



# Volunteer Handbook

LIVE. GIVE. VOLUNTEER.



[www.bayswater.wa.gov.au](http://www.bayswater.wa.gov.au)



# Contents



Welcome	1
City of Bayswater Vision and Values	2
Volunteering with the City of Bayswater	3
Organisational Structure	4
Characteristics of Volunteering	5
Rights and Responsibilities	6
Volunteers’ Code of Conduct	7
Training, Support and Recognition	9
Health, Safety and Insurance	10
Volunteer Wellness, Wellbeing and Wisdom	12
Frequently Asked Questions (FAQs)	14
Useful Contacts	17
Notes	17



# Welcome

## Thank you for volunteering with the City of Bayswater.

The City recognises and values the substantial and ongoing contribution made by its volunteers. Volunteering is vital to creating the kind of community we want to live in, and by working together, we share common values that create a sense of community spirit.

As a City of Bayswater volunteer, you are a vital link in building the strength of our community through sharing your time and skills, while assisting in the services offered to our community.

This Handbook has been created to assist you while volunteering for the City. The information inside is a brief summary of the City's Volunteer Policy and procedures. If you have any queries, please speak to your Volunteer Supervisor who can support you in finding further information on anything outlined in this handbook.

We hope that you find value and fulfilment in your volunteering role, whether it be through sharing your knowledge, connecting with new people, or utilising your skills and experience to assist others. The City thanks you for your contribution.



**Andrew Brien**  
Chief Executive Officer



**Volunteering is vital to creating the kind of community we want to live in, and by working together, we share common values that create a sense of community spirit.**



# City of Bayswater Vision and Values



## Our Vision

A place where community vision becomes reality.

## Our organisational values are:



### Accountability

Doing it right

We do what we say we will do, the right way, and on time. Working together, we take responsibility and pride in delivering quality service in an efficient way.



### Excellence

Doing it well

We are a 'can do' organisation where we are responsive, efficient, professional, friendly and positive, continually striving for service excellence.



### Innovation

Doing it better

We challenge the status quo through embracing change and thinking outside the box to broaden our horizons.



### Respect

Doing it together

We respect and care, promoting a positive, safe and inclusive workplace where people contribute and feel a part of the team, valued, listened to and acknowledged.

# Volunteering with the City of Bayswater



As a volunteer, you are part of a team of staff and volunteers working together to serve the community in line with the City's vision and values.

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.

The City undertakes a professional Volunteer Management Program and is committed to supporting volunteers through:

- Induction and orientation;
- Providing a safe workplace with appropriate insurance;
- Training and development opportunities; and
- Reimbursement of expenses incurred.

**The City's registered volunteers are also formally recognised at an annual end of year event to celebrate their contribution and participation in the City's Volunteer Program.**





# Organisational Structure



# Characteristics of Volunteering



Volunteering is an activity that can occur in any setting, and has the following characteristics:

- It has direct benefit to the community and the volunteer (whether the benefit is tangible or intangible).
- It is undertaken by choice with no expectation of the role leading to paid employment.
- It is unpaid; however, the volunteer may receive authorised reimbursement of expenses incurred that are associated with the role, and/or may receive a monetary or other incentive/reward.

At the City of Bayswater, a volunteer is defined as a person who has been registered with the City as either a project or program volunteer. Program volunteers are assigned a specific position description, and volunteer in an ongoing capacity. Project volunteers are engaged by the City for an event or other short-term projects and are only required to register on the day of the activity.

Volunteers are guided by a Code of Conduct, as well as a set of rights and responsibilities as outlined on the following page.

**At the City of Bayswater, a volunteer is defined as a person who has been registered with the City as either a project or program volunteer.**



# Rights and Responsibilities



Being a registered volunteer may be a new experience for you. Your rights and responsibilities will be significantly different from the unpaid work you do within your family or the paid work you do in the wider community.

## You have a right to:

- Be provided a healthy and safe work environment
- Be provided with information about the City, including policies and procedures
- Receive orientation, training, ongoing support and supervision
- Have a choice regarding the activities you take part in and the option to say 'no' when you cannot commit to a task
- Be appropriately covered by insurance
- Receive reimbursement of authorised out-of-pocket expenses
- Take holidays and leave from duties
- Have your personal information dealt with in a confidential manner
- Be informed and consulted on matters which affect you and your work
- Be recognised and treated as a valuable member of the team
- Be assured of your right to resign or retire from voluntary service

## You are responsible for:

- Working in accordance with health and safety requirements
- Being dependable and advising if you are unable to attend work
- Being willing to undertake orientation, training, and supervision
- Maintaining privacy, confidentiality and being non-judgemental
- Acting with honesty and integrity
- Working in accordance with procedures and instructions
- Saying 'no' when you cannot commit to a task
- Seeking advice and support from City officers, if you are unsure or concerned about any aspect of your volunteering





# Volunteers' Code of Conduct



The Code of Conduct is a declaration of the principles of good conduct and the standards of behaviour that you are expected to demonstrate in the performance of your duties as a City of Bayswater volunteer.

All volunteers are supplied with a copy of the City's full Code of Conduct and are expected to read and agree to the terms of the Code prior to beginning their role.

## **Integrity and Honesty**

Volunteers must be fair and honest in their dealings with individuals and organisations.

## **Influences on Decision Making**

Volunteers must not influence any person in an improper way to try to obtain any advantages or favours, or counsel / advise service customers in any issues that arise; but refer them to the appropriate City officer who can assist.

## **Conflict of Interest**

Volunteers must not place themselves under any financial or other obligation to any individual or organisation that might reasonably be thought to influence them in the performance of their duties. If there is a conflict of interest, whether real or perceived, this should be reported to the volunteer's Supervisor.

## **Accepting Gifts & Benefits**

Volunteers must never solicit, demand or request any gifts or benefits, nor accept gifts or benefits either for themselves or for another person, which might in any way, either directly or indirectly, compromise or influence them in their role. However on occasion volunteers may be offered gifts as a thank you from community members. Volunteers may accept token gifts (e.g. fruit, flowers, chocolates) but may not accept gifts of cash.

Volunteers must register gifts by completing a City of Bayswater Volunteer Gifting Form - Disclosure of Gifts (below \$50). Volunteers may also refer to the City's Volunteer Gift Disclosure Procedure.

## **Public Image**

Volunteers are responsible for providing an accurate and fair representation of the City's decisions, and to behave in a manner that maintains and enhances the City's image. They are asked to refrain from public criticism of fellow volunteers, employees, Council members or decisions of Council. They must also refrain from public comment on behalf of the City.

# Volunteers'

## Code of Conduct cont.



### Customer Service

All volunteers are asked to be customer focused and strive to provide excellent customer service. They must behave in a professional manner and treat members of the public with honesty, fairness, sensitivity and dignity. The City of Bayswater Customer Service Charter is available for all volunteers, as a reference tool.

### Behaviour towards other volunteers

All volunteers must treat fellow volunteers and City employees with trust, honesty, fairness, sensitivity and dignity. Those who work with other volunteers have a special responsibility to model this kind of behaviour. Volunteers can refer to the City's Organisational Values for further insight into expected behaviours.

### Workplace Health & Safety

All volunteers have the right to work in a safe working environment, including one that is free from any form of discrimination, harassment or workplace bullying.

Volunteers must also comply with the City's drug and alcohol policy and incident reporting policies and guidelines.

### Grievances

All volunteers are to follow City of Bayswater grievance procedures to try to resolve conflicts with other staff or members of the City of Bayswater. Volunteers may also refer to the City's Volunteer Grievance Procedure.

### Privacy and confidentiality

Volunteers must understand the importance of customer privacy and agree to keep all customer related information confidential.

### Dress Code

Volunteers are required to wear appropriate clothing for the tasks they are performing, and are required to wear an identification badge whenever they are performing their duties.



# Training, Support and Recognition



## Training and Support

The City of Bayswater is committed to providing you with the required training to be able to carry out your duties. Part of the essential training for all volunteers is an induction and a role-specific orientation carried out by your Supervisor.

A brief induction will usually occur at the interview stage and includes your role description, volunteer hours, an explanation of volunteer functions, and other important things to know. The on-site orientation is role specific, and covers important health and safety procedures and all the day-to-day things about your role.

All new starters will be required to attend a formal Occupational Safety and Health (OSH) induction, which includes paid employees and volunteers. Volunteers will be contacted and advised of this induction shortly after commencing with the City.

From time to time, you may also be offered additional learning opportunities which will be advised by your Supervisor. Your Supervisor is there to support you in your role.

## Volunteer Recognition

Volunteers are recognised at an annual event and with other initiatives throughout the year. At the event, the City also presents all eligible volunteers a 'Years of Service' badge, after five years of service, and every five years thereafter.

Through these activities, the City aims to offer you an opportunity to relax, network with other volunteers and celebrate your contribution to the City of Bayswater community!



# Health, Safety and Insurance



## Occupational Health and Safety

All volunteers are responsible for occupational health and safety in their role. The City of Bayswater is committed to ensuring all operations are performed in a safe and healthy environment and recognises the duty of care owed to workers, volunteers and members of the public.

### Volunteers are expected to:

- take reasonable care to ensure their own safety and health, and that of others;
- report any potential hazards in their workplace to the Supervisor or another responsible staff member;
- report all accidents, incidents and near-misses;
- follow instructions and training provided by City staff;
- use personal protective equipment provided; and
- not to interfere with anything set up to ensure safety and health.

### The City of Bayswater will:

- provide and maintain a safe working environment;
- provide adequate training, instruction and supervision to enable volunteers to perform their work safely and effectively;
- investigate all workplace hazards in order to eliminate the cause; and provide further information on the City's health and safety procedures, on request (from your Supervisor).

## Insurance Overview

City of Bayswater registered volunteers, whilst performing their role on behalf of the City, are provided with personal accident and public liability insurance cover within the limits of each policy. This policy does not cover individuals from organisations outside the City who volunteer within a City program, project or event. Volunteers are also not covered under Workers' Compensation insurance.

Volunteers are expected to only undertake activities that are within their capability and comprehension, and are expected to hold suitable licences or qualifications for any work requiring such.

# Insurance Cover



## Insurance Cover

### Volunteer Age

The City's insurance policy has an age restriction of 90 years; cover is limited under the Personal Accident policy for volunteers aged 75 to 90 years of age. It is required that volunteers 75 years and older provide an annual medical certificate from their doctor saying they are fit for work.

Volunteers under the age of 16 must be supervised by an adult at all times.

### Volunteering Outside Nominated Hours

Volunteers who take it upon themselves to work over and above their specified time and perform tasks which have not been specified in their position description are not covered by the insurance policy.

### Volunteer Personal Vehicle Insurance Cover

Should volunteers use their own vehicles, as part of their roles (with approval from the City), they are required to possess comprehensive car insurance and ensure that this insurance is current at all times.

Most car insurance companies' comprehensive cover is sufficient for volunteers using their own vehicles.

Generally, there is no special vehicle insurance cover required for you as a volunteer driver, and a letter can be supplied for your insurance company to confirm your duties are not for profit and therefore not classed as business use. You should contact your own insurance company to ensure you understand the conditions of insurance that specifically relate to your policy.

### Volunteer Drivers of City Vehicles

Volunteer drivers of City vehicles are covered by the City's vehicle insurance policy. Should an accident occur, your Volunteer Supervisor must be informed and they will direct you to complete the appropriate accident/incident forms.

If you have any questions or concerns about your insurance cover, please contact your Supervisor who will be able to provide you with more information.



# Volunteer Wellness, Wellbeing & Wisdom



## Volunteer Wellbeing

Volunteers can experience positive impacts through volunteering, including:







## Volunteer Wellness

### Employee Assistance Program (EAP)

The City aims to ensure that its volunteers receive the same support as employees, which includes access to the City's Employee Assistance Program (EAP). This is a free, confidential counselling service offered to all volunteers and employees. Contact details for the EAP are at the rear of this Handbook.

## Volunteers' 'Words of Wisdom'

"I was worried about needing to decrease my volunteering hours, but the City was supportive and flexible"

"Sometimes personalities might clash, but I have always been very lucky with my colleagues and always feel like I can speak to my Supervisor"

"If I notice something that looks unsafe, I just let a nearby staff member know - everyone is happy to help"

"Make sure you enjoy yourself and have fun!"

"I hadn't volunteered before, this has really opened my eyes and I now volunteer in a few different groups"

"My name badge has an official look and I like being greeted by name"

"If I have been unwell or needed to take leave for any reason it is really easy, I just give as much notice as possible."



# Frequently Asked Questions (FAQs)



## **Will I be reimbursed for my volunteering duties?**

The City of Bayswater will provide reimbursement for pre-approved expenses that relate to your volunteer role. Your Supervisor will inform you of your role-specific reimbursement entitlement.

## **Why is health and safety so important?**

All our safety activities are legislated under the *Occupational Safety and Health Act 1984* and are a core part of how we serve our community.

## **Will I be able to get a written reference for my volunteer contribution?**

A letter outlining length and duties of service is available to all volunteers who have completed a minimum of three months in their role. Your Supervisor is also able to provide a verbal recommendation or reference, should you request one.

## **How long am I expected to commit to my role for?**

Generally, we ask for a minimum of six months' commitment to your role. This is because many of our volunteer roles involve working with residents who will benefit from consistency in their daily encounters. From time to time, there are short-term project roles which require a shorter time commitment.

## **What do I do if there is an emergency, accident or incident?**

Volunteers are trained in accident and emergency procedures to cover situations that may arise. At all times, please ensure your personal safety is a priority and only help others if safe to do so. It is a City of Bayswater requirement that all accidents and incidents are reported. Your Supervisor will assist you with this.

In the case of a life-threatening emergency, dial 000.

## **What if I have problems with my supervisor or other staff?**

The City of Bayswater takes reported complaints and grievances seriously, and will endeavour to resolve any issues raised in a respectful and sensitive manner to all parties involved. Should you have any problems, speak with your Supervisor in the first instance. Alternatively, contact the Volunteer Program Coordinator who will deal with your matter confidentially and provide you with further guidance.

## **What happens if a volunteer breaches the Volunteer Code of Conduct?**

Breaches of the Code of Conduct are taken seriously and action taken by staff is always based on the number and severity of the breaches and feedback from the volunteer(s) affected.



**If I need additional training in order to assist me to perform my volunteering duties, who do I speak to?**

Speak to your Supervisor who can assist in discussing your training needs and arrange for you to attend training.

**Am I allowed to accept gifts from residents or clients?**

The Volunteer Code of Conduct offers guidance on accepting gifts and when it is appropriate to do so. Always speak with your Supervisor regarding accepting a gift, as this is governed by a Volunteer Gift Disclosure Procedure.

**Are partners invited to attend volunteer functions?**

The primary focus of volunteer events is to celebrate and recognise the City's hard-working volunteers. Due to the large size of the volunteer program, it is not possible to invite partners or family; however, the City always aims to acknowledge their contributions when possible.

**If there are other volunteer vacancies across the organisation, how will I find out about them?**

Contact the Volunteer Program Coordinator on (08) 9272 0622 or check the City's website for current volunteer vacancies.

**What is a volunteer resource centre and does the City of Bayswater have one?**

Volunteer Resource Centres are the volunteering experts in their local community. They can help people find or advertise volunteering roles. The City does not have a Volunteer Resource Centre, however, there is a number listed in the 'Useful Contacts' section at the end of this Handbook.

**Does the City of Bayswater assist other community groups to recruit volunteers?**

The City only recruits for volunteers in City programs. However, groups are encouraged to contact their closest Volunteer Resource Centre or call the Volunteer Program Coordinator for other contacts and general advice.

**Do I need to provide my own transport to and from my volunteer role?**

Volunteers are expected to arrange their own transport to and from the role. Reimbursement of public transport or fuel costs will be discussed at the time of recruitment or can be discussed later with your Volunteer Supervisor.

# Frequently Asked Questions (FAQs) cont.



## **What if I am unable to attend because I'm sick?**

Everyone gets sick, so don't worry if you are feeling unwell and are unable to attend your regular volunteering duties. Please contact your Supervisor as soon as you know you will be unable to attend, and simply give as much notice as possible.

## **Do I need a Police Check or 'Working with Children' Check?**

All volunteers over 18 years of age must undertake a Police Check at the time of recruitment and this is renewed every three years. This check is at no cost to the volunteer.

A 'Working With Children' check is required for any volunteer in a role that works directly with children. You will be advised of this requirement at the time of recruitment or should your role change and require this check.

## **How can I provide feedback about my volunteer role?**

You are encouraged to provide regular feedback to your Supervisor or directly to the Volunteer Program Coordinator. We will also ask for your feedback on the program at regular intervals.

All volunteers are also asked to complete an Exit Survey when they finish volunteering with the City.



# Useful Contacts



## EMERGENCY CONTACTS

**Emergency Services  
(Police, Ambulance, Fire)**  
000

**24 hours Police  
(Non-emergency)**  
131 444

## CITY OF BAYSWATER CONTACTS

### My Supervisor:

---

(08)

---

Office hours:

---

**City of Bayswater  
Volunteer Program  
Coordinator**

(08) 9272 0622

Office hours: Mon – Fri

### Community Bus Bookings

(08) 9272 0974

Office hours: Mon – Fri

### RAC (membership details in bus satchel)

131 111

After hours

### Security Services

1300 360 333

After 4pm daily, weekends

Access to depot to collect  
or return bus after hours  
(After 4pm daily, weekends)

### Bayswater Senior Citizens Centre

(08) 9271 5198

Office hours: Mon – Fri

### Morley Senior Citizens Centre

(08) 9276 6108

Office hours: Mon – Fri

### Bayswater Library

(08) 9370 3370

Office hours: Mon – Fri

### Maylands Library

(08) 9208 2450

Office hours: Mon – Fri

### Morley Library

(08) 9272 0980

Office hours: Mon – Fri

## OTHER CONTACTS

### Employee Assistance Program

1300 361 008

### Bassendean Volunteer Resource Centre

(08) 9377 2191

## NOTES

---

---

---

---

---

---

61 Broun Avenue  
Morley Western Australia 6062

Telephone: 08 9272 0622

Facsimile: 08 9272 0665

TTY: 08 9371 8493

Postal Address:

PO Box 467

Morley Western Australia 6943

Email: [mail@bayswater.wa.gov.au](mailto:mail@bayswater.wa.gov.au)

*This document can be made available in other  
accessible formats if required.*

[www.bayswater.wa.gov.au](http://www.bayswater.wa.gov.au)

