VOLUNTEERS

THE HEART OF OUR COMMUNITY

City of Rockingham

Volunteer Handbook

rockingham.wa.gov.au

city of Rockingham

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1. Welcome

As a City of Rockingham (City) volunteer, you are a vital link in contributing to the strength and wellbeing of our community. The City will make every effort to support your development in your volunteer role, offering you learning opportunities that will build on your own skills and encourage you to contribute ideas and suggestions to support the City's continuous improvement.

The City has developed this Volunteer Handbook to assist in your role as a City volunteer. Although its purpose is to provide you with as much information as possible, you are encouraged to discuss any queries or problems that may arise in your role with your Volunteer Supervisor or the Community Development Officer (Volunteers).

We hope you enjoy your experience as a City volunteer, and you find it as fulfilling and rewarding as it is for the Rockingham community. Thank you for joining our team.

2. About the City of Rockingham

The City is located in Perth's outer southern suburbs, about 40 kilometres south-west of the Perth CBD. The City is bounded by the City of Kwinana in the north, the Serpentine-Jarrahdale Shire in the east, the Shire of Murray and the City of Mandurah in the south, and the Indian Ocean in the west.

The City is a rapidly developing residential area with substantial industrial and commercial areas. On nearby Garden Island is HMAS Stirling, the Royal Australian Navy's largest base.

The City encompasses a total land area of approximately 260 square kilometres, including significant areas of coastline and parkland. With 37 km of breathtaking coastline, the area is known for its pristine beaches, adventure experiences and nearby Penguin Island with dolphins and seals frequenting the area.

Rockingham is named after the ship Rockingham which brought settlers to the colony and ran aground on the beach in Cockburn Sound in 1930. Visit our heritage webpage to read more about our history or to view our Heritage Strategy. The local Nyoongar name for Rockingham Beach and Cockburn Sound is Derbal Nara, which means 'on or by the estuary, it's like mouth or a palm or hollow of the hands which holds our meals (the salmon) which are feeding below'.

Originally constituted as a Road Board on 21 May 1897, Rockingham became the Shire of Rockingham on 1 July 1961, and finally achieved City status on 12 November 1988. The criteria for becoming a City included having a population of more than 30,000, and a revenue of $200,000 sustained for three years. The district also had to be clearly distinguishable as a centre of population with sufficient residential, commercial and industrial centres.

As a comparison, the City is now designated as one of Perth's Strategic Metropolitan Centres and has a population of around 140,000, and an operating revenue of more than $150 million. Rockingham and the surrounding areas is becoming an increasingly popular

place to live and work where residents place a high value on the relaxed coastal lifestyle that it offers.

3. RESPECT Values

RESPECT is the City's internal cultural values program and sets the standard of behaviour we expect from all employees and volunteers.

Recognition – We encourage positive feedback, recognising and celebrating each other's contribution and achievements, no matter how small.

Ethics – We know the difference between right and wrong, and recognise the importance of honesty and ethical behaviour.

Service – We always aim to deliver excellent service to our customers, stakeholders and fellow staff.

Professional Development – We commit to learning and training activities that assist our personal and professional development, and create pathways for promotion within the organisation.

Empowerment – We make considered and informed decisions supported by training, encouragement and being able to learn from our experiences.

Communication – We expect to be kept informed about important issues and we commit to always listening, asking questions and sharing information.

Teamwork – We work together both within and across teams, help out whenever we can, and understand that it's not just about 'our team'.

4. City's Vision

The City's vision is supported by four community aspirations. The aspiration that aligns with volunteering is "**Grow and nurture community connectedness and wellbeing**".

Community capacity building aims to empower the community across all ages and abilities, to be culturally aware and involved with a diverse range of community initiatives that incorporate volunteering, sport, culture and the arts.

More information about the City's vision and community aspirations is available in our Strategic Community Plan which is available on our website.

Transport
Early
Construction & Blocks
MUSIC
Twister
The game that ties you up in knots
TOYSBRO GAME
Fruit-pick-off of Monkey
TOYSBRO EDUCATIONAL SERIES

5. City of Rockingham Volunteer Program

Volunteers are currently placed across multiple teams and locations, including:

- Community Capacity Building
- Community Safety and Support Services
- Autumn Centre
- Library Services
- Youth Centre
- Neighbours Unite.

We have a range of different roles, so there is something for everyone:

- volunteer drivers for the Rockingham Connect Community Transport Service
- one-off event volunteers
- café volunteers
- Library Housebound Delivery Service volunteer drivers.

5.1 City Responsibilities

Volunteers can expect the City to:

- engage with the volunteer in accordance with equal opportunity requirements
- send a Letter of Registration outlining the placement offered and requirements
- provide a Volunteer Role Statement that clearly outlines the duties
- provide adequate orientation training for the volunteer role
- provide training and support where and when necessary
- provide adequate information about the City's policies, procedures and objectives as relevant to the volunteer role
- treat each volunteer as a valuable member of the team
- encourage each volunteer to share suggestions and ideas and contribute to the volunteer role in a way that is meaningful and rewarding
- provide insurance cover for volunteers while volunteering
- protect and respect the volunteer's privacy
- provide a safe environment for volunteers
- provide opportunities for volunteers to voice queries, concerns and complaints to their supervisor and have access to grievance procedures
- allow volunteers to say 'no' to requests they feel they may not be able to complete or do not wish to participate in.

5.2 Volunteer Responsibilities

As a volunteer the City expects you to:

- participate in accordance with your Volunteer Role Statement and responsibilities
- work safely, using equipment in accordance with the training provided
- treat others with respect, fairness, honesty and integrity
- ensure that information you receive in the course of volunteer activities is not improperly used or disclosed
- respect the rights, privacy and dignity of colleagues and customers
- participate in accordance with the City's policies and procedures
- not use your status as a City volunteer to obtain personal benefit from others
- advise the City as early as possible if you are unable to attend a scheduled volunteer shift
- if unsure or concerned, always seek advice and support from City officers.

The City's volunteer responsibilities are intended to provide guidance and reflect behaviours consistent with the law, regulations and the City's commitment to exceptional customer service. All City volunteers are required to:

- adhere to the City's policies, procedures and Customer Service Commitment
- adhere to the City's safety standards as outlined in the Work Health and Safety Volunteer Booklet including Personal Protective Equipment (PPE) if a requirement within the role, be aware of own safety and that of others, report any risks or threats to the supervisor
- respect and maintain confidentiality of the City and customers
- protect the image, interests and property of the City
- possess a willingness to accept people as they are, be non-judgemental and respect the privacy and dignity of others, be tactful and courteous at all times and not use abusive language
- be punctual, reliable and dependable, arrive at activities, training and meetings on time to fulfil the negotiated commitment to the City
- be willing to participate in supervision and to consult with the supervisor on any matter they feel concerned about, and willing to accept positive and/or constructive feedback
- be fit to participate in volunteer activities and not consume or be under the influence of alcohol or other intoxicating substances.

5.3 Customised Volunteer Roles

The City of Rockingham is committed to providing opportunities for people with disability to engage in suitable, sustainable and meaningful volunteering opportunities of their choice.

As a result, the City will collaboratively work with individuals (and their support person if they wish) to establish their interests, skills and strengths to look at customising a volunteer role. The process will take into consideration operational needs and capabilities of a volunteer placement location.

6. Volunteer Roles and Recruitment

6.1 Volunteer Roles

There is a range of volunteering opportunities at the City. Volunteering roles can be flexible and will take into account your preferred working style, skills and time commitment. Every volunteer role has a Volunteer Role Statement outlining the skills, requirements and responsibilities of each role.

The Volunteer Role Statement is developed by the City and included as part of the advertising process. A copy is also provided with the Letter of Registration upon confirmation of placement.

6.2 Advertised Positions

All volunteer opportunities are advertised publicly in a number of ways:

- through the Rockingham Volunteer Centre (RVC)
- on the City's website
- on the City's Facebook page
- in the Chronicle, the City's quarterly newsletter.

The RVC staff and Volunteer Referral Officers are also available to assist with any queries and/or completion of forms.

6.3 Meet and Greet

The City will identify those individuals who best match the requirements of the volunteer opportunity, and invite them for a Meet and Greet. This gives you (the volunteer) the opportunity to discuss the role, understand what is expected of you and explore other potential volunteering options. In return, it gives the City an opportunity to find out more information about you, to help match you with current and future volunteering opportunities.

When attending the Meet and Greet, you will need to bring ID documents so that the City can conduct a 100 point ID check. The City will provide you with a list of suitable ID documents prior to the meeting.

At the Meet and Greet, you will be required to sign the following documentation:

- Volunteer Personal, Referee Details and Emergency Contact Information (Attachment 1)
- Volunteer Agreement (Attachment 2)
- Volunteer National Police Clearance Consent Form found at rockingham.wa.gov.au/community/volunteering

The City will securely store these documents in line with the City's Records Management Policy and Procedures.

Please advise us if you have any access requirements. This may include attending the Meet and Greet with a carer or support person, which you are welcome to do.

6.4 Referee and Character Check

You will need to provide names and contact details of two referees (not related to you) as part of your volunteer application.

Following the Meet and Greet, the Community Development Officer (Volunteers) or a Volunteer Supervisor will conduct character referee checks. Please note that not having a referee is not an automatic barrier to volunteering at the City.

6.5 Volunteer National Police Check

It is a requirement that all community members wishing to volunteer with the City obtain a Volunteer National Police Check (VNPC) prior to the commencement of their volunteering role.

The VNPC application and fee are processed by the City and there is no cost to the community member.

The City reserves the right to ask volunteers to renew their VNPC annually (or as required). This process will be undertaken by the City on your behalf.

A prior conviction is not an automatic barrier to volunteering at the City. The relevant work area Manager and/or Manager Human Resource Development will assess each case individually and make a determination.

6.6 Working with Children Check

There may be roles where a Working with Children Check (WWCC) is required. The Volunteer Role Statement will outline if this is a requirement. The City will cover the cost of the WWCC.

6.7 NDIS Worker Screening Check

There may be roles where a NDIS Worker Screening Check is required. The Volunteer Role Statement will outline if this is a requirement. The City will cover the cost of the check.

6.8 Driver's Licence

If a volunteer role requires you to drive a City vehicle, you must hold a current WA driver's licence. The City will seek your approval to verify your licence before you begin your role. The City reserves the right to conduct an annual check (or as required) of your driver's licence through the Department of Transport.

If the conditions of your licence change for any reason, you must advise your Volunteer Supervisor immediately.

You must observe all traffic and parking laws, including the wearing of seat belts. Any fines/ infringements in relation to driving or usage of a City vehicle are your sole responsibility as the driver.

Elaine
Volunteer

If you are carrying passengers in the course of your volunteer role, you may be asked to undertake additional assessments (medical and/or driving test) on a regular basis. The City will cover these costs.

7. Volunteer Placement

7.1 Placements

The City is committed to offering volunteers opportunities based on their suitability, skills, knowledge, experience and qualifications, and as appropriate to the volunteer requirements of the City. The City will not offer volunteer opportunities that replace the work of paid employees.

7.2 Letter of Registration

You will receive a Letter of Registration confirming:

- commencement date
- cessation date (if applicable)
- role title
- contact details for your Volunteer Supervisor
- a copy of the Volunteer Role Statement.

7.3 Induction

If you are offered and accept a volunteer role, you are required to familiarise yourself with the Work Health and Safety Volunteer Booklet found at rockingham.wa.gov.au/community/volunteering prior to your first shift. The City will provide this booklet prior to the Meet and Greet.

7.3.1 Regular Volunteer Roles

Your Volunteer Supervisor will conduct an onsite induction at the start of your first shift, which will include:

- a tour of the building and work space
- explanation of the role and all relevant tasks and responsibilities
- explanation of fire/emergency procedures
- explanation of the volunteer rights and responsibilities as outlined in the Work Health and Safety Volunteer Booklet found at rockingham.wa.gov.au/community/volunteering and the Volunteer Handbook
- an introduction to relevant staff.

All volunteers are required to sign off on their induction prior to commencing their duties.

7.3.2 One-Off and Event Volunteer Roles

The City often engages volunteers for one-off events. These roles do not require ongoing volunteer management practises.

All one-off and event volunteers will be inducted onsite prior to the commencement of the event. The event volunteer onsite briefing will include:

- introduction to event staff
- emergency procedures
- walk through the event schedule and location of stations (if applicable)
- location and access to toilets and first aid officers
- Risk Management Plan
- explanation of their roles and responsibilities on the day
- reporting incidents and injuries procedure
- sign in and sign out procedure
- other procedures as relevant to the specific event or role.

Depending on the event, you may be asked to attend a pre-event briefing meeting where all of the above items will be discussed. You will be advised of such request in advance by a City staff member.

All event volunteers are required to sign off on their induction briefing prior to commencing their duties.

7.4 Hours of Attendance and Record Keeping

All volunteers must sign in at the beginning of their shift and sign out when they conclude their shift. This ensures the City is aware of who is on site. This is particularly important in case of an emergency.

Volunteers working shifts of more than five hours must take a break of minimum of 30 minutes. A meal voucher will be provided for those volunteers taking on long/additional shifts.

7.5 Dress Standards

When participating in volunteer activities, you are a representative of the City and should be neat, well-groomed and dressed in smart casual attire.

The City will provide you with a City volunteer shirt and a name badge, which are to be worn when on duty.

Some roles may require you to wear Personal Protective Equipment (PPE), which the City will provide. If volunteering outside, you will need to observe the ‘working outside’ section of the Work Health and Safety Volunteer Booklet found at rockingham.wa.gov.au/community/volunteering

When you complete your volunteer role, it is your responsibility to return any clothing or equipment the City has provided to you as soon as practicable.

7.6 Training and Professional Development

You will be required to complete some or all of the below training sessions, depending on the requirements of your role. Please speak to your Volunteer Supervisor to confirm which sessions are compulsory for your role and which are optional. Participation in these training sessions is free for City volunteers.

- Mental Health First Aid
- Provide First Aid
- Manual Handling
- Customer Service
- Workplace Behaviours
- Food Safety
- Hoist Operations
- Dealing with difficult customers
- Aboriginal Cultural Awareness Training
- Dementia Awareness Training
- Access and Inclusion Training.

Ongoing / optional training and professional development opportunities will also become available throughout the course of each year. This assists you in expanding your existing skill set and knowledge. Your Volunteer Supervisor will keep you informed in relation to training opportunities.

7.7 Absence or Unavailability

The City understands that individual circumstances may change and that they may impact your availability to volunteer. If you have committed to participate but find that you are no longer able to, please contact your Volunteer Supervisor as soon as possible. Depending on your circumstances and opportunities, they can assist you with changes to your availability or possibly look at another volunteer activity.

If you need to be absent for a shift, please notify your Volunteer Supervisor prior to the day, or as early as possible on the day of your absence. If the circumstances do not allow for you to personally advise your Volunteer Supervisor of your absence, please arrange for someone else to make contact on your behalf.

If your Volunteer Supervisor is not at work and/or you are unable to contact them, please contact the City's Customer Service team on 9528 0333.

7.8 Meetings

Your Volunteer Supervisor will ensure that you are able to catch up with them on a regular basis so that you have an opportunity to raise any challenges or concerns. These meetings should be conducted in an enclosed and safe space, allowing for privacy and away from interruptions as much as possible. This is a great opportunity for you to discuss any ideas or challenges you may have with your role.

The frequency of these meetings will be agreed upon by you and your Volunteer Supervisor, as they will depend on your role and availability.

7.9 Complaints

The City aims to provide an environment which promotes safety, teamwork and respectful treatment. However, from time to time issues or conflict may arise.

The City's Complaints process provides a clear process for dealing with difficulties which may arise as part of a working relationship, situation or environment. It ensures that you and other volunteers are treated fairly and that issues are investigated thoroughly in a prompt manner. A copy of the City's Service Complaint Policy handbook can be found at rockingham.wa.gov.au/your-city/share-your-thoughts

You are also encouraged to speak to your Volunteer Supervisor or the City's Community Development Officer (Volunteers) so that they are able to assist you and resolve an issue.

7.10 End of Volunteer Agreement and Dismissal

You may be subjected to a disciplinary process should any part of your volunteering service with the City be inappropriate. The City may also, in its absolute discretion and for any reason, end the Volunteer Agreement at any time.

8. Volunteer Code of Conduct

All City volunteers are required to abide by the City's Volunteer Code of Conduct.

The Volunteer Code of Conduct, in addition to volunteers' responsibilities, defines the standards of behaviour expected of City volunteers. It ensures that volunteers have productive and supportive relationships with each other, City employees and people who interact with the City.

Customer Service

All volunteers are asked to adhere to the City's Customer Service Commitment, to be customer focused and to strive to provide excellent customer service. All volunteers must behave in a professional manner and treat members of the public with honesty, fairness, sensitivity and dignity.

Communication and Public Relations

All aspects of communication by volunteers (including verbal, written or personal), involving the volunteering activities should be accurate, polite and professional.

As a volunteer, you are not permitted to speak to the media on behalf of the City and its business. All media statements shall be issued by the City's Mayor.

Administrative Practices

You agree to conform to agreed and reasonable administrative practices and conduct.

Conduct and Behaviour

All City volunteers are expected to uphold the standards and values of the City of Rockingham. Volunteers should always treat others with respect and courtesy, reflecting the objectives of both the organisation's policy and government legislation about access, inclusion, and equal opportunity.

Volunteers are expected to behave with integrity in their dealings with others, providing support and assistance to fellow volunteers and to individuals and organisations to whom they provide services or information.

The City does not tolerate harassment or bullying at any facility or venue where its services are delivered. Volunteers must not engage in conduct that may cause any reasonable person unwarranted offence or embarrassment.

All volunteers share responsibility for ensuring that the organisation's workplace is free from bullying and harassment and that the appropriate processes are used to deal with any incidents that may arise.

Confidentiality

The City requires all volunteers to understand and acknowledge that all information obtained while volunteering at the City is considered "Commercial in Confidence" and as such, strict confidentiality must be maintained.

You shall not disclose any information obtained in the course of your volunteer placement to any third parties (including media) without the prior written consent from the City. This includes, but is not limited to, information pertaining to financial status and operations, such as budget information, salary information, and information pertaining to residents, staff or other volunteers.

You must not use confidential information to gain improper advantage for yourself or for any other person or body, in ways which are inconsistent with your obligation to act impartially, or to improperly cause harm or detriment to any person or organisation.

If you are unsure what information can be shared, please speak to your Volunteer Supervisor.

Gifts

You must not seek or accept (either directly or indirectly) any immediate or future gifts (including any financial benefit, reward, donation or hospitality) for yourself, or for any other person or body, as a result of your volunteer role.

Having said that, we know that the City's community is generous and will at times provide small gifts to City volunteers e.g. a box of chocolates. We ask that you do not accept gifts if their value is greater than $20.

Conflict of Interest

You should ensure that there is no actual (or perceived) conflict or incompatibility between your personal interests and the impartial fulfilment of your volunteer duties.

You must not engage in private work with or for any person or body with an interest in a proposed or current contract with the City, without first making a disclosure. In this respect, it does not matter whether advantage is in fact obtained, as any appearance that private dealings could conflict with performance of volunteer duties must be scrupulously avoided.

9. Protection and Insurance

City volunteers are protected by a number of insurance covers:

- in respect of personal injury, the City's Volunteer Personal Accident Policy provides cover for bodily injury and weekly wage replacement
- where a volunteer is using a City vehicle during their voluntary work, the City's motor vehicle insurance policy will cover for damage and third party liability
- if a volunteer causes property damage or injury to a third party, the City's Liability Protection Policy will respond to protect the legal liability of the volunteer.

These covers have various exclusions and conditions which may prevent or limit the availability of the above cover to some volunteers.

The City encourages you to check with your own insurance company that your comprehensive cover for loss or damage to your own vehicle includes cover while driving to and from the place of volunteer work. You can request to see a copy of the City's insurance policy if required.

Prior to commencement, you are required to disclose to the City any known illness or injury, as failure to do so may result in a claim being denied. Please be aware that even when disclosed, some pre-existing conditions may not be covered by these policies and that even if there is insurance, there is reduced cover for volunteers aged below 16 and over 91 years of age.

The City does not have any insurance cover for a volunteer who contracts a sickness (such as COVID-19) during their voluntary duties.

Subject to the above, to the extent permitted by law, the City excludes all liability to a volunteer (in contract, tort, statute and otherwise) for any injury sustained or illness contracted by the volunteer while performing their volunteer duties.

COVID-19

All volunteers are required to comply with any Public Health Directions (Directions), as and when they are released.

All volunteers are encouraged to be fully vaccinated against COVID-19.

10. Work Health and Safety

The City considers health and safety to be of paramount importance within the organisation and aims to achieve an incident free working environment.

It is everyone's responsibility to perform their duties in a manner which ensures their own personal safety, that of others who work with them and the general public.

The success of the City's Volunteer Program is dependent upon the commitment, motivation and enthusiasm of all persons, including you and other volunteers. Work Health and Safety (WHS) induction is part of the Work Health and Safety Volunteer Booklet that

you need to familiarise yourself with prior to your first shift. Additionally, your Volunteer Supervisor will discuss the content of the booklet during your induction.

If you become aware of any hazardous situations, dangerous incidents, near misses or any other health and safety matter that you think needs immediate attention, report it to your Volunteer Supervisor immediately (or any other City staff in case of an emergency).

10.1 Personal Liability

It is important to understand that you may be personally liable (that is legally or financially responsible) for any harm or damage caused to yourself or others if you act outside of the role statement, outside of the instructions given to you or if you are affected by drugs or alcohol when you are volunteering.

10.2 Ambulance

Please note that if City officers deem that you require an ambulance due to illness or injury sustained during pursuance of your volunteer duties, one will be called and the costs may be borne by you. The ambulance will be called in emergency circumstances only.

11. Job Active or Services Australia

The City is an approved organisation which is able to host job seekers who are undertaking voluntary work as an approved activity.

Work placements are signed off up until the end of each financial year. You can collect the required paperwork from your Job Active Provider or Services Australia (previously known as Centrelink).

It is up to each individual person to keep up to date with Services Australia requirements and/or changes and to advise staff if necessary (change of hours required) etc.

You are required to provide the following information if you are with a Job Active Provider/Services Australia:

- name of Job Active provider
- contact number
- hours required
- Job Active provider email.

12. Collection of Personal Details

The City needs to keep accurate records so we can contact you or your emergency contact person if necessary, and also to assess any medical vulnerabilities, including those relating to COVID-19.

In order for the City to maintain accurate records, it is essential that you notify your Volunteer Supervisor of any changes to your personal details; in particular home address, phone number, next of kin, emergency contact details and any medical conditions.

The City will not share your personal details with another party unless legally required to do so (e.g. the City's insurers if a claim is made). The City will inform you if this need arises.

13. Photos and Media

During the course of your volunteer placement with the City, your photo may be taken by either the City staff or a professional photographer contracted by the City. The photos may be used for the City's promotional purposes.

14. Volunteer Recognition

The City values and appreciates the contribution that City volunteers make to our City and the wider community.

The City holds a number of recognition events that City volunteers are invited to, including formal recognition functions and informal get-togethers.

Your Volunteer Supervisor or the City's Community Development Officer (Volunteers) will ensure you are aware of any activities.

15. Reimbursement

The City will reimburse any pre-agreed reasonable costs incurred by a volunteer as a result of their volunteer duties e.g. parking costs. These will be reviewed and agreed by your Volunteer Supervisor.

16. Volunteer Role End

16.1 Resignation by a Volunteer

16.1.1 Notice

The City understands that individual circumstances change and that you may no longer be able to volunteer for the City. If you wish to resign from your volunteer role, you must notify your Volunteer Supervisor in the first instance, or the Community Development Officer (Volunteers) if your Volunteer Supervisor is not available.

You should provide this advice as soon as practicable, so that the City can commence recruitment for the volunteer role.

16.1.2 Exit Interview

When a volunteer resigns from their volunteer role, the City will offer an Exit Interview. If you agree to participate, a record of the interview will be retained.

The purpose of the Exit Interview is to:

- understand the reasons for resignation
- provide departing volunteers with the opportunity to discuss any issues or concerns which may have contributed to their decision to resign
- obtain constructive feedback from the volunteer about their experience as a City volunteer.

16.2 Discontinued Volunteer Role

Should the City determine that your volunteer role is no longer required, the Volunteer Supervisor will notify you with as much notice as possible.

The Volunteer Supervisor or the Community Development Officer (Volunteers) will also discuss other potential volunteer roles with you, should you wish to continue to volunteer with the City.

16.3 Misconduct

In a case where a volunteer breaches the City's Volunteer Code of Conduct, the Volunteer Supervisor will provide a verbal warning. Dependant on the severity of the breach, the City may immediately end the Volunteer Agreement.

If the Volunteer Agreement is not ended, and the behaviour continues, the City will end the Volunteer Agreement and formally address the situation in writing.

Some examples that would warrant the City to end a Volunteer Agreement are:

- theft of property or funds from the City
- wilful damage to the City property
- intoxication due to consumption of alcohol or other prohibited substance, or being under the effects of either, whilst volunteering
- verbal or physical harassment of any other volunteer, employee, Councillor, general public including but not limited to, in respect to race, sex, religion or sexual orientation
- breach of any City policies
- disclosure of any City confidential information to any other party without prior permission from a Volunteer Supervisor or other authorised City officer
- falsification of any the City's records for personal gain or on behalf of any other person/company
- being convicted of a criminal offence
- unwillingness or inability to support and further the vision of the City and/or the objectives of the volunteer role.

17. Feedback

The City aims to provide an enjoyable and friendly experience for volunteers and we encourage you to provide us with your feedback (both positive and negative), as well as suggestions about ways we may be able to improve. This allows us to continually improve our processes and uphold our commitment to fostering a mutually beneficial partnership.

You can provide feedback in the following ways:

- directly to your Volunteer Supervisor
- directly to the Community Development Officer (Volunteers)
- via post activity survey or feedback form (e.g. workshop or an event)
- via the Annual Volunteer Survey.

R
S
XYZ

Attachments

Attachment 1 - Volunteer Personal, Referee Details and Emergency Contact Information

Volunteer Personal Information

Preferred Prefix: ☐ Mr ☐ Mrs ☐ Miss ☐Other_____

Preferred Pronoun: ☐ She/Her/Hers ☐ He/Him/His ☐ They/Them ☐ Other_____

Full name: _____

Preferred name: _____

Address: _____

Suburb: _____ State: _____ Postcode: _____

Postal address: _____

Suburb: _____ State: _____ Postcode: _____

Home phone: _____ Mobile: _____

E-mail address: _____

Date of birth: _____ Country of origin: _____

Languages spoken: _____

Preferred method of contact: ☐ Home phone ☐ Mobile ☐ Email ☐ Mail

Do you identify as: ☐ Aboriginal or Torres Strait Islander ☐ Person with disability

Emergency Contact Information

Full Name: _____

Address: _____

Suburb: _____ State: _____ Postcode: _____

Postal address: _____

Suburb: _____ State: _____ Postcode: _____

Home phone: _____ Mobile: _____

E-mail address: _____

Relationship: _____

Referees Contact Details

Referee 1

Full Name: _____

Email address: _____

Phone number: _____

Relationship: _____

Referee 2

Full Name: _____

Email address: _____

Phone number: _____

Relationship: _____

Health Self-Assessment and Medical History

You are required to disclose any known pre-existing illness or injury to the City. Failure to do so may result in a future insurance claim being denied. Please be aware that even when disclosed, some pre-existing conditions may not be covered. All volunteers are encouraged to be fully vaccinated against COVID-19.

Please list any disability or health condition, including any medication or precautions that must be taken while performing your volunteer role that may affect your ability to perform the role or may require reasonable workplace adjustments. Please note staff will not be responsible for administering medication or providing support workers.

Physical Abilities

Item	Yes	No	Details
Are you currently under the care of a GP or receiving any medical treatment?			
Do you regularly take prescribed or "over the counter" medication? You must declare any medication that could impair your ability to operate machinery or impact the safety of others.			If you answer yes, please confirm the medication name, dosage and health issue it relates to.
Have you had any surgical procedures or operations within the last three months?			If so, do you have a clearance to commence/return to volunteer duties?
Do you suffer from prolonged and/or severe back, neck or joint pain?			
Have you ever had any fits, convulsions or epilepsy?			
Do you have any medical devices or implants such as pacemakers, stent etc.?			
Are you an insulin dependent diabetic?			
Do you have difficulty crouching, kneeling, bending, sitting or standing (two hours or more)?			
Do you have difficulty hearing? If yes, do you use any aids?			
Do you have any difficulty seeing? If yes, do you use any aids?			

Item	Yes	No	Details
Do you have difficulty with repetitive movements of hands or arms?			
Do you have difficulty reaching above your shoulder, balancing or lifting?			
Do you have any issues or an inability to wear any Personal Protective Equipment (PPE) or clothing?			

Personal Health History

Item	Yes	No	Details
Have you ever had health issues, received treatment or medical advice in relation to asthma, hay fever or allergies?			
Have you ever had health issues, received treatment or medical advice in relation to joint problems, fractures or broken bones?			
Have you ever had health issues, received treatment or medical advice in relation to depression, anxiety, stress or any other mental health condition?			
Have you ever had health issues, received treatment or medical advice in relation to repetitive strain injury, tendonitis or carpel tunnel syndrome?			
Do you have any allergies that require medical management (e.g. EPI Pen)?			

Fitness for Volunteer Duties Declaration

In signing this declaration, I am confirming that:

- I have received and read the Volunteer Role Statement and I am able to fulfil the role's requirements without injury to myself or others.
- The above statements and information provided are true and correct, to the best of my knowledge.
- I understand that if I am offered a volunteer opportunity, I may be subject to drug and/or alcohol testing during the course of my volunteer placement.
- I understand that if I am offered a volunteer opportunity, I will be required to comply with Public Health Directions (Directions) as and when they are introduced or amended.
- I understand that if I am offered a volunteer opportunity, any false information given intentionally by me will result in my Volunteer Agreement ending.

Volunteer name _____ Signature _____

Date _____

Attachment 2 - Volunteer Agreement

This is an Agreement between:

(Insert volunteer's full name)
(referred to as 'the volunteer' or 'you' in this Agreement)

and

The City of Rockingham
(referred to as 'the City' or 'we' in this Agreement).

This Agreement is not intended to be a legally binding contract between us and it may be cancelled at any time by either us or you.

This Volunteer Agreement applies to a volunteer role at the City, which means you are not an employee of, or contractor to, the City and, if you accept the role, you perform all duties on a voluntary basis and you will not receive remuneration or payment for your volunteer activities. This Agreement comes into effect upon the volunteer placement confirmation.

☐ I am aware that as a volunteer at the City, I must adhere to the guidelines set out within the Volunteer Handbook, Work Health and Safety Volunteer Booklet, Customer Service Commitment and Service Complaint Policy.

☐ I confirm that copies of the above listed documents were provided to me and I have read and agree to abide by their terms and conditions. I also agree that documents set out the respective rights and obligations of myself and the City in relation to my volunteer duties.

☐ I understand that my Volunteer Agreement with the City will end if I am found to be acting in a way that contradicts rules and guidelines set by the City.

☐ I give permission to the City to keep the Volunteer National Police Clearance information provided on record and for the City to conduct checks as required.

☐ I give permission to the City to keep the WA Driver's Licence information provided on record and for the City to conduct annual checks (or as required).

☐ I agree to uphold confidentiality both during and following my volunteer placement with the City and I understand that failure to comply with the confidentiality policies may result in disciplinary actions including the end of my Volunteer Agreement with the City.

☐ I permit the City to take photographs and video footage of me carrying out volunteer duties and use it for the purposes of marketing and promotion of the City and its goods or services. This may include printed and digital marketing, including the use of my image(s) on social media platforms.

☐ I understand that if City officers deem that I require an ambulance due to illness or injury sustained during pursuance of my volunteer duties, one will be called and the costs may be borne by me.

☐ I confirm that I fully understand my responsibilities as a City volunteer, if provided with a volunteer opportunity, and I confirm that I was able to discuss and clarify any information that was unclear to me.

Volunteer Name Signature

Date

Witness Name Signature

Date

BUNNINGS
warehouse
Dulux
NEIGHBOURS
UNITE
$150 TO HOST
A BBQ/MORNING
TEA IN YOUR AREA
Subsidy Scheme
neighbours
UNITE

VOLUNTEERS

THE ❤ OF OUR COMMUNITY