



# VOLUNTEER HANDBOOK

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## Contents

Introduction .....	3
Benefits of Volunteering .....	3
Opportunities for Volunteering and Activities.....	4
The Kodja Place Precinct .....	4
Springhaven Lodge .....	5
Kojonup Library .....	5
Shire of Kojonup – other areas.....	6
Volunteer Charter .....	7
Applications and Recruitment .....	8
Volunteer Supervision .....	8
Induction and Orientation .....	9
Hazardous Materials and Personal Protective Equipment .....	9
Feedback/Training and Development.....	10
Recognition .....	10
Volunteer Documentation and Records.....	11
Gratuities.....	11
Continuous Improvement .....	11
Volunteer Registration Form .....	13
Volunteer Agreement.....	16

## Introduction

Thank you for giving, or considering giving, your time to the Shire of Kojonup.

A volunteer is an individual who undertakes work of their own free will, without financial payment and for the mutual benefit of the Shire of Kojonup, the volunteer and the community. Volunteers extend, enhance and support the work of paid staff but do not displace paid staff. Individuals participate directly in programs organised by the Shire of Kojonup in a designated volunteer role, both short and long term. Volunteering supports skill development, socialisation, fun and can also address human, environmental and social needs.

As a volunteer, you are a very important part of our organisation and an integral part of what makes living in country towns so amazing.

## Benefits of Volunteering

You will be invited to our 'Thank a Volunteer' Day and our annual Christmas Party, and be informally and formally recognised for your contribution, as described later in this Handbook. Where Council requires a Working with Children Check, 1<sup>st</sup> Aid Certificate, National Police Clearance, Medical report, etc., Council will pay or reimburse a volunteer the expense incurred. The Shire recognises the value and importance of volunteering and sees increased levels of volunteering as one of the key components of a cohesive and harmonious community.

The Shire engages many volunteers through a number of different programs, mainly:

- The Kodja Place Precinct;
- Springhaven Frail Aged Lodge; and
- Kojonup Library.

As with employees, our volunteers will:

- Undergo a selection process;
- Be provided with a written position outline clearly showing the duties to be performed;
- Undergo a formal induction process;
- Have access to training and development; and
- Be able to participate in an annual feedback process.

Each volunteer, or prospective volunteer, is given a copy of this Volunteer Handbook (Handbook) – if you choose to volunteer with the Shire of Kojonup, please use this resource to help ensure a safe working environment for all volunteers and staff.

A number of Shire of Kojonup policies and procedures apply to volunteers as well as staff, contractors and other workers. A copy of the Shire's Policy Manual and Risk Management and Business Continuity Plans are available on the intranet site KojoNET; a hardcopy of these documents is also available on request.



## Opportunities for Volunteering and Activities

### The Kodja Place Precinct

The Kodja Place Precinct is the result of the inspiration and drive of the local community to build a facility incorporating a Visitor Information Centre, Aboriginal Cultural Heritage Centre, Historical Interpretive Museum and a Rose Maze.

The most powerful and unique aspect of the Centre is the original branding of “One Story Many Voices” which conveys the Rose Maze’s extensive cultural interpretations of three women (Noongar, English and Italian) and their stories of survival and life experiences in the twentieth century. Complementing these stories are the Kodj Gallery and the Storyplace displays in which many local Noongar and non-indigenous people’s experiences and perspectives are also combined in imaginative and richly layered interpretations.

The Wildflower Festival is held each spring. Visitors flock to Kojonup for the Festival and wonderful bushwalks in the many reserves displaying a rich diversity of orchid species. Bird lovers can keep their eyes peeled for some of the 80 species of native birds found in the district.

#### **Volunteer Roles**

- Visitor meet and greet
- Provision of Visitor Centre information
- Administration – assisting with mail outs and events
- Leading and teaching new activities
- Assistance with provision of meals to buses
- Wildflower Festival
- Tours
- Assistance with pruning of roses in Rose Maze
- Assistance with updating museum items and multimedia upgrades
- Maintenance of MoSAIC database

**Springhaven Lodge**

Springhaven Lodge was established in 1982, is managed by the Shire of Kojonup and provides aged care accommodation to 22 residents in a friendly and supportive environment.

**Volunteer Roles**

- Fundraising
- Gardening
- Minor maintenance
- Transport and outings
- Music
- Arts and crafts
- Hobbies
- In-house activities
- Reading and writing
- Chatting to residents

**Kojonup Library**

The Library provides many services including free internet access for school work and research, project and assignment information, computer access, photocopying, laminating, research assistance, links to online services of the WA State Library, language learning centre, books, talking books, videos, DVDs, jigsaw puzzles, magazines and newspapers for borrowing. Library staff are also heavily involved in early childhood programs e.g.; A Smart Start (early childhood literacy), Play Café (3yo kindergarten) and Better Beginnings.

**Volunteer Roles**

- Meet and greet
- Assist with reading stories to young children
- Assist with filing of books etc.
- Play in the Park
- Craft Activities

**Shire of Kojonup – other areas****Volunteer Roles**

As they present, for example:

- Community Sport and Recreation Programs
- Youth Programs
- Natural Resource Management/Landcare Projects
- Townscape Projects
- Sport Coaching

**Volunteer Charter****Shire of Kojonup Volunteer Charter****Volunteers can expect the Shire of Kojonup to:**

- ✓ involve volunteers in meaningful and worthwhile tasks
- ✓ recognise the different roles of volunteers and paid staff
- ✓ provide and maintain a safe and healthy work environment
- ✓ assess volunteer skills to match tasks with expectations, interests and time commitments
- ✓ respect and acknowledge the contribution of volunteers
- ✓ provide an agreed level of supervision, support, resources, instruction and training
- ✓ maintain effective dialogue and build trusting relationships with volunteers
- ✓ provide adequate formal and informal channels of communication for positive and constructive feedback, consultation and the exchange of relevant information
- ✓ provide personal accident and public liability insurance

**The Shire of Kojonup requires volunteers to:**

- ✓ abide by the Shire's Code of Conduct which strictly applies to all employees, contractors, members and volunteers
- ✓ work as part of the Shire of Kojonup team and demonstrate professional behaviour towards Shire staff, other volunteers and the community
- ✓ respect and maintain confidentiality and privacy
- ✓ comply with the Shire's Occupational Safety and Health requirements and to wear any personal protective equipment (PPE) provided
- ✓ have a clear understanding of the duties of the role and follow specific instructions, requirements, policies and guidelines and take reasonable care of themselves and others
- ✓ undertake appropriate orientation and training relevant and necessary to the volunteer role
- ✓ recognise and not exceed individual physical and skill limits
- ✓ provide feedback and constructive comment aimed at improving the Shire of Kojonup's volunteer activities

### Applications and Recruitment

Volunteer recruitment is planned and follows standardised procedures to ensure a fair, inclusive and transparent approach in line with relevant legislation. All volunteers complete an Agreement Form before commencement. The Shire of Kojonup complies with non-discriminatory principles and promotes diversity in its recruitment process.

In some circumstances, for specific volunteer roles, volunteers may be required to undergo a medical check (at the Shire's cost) with their own General Practitioner (GP) to ensure they have the capability to perform the volunteer role and associated tasks outlined in the Volunteer Position Outline. If a volunteer's health condition significantly changes, they may be requested to undergo a medical check (at the Shire's cost) to ensure ongoing suitability for the role.

Volunteers may be requested to undergo 'buddy' sessions for a specific volunteer program before officially commencing a role; volunteers may also prefer to participate in a trial before a commitment is made. Before undergoing a trial period or commencement of volunteering, volunteers must be inducted in accordance with the Shire of Kojonup's induction process.

The Shire of Kojonup will select volunteers based on merit and suitability for the role. The following may be required (at the Shire's cost):

- Volunteers may be required to submit a satisfactory National Police Clearance (where relevant to a volunteer program). A *satisfactory* police check for volunteering with the Shire of Kojonup will not include any convictions which may place staff, volunteers, clients or the Shire of Kojonup at any risk (*unsatisfactory* police checks may include, but are not restricted to, violence, fraud, sexual abuse and theft).
- Applicants may organise to obtain their own National Police Clearance or the Shire can assist with the provision of an application form (and will reimburse volunteers for the cost of the National Police Clearance if obtained for Shire of Kojonup volunteering purposes);
- The Shire of Kojonup will not undertake any screening process that could be deemed unnecessary for the role or potentially discriminating.

### Volunteer Supervision

A Manager or designated staff member is assigned to each volunteer, taking into consideration the skills required for the task, health and safety matters and the volunteer program. On occasion, it may be appropriate for a volunteer to act as a leader to supervise other volunteer/s. Any such additional responsibility will be reflected in position outlines. The relevant Manager, or designated staff member, will ensure a volunteer supervisor is adequately briefed and supported to undertake supervision responsibilities.

In some programs, volunteers may work alone; however, for safety reasons, individual volunteers are encouraged to work with at least one other person, where possible. If



supervision and management is required but not available, volunteers will be informed of the situation and asked to suspend work until the situation can be resolved.

### **Induction and Orientation**

All new volunteers with the Shire of Kojonup will be provided with an induction and orientation to the organisation and program area as soon as possible upon commencement. Volunteers currently in other volunteering roles within the Shire of Kojonup may participate in an adapted induction and orientation process at the discretion of the relevant Manager, if changing roles.

### **Reimbursements**

The Shire of Kojonup will offer to reimburse reasonable out-of-pocket expenses incurred by volunteers (receipt required); any such expenses, wherever possible, must be pre-approved by the relevant Manager.

### **Communication**

The Shire of Kojonup is committed to a work environment where volunteers are included, informed, consulted and have the opportunity to provide feedback. Where issues arise, volunteers will be informed and consulted as appropriate regarding potential solutions.

All volunteers are expected to sign a confidentiality agreement and it is an expectation of management that volunteers do not discuss confidential issues related to Shire facilities, staff or residents (Springhaven and tenanted housing) or customers outside the organisation. This includes posting or commenting on all social media outlets.

The Shire of Kojonup will ensure an environment that provides for regular, clear and open communication, which is professional, respectful and mutually beneficial.

### **Hazardous Materials and Personal Protective Equipment**

Along with appropriate information, instruction, training and supervision needed to ensure health and safety while participating in volunteer activities, volunteers will be provided with appropriate equipment to undertake their role safely.

As our facilities are smoke free, smoking by staff/volunteers is only permitted in designated smoking areas.

### **Insurance**

The Shire is committed to providing an attractive and beneficial volunteering experience for all of its volunteers. In meeting this commitment the Shire considers it important to ensure that should volunteers injure themselves or cause a loss or damage to a third party, they are provided with the protection of insurance in order to minimise any personal financial impact.

The Shire commits to having in place a Group Personal Accident Policy and Public Liability Policy which will provide cover for volunteers of the Shire. This policy will be subject to conditions and limitations which may vary from time to time. Volunteers are not covered by WorkCover

WA and are, therefore, not entitled to workers compensation in respect of any injury suffered whilst working as a volunteer.

### **Feedback/Training and Development**

Feedback opportunities provide volunteers and supervising staff with an opportunity to discuss the following:

- Updating of personal records e.g.; medical, contact details and emergency contacts
- Volunteer satisfaction with the role, service delivery and workplace
- Review of the volunteer position outline for currency and relevance
- Addressing of issues or raising of concerns
- Identification of professional development requirements/training goals and achievements
- Suggested improvements or new initiatives

Feedback will be sought on an annual basis at a mutually convenient time but can be provided at any time. Volunteers will be given an Annual Feedback form and a copy of their position outline prior to the meeting to assist in considering/identifying any position changes/updates, any training or support required, and any other matters that either party may wish to raise.

### **Resignation/Stop Volunteering**

If you cease volunteering, your Manager or supervising staff member may undertake an exit meeting or interview with you to gain feedback regarding your experiences and satisfaction while volunteering with the Shire of Kojonup. An exit interview document is used to capture feedback and may be beneficial for continuous improvement purposes.

### **Recognition**

The Shire of Kojonup will both informally and formally recognise, acknowledge and affirm the value of volunteers who are involved in the delivery of Shire of Kojonup programs. This recognition may take the form of, but is not limited to, the following:

- Acknowledgement in reports and/or program newsletters and other communication materials
- Special volunteer recognition events, including the Shire's Community Volunteer Awards program
- Recognition of personal milestones such as birthdays and anniversaries
- Media releases
- Personal thank you's
- Participation opportunities in events, conferences, seminars etc.
- Leadership and training opportunities
- Provision of references upon request

- Acknowledgement during National Volunteer Week and International Volunteer Day

### **Volunteer Documentation and Records**

Access to, generation and storage of accurate records and documents is vital to the efficient operation of the Shire of Kojonup.

All volunteers will be adequately briefed in documentation and record-keeping requirements and processes, relevant to their role.

Examples of records and documents may include:

- Volunteer records
- Project or work-related documents and materials
- Minutes from meetings
- Reference materials, resources and presentations
- Reporting back on participation in training, conferences and events
- Volunteer attendance records
- Monthly statistics and reports
- Statement of attendance

At any time volunteers may seek clarification or advice regarding documentation and recording processes. Volunteers may request access to their own record from the relevant Manager. All information is to be kept confidential; information should only be provided to relevant staff for the purpose for which it is intended.

### **Gratuities**

As with all staff, volunteers are not permitted to accept gifts from the residents of Springhaven Lodge – residents can be referred to the Manager if they wish to express their appreciation.

For other volunteering work areas, please refer to Council's Code of Conduct for guidance as to the acceptance of gifts (in accordance with s. 5.74 of the *Local Government Act 1995*).

### **Continuous Improvement**

The Shire of Kojonup is building a corporate culture of quality and customer care that is responsive to business and community expectations, encourages a supportive and participative work environment for its volunteers and employees, and promotes improvement of its work practices.

Volunteers will be encouraged to provide feedback about their role and input into relevant operational and strategic processes via supervising staff. Volunteers may elect to maintain anonymity with regard to feedback and suggestions for improvement. For Continuous

Improvement purposes, feedback and information is sought from the Shire of Kojonup's relevant stakeholders including ratepayers, volunteers, employees, and supervising staff.

Changes made to relevant aspects of the Volunteer Handbook will be communicated to all volunteers and other stakeholders.



## Volunteer Registration Form

Personal Details			
Title (Circle one)	Mr/Mrs /Ms	First Name	Surname
Home address			
Postal address	Post Code		
Phone	Mobile		
Email	Preferred contact method		
Date of Birth	Date of application		
Do you speak other languages?	Are you a permanent resident of Australia?		YES   NO (Circle one)
Emergency Contact Details Primary Contact			
Name			
Relationship			
Address			
Phone number			
Emergency Contact Details Second Contact			
Name			
Relationship			
Address			
Phone number			



## Medical Information

Do you have an existing medical disability/condition/injury? (including allergic reactions) Please detail:


Do you take any medication that may affect your volunteer work? Please provide details:

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## Volunteer Position

Please provide details of the program or specific volunteer role(s) that you are interested in (in order of preference, if more than one):

Program Area	Location	Volunteer Role

## Skills and Qualifications

Knowledge and experience

--

Current Driver's Licence

YES

NO

If yes, please list number

--

## Availability to Volunteer

No. hours/week			Start Date				
Preferred Days (Please circle)	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Preferred Time/s							

Employment and/or Volunteering History		
Have you worked/volunteered for the Shire of Kojonup before (Circle one)?      YES                  NO		
If yes, in what capacity and when? _____		
Have you, or do you currently, volunteer for other organisations (Circle One)?      YES                  NO		
If yes, please specify:		
Referees		
Please provide the contact details of two people who are not family members and who are willing to act as referees for your chosen voluntary role. One referee is mandatory and a second is optional.		
Referee 1 Name	Relationship	How long have you known this referee?
Phone	Mobile	Email
Referee 2 Name	Relationship	How long have you known this referee?
Phone	Mobile	Email
How did you become aware of the Volunteering opportunities at the Shire?		
Friend	Newspaper	Other

Thank you for registering to become a volunteer with the Shire of Kojonup.

You will be advised if a suitable volunteer placement is available.

Please forward your completed registration form to:

Shire of Kojonup, PO Box 163, Kojonup, WA, 6395 or via email at:

[council@kojonup.wa.gov.au](mailto:council@kojonup.wa.gov.au)

**Volunteer Agreement**

I, \_\_\_\_\_

- Agree I have been shown and will abide by the Volunteer Charter, which includes my rights and responsibilities as a volunteer with the Shire of Kojonup.
- Agree to abide by the Shire of Kojonup Code of Conduct and to represent the organisation in a positive way.
- Agree to not discuss or disclose confidential information that I may come across in my volunteering role.
- Will not take illegal drugs or consume alcohol, or be under the influence of same, whilst engaged in volunteer activities.
- Give permission for the Shire of Kojonup to maintain on file, my personal information relevant to my voluntary duties, which may be accessed by relevant staff members of the organisation in the case of an emergency. I understand this information will not be given to any other person or agency unless I give my specific permission.
- Understand photographs may be taken by and of people participating in activities with the Shire of Kojonup. I understand it is my responsibility to remove myself if I do not wish to appear in photographs.
- Agree to follow grievance procedures as set out by the Shire of Kojonup.
- Agree to support a non-discriminatory and harassment-free work environment.
- Agree to treat clients, staff and volunteers with respect, courtesy and consideration.
- Agree to participate in essential orientation and ongoing training arranged by the Shire of Kojonup as required.
- Verify I have received all documents in the Volunteer Induction and Orientation Kit.
- Agree to work as part of a team.
- Agree to sign the Attendance Register at each volunteering session.
- Agree to inform the Volunteer Supervisor/Relevant Manager if I am unable to attend a rostered session.
- Agree to inform the Relevant Manager if I am unable to continue as a volunteer.
- Agree to a 3 month review of the volunteer role, where required, leading to a mutual evaluation of the suitability of the role for me.
- Agree to maintain a current driver's licence and third party or comprehensive insurance if I am required to use my own vehicle for volunteering purposes.
- Hereby authorise/do not authorise (strike whichever does not apply) the Shire of Kojonup and its licensees and associates permission to use my image/s and/or the reproduction of any or all images in any form or composite representation by the Shire of Kojonup and its licensees and associates without compensation to me. I agree that all images shall remain the property of the Shire of Kojonup in all forms.

\_\_\_\_\_  
**Name and Signature of Volunteer**\_\_\_\_\_  
**Date**\_\_\_\_\_  
**Name and Signature of Staff Member**\_\_\_\_\_  
**Date**

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