

# Volunteer Handbook





# CITIPLACE COMMUNITY CENTRE

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## **Disclaimer:**

This document has been developed according to The National Standards for Volunteer Involvement which were developed in consultation with the volunteering sector across Australia during 2015. This standard guides the City's actions and partnerships with volunteers as we work to achieve the City of Perth community's vision, aspirations, and objectives. In addition, the publication is based on information which is liable to change. The City of Perth accepts no responsibility and disclaims all liability for any error, loss or other consequence which may arise from you relying on any information contained in this report.

## Acknowledgement of ***Traditional Custodians***

We acknowledge the Whadjuk Nyoongar people, Traditional Owners of the lands and waters where the City of Perth is today and pay our respects to Elders past and present. Nyoongar peoples are the original inhabitants and Traditional Owners of the South West of Western Australia.

“Thank you so much for joining our team and making the City of Perth an amazing Capital City.”

Michelle Reynolds, CEO

## Introduction

This handbook is designed to introduce you to volunteering at City of Perth – your rights, roles, and responsibilities.

The contribution that dedicated volunteers make is significant and highly valued by the City of Perth and the community. We thank you for making a difference.

We appreciate the time and energy you bring to your role, and we're committed to:

- providing appropriate volunteering opportunities to the community, accessible to people from all backgrounds and life experiences, and reflective of the community we serve
- protecting and promoting the health and wellbeing of the volunteers we engage
- ensuring volunteers maintain high standards of professional conduct with all who have dealings with the City of Perth, in accordance with the City of Perth Code of Conduct
- ensuring that volunteers are appropriately selected, supported and inducted into the organisation

- ensuring that we meet our obligations with respect to indemnities, liability and workplace incidents and injuries
- working in accordance with the principles of volunteering as defined in Volunteering Australia's National Standards for Volunteer Involvement.

Volunteering is a two-way relationship and we hope you gain as much from your role as we do. By volunteering with us you contribute directly to our city and its people, and it can also be a rewarding and fun way of becoming more connected with your local community.

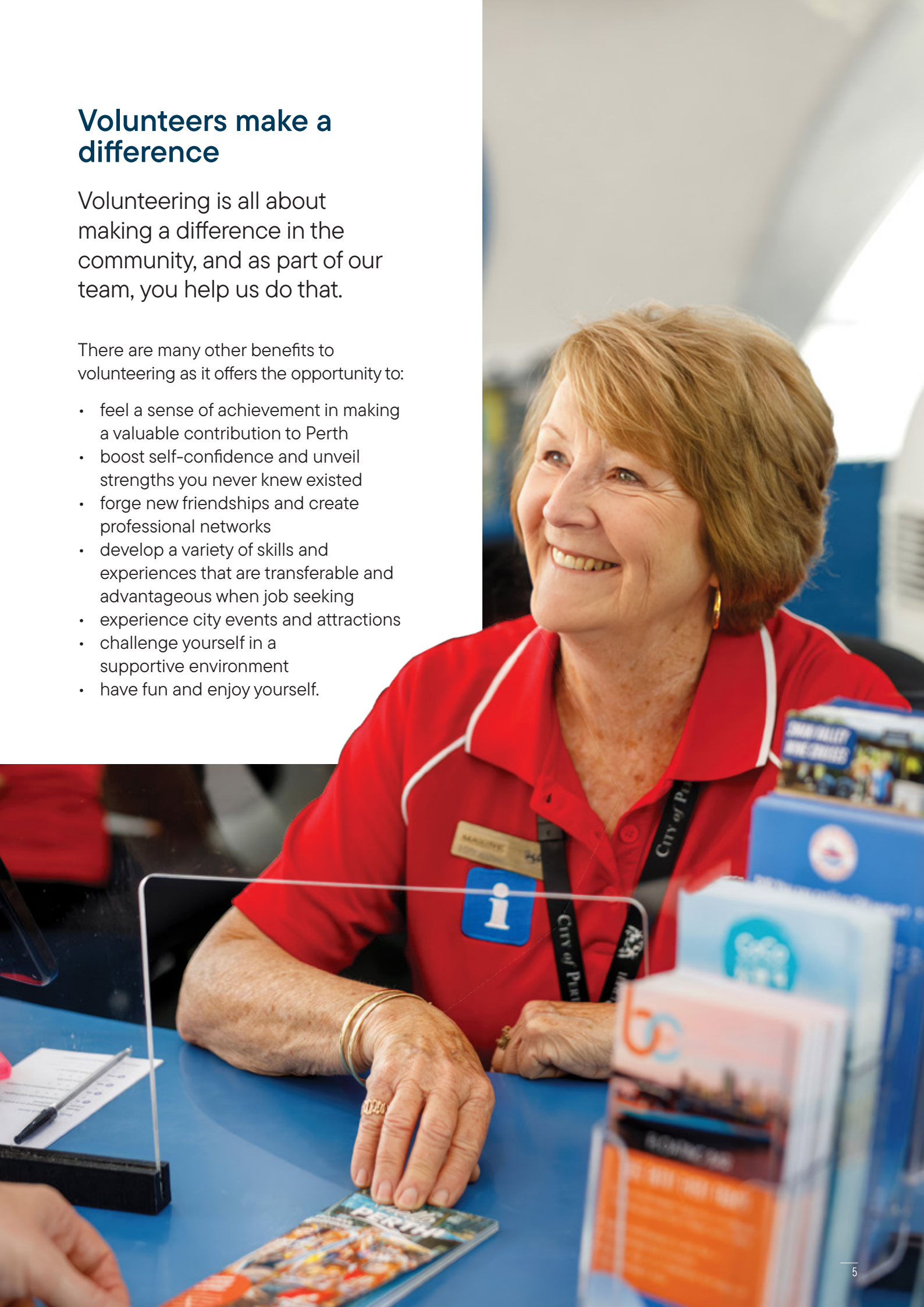
We support our volunteers' efforts to ensure Perth is a place where there are strong connections between people of different ages, abilities, and backgrounds – a place where people feel welcome.

## Volunteers make a difference

Volunteering is all about making a difference in the community, and as part of our team, you help us do that.

There are many other benefits to volunteering as it offers the opportunity to:

- feel a sense of achievement in making a valuable contribution to Perth
- boost self-confidence and unveil strengths you never knew existed
- forge new friendships and create professional networks
- develop a variety of skills and experiences that are transferable and advantageous when job seeking
- experience city events and attractions
- challenge yourself in a supportive environment
- have fun and enjoy yourself.



# Introduction to the City of Perth

## *City of Perth ... City of Light.*

As Western Australia's capital city, Perth has a leadership position and unique responsibilities in the social, economic, cultural, environmental, and civic life of its district, the broader metropolitan area, and the State. It also has a unique role in representing WA on national and international stages.

We are genuinely committed to making a difference to people's lives, and our workforce together with volunteers is vital to the delivery of services to the community. We are focused on building the reputation of our city as having a welcoming and inclusive culture. The way we work and serve the Perth community is guided by our values: respect, commitment, teamwork, and courage.

Perth has a diverse economy. It's largest industries, by number of people employed, are:

- Professional, scientific, and technical services
- Public administration and safety
- Health care and social assistance
- Mining

The City also encompasses many entertainment, event precincts and public spaces including Kings Park (Kaarta Koomba), the Swan River (Derbarl Yerrigan) and Elizabeth Quay (Gumap). These contribute to Perth's distinctive character.

The City's vision, which reflects our community aspirations, as captured in the Strategic Community Plan 2022-2032, is for a community that is liveable, sustainable, and prosperous.

- **Liveable** – A safe, active, vibrant, and connected community. An inclusive community with distinctive and thriving neighbourhoods.
- **Sustainable** – A well-planned designed, and managed city. A resource efficient, climate-conscious, green city.
- **Prosperous** – A smart and innovative city on a strong growth path. Job rich with economic sector development and thriving small businesses.

Our Strategic Community Plan sets out the ways in which this vision is achieved. Volunteers actively contribute to fulfilling that plan, helping to build a community that is safe, active, vibrant, and connected. Working in a variety of roles, volunteers help to make Perth places and spaces welcoming, inclusive and activated; to raise awareness of the City's heritage including Aboriginal culture; to preserve and regenerate natural areas; and to support local businesses.



### **Liveable**

A community that is safe, socially cohesive, inclusive and activated.



### **Sustainable**

A healthy environment where nature, social and economic systems are in balance.



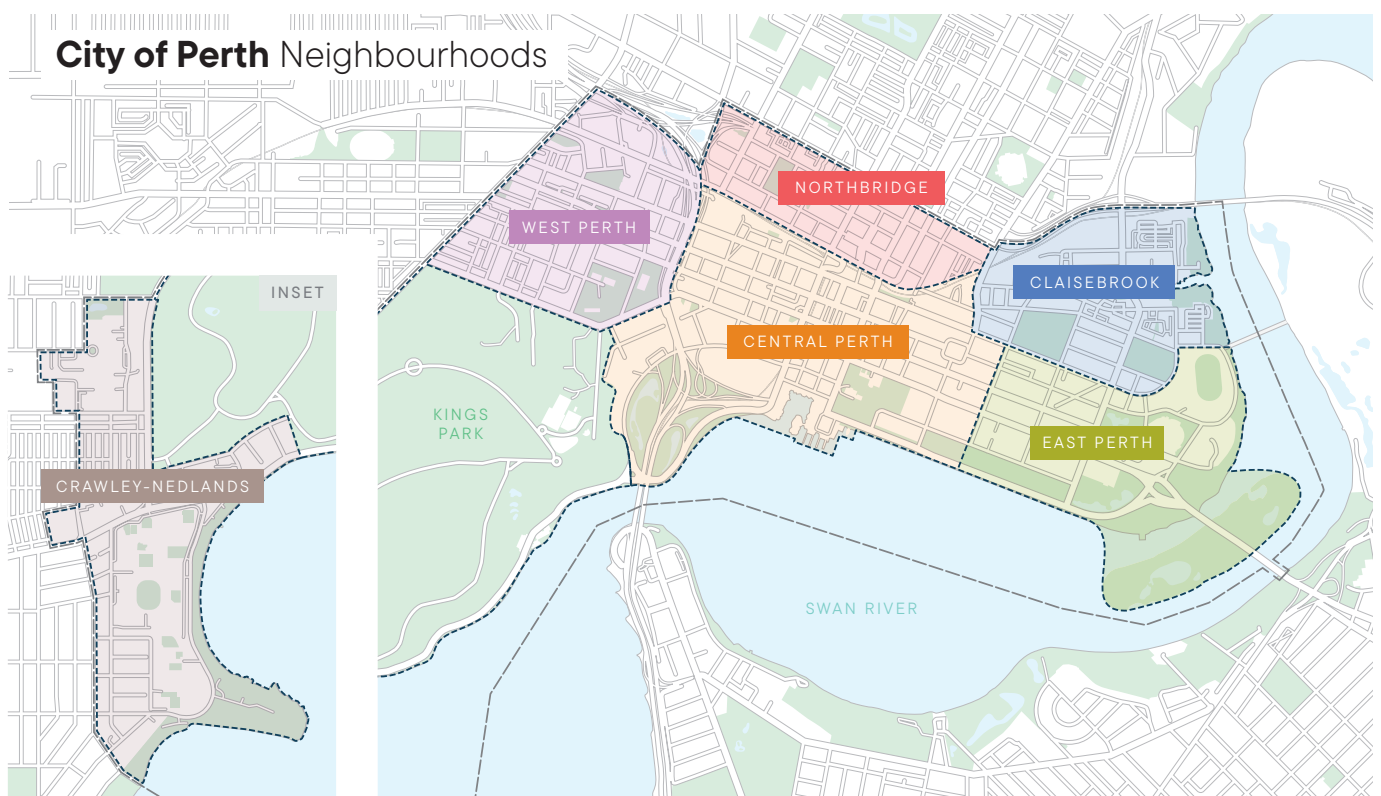
### **Prosperous**

A successful, flourishing and thriving city.



Celebrated as the **‘City of Light’**, Perth is the capital city of Western Australia. Rated as one of the most liveable cities in the world, Perth is known for its **unique neighbourhoods where diversity, culture, business, and the arts intersect.**

To remain attractive to residents, businesses and visitors, cities need to **evolve** to meet emerging and future needs.



# Our values

Our values set the expectation for positive behaviours in and outside for the workplace, reflecting the City culture we all want to see. Our values of Commitment, Teamwork, Courage and Respect are explained below.



**Commitment**  
**Think It,  
 Say It, Do It**

I will act in the best interests of the City and our community

I will act with integrity, honesty, and transparency

I will perform all aspects of my role with reasonable care and diligence



**Teamwork**  
**One City:  
 stronger together**

I will champion teamwork to facilitate information and knowledge sharing across the organisation.

I will act with integrity, honesty, and transparency



**Courage**  
**Speak up, stand up,  
 persevere**

I will demonstrate courage and take accountability for my decisions

I will be courageous in standing up for the best interest of the community

I will be courageous in ensuring the integrity and transparency of the City's operations



**Respect**  
**Listen, consider,  
 support**

I respect and value the opinions of my co-workers, management, and committee members

I respect our community and council's right to relevant, factual, and timely information

I respect the privilege of serving the community as a volunteer

Our behaviours are outlined in the Integrity at the City of Perth document which is the Code of Conduct provided to all employees and volunteers.





## The role our volunteers play – present & future

The City of Perth's key sites where volunteers are engaged are the iCity Visitor Service and Citiplace Community Centre. The City's volunteering programs strengthen and enhance our community by improving and enriching people's lives, helping our community prosper and flourish, igniting community spirit, enhancing community wellbeing, and creating a sustainable community.

# The principles of volunteering

The City of Perth works under the principles of volunteering, as defined in Volunteering Australia's National Standards for Volunteer Involvement:

- Volunteer involvement should be a considered and planned part of an organisation's strategic development, aligning with the organisation's strategic aims and incorporated into its evaluation framework.
- Effective volunteer involvement requires organisational leadership, and a culture and structure that supports and values the role of volunteers.
- Volunteers have rights, which include the right to work in a safe and supportive environment with appropriate infrastructure and effective management practices.
- Volunteers have responsibilities, including acting responsibly, being accountable for their actions to the organisation, and respecting the organisation's values and practices.





**“Better Together.** Volunteering brings people together: it **builds communities** and creates a **better society** for everyone.”

Volunteer Australia, May 2022

# Starting as a volunteer

## Role descriptions

All City of Perth volunteer roles have role descriptions which are regularly reviewed and kept up to date. If you ever have any questions about your role, please speak directly with your supervisor.

## Induction, training, and support

It is important to us that in your volunteer role, you feel welcomed and supported. You will be provided with an induction when you commence.

You will be required to attend and complete all compulsory/legislative requirements of work, health and safety, equal opportunity, and induction training specific to your volunteering duties.

Depending on the program and its duration, you might be offered some online learning modules.

As a valued City of Perth volunteer, you have the right to access appropriate levels of support and guidance through a suitably experienced supervisor.

Your supervisor is responsible for the daily management of the volunteer program and is your first point of contact. Your supervisor, in partnership with yourself, will determine the right balance of support and supervision needed to not only perform your work successfully, but also to ensure your role is enjoyable and satisfying.

Training allows you to carry out your work to the best of your ability and ensures City of Perth services and programs are of the highest quality. Sometimes legislation may require that some of our volunteers need to update their skills or be given specific information that ensures they are confident and safe in their role.

Much of your training will be on the job training and learning by doing. It's important to ask questions if anything isn't clear. We want this to be a great experience for you.

## Volunteer Management System

As a volunteer you will need to know how to use this system for day-to-day operations. The system is used for signing on to rosters and signing on and off shifts so we can appropriately record attendance. You can access relevant policies, procedures, updates, notices, as well as personal information. The training for the management system will be included in your volunteer induction.

## Security cards

Security is very important for City of Perth staff, volunteers, and visitors. Volunteers need to understand and follow security arrangements and procedures and should remain vigilant for potential breaches of security or situations of risk.

Depending on the volunteer program and its location, you may be required to obtain a security card if you will be entering a City of Perth building requiring security card access. If you need one, a security pass will be organised at the commencement volunteer induction.

Lost City of Perth security cards should be reported immediately to your supervisor.

## Name badges

All of our volunteer programs will require you to wear a name badge while on shift, showing your first name and the current City of Perth logo. Lost badges should be reported immediately to your supervisor.



## Feedback and suggestions for improvement

If you have a suggestion on how things could be improved or would like to comment on how something is working well, we would like to hear about it.

All correspondence including feedback, grievances or complaints arising from your volunteer duties with the City of Perth can be given verbally or in writing to your supervisor. Please raise any queries, concerns or grievances with your direct supervisor (if appropriate).

There might be situations where raising a grievance with your direct supervisor may be inappropriate. In these situations, please approach a more senior staff member (Alliance Manager) to raise your concern. It is our aim to resolve any grievances amicably through discussion and negotiation.

## Filming and photography by the public

During the course of your volunteering members of the public may take photographs and film in your vicinity and you may incidentally appear in such photographs and footage.

However, members of the public aren't allowed to photograph or film you up close without your verbal consent.

Staff and volunteers always have the option of declining to have their photo taken. If you do agree to being filmed or having your photo taken, you need to be aware that the film or image may be posted publicly on platforms such as social media and the internet.

## Reward and Recognition

We value and appreciate our volunteers. All our volunteer programs hold events, where volunteers are invited to come together and are thanked for their contribution. We also honour long serving volunteers with recognition for their various service milestones.

## Volunteer reviews and conversations

Depending on your volunteer program and its duration, you and your supervisor might have discussions about your performance and what you want to achieve out of your volunteering. There are times where other volunteer opportunities are put forward within your program that you may consider assisting.

On occasion you will be given feedback about your performance, and if your performance or behaviours do not meet the expected standard, we will let you know and support you to address any issues.

# Roles and responsibilities

## City of Perth's commitment to our volunteers

We value our volunteers and are committed to ensuring that your introduction to our organisation is a welcoming and informative experience. All volunteers participate in an induction program for the service you have chosen, which is designed to ensure that you are safe and comfortable in your surroundings, informed of procedures and protocol, and effectively introduced to the volunteer role.

### At the City of Perth, we will:

1. value, recognise and respect your role as a volunteer
2. provide volunteering opportunities that people can be engaged in of their own free will and without expectation of financial payment.
3. provide you with a role description so you understand your role and the tasks you are authorised to perform
4. provide relevant policies and procedures
5. provide a full induction, orientation, and any training necessary for the volunteer role to equip you with the confidence and skills to perform your volunteer role
6. provide access to supervision, support and feedback, and the opportunity for you to ask questions
7. provide adequate resources and ongoing training as needed to enhance your skills and knowledge
8. ensure clear communication channels between you and your supervisor
9. acknowledge the contributions and achievements of volunteers
10. provide insurance as stated within City of Perth's public liability and personal accident insurance policy
11. provide a safe and healthy work environment in accordance with all relevant occupational health and safety legislation and associated regulations
12. provide opportunities to give feedback and identify grievances and concerns
13. listen to any grievance or concerns
14. advise you of any changes to policy or legislation that may affect your role
15. ensure information provided by you is dealt with in accordance with current privacy legislation
16. reimburse any approved out-of-pocket expenses incurred while undertaking your role.

City of Perth strives to provide a rewarding and satisfying environment for our volunteers through:

- an environment built on the values of commitment, teamwork, courage, and respect.
- support and assistance
- training and development opportunities
- a safe and fair working environment, free from harassment and bullying

## Your commitment and responsibilities to the City

As volunteers, your commitment and responsibilities include the following:

- demonstrate the City of Perth's values of commitment, teamwork, courage, and respect.
  - respect other people's views, values, and cultures
  - ensure all information provided to City of Perth is true and accurate
  - maintain an active address so that you can access all correspondence with the chosen volunteer service
  - perform all duties in accordance with City of Perth's Work Health and Safety Policy
  - report to their supervisor any duty of care concerns (both their own and others)
  - refrain from accepting gifts from stakeholders unless approved by their supervisor
  - only undertake duties they are authorised to perform, always operate under the direction and supervision of nominated staff, and follow reasonable directions and instructions.
7. report any concerns, issues, or grievances directly to your supervisor, or another appropriate supervisor or manager
  8. represent City of Perth in a courteous and professional manner and be aware that your behaviour reflects upon City of Perth
  9. treat confidential information with discretion
  10. do not make statements on behalf of City of Perth to the media or public without prior consultation or approval from your program supervisor
  11. contribute to continuous improvement and make constructive suggestions
  12. listen and act on feedback about performance
  13. ensure that your personal presentation is neat and tidy at all times
  14. notify relevant staff should you wish to change the nature of your contribution, such as your hours or role, or if you wish to cease volunteering
  15. be punctual and contact your supervisor if running late or if unable to attend a shift
  16. cooperate with others and work as a team
  17. wear all components of the volunteer uniform if the program you are supporting requires it
  18. maintain a high level of service in a responsible, dependable, non-discriminatory, and courteous manner
  19. use any property or equipment given to you in your role only for the purpose of the role, and return it to City of Perth when the volunteer role has ended
  20. be open and honest in your dealings with us and let us know if we can improve our volunteer program and the support that you receive.

## What we need you to do:

1. successfully complete all components of the volunteer induction program
2. read and adhere to all applicable City of Perth's policies and procedures
3. deliver quality service within your program
4. provide reasonable notice to staff of roster availability including unavailable dates throughout the year for holidays or other reasons
5. attend or complete ongoing training as required
6. maintain a high level of integrity and refrain from expressing negative judgements and personal opinions to colleagues or the public

**Should you have any queries on these, please feel free to discuss with your volunteering supervisor.**



Your personal and professional values should fit well with the mission and activities of the organisation where you have chosen to volunteer.

## Police record and Working with Children checks

During the recruitment process, all volunteers will be required to undergo a police check as part of the pre-engagement process. The cost of the police check is covered by City of Perth. A volunteer placement will only be offered subject to a satisfactory police check.

Volunteers may be required to have a valid Working with Children Check (WCC) certificate. Your supervisor will inform you if this is a required for your specified role. The cost of the Working with Children Check is covered by City of Perth. This certificate can be obtained at [How do I apply for a WWC in Western Australia.](#)

\*\*Note that you must nominate City of Perth as an organisation that you volunteer for.

## Volunteer Impact – Volunteer Management System

The City of Perth's volunteer permanent programs for Citiplace Community Centre and the iCity Visitor Services; are managed through the software program 'Volunteer Impact'. This supports the management of information about our volunteer programs and our volunteers.

The Volunteer management system 'My Impact' securely stores your information, including

- personal information
- emergency contacts
- length of service details
- records of relevant certificates
- completed training requirements

You can access your personal profile via your My Impact Page log in. Use of the My Impact Page is a key responsibility for volunteers. Through this system you can:

- update contact details and emergency contacts- at any time
- view and access all City of Perth policies and procedures
- change your password
- apply for City of Perth volunteer opportunities
- confirm shifts
- view schedules
- RSVP to events and training
- record volunteer hours and feedback
- keep up to date with City of Perth and program information

You will need an active private email address in order to log in to [MyImpactPage – Login](#)





# Customer service expectations

The customer is the centre of the organisation.

The City of Perth's Customer Experience Charter reflects an ongoing commitment to building a partnership with the local community. To achieve this the City of Perth will provide consistent, an efficient and excellent service to customers at every interaction.

The City of Perth is governed by key principles that help deliver innovation, cultural diversity, and a sustainable future. These include:

## Continuous Improvement

Whether you are a resident, business, worker or visitor, the City of Perth understands your contribution to developing the community. We encourage open communication, viewing customer feedback as an opportunity to improve and enhance your (i.e. the resident, business, worker or visitor's) experience.

## Dedication to Excellence

We are committed to providing excellent customer service by providing staff and volunteers with suitable tools and resources.

## Shaping the Future

We are listening. We want to proactively engage with you and give you a choice of communication channels to ensure you can connect with us anytime, anywhere

## Equal Employment Opportunity (EEO)

At City of Perth, we recognise and embrace the diversity each person brings to the workplace. Our aim is to create an environment of trust, mutual respect, and appreciation where every volunteer is treated fairly and with respect and has the opportunity to realise their full potential.

You can find the City of Perth's equal opportunity policy via **OP4 Equal Employment Opportunity (EEO) .pdf**

All volunteers are encouraged to feel confident that the diversity of their experiences will be valued and supported.

## Equity, Diversity, and Inclusion (EDI)

The City is committed to becoming more equitable, diverse, and inclusive. All our people, including volunteers, undertake training and take part in initiatives which help the City progress toward equity, diversity and inclusion objectives. The City's current EDI focus is set out in our Equity, Diversity and Inclusion Framework and the subsidiary plans:

- Disability Access and Inclusion Plan
- Reconciliation Action Plan
- LGBTQIA+ Plan

You can find the City of Perth's Equity, Diversity and Inclusion Framework via reports and important documents | City of Perth.

# Integrity at the City of Perth

## Code of conduct for volunteers

### What is a code of conduct?

A code of conduct sets the acceptable standards of behaviour for the way we work at City of Perth. Those standards are supported by our policies and procedures, along with our values.

If in doubt, ask your supervisor/manager for clarification.

Volunteers provide volunteering services of their own free will and without financial payment. Volunteers will be given the 'Integrity at the City of Perth' booklet. The 'Living the Code' section of the document covers:

1. Professional behaviour
2. Our relationships
3. Putting the public interest first City resources and information.
4. City resources and information

For each key theme, the Code provides:

- **Principles:** These define what we stand for, how we work and what is important to us.
- **Responsibilities:** These are the standards of conduct and behaviour which employees must adhere to.
- **Considerations:** This is to help you decide what to do.

### Being accountable to the Code

Breaches of the Code are taken seriously and will be dealt with according to their severity, depending on the nature of the breach and who has, or is suspected to have, breached the Code.

Breaches can have a negative effect on our other volunteers, reputation, performance, and our relationships with our community and supervisors or managers.

## Work health & safety (WHS)

### Commitment to our People

#### Golden safety rules

Under the *Work Health and Safety Act 2020*, the City of Perth has a duty of care to ensure all its workers (including both paid employees and volunteers) are not exposed to any risks to their health and safety.

Volunteer safety, and the safety of everyone who is involved in our organisation, is a priority at the City of Perth. It is important that you understand the hazards of your role and take proactive steps to reduce your risk of a work-related injury or illness. If you have any safety concerns with the role you are undertaking, you are encouraged to speak up and discuss them with your supervisor. Together, we can improve our health and safety culture by displaying behaviours to prevent harm to ourselves, our colleagues, the public, environment, or our assets.

To help you understand safety as applies to your tasks, the 'Golden Safety Rules' have been developed by our supervisors, coordinators and employees and summarise the essential requirements for your safety in the workplace.

Complying with the Golden Safety Rules demonstrates your commitment to achieving a safe day, every day, without incident.

All City of Perth volunteers will be given a copy of the Golden Safety Rules, including how to include them in your everyday activities as a volunteer for the City. For any training requirements associated with the rules, please speak with your supervisor.

#### As City of Perth volunteers, your work health and safety responsibilities include:

- taking reasonable care for your own safety, including informing your supervisor of any extra support you may require while performing your role



- taking reasonable care for the health and safety of others who may be affected by your actions
- complying with all reasonable instructions
- being fit for work when you undertake your role at the City of Perth
- complying with the work health and safety policies, procedures and implemented safe work practices
- not performing any procedure or task unless you have received appropriate training and instruction
- reporting any accident or injury immediately to your supervisor.

If you are volunteering outdoors, some risks may include the exposure to heat, solar radiation, and cold weather conditions. If this is the case, you will be made aware of our policies in relation to heat and sun and the procedures to be followed in hot and cold conditions.

If you find yourself in a situation that involves anti-social behaviour or conflict while working in a volunteer capacity, please notify Citywatch and your supervisor as soon as practically possible.

Any work health and safety incident including aggressive encounters with the public requires an incident report to be completed in order to document the incident and ensure appropriate follow up by the City of Perth. Your supervisor will advise the appropriate course of action.

## Emergency response

### Life threatening situations dial: 000

As a volunteer you must always consider your safety first if you witness an emergency situation. Volunteers have no obligation or authority to act differently to any other member of the public.

When it is safe to do so, you are required to report an emergency to the City of Perth's Citywatch Surveillance Centre and your supervisor or manager. All volunteers will receive a 'Emergency Response Card' and be provided training in all safety policies and procedures of the service you have chosen.

**Incidents:** 9461 6611

**Emergency:** 9461 6666

Volunteers will be provided with the following information and should know:

- which staff hold a first aid certificate
- where the first aid kit is located
- what the evaluation procedure is at the location
- facility workplace – specific safety procedures (such as duress button)
- how to report a hazard

Please consult with your supervisor or manager if you require further information or need to be refreshed on these aspects.



## Fit for Work

The City of Perth is committed to provide a safe and healthy work place, as far as practicable, for all its employees and volunteers.

'Fitness for Work' means that all volunteers are in a mentally and physically fit state that ensures they are able to perform their role and assigned tasks competently, and in a manner, which does not compromise or threaten the health and safety of themselves and/or others.

There is zero tolerance to alcohol and/or drugs as this can affect a worker's ability to exercise judgement, coordination, concentration, motor control and alertness, including behaviour.

Additional factors may include fatigue and stress that could lead to an increased risk of workplace injury, illness, death, or damage to plant/equipment as well as poor work performance.

The City of Perth supports early intervention strategies to assist individuals in addressing factors which may be affecting their fitness for work.

This applies to all volunteers whilst they are engaged by the City of Perth. Any breaches of these provisions may result in termination of volunteering.

## Personal Protection Equipment (PPE) and Dress Standards

Some of our volunteer programs have PPE requirements, such as wearing branded uniforms or branded clothing. All of City of Perth's uniform and clothing adheres to our work health and safety requirements and associated regulations.

You are expected to keep your City of Perth uniform neat, clean, and presentable. All uniforms remain our property and must be returned upon completion of your voluntary role.

If your program doesn't require a uniform, make sure what you're wearing is fit for purpose, comfortable and presentable. Dress standards should always respect work health and safety requirements, our commitment to equal opportunity and our values.

# Volunteer insurance

## Personal Accident Insurance

### Volunteer insurance

For volunteers to be included under the City of Perth's insurance cover, you must be formally registered with us as a volunteer, be working on an authorised volunteer program doing duties under our management and be performing these duties with reasonable care and due diligence.

The current personal accident insurance held by the City of Perth cannot cover any medical or hospital expenses where such costs are covered in whole or in part under Medicare, including the gap.

Volunteers are covered by personal accident insurance when undertaking volunteering activities with the City of Perth, but only for very significant injuries, death, and permanent total disablement.

All volunteers will be covered by the City of Perth **Public Liability insurance** **Personal Accident insurance**.

If you injure yourself while on shift, you must immediately report it to your supervisor who will provide you with the necessary incident reporting protocol. A summary of the personal accident insurance benefits is available on request.

Volunteers must not invite family members or friends to accompany them in their voluntary work as they are not covered by City of Perth personal accident insurance.

**Volunteers aged of 16 to 90 years are covered by personal accident insurance, for very significant injuries, death, and permanent disability, in the following situations:**

- while on shift performing their volunteer role
- when attending training or related activities required of them as a City of Perth volunteer
- while travelling directly to or from their voluntary work.

**Volunteers are not covered by personal accident insurance:**

When attending a function delivered by a volunteer program. This might include reward and recognition functions, National Volunteer Week functions, and get togethers, or travel to and from such events.

## Public liability

While you are volunteering with the City of Perth you are deemed to be acting on behalf of the organisation and as such under the *Workers Compensation and Injury Management Act 1981*. You are indemnified under its general public liability insurance cover, as long as you follow our guidelines and instructions and you act in good faith. This extends to third parties for personal injury or property damage caused by a City of Perth volunteer while performing their volunteer duties. The City of Perth does not cover you for any valuables, money, clothing, or other personal property, lost or stolen while volunteering.



## Resigning from the volunteer program

We understand that sometimes, due to changing circumstances and other opportunities, volunteers may need to resign. You may at any time end your involvement with City of Perth for any reason.

We would greatly value your participation in either a brief exit interview with your supervisor or in answering a survey before you leave. This will help us to identify any areas for improvement or matters that require policy or management action.

To ensure the resignation process occurs with only minimal disruption to our services, we would appreciate your assistance in the following ways:

- Give as much notice as possible to your supervisor.
- Provide your supervisor with an update on the progress of your work.
- Return any material belonging to City of Perth (including identification, uniforms, name badge, ID cards and any other materials or property).

## Concluding the volunteer engagement

There may be instances where volunteers can be asked to leave due to unsatisfactory performance or behaviours.

Instances that may result in ending the volunteer engagement include but are not limited to:

- conduct that threatens the safety or wellbeing of clients, staff, and volunteers, including physical or verbal assault
- neglect of duty
- breaches of confidentiality
- continued poor performance or behaviour
- following feedback
- dishonesty, theft, or fraud.

Any act of misconduct, harassment or negligence which has no apparent explanation could result in ending the volunteer engagement from the volunteer program.

There may also be times when the City of Perth ceases particular volunteer programs. Programs are delivered at our discretion, and we have the right to cease a program if it is no longer in line with the current direction of the organisation.

# Thank you

We hope this handbook has provided you with useful information to support you in your volunteering role. We wish you every success in your volunteer role here with us.



# Contact us

## Opening Hours:

**Customer Experience Centre:** 8am to 6pm – Monday to Friday

**Council House (in-person):** 8am to 5:30pm – Monday to Friday

(Operational hours do not include public holidays)

[Get directions](#)



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