

Volunteer Handbook

Welcome

We are delighted that you have chosen to volunteer at the City of Melville. Your contribution will enable us to enhance our services and deliver programs to the wider community. Without your help, we would not be able to run programs as well as we do. You join a team of volunteers across a range of services including libraries, museums and local history, the natural environment, waste education, and community centres.

The City of Melville is committed to 'best practice' management of volunteers and has developed a Volunteer Management Plan based on the National Standards for Involving Volunteers as set out by Volunteering Australia.

The information that follows will answer some of the questions you may have about volunteering in the City of Melville. Your Volunteer Manager and [Volunteer Melville!](#) are happy to assist if you have any further queries.

Commencement and Induction

Shortly after accepting the volunteer position, your Volunteer Manager will be in touch to confirm your days and hours and organise a time to undertake an induction.

The induction is your introduction to your volunteer position and service area and is usually done prior/or at the commencement of your first volunteer shift.

During the induction your Volunteer Manager will:

- Provide you with a position description
- Confirm your days and hours of volunteering
- Organise a name badge or lanyard
- Introduce you to the team
- Show you how to use the phone and photocopier (where appropriate)
- Walk you through the emergency procedures and plans
- Show you the location of first aid kits
- Conduct training on hazard reporting
- Explain the grievance procedure policy
- Explain who to contact in certain circumstances and provide you with an up-to-date contact list
- Job specific training

You will also be provided with access to the [Volunteer Handbook](#), [Volunteer Work Health and Safety Induction](#) and [City of Melville Code of Conduct](#).

Insurance

All registered City of Melville volunteers are covered by the City's Volunteer Personal Accident and Public Liability Insurance whilst undertaking authorised voluntary work. Your Volunteer Manager can provide more details if required.



Work Hours

The hours specified for your volunteer work are an agreement between you and your Volunteer Manager. If you are unable to work those hours due to illness or your circumstances change, please notify your Volunteer Manager as soon as possible. If you are rostered to work more than five hours, you are provided with a half hour lunch break.

Dress Code

Volunteers are required to dress in neat and casual attire appropriate for your role. If you are working outside, please observe the Personal Protective Clothing and Equipment Work Instruction which will be provided by your Volunteer Manager.

Reimbursement of expenses

Tea and coffee are provided at all our facilities.

If, with prior agreement of your Volunteer Manager you incur out of pocket expenses whilst volunteering your Volunteer Manager will arrange for you to be reimbursed.

If you drive your own vehicle whilst carrying out work for the City of Melville, your Volunteer Manager will arrange reimbursement for mileage.

Support and Training

Your Volunteer Manager will provide you with job specific and ongoing training and will let you know if there are any updates in your service area at the commencement of your shift.

Please refer to your Volunteer Manager if you encounter any problems or require advice during your shift.

We hope that your volunteer experience is enjoyable and rewarding but if problems do arise with customers, staff, or other volunteers, please talk it over with your Volunteer Manager.

Your concerns will be dealt with in confidence and advice and support will be offered. You may also refer to the City's grievance procedures if you have any dissatisfaction or concerns.

The staff at [Volunteer Melville!](#) are also available to offer guidance.

Probation and Annual Review

Your Volunteer Manager will make time to conduct a performance review when you have been with the City for 6 months and on an ongoing annual basis. This is your chance to let your Volunteer Manager know what is working for you and if you have any requests for change, or if something is not going well.

Additionally Volunteer Melville! conducts an annual, anonymous Volunteer Survey to gain valuable feedback about the City's volunteering programs. It allows you the chance to let us know what is working and what isn't and allows us to improve in areas such as recruitment, training and recognition.

You can also submit feedback at any time via [Volunteer Melville!](#)





Celebration

We love to acknowledge the important work our volunteers do at the City. Your service area may hold small recognition events throughout the year, and we welcome the opportunity to share your volunteer story on our social media pages and in our e-newsletters. Let your Volunteer Manager know if you would like to share your story or have a positive experience you would like to highlight.

Time to Move On

That's okay! Maybe your circumstances, work schedule or family commitments have changed or perhaps it is time to explore other opportunities.

If you wish to retire from your current volunteering position, please ensure that your Volunteer Manager receives enough notice so they can advertise for a new volunteer.

Volunteer Melville! may be able to help you find another volunteer opportunity with the City or with a local not for profit organisation.

Contact

Volunteer Melville!:

- Email: volunteer.melville@melville.wa.gov.au

City of Melville:

- Phone: 9364 0666 or 1300 635 845 (during business hours)
- Email: melinfo@melville.wa.gov.au

