

# Volunteer Handbook



## Contents

Introduction .....	4
CEO's Message .....	5
Organisational Structure .....	6
About Shire of Mundaring .....	7
Services and facilities provided by the Shire include: .....	7
Volunteering with the Shire of Mundaring .....	8
Where you can help .....	8
Shire of Mundaring Volunteer Code of Conduct .....	9
What to expect .....	10
Volunteer support .....	10
Rights and responsibilities .....	11
Sourcing, matching and induction .....	12
Application, interview and selection .....	12
Background checks .....	12
Induction .....	12
Role statements .....	12
Identification .....	12
Volunteering hours .....	13
Recording volunteer hours .....	13
Attendance .....	13
Training .....	13
Occupational Health and Safety .....	13
Confidentiality .....	13
Dress Code .....	13
Acceptance of Gifts .....	14
Personal Phone Use .....	14
Termination of Volunteer Role .....	14
Cessation due to Misconduct .....	14
Exit Interview and Checklist .....	15
Other Matters .....	15
Reimbursements .....	15
Records Management .....	15
Evaluation .....	15

Complaints, Issues or Concerns .....	16
Insurance .....	16
Personal Accident Cover .....	16
Public Liability Insurance .....	16
Motor Vehicle Usage and Insurance .....	16
Passengers .....	17
Useful Information .....	18
Shire Contacts .....	19
Appendix 1 – Volunteer Grievance Procedure .....	20
Appendix 2 – Volunteer Exit Feedback Form .....	21

This handbook contains information that will assist people undertaking volunteering with Shire of Mundaring.

Additional information will be provided by the Volunteer Program Supervisor or nominated officer relevant to the volunteering activity, nature of the programs and their operations.



**Mundaring Christian College**

**Plant a Tree Day**



## CEO's Message

The Shire of Mundaring welcomes you to our volunteer program and we thank you for choosing to volunteer with us.

Part of our commitment to you is to provide best practice standards for volunteer programs and promote a collaborative, supportive and safe working environment for all volunteers.

We recognise that volunteers inject so much depth and passion across a range of council services from preserving the environment and assisting seniors to providing support in times of natural disaster.

In return, the Shire provides support, appreciation and encouragement for you to further develop your skills while carrying out your volunteer role.

On behalf of the Shire of Mundaring community and staff, I would like to thank all of our volunteers for their dedication and commitment to making the Shire a great place to live and work.



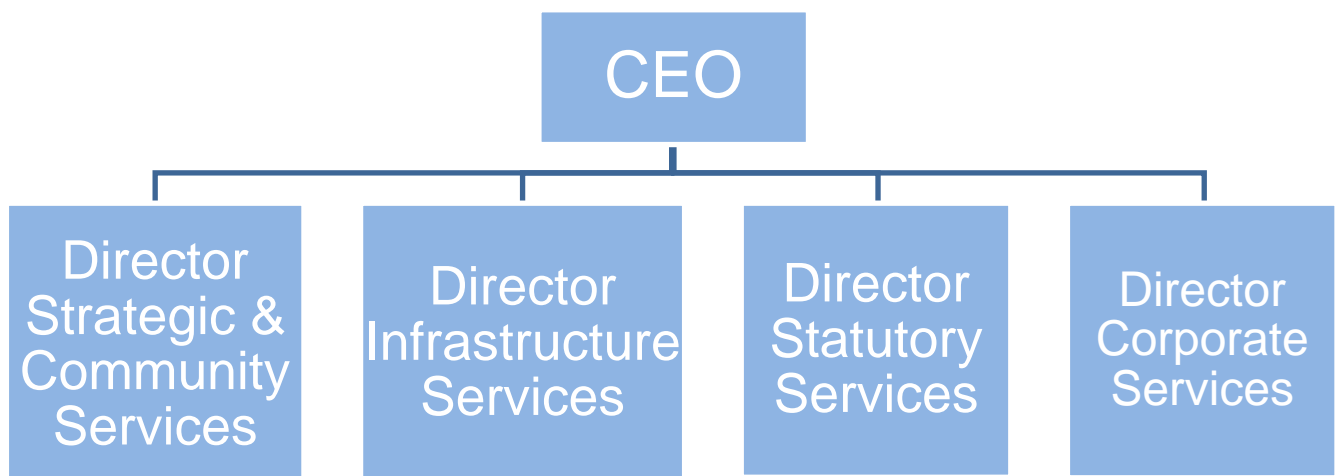
**Jonathan Throssell**

Chief Executive Officer

## Organisational Structure



The Shire's Executive Leadership Team (left to right) comprises Megan Griffiths, Director Strategic and Community Services; Shane Purdy, Director Infrastructure Services; Jonathan Throssell, Chief Executive Officer; Mark Luzi, Director Statutory Services; and Garry Bird, Director Corporate Services.



This handbook relates to the following strategic objectives of the Shire of Mundaring Strategic Community Plan 2026:

- 2.1.2 Support local volunteer bush fire brigades to do their job effectively and efficiently.
- 2.2.3 Encourage and promote volunteer and support services.

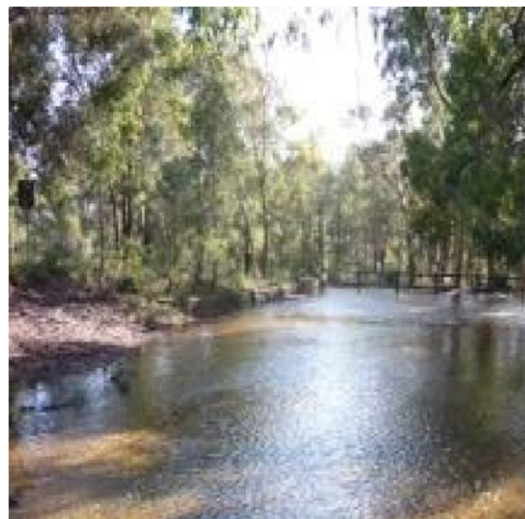
## About Shire of Mundaring

Located on the eastern fringe of Perth, approximately 35 kilometres from the Perth CBD, the Shire serves a population of approximately 40,000 residents. It is a predominantly semirural area, with residential areas within numerous townships. It encompasses a total land area of 644sqkm, of which nearly half is National Park, State Forest or water catchments.

### Services and facilities provided by the Shire include:

- Infrastructure and property services, including local roads, bridges, footpaths, drainage, waste collection and management.
- Recreation facilities, including Mundaring Arena, Bilgoman Aquatic Centre, sports ovals and parks.
- Health services such as water and food inspection, immunisation, toilet facilities and noise and animal control.
- Community services for families, seniors, people with disability and young people.
- Building services, including inspections, licensing, certification and enforcement.
- Planning and development approval.
- Cultural facilities, such as libraries.
- Mundaring Visitor Centre.
- Family and Children's Services.
- Fire Mitigation and Volunteer Bushfire Brigades.

Volunteers are utilised to enhance the delivery of several Shire services including assisting staff in libraries, children's services, visitor centre, recreation and leisure activities, community safety and environmental services.



Beautiful view of Lake Leschenaultia



## Volunteering with the Shire of Mundaring

Volunteers and staff work together as a team to serve the community. All volunteers have an assigned Volunteer Program Supervisor (a paid employee). Supervisors are responsible for organising schedules, supervising volunteers, providing initial and ongoing training and general guidance.

### Where volunteers can help

The Shire of Mundaring offers a number of exciting and diverse ways people can volunteer their time, skills and enthusiasm.

Volunteer programs include:

### Conservation and environment

National Tree Planting Day  
Clean Up Australia Day  
Friends Groups  
Catchment Groups  
Volunteer Bush Fire Brigades  
Advisory Groups

### Community Services

Visitor Centre  
Libraries  
Family and Children's Services

### Community events

Cinema under Starlight

### Youth projects

Homework Club  
KAOS Program  
CREW Membership



The Shire of Mundaring recognises that volunteers make a tremendous contribution towards community wellbeing.

**Our Vision** is that volunteering is a rewarding experience for everyone involved. We want to ensure that every volunteer is valued for their unique abilities; is recognised and respected for their service; and has the opportunity to achieve their potential.

## Our Mission

To engage volunteers who will work in partnership with others to enhance community wellbeing.

## Shire of Mundaring Volunteer Code of Conduct

The Code of Conduct for volunteers is a statement of behavioural principles, expectations and ideals. It states how volunteers will conduct themselves in their role when acting on behalf of the Shire of Mundaring. It is a living document reflecting the values guiding volunteer services and seeking ways to continuously improve all our activities.

### Respect

- treat others with courtesy, sensitivity, tact, consideration and humility
- listen to the opinions of others despite any disagreement
- respect the rights, privacy and dignity of clients and colleagues

### Diversity and Inclusion

- treat all people as unique individuals - valuing their cultures, beliefs, opinions, knowledge and experiences
- use appropriate language that will not offend others
- actively discourage bullying, victimisation or demeaning humour
- accept that roles will be assigned according to talents and abilities
- encourage people to achieve and grow

### Teamwork, Support & Welfare

- foster an environment of wellbeing, happiness, health and prosperity
- work together towards identified and common goals
- recognise and acknowledge each other's skills and abilities
- create an environment that is supportive and encouraging
- acknowledge that our combined efforts exceed the sum of our individual efforts
- accept differing roles within the team, share the load and promote participation and cooperation
- work in accordance with the Shire of Mundaring policies, procedures, instructions and guidelines
- seek advice and support from Shire officers when unsure or concerns arise

### Trust and Integrity

- value the trust we have in each other
- ensure information received in the course of volunteer activities is not improperly used or disclosed
- ensure the status of being a Shire volunteer is not used to obtain personal benefit from others
- express views openly and directly without fear or favour

### Safety

- work safely, using equipment in accordance with the training provided and organisational procedures.

## What to expect

### Volunteer support

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

- A Volunteer Program Supervisor.
- An induction and orientation program.
- Opportunities for skill development.
- Protective clothing if required.
- Invitation to annual recognition and thank you events.
- Light refreshments including tea, coffee and meals where appropriate.
- Reimbursement for approved out-of-pocket expenses.



**Thank a Volunteer Day Celebration**

## Rights and responsibilities

Both the volunteer and the Shire of Mundaring have rights and responsibilities.

### The Shire will:

- Provide all volunteers with induction and training relevant to their voluntary role.
- Provide volunteers with personal insurance when undertaking a registered volunteer activity.
- Reimburse volunteers for approved out-of-pocket expenses (for more details see page 15).
- Ensure volunteers are informed of policies relevant to their role.
- Ensure volunteering arrangements are genuine and not a substitute for paid employment.
- Provide all volunteers with a role statement including agreed hours of volunteering.
- Provide volunteers with access to a grievance procedure.

### Volunteers will:

- Abide by the Code of Conduct for Volunteers.
- Act in good faith, with honesty and integrity.
- Work within the role and responsibility of the voluntary activities in which they are engaged.
- Work safely and not affect the safety and health of others.
- Respect and maintain privacy and confidentiality.
- Accept direction.
- Be reliable and dependable.



## **Sourcing, matching and induction**

### **Application, interview and selection**

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

The Shire's website provides a search tool linking potential volunteers to the latest local and State-wide volunteering vacancies listed by Volunteering WA.

Volunteers are selected in an open, transparent and non-discriminatory manner, taking into account a volunteer's ability and suitability in relation to the role, as well as any site or program specific requirement.

Unsuccessful volunteer applicants are notified and where appropriate advised of any other suitable volunteering opportunities.

Before commencement, volunteers are required to have a meeting with the Volunteer Program Supervisor to discuss the position and assess whether the role is suitable for the applicant.

For special events volunteering, such as Plant a Tree Day or Clean Up Australia Day, there is generally no interview process as the 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 are also

required to have a Working with Children Check.

Where checks are required, the Shire of Mundaring provides information about application procedures and meets the normal costs associated with obtaining the checks.

### **Induction**

An induction and orientation process is delivered by the Volunteer Program Supervisor to prepare volunteers for the role and to help them quickly become effective members of the team.

The induction may be one-on-one or in a group. An induction checklist that outlines requirements including an overview of relevant Council policies and safety requirements is provided.

Volunteer Program Supervisors formally welcome volunteers to the team, help them become familiar with the relevant service area and go through any specific site or program requirements.

### **Role statements**

Volunteers are provided with a role statement that includes the volunteer role title, key tasks, 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 an identification badge which must only be worn when on recognised volunteer duty.

## **Volunteering hours**

Volunteer hours vary according to the volunteer role and can be negotiated.

## **Recording volunteering hours**

Volunteer Program Supervisors keep a record of volunteer hours (on a Volunteer Roster Sheet). Volunteers 'sign in' when they start and 'sign out' when they finish a volunteering shift.

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

## **Attendance**

The Shire understands that sometimes circumstances mean that volunteers are unable to attend at their scheduled time. Early notice is always appreciated as this enables rescheduling 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. Volunteers can discuss any additional training and development needs with the Volunteer Program Supervisor.

## **Occupational Health and Safety**

Appropriate information, instruction and supervision are provided to ensure the health and safety of all volunteers at the Shire of Mundaring.

Any incidents experienced 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 that are required.

## **Confidentiality**

Volunteers have access to a range of information during their period of volunteering. This information may be confidential in nature such as business dealings, finances, transactions or affairs of the Shire or any of its clients, staff or volunteers.

Except when expressly authorised by the Shire, volunteers must not disclose confidential information to any other persons not authorised to receive such information.

In addition, volunteers must not use such information for their own benefit or gain or that of any other person, firm or company.

If volunteers use Shire property, material, resources or knowledge to create a marketable product, the product is owned by the Shire in the first instance.

All records, documents and other papers or electronic images, together with any copies or extracts thereof, made or acquired by volunteers in the course of their volunteering with the Shire must be returned to the Shire upon request or on the volunteer's last day.

A volunteer's obligation in these matters continues even after ceasing their role.

## **Dress Code**

As a volunteer is representing the Shire of Mundaring it is essential to dress appropriately for the role. What is appropriate attire for the role will be

advised by the Volunteer Program Supervisor during the induction process.

Volunteers are also required to take responsibility for their own safety by wearing appropriate footwear; and sun protection if working outdoors.

If Personal Protective Equipment is provided, it must be worn while undertaking the volunteering activity.

### Acceptance of Gifts

The Shire of Mundaring is governed by the *Local Government Act 1995* and the *Local Government (Administration) Regulations 1996* which have rules in relation to the acceptance of gifts. These rules apply to staff and volunteers.

Volunteers cannot accept gifts offered as a result of the performance of the volunteer duty unless the gift is of a token value.

When in doubt, volunteers can contact the Volunteer Program Supervisor for advice.

### Personal Phone Use

Volunteers are requested to ensure that, should they use their personal mobile phones for personal calls while conducting their volunteer role, the calls are of a short duration and the ring tones are at a level that does not adversely impact on the working environment.

Limited personal use of work telephones is permitted when it is infrequent, brief and does not interfere with the duties of colleagues or interfere with the operation of the workplace.

Non local and international calls may not be made on Shire of Mundaring telephones.

### Termination of Volunteer Role

A volunteer's service to the Shire of Mundaring can be discontinued if:

- The Shire receives notification from a volunteer of their decision to retire from their role;
- The Shire determines that the volunteer role is no longer required;
- The Shire determines that a volunteer does not have the capacity to undertake the role based on advice from medical professionals; or
- The Shire considers a volunteer has acted contrary to the Volunteer Code of Conduct, Volunteer Agreement, Volunteer Handbook, and Volunteer Role Statement or breaks any laws.

When a volunteer leaves the organisation they must return any Shire property in their possession to their Volunteer Program Supervisor.

### Cessation due to Misconduct

Unwillingness or inability to support and further the mission of the organisation and/or the objectives of the program is regarded as misconduct.

Serious misconduct may result in immediate cessation of volunteering arrangements.

Examples of serious misconduct include:

- Theft of property or funds from the Shire;
- Wilful damage to Shire property;
- Intoxication through alcohol or other prohibited substances;
- Verbal abuse, physical assault or harassment of any other

volunteer, an employee or any other person;

- Disclosure of confidential information regarding the Shire to any other party without the prior permission from a Director or the Chief Executive Officer;
- Falsification of any of the Shire records for personal gain or on behalf of any other volunteer.

All property of the Shire must be returned. Other team members will be notified of the cessation but not the reasons.

### **Exit Interview and Checklist**

When a volunteer concludes their commitment with the Shire, the Volunteer Program Supervisor may arrange an exit interview:

- To establish the reason(s) for leaving (if not already known);
- To provide departing volunteers with the opportunity to discuss any issues or concerns which may have contributed to their decision to leave;
- To gain constructive feedback on the good and not so good aspects of the volunteer's role and their time with the Shire;
- To ensure arrangements are made for the return of all Shire property.

A record of the interview is retained. (Refer to Appendix 2: Volunteer Exit Feedback Form.)

Receiving feedback from departing volunteers enables the Shire to address any issues or trends in the reasons for leaving.

## **Other Matters**

### **Reimbursements**

Volunteers may request reimbursement for out-of-pocket expenses. Expenditure relating to volunteer service delivery requires prior approval by the Volunteer Program Supervisor.

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

### **Records Management**

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

All personal records are maintained in line with the Shire's policy on data protection.

### **Evaluation**

One of the Shire's driving values is continuous improvement. We welcome feedback to help us enhance service provision or the roles of volunteers.

Volunteers may provide and receive a periodic evaluation of their volunteer role and their volunteer experience at the Shire. This informal evaluation provides an opportunity for volunteers and their supervisors to discuss ideas and suggest changes.

## Complaints, Issues or Concerns

Volunteer Program Supervisors are appointed to support volunteers and are the first point of contact if any concerns, issues or complaints arise.

The Shire Volunteer Grievance Procedure details steps that can be taken and who should be involved. The Volunteer Program Supervisor will provide information and guidance as required. (Refer Appendix 1: Volunteer Grievance Procedure.)

## Insurance

Volunteers are insured while undertaking duties authorised and directly related to the Shire of Mundaring, however, limited insurance coverage is provided for volunteers between 5 and 15 years and between 86 and 90 years.

Volunteers, if involved in an accident or are in some way injured while carrying out their activity, must complete an accident/incident report form which is available from the Volunteer Program Supervisor.

## Personal Accident Cover

The Shire's personal accident insurance covers volunteers while performing activities authorised by the Shire of Mundaring. This insurance also covers volunteers on direct route to and from the authorised volunteer activity. Personal accident insurance is not available to Shire volunteers aged under 5 or 91 years and over.

## Public Liability Insurance

While undertaking voluntary duties under the guidance of the Shire of Mundaring, all volunteers are protected against public liability claims under Shire's public liability insurance cover.

This coverage extends to third parties for bodily injury and/or property damage arising from the activities of Shire volunteers, unless the damage is proved to have occurred through malicious intent.

## Motor Vehicle Usage and Insurance

Volunteers can only drive Shire of Mundaring fleet vehicles if they have been authorised by the Shire of Mundaring and hold an appropriate current driver's licence.

Volunteers using a Shire of Mundaring owned vehicle to carry out volunteer duties, must maintain the vehicle log book at all times. In addition:

- Smoking is strictly prohibited in all Shire of Mundaring vehicles.
- Use of mobile phones whilst driving is strictly prohibited.
- No alcohol or any other drug that may impact driving ability is to be used before or during Shire of Mundaring related activity.
- It is preferred that no-one eats in Shire of Mundaring vehicles, however if someone does, all crumbs, spills and associated rubbish should be removed from the vehicle before the vehicle is returned.
- Any traffic infringements are the responsibility of the person driving the vehicle at the time of the

offence, including payment of any fine that may be imposed as a result of that offence.

- A copy of each volunteer's driver's licence with photo identification will be kept on file at the Shire of Mundaring;
- Volunteers are not to drive a Shire of Mundaring vehicle without a valid and current licence, or while taking medication which may impair driving abilities.
- Volunteers using their private vehicle are required to have a comprehensive vehicle insurance policy. Any damage or personal injury claims need to be submitted to the Volunteer Program Supervisor and will be assessed by the Shire's insurer. The Volunteer Program Supervisor will provide details of the Shire's insurance policies if required. Please note: No cover is provided for those 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.

substance; or wanting transport to a location not identified in the volunteer's work related itinerary.

A volunteer has the right to refuse transport requests should they have concerns regarding personal safety.

## Passengers

Volunteer safety is of paramount importance to the Shire of Mundaring and consequently, providing transport for passengers not associated with the organisation's business is prohibited. Volunteers should also refuse to provide transport to persons associated with the Shire's business who are intoxicated; under the influence of a prohibited

## Useful Information

Supervisor's name:

Supervisor's contact details:

My hours are:

I became a Shire of Mundaring volunteer on:

Other numbers:

Useful websites:

**Thank you for being a Shire of Mundaring volunteer.**

## Shire Contacts

(For out of hours services please follow the prompts)

**Bins and Rubbish Enquiries** 9290 6738

**Operations Centre (Council Depot)**

Waste Management, street and park maintenance 9290 6691

Recycling, Grafitti

**Environment and Horticulture**

Friends Groups enquiries and requests 9290 6749

Weeds or weed spraying in Shire reserves 0427 251 905

Requests for/complaints about work in nature reserves

Dieback treatment, Glen Forrest Superblock

Bush skills for the hills and Green Army

**Ranger Services**

Companion animals, compliance activities 9290 6629

**Bushfire Information** 9290 6644

**Emergency Services** **000**

**Dog Pound** 9290 6630

**Libraries**

Katharine Susannah Prichard 9290 6684

Albert Facey Memorial 9290 6780

**Booking Facilities** 9290 6731

**Children Services** 9274 8694

# Appendix 1 – Volunteer Grievance Procedure

## PURPOSE

To provide guidelines for the prompt, effective and unbiased resolution of volunteer issues.

## Procedure

Shire of Mundaring has a duty to provide a safe and healthy workplace for volunteers and, where problems arise, to promptly take steps to address a genuine complaint or any unlawful or inappropriate behaviour towards volunteers that is observed and/or reported to management.

### Guidance for addressing an issue relating to a volunteer

#### Step 1: Approach the Person

The volunteer should try to resolve the situation with the person they have a problem with.

*If the person fails to comply with a reasonable request from the volunteer, the volunteer should seek assistance as follows.*

#### Step 2: Approach the Volunteer Program Supervisor

It is useful for the volunteer to think about what has happened and write it down in terms of what, when, where and who.

The volunteer should also think about what outcome they are seeking.

The **Volunteer Program Supervisor** will attempt to resolve the matter by talking to the parties and taking witness statements as required.

*If unable to resolve the grievance the Volunteer Program Supervisor will bring it to the attention of the relevant Service Manager.*

#### Step 3: Approach the Service Manager

The Service Manager will assess the information related to the grievance including any investigation conducted.

*If the Service Manager cannot resolve the matter, they will bring it to the attention of the Service Director.*

#### Step 4: Approach the Service Director

If all previous attempts fail to resolve the matter, the Director will conduct a further investigation and they will make the final decision with regard to the outcome of the issue.

Once an outcome has been reached all documentation must be filed under the relevant volunteer folders in the electronic record management system (ERMS).

## Appendix 2 – Volunteer Exit Feedback Form

VOLUNTEER PROGRAM SUPERVISOR AND VOLUNTEER TO COMPLETE and DISCUSS THE FOLLOWING:					
We appreciate the opportunity to receive your honest opinions and constructive feedback regarding your work at Shire of Mundaring.					
Section 1: <b>Demographic Information</b>					
Your name:			Service/Team:		
Your volunteer role title:			Length volunteer time with the Shire:		
Your volunteer program supervisor's name:					
Section 2: <b>Your expectations of Shire of Mundaring</b>					
Please rate each of the following statements	N/A	How strongly do you agree with this? 1 = Low to 5 = High			How important was this for you? 1 = Low to 5 = High
<b>After undertaking the volunteer role at Shire of Mundaring I found...</b>					
the role was what I expected it to be		1	2	3	4 5
I was supported to learn the role		1	2	3	4 5
I was supported to become part of the team		1	2	3	4 5
my volunteer program supervisor took an interest in and supported me		1	2	3	4 5

<b>Section 3: Reason(s) for resignation</b>		
<input type="checkbox"/> Offer of employment	<input type="checkbox"/> Communication/interaction	<input type="checkbox"/> Health Related
<input type="checkbox"/> Family Reasons	<input type="checkbox"/> Team culture	<input type="checkbox"/> Volunteer Supervision / leadership
<input type="checkbox"/> Reduce amount of travelling	<input type="checkbox"/> Bored with type of work	<input type="checkbox"/> Work-life balance
<input type="checkbox"/> Relocation	<input type="checkbox"/> Job compatibility	<input type="checkbox"/> General dissatisfaction
<input type="checkbox"/> Training and development	<input type="checkbox"/> Improved recognition	<input type="checkbox"/> Other (please provide details below)
<b>Section 4: Other feedback</b>		
Is there anything that could be done to encourage you to stay? <input type="checkbox"/> Yes <input type="checkbox"/> No    Comments:		
Would you consider volunteering for Shire of Mundaring again in the future? <input type="checkbox"/> Yes <input type="checkbox"/> No    Comments:		
Would you recommend Shire of Mundaring to others as a good place to volunteer? <input type="checkbox"/> Yes <input type="checkbox"/> No    Comments:		
What did you like <b>best</b> about volunteering for Shire of Mundaring?		Comments:
What did you like <b>least</b> about volunteering for Shire of Mundaring?		Comments:
<b>Section 5: Ceasing Requirements</b>		
Has all Shire property been returned by the volunteer? <input type="checkbox"/> Yes <input type="checkbox"/> No    Comments:		

**Volunteer Signature** \_\_\_\_\_ **VPS Signature** \_\_\_\_\_ **Date:** \_\_\_\_\_