



VOLUNTEER HANDBOOK

FOR REGISTERED VOLUNTEERS



UPDATED MAY 2021

Thank you for joining us!

Welcome to the Town of Bassendean Volunteer Program.

You are joining other volunteers who have chosen to contribute their time and energy to a range of volunteer activities.

This handbook has been created as a support resource. It identifies and explains the roles and responsibilities of both the Town of Bassendean and its volunteers.

We will treat you as a valued team member and recognise your skills and contributions. As one of our team members, you also have obligations to us – to be reliable and to work with your fellow workers in a productive manner and for the benefit of the Town of Bassendean and its residents. Our Code of Conduct, which applies equally to paid staff and volunteers, details our mutual obligations.

We aim to make your experience both rewarding and challenging and hope you will enjoy your time with us.



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Volunteering Explained

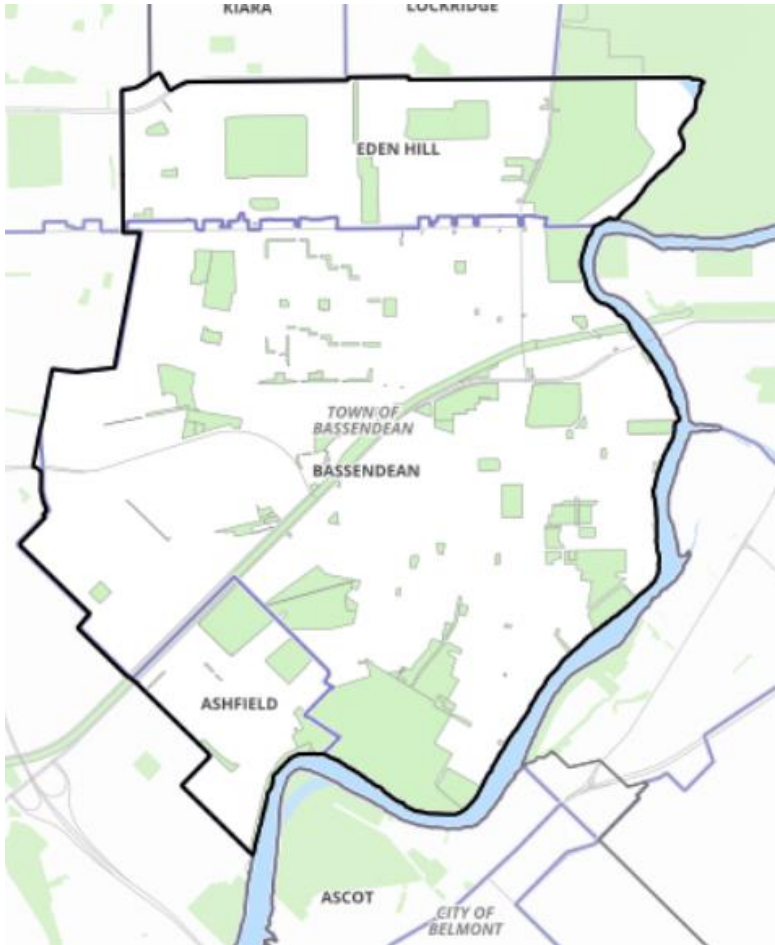
What is formal volunteering?

Formal volunteering is an activity which takes place through not-for-profit organisations or projects and is undertaken:

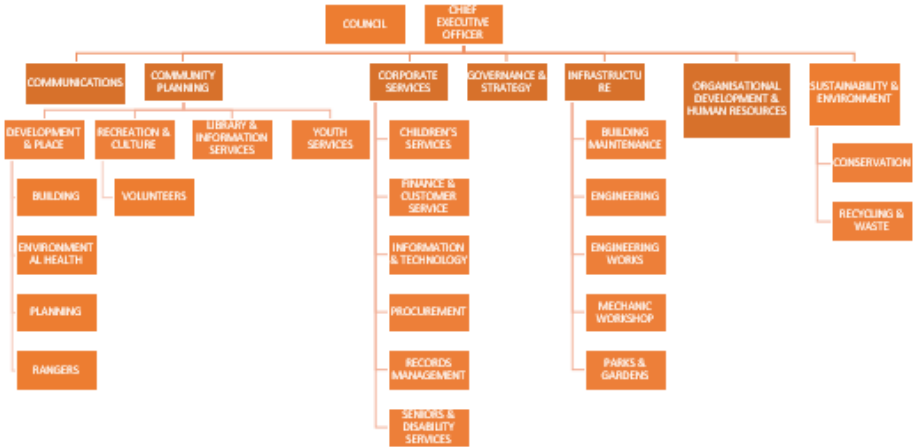
- To be of benefit to the community and the volunteer
- Of the volunteer's own free will and without coercion
- For no financial payment
- In designated volunteer positions



Map of the Town of Bassendean



Organisational Structure



About the Town of Bassendean

The Town of Bassendean is a body corporate established under the Local Government Act. The Council is the governing body of the Town and is composed of elected members. The Chief Executive Officer (CEO) implements the policies and decisions of the Council with the assistance of other employees as required.

Employees and volunteers of the Town of Bassendean are responsible to the Chief Executive Officer.

Our Vision

‘A connected community, developing a vibrant and sustainable future that is built upon the foundations of our past.’

For more information please see our [Strategic Community Plan](#)

Our Values

Our values guide our behaviour and decision making as an organisation and how we strive to lead and serve our community.

People

Councillor, staff and volunteer contributions are vital in striving to meet our diverse community’s aspirations and well-being. We will actively engage our community and seek their participation in planning that may impact on their future.

Excellence

We strive to achieve the highest standards in local government and to consistently provide consultative, ethical and responsive services.

Heritage

Preserving and communicating our shared history and heritage increases our capacity to balance today’s needs with the long-term interests of future generations.

Partnerships

Collaborative partnerships and regional cooperation increase value to our community and the East Metropolitan Region.

Sense of Place

We recognise that maintaining our natural environment is crucial to our future. We acknowledge that our community requires Council to preserve and enhance our streetscapes, built and natural environment, and to protect the Swan River as our greatest natural asset.

Bassendean Volunteer Centre

Bassendean Volunteer Centre is an initiative of the Town of Bassendean to support:

Community Organisations

- Offering training, information and resources relating to volunteering
- Advice on “Best Practice” volunteer management
- Referral of potential volunteers and promotion of volunteering positions in the community.

Community Volunteers

- Matching the skills, interests and availability of potential volunteers to the volunteer duties of their choice
- Offering ongoing information, resources and training

Town of Bassendean Registered Volunteers

Guiding volunteer involvement in the Town of Bassendean in accordance with Australian National Standards and the Universal Declaration on Volunteering

Town of Bassendean Registered Volunteers

Volunteers are managed by Town of Bassendean's staff and participate in a wide range of the Town's programs for the benefit of the community. Volunteers must be registered at the Bassendean Volunteer Centre for insurance purposes.

Volunteer work may include one-off projects, events, and ongoing work on behalf of the Town's business units. Some examples of volunteer positions are:

- RYDE Driver Mentors
- Seniors and Disability Services
- Community Transport
- Events
- Library Support
- Bassendean Volunteer Centre Administration

Recruitment and Induction

The Town of Bassendean has a standard recruitment process for all volunteers. All Town volunteers are interviewed, police checked, registered and deployed by the Bassendean Volunteer Centre. Volunteer details are subject to our privacy and confidentiality requirements and stored accordingly. The recruitment and induction process is outlined below:

Step 1, Bassendean Volunteer Centre:

- Receives volunteer's expression of interest form
- Organises interview and provides general information on service
- Matches potential volunteer with a suitable vacant volunteer role
- Completes police check
- Provides volunteer with handbook and position description
- Registers successful volunteers
- Forwards details to area supervisor.

Step 2, Area Supervisor:

- Organises area orientation including specific briefing of that area and OHS.
- Volunteers will be trained in accordance with the identified needs of the role to ensure that they attain adequate skills for their safety and the safety of clients. Emergency procedures, policies and code of conduct information will be presented as part of the induction. You will also have the opportunity to ask any questions or offer any feedback.
- Is responsible for six-week review
- Is responsible for annual meeting and continued volunteer support and training.

Volunteer Rights and Responsibilities

Volunteers are not covered by award conditions or workplace agreements. Volunteers have rights, which the Town of Bassendean is responsible for providing to them.

Volunteer rights:

- Have your personal and confidential information dealt with according to the *1998 Privacy Act*
- Be interviewed and engaged as a volunteer according to antidiscrimination legislation
- Be adequately covered by insurance
- Work in a safe and healthy environment
- Be reimbursed for out of pocket expenses as agreed upon
- Be provided with adequate training to do your job
- Be provided with orientation to the specific area where you will volunteer
- Have a clear position description and agreed working hours
- Be supplied with a copy of the Town of Bassendean Volunteer Handbook

Volunteer responsibilities:

- Be reliable and if unable to attend, give sufficient notice
- Disclose any change in health issues
- Notify your area supervisor if unable to perform your role
- Participate in relevant training as directed by your supervisor
- Use essential safety measures to ensure the safety of yourself, clients and staff.
- Seek support and clarification from your supervisor if there concerns about your volunteer role.
- Resolve differences or conflict through the correct procedures as outlined in this manual
- Ensure you follow current procedures and processes
- Ensure your volunteering practices fall within the volunteer code of conduct.

Town of Bassendean Rights

The Town has the right to either refuse a placement or end a placement if:

- A volunteer's behaviour has a negative impact on other volunteers, staff, clients or the public
- There is a perceived risk to wellbeing for the volunteer or others
- Town of Bassendean policies, procedures and code of conduct are not adhered to
- Volunteer does not comply with the agreed position description and direction from staff
- Town of Bassendean insurance(s) ceases to cover a volunteer
- Suitable volunteering roles are no longer available.
- Provide you appropriate supervision and training

Code of Conduct

In becoming a council volunteer, you must agree to:

- Abide by the corporate values, rules and procedures of the Town of Bassendean.
- Follow the directions of Town of Bassendean staff.
- Represent the Town of Bassendean in a positive way.
- Treat customers with courtesy and consideration, act on complaints and provide services to the best of your ability.
- Maintain confidentiality and not disclose or discuss client information or issues with anyone other than Town of Bassendean staff.
- Not take illegal drugs or consume alcohol while on duty.
- Not accept gifts or buy items from service customers.
- Not have unacceptable relationships with customers.

- Follow grievance procedures set down to try to resolve any conflicts with other volunteers, staff or other members of the Town of Bassendean.

Confidentiality

Volunteers are expected not to:

- Disclose any confidential information relating to clients, volunteers or staff without the expressed consent of the client/staff member or nominated family member/carer/next of kin
- Disclose information to clients regarding organisational workplace issues
- Speak on behalf of the Town of Bassendean unless authorised to do so
- Act as an enduring power of attorney, trustee or executor of any clients' wills or become involved in client family or financial issues
- Post on social media about confidential and private Information relating to a client, departmental or organisational issues.
- If you have any questions about confidentiality or whether particular information should be confidential or not, please speak to your supervisor.

Using information or position

Volunteers will on occasions be privy to confidential, privileged or sensitive information. Under no circumstances should this information be divulged or used inappropriately to gain a direct or indirect advantage – financial or otherwise - for volunteers or any other person or body. Volunteers should conduct themselves in a professional and appropriate manner in this regard at all times. The inappropriate use of information or abuse of position constitutes a breach.

Conflict of interest

A conflict of interest occurs when a personal interest is in conflict with the public interest. Volunteers must disclose interests that could be in conflict, or could be perceived to be in conflict with the

performance of their public duties, immediately as they arise. An example of conflict of interest is a volunteer who operates a handyman business giving his business cards to Town of Bassendean clients. This conduct would constitute a direct conflict of interest

Access to Information

Volunteers will have access to all information necessary to perform duties and comply with responsibilities.

Volunteers must not take advantage of their position or use confidential information to influence other volunteers or clients in order to gain improper advantage for themselves, or for anyone else, or which may cause harm or detriment to any person or organisation.

Acquired Information

Any employee or volunteer who discloses information, during or after their employment at the Town, will be deemed in breach of confidentiality.

Communication between Elected Members and the Administration

The Town has a policy for Communication between Elected Members and the Administration, this includes volunteers.

This policy complements the Code of Conduct and the Local Government Act

Key points of the Policy relevant to volunteers include:

Employees & Volunteers cannot communicate with Elected Members about Town of Bassendean administrative activities without the expressed approval of the CEO.

Media Protocol

If approached by a member of the media, please direct them to the CEO of the Town of Bassendean. Volunteers should not offer to answer questions about, or comment on, the Town's activities

Volunteer Guidelines

Volunteer Roles

There are a range of volunteering opportunities at the Town of Bassendean. Volunteering roles can be flexible and will take into consideration your preferred working style, e.g. part time, casual etc. It is important that volunteers engage in work they find productive and fulfilling

Position Descriptions

You will be provided with a position description for your volunteer role to read and sign where applicable.

Proof of Identity

Primary Identification

Please provide one or more of the following as proof of identity.

- Current or previous Australian driver's licence with photo.
- Australian passport (not expired by more than 2 years).
- Current overseas passport.
- Birth Certificate or Extract of Birth (support document must also be produced if birth name has changed).
- Visa or immigration document.
- Australian Citizenship certificate.

Secondary Identification

Where only one type of primary identification is produced, a second form of identification must also be produced, which may include:

- Credit / bank card
- Pension card issued by Centrelink or Veteran Affairs.
- Medicare Card

Police Clearance, Working with Children Check

All potential volunteers are required to undergo a National Volunteer Police Check and/or a Working with Children Check (where relevant to the role). The cost of these checks are usually covered by the Town

Referees

Volunteers will be required to provide the names of two referees that are not relatives. Referees will be contacted and asked their opinion of suitability as a volunteer.

Probation Period

All voluntary appointments are appraised after one month. If either the volunteer or supervisor feels that the appointment is not working, a new position may be allocated, or the volunteer may be asked to wait until a suitable new position becomes available. After three months of continuous volunteering, standard exit procedures will apply.

Behaviour and Performance

Volunteers are treated with the same respect as paid staff; in the event of unsatisfactory performance or behaviour, the supervisor will discuss with the volunteer. If unsatisfactory performance continues it may lead to termination

Volunteer Supervision

Every volunteer will be supervised by a nominated member of staff. Any concerns, permissions or training needs can be raised with the nominated supervisor.

Training

Ongoing training opportunities may be available to increase knowledge and skills. Every effort is made to assist new volunteers to acquire skills specific to their volunteering role.

Holiday and Sick Leave/Absences

Volunteers are entitled (and encouraged) to take holiday leave and sick leave when required. When planning a holiday, please ensure reasonable notice to the supervisor. If unable to attend volunteer position due to illness or other reason, please inform the supervisor as soon as possible.

Meetings

Volunteers may be required to attend meetings related to the role.

Identification

Volunteers will be given a name badge to wear whilst carrying out duties where required.

Standard of Dress

Volunteers should be dressed neatly and appropriately for their work environment. Certain areas may require specialised dress/shoes/equipment as advised prior to commencement.

Reimbursements

Volunteers may incur refundable expenses in the course of their duties (e.g. parking) and must ensure all expenses are approved before they are incurred and receipts are produced for reimbursements.

Meal Vouchers

Volunteers completing over 5 hours per shift may be eligible for a \$10 lunch voucher to a local café.

Concerns/Grievances

The following is the procedure for a grievance about volunteering conditions or other volunteers or staff.

Step 1: Approach supervisor for confidential discussion and advice on the issue.

Step 2: If the problem is not resolved in *Step 1*, seek advice from Shanel De Silva—Volunteer Services Town of Bassendean: 9377 2191

Use of Resources

Volunteers must be honest in their use of the Town's resources and not misuse them or permit their misuse. Resources should be utilised effectively and economically

Workplace Health and Safety

The Town continually monitors and updates safety policies and procedures to strive for “Best Practice” in safety performance. To this end, you may be required to complete a formal OHS training and induction process.

It is very important that volunteers:

- Take due care to ensure own safety and health and that of others
- Co-operate with supervisor to ensure that the workplace is safe and healthy, and report hazardous or potentially hazardous situations
- Report any injuries or “near misses”

- Follow instructions and training provided, use personal protective equipment provided and not interfere with anything set up to ensure safety and health

Health status

Volunteers are required to disclose any health conditions when registering as a volunteer if they affect or have the potential to affect their ability to perform volunteer duties. The area supervisor will be informed as part of their duty of care to volunteers and clients.

In the event of any changes in these conditions, volunteers are required to advise their area supervisor immediately. A supervisor may request a medical certificate about these changes if they feel that it is in the best interests of the volunteer service.

Accepting Gifts

Town of Bassendean has a duty of care to clients to protect them from situations that could be perceived as abuse of position. Volunteers cannot accept gifts over \$50 in value from a person who is undertaking, or is likely to undertake, business with the Town of Bassendean or clients receiving a service from volunteers

Any gift of \$50 or less can be accepted from a person and should be recorded in a register kept for such purposes. Moderate gifts of hospitality valued at less than \$50 need not be recorded (e.g. morning or afternoon tea, a cake, home-grown fruit etc.)

NOTE: Does not apply to gifts received from a relative or an electoral gift (other disclosure provisions apply)

Relationships: Volunteers, Staff and Clients

Volunteers are encouraged to be open and honest in their dealings with other volunteers and staff. Working as part of a team; can only occur if volunteers and staff have mutual respect, and

cooperate with each other to achieve the Town's goals and implement the Town's strategies.

Volunteers must:

- Accept their role as defined by their duty description
- Acknowledge that they may not individually direct other volunteers or staff to carry out particular functions
- Refrain from publicly criticising volunteers or staff in a way that may damage or bring into question their professional competence and credibility.

Boundaries

It is important volunteers adhere to the position description as well as the volunteer responsibilities outlined in this document. These are in place to protect volunteers and the client.

Examples of inappropriate boundaries include:

- entering clients homes
- agreeing to be power of attorney for a client
- accepting expensive gifts
- Providing additional support that is outside of the program.

Driving and Vehicle Use

This section only applies if you have agreed to use your own vehicle to undertake your volunteering duties:

- you must possess a current driver's licence
- you must have comprehensive vehicle insurance and have advised your insurance company that you use your vehicle for volunteering
- you are required to observe all traffic laws and parking fee requirements. All fines/infringements in relation to driving are the sole responsibility of the driver.

Environmental Impact

All Town of Bassendean activities are planned and performed so that adverse effects on the environment are avoided or minimised.

Smoking

The Town encourages staff & volunteers to adopt a healthy lifestyle and attempt to ensure that the general health of staff is protected from inhaling smoke in the work environment

Smoking is banned in all Town of Bassendean buildings as well as vehicles, plant and equipment.

Intellectual Property

The title to Intellectual Property in all duties relating to contracts of employment belongs to the Town of Bassendean unless otherwise agreed under a separate contract

Photo Consent

Images of volunteers are sometimes used to promote volunteering. Please complete a photo consent form.

Events Volunteers

Volunteers support various community events run by the Town for. Volunteers can contact the Volunteer Centre to register on our events database.

Workplace Bullying

The Town believes that all employees and volunteers have an individual right to dignity at work and should be able to work in a safe working environment free of bullying or violence.

Workplace Bullying will not be tolerated within the Town of Bassendean. Any person found to have bullied another employee, volunteer or client, is personally responsible for their conduct and will be held accountable.

Workplace bullying is repeated inappropriate behaviour, direct or indirect, whether verbal, physical or otherwise, conducted by a person or persons against another or others in the course of employment. It includes behaviour that harms, threatens, victimises, intimidates, offends, degrades or humiliates a worker, possibly in front of co-workers, clients or customers.

Volunteers must refrain from any form of conduct, including using bad language that may cause offence, intimidation or embarrassment to clients, team members, staff or members of the Public. Discrimination and harassment will not be tolerated under any circumstances.

Sexual harassment is unlawful in any work-related context, including conferences, work functions, office Christmas parties and business or field trips and includes interactions with clients.

Volunteers must refrain from any form of conduct, including using bad language that may cause offence, intimidation or embarrassment to clients, team members, staff or members of the Public. Discrimination and harassment will not be tolerated under any circumstances.

Sexual harassment is unlawful in any work-related context, including conferences, work functions, office Christmas parties and business or field trips and includes interactions with clients.

Sexual harassment can take many different forms and may include physical contact, verbal comments, jokes, propositions, the display of offensive material or other behaviour which creates a sexually hostile working environment.

If you have been bullied and wish to talk to someone about it, contact **Shanel De Silva, Volunteer Services 9377 2191**

The Town of Bassendean is committed to the elimination of all forms of harassment and bullying from the workplace and is responsible for taking appropriate steps to promote such a working

environment. Examples of behaviour that may be considered unlawful acts of discrimination, harassment and/or bullying include:

- Maliciously excluding and isolating a person from workplace activities
- Persistent and unjustified criticisms, often about petty, irrelevant or insignificant matters
- Humiliating a person through gestures, gossip, sarcasm and criticism.

What isn't bullying:

It is important to differentiate between a person's legitimate authority at work and bullying. All employers have a legal right to direct and control how work is done and managers have a responsibility to monitor workflow and give feedback on performance.

Volunteers are responsible for:

- Awareness of their own behaviour and how it may impact on others and ensuring appropriate modification of such behaviour
- Recognising harassment and bullying when it happens and taking appropriate steps to eliminate it within the agreed grievance procedure.

Equal Opportunity

The Town values its employees and volunteers, and believes in ensuring fair, equitable and non-discriminatory practices. It is our aim to provide a workplace which maximises the talent, potential and contribution of all stakeholders and ensures equal opportunity for all

Respect for Others

Whilst volunteering there will be many people with varying views ranging from political to religious to social issues.

Everyone is entitled to their own values, attitudes and beliefs. It is important to accept and respect that others may well have different values and beliefs.

Resignation by Volunteer

Volunteers who wish to resign from their role, are requested to give the supervisor as much notice as possible. Any property of the Town of Bassendean must be returned and an exit survey will be given to the volunteer for completion.

Exit Interview and Checklist

When a volunteer terminates their volunteer position, their direct Line Manager will conduct an exit interview, and a record of the interview will be retained.

Our wish is to obtain information that may help to:

- establish the reasons for leaving
- analyse any trends in the reason for leaving
- provide departing volunteers with the opportunity to discuss any issues of concern which may have contributed to their leaving
- gain constructive feedback on the best and worst aspects of the volunteer's position

Termination: Misconduct

In any case that 'code of conduct' is breached the Town of Bassendean will review the breach and it may result in termination of the volunteer.

Misconduct will include breaches of any Town of Bassendean policies or 'code of conduct' which warrant instant dismissal.

Examples of misconduct include:

- theft of property or moneys from the premises you are attending during the course of your duties.
- wilful damage to property
- consuming alcohol or other prohibited substance while volunteering.
- bullying, verbal or physical harassment of any other employee, volunteer, Board Member or any other person particularly in respect of race, gender or religion
- disclosure of confidential information to any other party without prior permission from the Line Manager or the Chief Executive Officer
- falsification of any records for personal gain or on behalf of any other employee/volunteer
- being convicted of a criminal offence
- Unwillingness or inability to support and further the mission of the organisation and/or the objectives of the program

Honesty & Integrity

Above all, volunteers are expected to observe high standards of honesty and integrity, avoid conduct which may suggest any departure from these standards, and at all times represent and promote the interests of the Town of Bassendean.

Thank you

For taking the time to read this handbook.
We hope you find your volunteering experience
both rewarding and enjoyable.

Please do not hesitate to contact Bassendean
Volunteer Centre if you need any further
information





BASSENDEAN VOLUNTEER CENTRE

Seniors & Community Centre,
50 Old Perth Road
Bassendean WA 6054

T: 9377 2191
volunteer@bassendean.wa.gov.au

TOWN OF BASSENDEAN

35 Old Perth Road
Bassendean WA 6054
PO Box 87
Bassendean WA 6934
mail@bassendean.wa.gov.au
T: 9377 8000 F: 9279 4257



bassendean.wa.gov.au



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