteers aged under five or 91 years and over.

Public liability insurance

While undertaking voluntary duties under the care of the City of Gosnells, all volunteers are protected against public liability claims under the City's public liability insurance cover.

This coverage extends to third parties for bodily injury and/or property damage arising from their activities as volunteers of the City.

Motor vehicle insurance

If using a private vehicle, a comprehensive vehicle insurance policy is a requirement.

All claims will be put through the Volunteer Program Supervisor and assessed by the City's insurer. Volunteer Program Supervisors have details of the City's insurance policies.

Please note: No cover is provided for medical expenses covered by Medicare or other health benefit funds. Where treatment is sought, volunteers should always notify medical practitioners that the injury was sustained during the course of a volunteering activity.

“I've made more friends and feel more confident.”

Keshy | Kids in Gosnells member

Useful information

e-Volunteer Hub

9391 6022

volunteering@gosnells.wa.gov.au

Volunteer/ Program Supervisor's name

Volunteer/ Program Supervisor's contact details

My hours

The date I became a City of Gosnells volunteer

Other numbers

Useful websites

Thank you for being a City of Gosnells
volunteer and contributing to our community.

City contacts

Bins and rubbish enquiries 9397 3000
(Out of hours – follow the prompts
or see the City's website)

Operations Centre (Council depot)
Waste management, recycling,
street and park maintenance 9397 3000

Ranger Services
Dogs, fire hazards, illegal parking,
litter and off-road vehicles 9397 3000
(Out of hours – follow the prompts)

City facilities
Bookings, halls, parks, sporting
grounds and graffiti reporting 9397 3000

Libraries and heritage
Amherst Village Library 9498 9498
Gosnells Knowledge Centre 9391 6000
Kenwick Library 9397 3099
Thornlie Library 9251 8750
Wilkinson Homestead 9490 1575
(City of Gosnells Museum)

Community and leisure
Community Engagement 9397 3000
Community Development & Safety 9391 6022
Senior Services (Addie Mills Centre) 9391 6030
Leisure World (gym and pool) 9251 8700
Don Russell Performing Arts Centre 9498 9414

City of Gosnells
PO Box 662
Gosnells WA 6990
9397 3000

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www.gosnells.wa.gov.au

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in alternative formats.**