



CITY OF SOUTH PERTH

VOLUNTEER HANDBOOK



Mentally Healthy WA

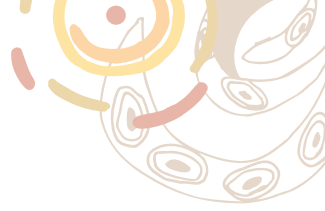
City of South Perth



A family consisting of two adults and a child are walking away from the camera through a long, covered walkway. The walkway is formed by a series of parallel white arches that create a tunnel-like effect. The ground is paved with light-colored slats. The walkway is bordered by a white metal railing with a yellow handrail. In the background, there are lush green trees and a view of a coastline with buildings and water under a clear blue sky. The text "A city of active places and beautiful spaces" is written in white, curved font across the arches.

A city of active places and beautiful spaces

ACCESS AND INCLUSION If requested, the City will consider providing this handbook in alternative formats where possible (e.g easy read, braille, large print, electronic or audio).



WELCOME

Welcome to the City of South Perth as a valued volunteer.

Thank you for choosing to give your time, energy and skills to support our community.

As a volunteer, you play a vital role in supporting the community programs, services, facilities, events and projects that make our City vibrant, inclusive and welcoming. We are grateful for your commitment, and we look forward to working with you.

ACKNOWLEDGEMENT OF COUNTRY

The City of South Perth respectfully acknowledges the Traditional Custodians of the land on which we live, work and volunteer, the Whadjuk people of the Noongar Nation; and pays respect to Elders past and present.

We recognise and value the continuing cultural heritage, beliefs and relationship with the land, waters and community, and we are committed to working together towards reconciliation.



ABOUT THE CITY OF SOUTH PERTH

The land where we are located is the country of Beeloo Noongar people (or river people), and we are bounded by the Swan and Canning rivers.

Our community is home to over 46,000 residents who live within the suburbs of Como, Karawara, Kensington, Manning, Salter Point, South Perth, and Waterford.

Our City is predominantly residential and local major attractions include Mindeerup, South Perth Foreshore, Clontarf-Waterford-Salter Point Foreshore, Perth Zoo, Collier Park Golf Course, the Old Mill, community facilities, and public open spaces.

The City of South Perth is a progressive local government authority which prides itself on delivering exceptional programs and services to the community.

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



VISION AND VALUES

Our vision is to create 'a city of active places and beautiful spaces. A connected community with easily accessible, vibrant neighbourhoods and a unique, sustainable natural environment'.

Volunteers are expected to uphold and demonstrate the City's values as follows:

- 1. Accountable** – Accept responsibility for actions and decisions and seek guidance if uncertain.
- 2. Respectful** – Treat all people with courtesy, fairness, and dignity.
- 3. Supportive** – Work cooperatively with the City's employees, other volunteers, and community members.
- 4. Unified** – Represent the City positively, supporting its objectives and services.

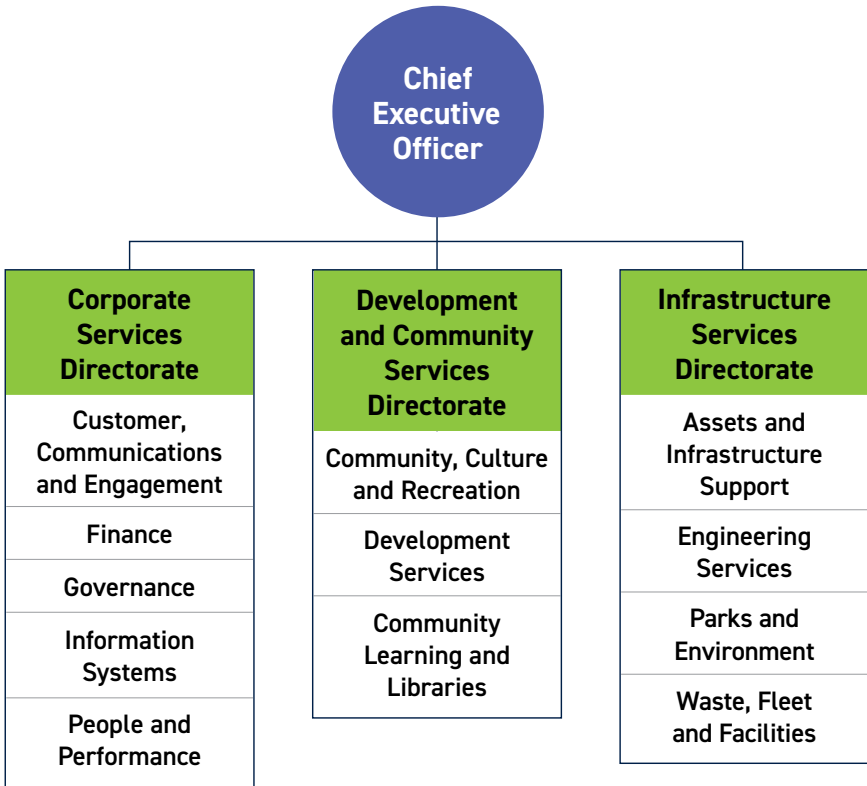


ORGANISATIONAL STRUCTURE

The City prides itself on delivering excellent service to the community. We value the contribution of all employees and recognise that our workforce is one of our most valuable resources.

OUR ORGANISATIONAL STRUCTURE

The City's organisation is structured into three directorates and 12 business units.







ABOUT VOLUNTEERING

What is a volunteer?

A volunteer is defined by Volunteering WA as an individual 'who willingly gives time for the common good and without financial gain'.

Volunteers may engage in 'formal' volunteering within a structured organisational program; or 'informal' volunteering which includes occasional events, community support, or ad-hoc activities.

At the City of South Perth, a volunteer is defined as an individual who is engaged for a dedicated City-facilitated volunteer program or service under the supervision of a designated staff contact.

Volunteer rights and responsibilities

At the City of South Perth, we recognise that volunteering must be a mutually respectful arrangement: volunteers contribute their time and talents, and in turn deserve support, clarity and fairness.

Here is a summary of what volunteers can expect, and what is expected of them. These reflect common best-practice frameworks in Western Australia and Australia more broadly.

As a volunteer, you are expected to:

- **Accept the role willingly and undertake orientation/training required for your volunteer tasks**; understand and work within the role description.
- **Be reliable** – attend scheduled shifts and carry out agreed tasks or notify promptly if unavailable.
- **Respect confidentiality** and privacy when handling sensitive information or personal data.
- **Work in a safe manner**, follow work health and safety policies and procedures, use the safety equipment provided, and report hazards or incidents.
- **Act ethically, professionally and respectfully** with other volunteers, employees, and members of the public to represent the City with integrity.
- **Be open to supervision, feedback, support and ongoing communication**; ask for help if unsure; and make use of training opportunities.
- **Inform your supervisor promptly if unable to attend**, or if there are changes in availability or circumstances affecting your role.
- **Respect the City's equipment**, property, materials, policies and procedures at all times.

The City's commitment to our volunteers

The City of South Perth is committed to providing volunteering opportunities that are fulfilling, rewarding and aligned with best practice.

The City proudly partners with Act Belong Commit to promote that positive mental health can be strengthened by staying active, maintaining social connection, and participating in meaningful activities like volunteering. In this spirit, the City will:

- **Provide a clear and documented Management Practice (M646) 'Volunteering'**, role description, induction procedure, and orientation for each volunteer prior to commencement.
- **Ensure volunteers have a safe and supportive environment** – including adherence to workplace health and safety obligations, risk assessment, insurance information, and appropriate supervision.
- **Reimburse volunteers for authorised expenses** incurred while undertaking approved volunteering duties (where appropriate and subject to being authorised by the City prior to commencement).
- **Offer appropriate training** (induction and ongoing training) to help volunteers perform their roles with confidence and competence.
- **Recognise and value volunteer contributions** – whether through formal recognition, feedback, inclusion, or support and respect in day-to-day interactions.
- **Respect volunteer autonomy** – volunteers always have the right to refuse tasks they are uncomfortable with, or to cease volunteering, without penalty.
- **Ensure equity, inclusivity and fairness in volunteer recruitment**, selection and engagement, consistent with anti-discrimination and equal-opportunity principles.



VOLUNTEER ROLES

Types of volunteer programs

There are two main types of volunteering that people can undertake with the City, namely: regular or once-off volunteering. The type that is most suitable for each person will depend on the volunteer's time available, skills and enthusiasm.

Volunteering opportunities are developed and reviewed by the City in response to evolving community needs, new initiatives, and City priorities.

Our regular volunteering opportunities may include the Home Reader Service, library shelving and Old Mill guides. Our once-off opportunities may include tree planting programs, or volunteering at community events. If you are interested in finding out more about upcoming volunteer opportunities, please contact the City.





RECRUITMENT AND ONBOARDING

The volunteering recruitment process helps us find volunteers who are a good match for each task and provide a solid foundation for supporting the selected volunteers to enjoy and thrive in their roles.

Application process

The City commences the application process by undertaking a volunteer recruitment campaign when a volunteering need is identified to support City programs, services, events or projects.

The aim of the recruitment drive is to invite applications from people in our community who are interested in contributing their time and skills.

Recruitment is not ongoing for all roles.

1. Role Advertisement

When there is a need for volunteers, the role will be advertised on the City's website and where appropriate listed with Volunteering WA with details about the position, expectations and how to apply.

2. Submission of Application

Prospective volunteers complete an application or expression of interest form with contact information and relevant experience.

3. Selection and screening

Suitable applicants may be contacted for a brief discussion or interview, and — where required — screening checks (e.g. Working with Children Check (WCC) or Police Clearance) will be completed before commencement.

4. Confirmation

Once all checks are finalised and the role agreed, applicants will be offered placement and invited to begin the onboarding process.

Onboarding

Onboarding supports our volunteers to feel prepared, confident and welcomed in the volunteering role. Before volunteering begins, the City will provide:

- **Orientation** – Overview of the City of South Perth, our vision, values, organisational structure, and how your role contributes to our objectives.
- **Role information** – A copy of your role description, including tasks, responsibilities, reporting lines, and key contacts.
- **Safety and WHS briefing** – Workplace health and safety expectations, emergency procedures, site requirements, and how to report hazards or incidents.
- **Introductions** – Opportunity to meet the employees and volunteers you will be working with and learn about available supports.
- **Support contacts** – Clear guidance on who to contact for questions, scheduling issues, training or other support.

The City has an online induction for all City-registered volunteers.

Your supervisor will provide you with instructions on how to complete the online induction.

The City aims to make your onboarding positive, inclusive and supportive. If you have any questions at any stage, please speak with your supervisor or coordinator.



CODE OF CONDUCT

As a volunteer for the City of South Perth, you represent our community with your actions and behaviour. To help everyone feel safe, respected and supported, all volunteers are expected to follow and agree to this Code of Conduct:

Accountability

- Be reliable and punctual for your agreed shifts.
- Let your coordinator know as early as possible if you can't attend.
- Take responsibility for your actions and ask for help or clarification when needed.

Respect and inclusion

- Treat everyone – volunteers, City employees and members of the public – with courtesy, fairness and dignity.
- Value diversity and avoid discrimination, harassment or bullying in any form.

Confidentiality

- Respect the privacy of people you meet through volunteering.
- Do not share private, personal or sensitive information outside of your role.

Using City equipment

- Use any equipment, tools or resources the City provides responsibly and only for approved volunteer duties.
- Look after what is entrusted to you and report any damage or issues promptly.

Professional behaviour

- Act in a way that reflects well on you and the City.
- Follow reasonable directions, maintain appropriate communication and always conduct yourself respectfully.
- Do not volunteer while under the influence of alcohol or illegal drugs.

Reporting concerns

If you suspect that the Code of Conduct has been breached, please contact your supervisor, a member of the City's People and Performance team, or the CEO, so the matter can be addressed promptly and fairly.

TRAINING, SUPPORT AND RECOGNITION

Mandatory training

Before you begin volunteering, you will participate in a short induction delivered by your supervisor. This induction helps you understand your role, safety expectations and how the City operates in a welcoming and supportive way.

Optional training

There may be optional training opportunities available that help you build new skills or learn more about your role.

If such opportunities arise, your supervisor or a City employee will let you know. If you are interested in additional training, you can also speak with your supervisor.

Supervision and support

While formal supervision may not be required for all roles, your supervisor or a designated City employee will be your main point of contact. You are encouraged to ask questions, seek guidance or raise concerns at any time as the City wants you to feel supported in your role.

Recognition opportunities

Volunteers are valued and appreciated at the City of South Perth. The City may hold morning teas, small thank you gatherings or other events to acknowledge volunteer contribution when possible. We are grateful for your dedication and look for meaningful ways to express that appreciation.





HEALTH, SAFETY AND INSURANCE

The City is committed to providing a safe and healthy environment for all volunteers. This section has been developed using practice guidance, including the *National Standards for Volunteer Involvement (2024)* and Safe Work Australia's *The Essential Guide to Work Health and Safety for Organisations that Engage Volunteers*.

Work health and safety (WHS) responsibilities

At all times, take reasonable care of your own health and safety and avoid actions that could harm others.

Follow the safety instructions, policies and procedures explained in your induction or given by your supervisor.

Incident reporting

If you are involved in or witness an incident, injury, hazard or near-miss while volunteering, tell your supervisor as soon as possible so it can be recorded and addressed.

This helps keep everyone safe and ensures we meet workplace safety expectations.

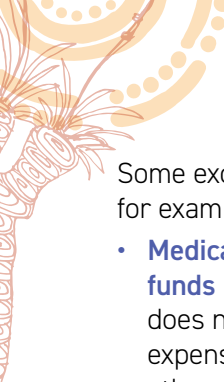
Emergency procedures

Emergency procedures (such as evacuation routes or first-aid arrangements) will be covered during your induction delivered by your supervisor. If you have questions about specific procedures or safety arrangements, please ask your supervisor – we want you to feel confident and safe in your role.

Insurance coverage

When you are volunteering as part of an authorised City of South Perth volunteer program and are supervised by City employees, you are covered under the City's insurance policies while performing your volunteer duties. This includes coverage under personal accident and public liability insurance for volunteers acting in good faith on behalf of the City.





Some exceptions may apply, for example:

- **Medicare and health benefit funds** – the City’s insurance does not cover medical expenses met by Medicare or other private health benefit funds. If you are unsure about what is covered, please contact Medicare or your health provider for more information.
- **Volunteering outside nominated hours** – volunteers are asked to perform duties during the agreed times outlined in their role description. If you choose to do extra tasks outside your nominated volunteer hours that were not specified in your position description, these activities are not generally covered by the City’s volunteer insurance policy. This is why it’s important to only undertake tasks that have been approved and agreed with your supervisor.
- **Volunteer personal vehicle insurance cover** – it is always advised for you to use a City vehicle when performing your volunteering duties. If you use your own vehicle (with approval from the City), you must maintain current comprehensive car insurance.

Most comprehensive insurance policies provide cover for volunteering activities, but it is your responsibility to check that your policy includes this. The City’s insurance does not extend to personal vehicles, so if you use your own car for volunteer duties, ensure you are appropriately insured under your own policy.

- **Other limitations** – there are certain limitations on coverage for those under 18 years or over 75 years. If you are unsure about what is covered, please ask your supervisor for more information, who will check any current limitations with the City’s Insurance Officer.





ATTENDANCE AND COMMUNICATION

Reporting absences

If you cannot attend a scheduled volunteer shift, please contact your supervisor as soon as possible - either via the City's phone number or the email address provided to you during your induction. Letting us know early helps with planning and ensures we can arrange alternate coverage if needed.

Contact processes

Your supervisor is your main contact for attendance, scheduling and any questions about your role. You will be given contact details (phone and email) during your induction. If you are unsure who to contact, check your induction materials or ask your supervisor for clarification.

Shift updates

If your shift time or location changes, your supervisor will let you know ahead of time. If you have changes to your availability, please tell your supervisor as soon as you can so we can support you and plan appropriately.





VOLUNTEER SERVICES

Support available

The City of South Perth aims to ensure volunteers feel supported and valued. In most roles, support will be provided informally through your supervisor or designated City employee contact - whether that's answering questions, helping you with a task, or checking how you are going.

For exceptional personal or wellbeing concerns, the City's Employee Assistance Program (EAP) may be available to you. Please speak to your supervisor if you require further EAP information or guidance.

Uniforms

For roles that require it, personal protective equipment (PPE) or uniforms will be provided for your safety and/or to meet role expectations. You will also be supplied with a name badge to wear while volunteering so that the community can easily identify you as a City volunteer. Please use all equipment responsibly and return it at the end of your volunteering role.

ENDING A VOLUNTEER ROLE

Resignation

Volunteers are free to end their involvement at any time. If you decide to resign, please inform your supervisor of your last day so we can thank you and update our records. Before you leave, please return any City property such as uniforms, PPE, name badges or other equipment.

Changes to roles

Sometimes volunteers and supervisors may agree that a change in role, hours or tasks is needed. If this is the case, please speak with your supervisor so we can make sure the role remains a good fit for you and the City.

Circumstances when the City may end a volunteer arrangement

The City may end a volunteer placement if the volunteer role is no longer required, or if the Code of Conduct or other City policies have been breached.

In such cases, the decision will be communicated respectfully and clearly so you understand the reason.







FREQUENTLY ASKED QUESTIONS

Do I need experience or skills to volunteer?

Some roles may benefit from specific skills, but many positions just need a willingness to learn and contribute. Where specific skills or experience are required, this will be outlined within the volunteer position description.

How long do I have to commit to a volunteer role?

Volunteer commitment varies depending on the role. Some roles are ongoing, while others may be short term or task based. Your position description will outline expected commitment, but flexibility is often possible.

Will I be interviewed or asked for references?

Some roles may include a short conversation or interview with a City employee/s as part of the selection process. All positions may require a National Police Check, the cost of which is covered by the City. References or screening checks such as a Working with Children Check (WCC) may also be required.

Am I allowed to accept gifts from community members or clients?

To maintain professionalism and fairness, volunteers should not accept gifts of significant value (\$50 or more). Small tokens of appreciation are fine (e.g. gifts valued up to \$49; a thank you card etc.) but please discuss any uncertainty with your supervisor.

Can I receive training beyond induction?

Yes. From time to time optional training opportunities may be offered. Your supervisor will let you know about these, or you can express interest in training that supports your volunteer role.

Will I be reimbursed for expenses related to my volunteering duties?

The City of South Perth does not generally reimburse volunteers for travel or personal expenses. If a specific program includes pre-approved expense coverage, your supervisor will advise you. Please check before incurring any volunteer-related costs.



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

If an emergency occurs, follow the procedures explained at your induction and act according to instructions from your supervisor or employees onsite. For non-urgent incidents, tell your supervisor as soon as possible so appropriate follow up can occur.

What do I do if I have an accident in a vehicle while undertaking my volunteer role?

If you have an accident in your personal vehicle, or a City vehicle while undertaking an approved volunteering program or service, you must inform your supervisor as soon as possible.

What happens if I have a concern with my supervisor or other employees?

If you experience issues, we encourage you to speak directly with your supervisor first. If this is not comfortable or the concern continues, you may contact the relevant manager of the service to which the volunteer activity relates. We strive for respectful and constructive communication.

Do I need to provide my own transport to get to my volunteer role?

Yes. Volunteers are responsible for arranging their own transport to and from their volunteer location.

Can I volunteer if I have a visa or am not an Australian citizen?

This will depend on the specific conditions relating to your visa or residency conditions. If you're unsure, please check your visa terms before applying to be a volunteer.

Will I receive feedback on my performance?

Yes, feedback will generally be given informally through conversations with your supervisor. If you'd like formal feedback, feel free to ask your supervisor – we want to support your growth and satisfaction in your role.





USEFUL INFORMATION AND CONTACTS

My volunteer supervisor is: _____

Email: _____

Phone: _____

City of South Perth Civic Centre

Cnr South Tce &, Sandgate St,
South Perth WA 6151
(08) 9474 0777

South Perth Library

Cnr South Tce & Sandgate St,
59 Sandgate St,
South Perth WA 6151
(08) 9474 0800

Manning Library

2 Conochie Cres,
Manning WA 6152
(08) 9474 0822

George Burnett Leisure Centre

Manning Rd, Karawara WA 6152
(08) 9474 0855

Volunteering WA

Level 1/3 Loftus St, West
Leederville WA 6007
(08) 9482 4333

Lifeline Australia

Crisis Support
13 11 14

Safework Australia

Work Health and Safety Laws
and Volunteers

[safeworkaustralia.gov.au/doc/
work-health-and-safety-laws-
and-volunteers](https://safeworkaustralia.gov.au/doc/work-health-and-safety-laws-and-volunteers)







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South Perth



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