



East Gippsland Visitor Servicing Volunteer Handbook

Table of Contents

Contents

- 1. Acknowledgement of Country**
- 2. Welcome**
- 3. Introduction**
 - 3.1 About the Handbook
- 4. Why Volunteer**
 - 4.1 Volunteer Objective
 - 4.2 Volunteer Duties
 - 4.3 Volunteer Hours
- 5. Training**
- 6. Expression of Interest**
- 7. Appendices**
 - Appendices*
 - Appendix 1. Application Form*
 - Appendix 2. Registration and Agreement Form*

1. Acknowledgement of Country

We acknowledge that East Gippsland Shire Council is on Gunai Kurnai, Monero and Bidawel Country.

We would like to acknowledge and extend our appreciation to the Gunai Kurnai, Monero and Bidawel people, the Traditional Owners of the land that we are standing on today.

We pay our respects to leaders and Elders past, present and emerging for they hold the memories, the traditions, the culture and the hopes of all Gunai Kurnai, Monero and Bidawel people.

We express our gratitude in the sharing of this land, our sorrow for the personal, spiritual and cultural costs of that sharing and our hope that we may walk forward together in harmony and in the spirit of healing.

2. Welcome

Thank you for your interest in becoming a volunteer with the Visitor Services within the East Gippsland Shire Council.

We hope that you will find volunteering within one of our Visitor Information Centres an enjoyable and rewarding experience.

Your generous gift of time, energy, special skills and expertise are deeply appreciated.

3. Introduction

The Visitor Services Volunteer Program aims to facilitate opportunities for volunteer involvement and to recognise the significant contribution made by volunteers.

Council's focus on Visitor Services in East Gippsland provides two opportunities for individuals to volunteer with us:

1. Visitor Services Volunteer – Lakes Entrance Visitor Information Centre
2. Visitor Services Volunteer – Bairnsdale Visitor Information Centre

This Handbook sets out to provide easy to understand guidelines for the lifecycle of a volunteer – including selection, placement, support and acknowledgment of volunteers, while providing information to volunteers on their role, rights and responsibilities within Council.

3.1 About the Handbook

This handbook will provide you with the information to help you feel supported in undertaking your volunteer role with East Gippsland Shire Council.

The success of the volunteering program is dependent on the good relationship between Council and its volunteers. Council has a duty of care to all its volunteers. Likewise, volunteers also have a responsibility towards the organization.

Information contained in this handbook explains these rights and responsibilities.

Please take the time to read the information carefully and if you require clarification please speak with the Senior Information Officer.

4. Why Volunteer

When asked “Why do you Volunteer? Visitor Information Centre volunteers provided the following responses:

Community Contribution:

- To get involved in the community, to help people and gain additional knowledge of the area.
- Keep in touch with local community.
- To meet visitors and share knowledge of my local community.
- To give back something to an area of Victoria I have known and loved all my life.
- To be helpful to tourists and encourage them to explore our beautiful area.
- To help the Information Centre because it's very important to local tourism.

Social Contact:

- Meeting and helping people.
- To keep my mind active and to enjoy interacting with visitors to the Centres.
- To occupy time and to feel useful with my local knowledge.

Skills Enhancement:

- To improve my customer service skills and computer skills.
- To help people improve personal social skills and learn more about East Gippsland and district.
- To learn more about what our region has to offer.

Highlights of Volunteering

- Satisfying our customer needs.
- Being part of a friendly team environment with staff and customers.
- Meeting, greeting and interacting with visitors from all walks of life including locals and internationals.
- Making new friends.
- Helping visitors make informed decisions about their holiday.
- Being included in our Familiarisation Program, which involves visiting some of the wonderful businesses that service the East Gippsland visitor economy.

4.1 Volunteer Objective

To be a friendly, welcoming face that provides visitors with the information they need to make the most of their visit to East Gippsland.

You will be asked to:

- Provide tailored visitor information in response to enquiries.
- Promote all East Gippsland attractions – both man-made and natural.
- Give accurate advice to customers in relation to attractions, dining options, tours and accommodation.
- Restock brochure display when necessary.
- Assist with other duties as required in support of running VIC operations.
- Maintain high customer service standards.
- General use of office equipment.

We will provide you with:

- A thorough induction and training program.
- Training for any tasks that require specialist skills and knowledge.
- Continued support and assistance to enable you to confidently perform your role.
- Opportunities to become involved in a range of extension programs; familiarisations, brochure drops, school presentation etc.

4.2 Volunteer Duties

Visitor Services volunteers assist the Centre staff in the day to day operations of the visitor Information Centres.

Below is a list of duties in which you will be requested to perform;

- Attend to counter and telephone enquiries promptly and, in a manner, consistent with our Customer Service Policy.
- Assist staff with accommodation and other bookings for visitors as necessary.
- Collection of statistical information as required.
- Photocopy and fold information sheets as printed brochures as required.
- Check window displays, notices and all other information relating to events is current and accurate and discard all out of date information.
- Tidy, price and restock merchandise shelves as required.
- Other admin tasks as needed.

Personal Presentation

All volunteers are required to maintain a high level of personal presentation.

The East Gippsland Shire Council will provide a Visitor Information Services shirt and vest.

Name badges are also supplied and required to be worn while on duty and when representing the Visitor Information Centres at events or trade shows, familiarisations or other special occasions.

See our Uniform Policy in the VIC's Operations Manual.

Familiarisation Tours

Familiarisation (Famils) tours of local attractions and accommodation are an important form of training for both new and existing volunteers.

Famils not only enable you to experience the local attractions and accommodation to which you frequently refer visitors, but it is also a great opportunity to network with your fellow team members and to meet the people behind the businesses we promote. Staff and volunteers from all the Centres are encouraged to participate in as many of these tours as possible.

4.3 Volunteer Hours

Our Visitor Information Centres are open daily from 9am – 5pm and 10am – 4pm during Winter months.

Volunteers are encouraged to work 4 hours per week, this is usually a half day shift.

We are however flexible and are happy to work with the individual to work out a suitable arrangement. We do recommend working regular weekly shifts to allow volunteers to keep up to date with what is happening in the Centre, including special events and local tourism activities.

Conflict of Interest

Volunteers who work in or own a business in the tourism industry (such as accommodation, attractions, or internet sites promoting tourism) could be in a position of real or perceived conflict of interest. The Council's code of conduct (in the VIC Operations Manual) includes a section on Conflicts of Interest.

Volunteer Feedback

The VIC team actively encourage volunteer feedback. Please notify Senior Information Officer in person by email or through the Communication book with any concerns or suggestions.

5. Training

Volunteers will be offered training and development opportunities, The training of volunteers takes place on the job.

- Volunteers are encouraged to do a minimum of four hours per week during their three-month probationary period.
- This allows the volunteer to gain a thorough understanding of the processes and activities required in the position.
- Trained staff will take all new volunteers through an induction and senior staff will undertake any additional training.
- During the probationary period new volunteers will be rostered on with an experienced volunteer wherever possible.
This enables the new volunteer to gain a variety of experience that different team members have to offer.

Extended Training

Additional training may be offered to interested volunteers in customer service, booking systems etc. and to improve computer skills.

Recognition/Evaluation

The contribution of all volunteers to *EGSC* is highly valued. Given that a key to volunteer retention is appropriate recognition, every effort will be made to thank volunteers and recognise their contribution.

APPENDICES

APPENDIX 1. VOLUNTEER APPLICATION FORM

Volunteer Application Form

(To be completed by individuals interested in volunteering with East Gippsland Shire Council)

Please ensure you have read and understood the East Gippsland Shire Council *Volunteer Policy* and *Volunteer Procedure* prior to completing this application so you are aware of your responsibilities and obligations as a volunteer with EGSC.

There are some hard words in this form. The hard words are in [blue](#). You can read what the words mean on page 2.

Name:				
Postal Address:			Postcode	
Phone Number: Home:	Work:	Mobile:		
What type of work do you wish to volunteer your services for?				
Do you have any previous experience as a volunteer? ☐ Yes ☐ No				

If yes, with which organisation(s) and in which role(s) were you a volunteer?

Please list any training you have in areas of volunteering

If you have previous volunteering experience, please include the name and contact details of two referees:

1. Name: _____

Contact details: _____

2. Name: _____

Contact details: _____

Language Skills

Do you speak any other language(s) fluently?

☐ Yes ☐ No

If yes, what language(s)? _____

General Information

Have you had experience working with the public? ☐ Yes ☐ No

If yes, what were your responsibilities?

For Visitor Information Centre applicants

How long have you lived in the East Gippsland region? _____

On a scale of 1 (lowest) to 10 (highest), please rate your knowledge of the following areas:

Bairnsdale	_____
Lakes Entrance	_____
Paynesville	_____
Metung	_____
Buchan	_____
Great Alpine Road (Bruthen to Mt Hotham)	_____
Orbost / Marlo / Cape Conran	_____
Mallacoota	_____

Please outline your experience with computers

Microsoft Office Skill level (self-assessment) ☐ Beginner ☐ Intermediate ☐ Advanced				
Why are you interested in volunteering? 				
Do you have your own transport?		☐ Yes ☐ No		
Do you have a current driver's licence?		☐ Yes ☐ No		
Do you have comprehensive motor vehicle insurance?		☐ Yes ☐ No		
Do you have a medical condition that may affect your volunteering?		☐ Yes ☐ No		
<i>If yes, please provide details</i> 				
Do you have any injuries/illnesses that may impair your ability to carry out certain tasks? ☐ Yes ☐ No <i>If yes, what tasks? i.e., heavy lifting, standing for long periods of time etc</i> 				
Are you currently: (please tick)?				
☐ Retired	☐ Home Duties	☐ Student	☐ Unemployed	
☐ Employed full-time	☐ Employed part-time	☐ Self-employed	☐ Other	
Availability to volunteer (please tick)				
☐ Daily	☐ Weekly	☐ Fortnightly	☐ Monthly	☐ On Call/ad hoc
Days of the week available				
☐ Monday	☐ Tuesday	☐ Wednesday	☐ Thursday	☐ Friday
☐ Saturday	☐ Sunday			

Time	
☐ Morning	☐ Noon ☐ Evening
If requesting to volunteer in our Visitor Information Centre: Shift preference?	
☐ 9.00am - 1.00pm	☐ 1:00pm – 5:00pm
Do you have a current Police Check? (<i>Within the last 3 months</i>)	
☐ Yes ☐ No <i>Please attach a copy</i>	
Do you have a current Working with Children Check?	
☐ Yes ☐ No	
Card Number _____ Expiry Date _____	
Any other information in support of your application?	

I acknowledge that all information in this form is true and correct.

Signature:	
Name:	Date: ____/____/____

Hard Words

Comprehensive: motor vehicle insurance which covers damage to your car and a third party’s car.

APPENDIX 2. VOLUNTEER REGISTRATION AND AGREEMENT FORM

Volunteer Registration & Agreement Form

(To be pre-populated by Council Officer and completed by individuals seeking volunteer opportunities with East Gippsland Shire Council)

There are some hard words in this form. The hard words are in [blue](#). You can read what the words mean on page 2.

To be completed by Council Officer

Volunteer Name:

Volunteer Role or Committee:

List and description of agreed tasks:

-
-
-
-
-
-
-
-

Date/s of agreed volunteering activities: ____/____/____ to ____/____/____

Duration: _____

Agreed Hours: _____

Frequency: _____

Location: i.e. Visitor Information Centre, Bairnsdale Library etc

Address of volunteer activities:

Key Responsibilities:

-

-
-
-
-

Qualifications or skills required in this role:

Certification (a list of certifications, background checks required of the individual to be provided along with this signed form) or other requirements:

Council Officer to circle those required

- Police check
- Working with Children Check
- Driver's licence

Council Officer to circle those required

- Police check
- Working with Children Check
- Driver's licence

- Police check
- Working with Children Check
- Driver's licence

Name of Supervisor (Council employee):

Contact number:

Work: Mobile:

Email address:

Position:

Work location:

Address:

Contact number:

Work: _____ Mobile: _____

Work: _____ Mobile: _____

Email address:

Position:

Work location:

Address:

Completed by:

Council Officer Name:

Council Officer Signature:

Date:

Council Officer Name:

Council Officer Signature: _____

To be completed by applicant

Name: _____

Postal Address:

Phone Number: Home:

Work:

Mobile:

Are you over 18 years of age? ☐ Yes ☐ No		
Age (if under 18):		
Do you have your own transport?		☐ Yes ☐ No
Do you have a current driver's licence?		☐ Yes ☐ No
Licence number:		
<i>Please attach a photocopy of both sides to this form</i>		
Do you have comprehensive motor vehicle insurance?		☐ Yes ☐ No
Do you have a medical condition that may affect your volunteering?		☐ Yes ☐ No
If yes, please specify: _____		

IN CASE OF AN EMERGENCY		
Next of Kin Name:		
Contact Numbers:		
Home:	Work:	Mobile:
Other Emergency Contact		
Name:		
Phone Number: Home:	Work:	Mobile:
Do you have any pre-existing injuries or illnesses?		☐ Yes ☐ No
<i>If yes, please provide details</i>		
If yes, do these illnesses or injuries impair your ability to carry out certain tasks? ☐ Yes ☐ No		
<i>If yes, please provide details</i>		
List of any current medications (this information may be required in an emergency):		

I acknowledge that the information contained within is true and correct.

Signature:

Name:

Date: ____/____/____

For volunteers under the age of 18 years, a Parent or Guardian is required to consent and sign on the Volunteers behalf:

Volunteer Signature:

Volunteer Name:

Date: ____/____/____

Parent / Guardian Signature:

Parent / Guardian Name:

Date: ____/____/____

Hard Words

Comprehensive: motor vehicle insurance which covers damage to your car and a third party's car.

Agreement



This is an Agreement between:

_____ (volunteer name) (referred to in this document as 'the volunteer' or 'you') and East Gippsland Shire Council (sometimes referred to in this document as 'we').

This Agreement is not intended to be a legally binding contract between us and it may be cancelled at any time by either us or you.

You are a volunteer

This is a volunteer role at East Gippsland Shire Council which means you are not an employee of, or contractor to, East Gippsland Shire Council and, if you accept the role, you perform all duties on a voluntary basis and you will not receive remuneration or payment for your work, other than reasonable reimbursement of expenses.

Neither East Gippsland Shire Council nor you intend any employment or contractual relationship to be created (you are not an employee, independent contractor, or consultant at East Gippsland Shire Council). If this changes at any time, and there is a possibility that you might perform paid work for the organisation or be involved in vocational training, we will discuss this and document the arrangement in a formal contract.

What you can expect when volunteering at East Gippsland Shire Council

East Gippsland Shire Council values its volunteers, and we will endeavour to provide you with:

- a written role description so you understand your role and the tasks you are authorised to perform
- a full induction, orientation and training relating to the volunteer role
- a safe environment in which to perform your role
- respect for your privacy, including keeping your private information confidential
- a supervisor, so that you can ask questions and get feedback
- reimbursement for your reasonable expenses so you are not out-of-pocket because of volunteering for us, and
- insurance to cover you for the volunteer duties you are authorised to perform.

What East Gippsland Shire Council asks of its volunteers

We ask that you:

- support East Gippsland Shire Council's aims and objectives
- participate in all relevant induction and training sessions

- only perform duties you are authorised to perform and always operate under the direction and supervision of East Gippsland Shire Council's staff and obey reasonable directions and instructions
- understand and comply with the organisation's policies and procedures
- notify your supervisor or another member of staff of any health and safety issues or potentially hazardous situations that may pose a risk to you or others and report any accidents or incidents relating to staff, volunteers, or the workplace
- behave appropriately and courteously to all staff, clients, and the public during your role
- use any property or equipment given to you in your role safely and only for purpose of the role and return it to the organisation when you finish your volunteer role
- let us know if you wish to change the nature of your contribution (for example, hours, role) to East Gippsland Shire Council at any time
- let us know immediately if there is anything, or anything arises, that makes you unsuitable or unable to legally carry out your volunteer role (for example, your role requires you to drive, and you lose your licence or you injure yourself)
- Always comply with the law, and
- 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.

Contact person

Your contact person at East Gippsland Shire Council will be

___ (direct supervisor's name and contact details). If you have any questions or concerns about your role, your health and safety, or if you need any assistance to help you perform your role, please contact your direct supervisor as soon as possible.

Role description and details

We ask that you only perform duties you are authorised to perform, always operate under the direction and supervision of East Gippsland Shire Council's staff and obey reasonable directions and instructions. This is particularly important for health, safety, and insurance reasons.

We have developed a role description to help you understand your role and the tasks you are authorised to perform.

If you are unsure whether a particular task or work is part of your role, or who you can and can't receive directions and instructions from please don't hesitate to talk to your direct supervisor.

The health and safety of you and others

At East Gippsland Shire Council volunteer safety, and the safety of everyone who is involved in our organisation, is a priority.

East Gippsland Shire Council has safety obligations towards:

- you in your capacity as a volunteer at East Gippsland Shire Council, and
- the people that you interact with as a part of your volunteer role.

It's important to understand that you may be personally liable (that is legally or financially responsible) for any harm or damage caused to yourself or others if you act outside of the role description, outside of the instructions given to you or you are affected by drugs or alcohol when you are volunteering.

It's therefore important that you only perform the tasks in your role description and that you follow the instructions of your direct supervisor and East Gippsland Shire Council's staff.

Under the *Occupational Health and Safety Act 2004* and other laws, East Gippsland Shire Council has a duty of care to minimise risks to everyone affected by its conduct (including paid employees and volunteers).

It also means that as a volunteer, you may have duties under *Occupational Health and Safety Act 2004* too. These include:

- taking reasonable care for your own health and safety
- taking reasonable care for the health and safety of others
- complying with any reasonable instruction by East Gippsland Shire Council
- letting East Gippsland Shire Council know of any concerns you may have about safety or fitness in performing our role, and
- cooperating with any reasonable policies and procedures of East Gippsland Shire Council.

We will provide you with a full induction, safety equipment and role training when you commence with our organisation. However, please do not hesitate to talk to your direct supervisor at any time if you have any health and safety concerns.

Induction and training required before you start in the volunteer role

East Gippsland Shire Council is committed to providing suitable training in support of the organisational policies relevant to your role as a volunteer. For this reason, it's our policy that all volunteers undertake induction and training at East Gippsland Shire Council before starting their volunteer role.

Your direct supervisor will confirm the details of the induction and training schedule with you.

Information we need before you can start in the volunteer role

Before you can start the volunteer role, you will need to provide those items outlined in the form above.

Volunteer expenses and other benefits

As a volunteer, East Gippsland Shire Council will reimburse you for any reasonable out-of-pocket expenses that you incur when performing authorised tasks associated with your role.

We do this to ensure that you are not financially disadvantaged because of your volunteer role with us. These payments are not remuneration or wages. You will need prior approval and will require receipts.

We may sometimes provide you with other benefits as part of your volunteering role (examples include training, free food, accommodation, event entry, tours, clothing, or equipment). Where this occurs, it is on a gratuitous basis at the discretion of East Gippsland Shire Council and is not payment in lieu of salary.

Insurance

We are committed to providing adequate insurance cover for volunteers while carrying out your volunteering role.

East Gippsland Shire Council has the following insurances:

- **Public Liability / Professional Indemnity** - this provides coverage for any issues of liability against Council.
- **Personal Accident** - this provides coverage for injuries sustained (albeit limited) by a volunteer whilst performing duties on behalf of EGSC.
- **Motor Vehicle** - vehicles driven by volunteers are covered under EGSC's Motor Vehicle policy subject to meeting the conditions of Council's Vehicle Use Policy and Vehicle procedure which all volunteers must be advised of if they are to use a Council pool vehicle.

To ensure this insurance covers you for any incidents that occur while you are volunteering with us, you need to **report an incident as soon as it has occurred**.

We want to let you know that the following events are unlikely to be covered by our insurance:

- actions that are beyond the scope of your volunteer role, or that occur without appropriate authority or permission from us
- criminal activity (including criminal charges arising out of driving incidents), and
- dishonest or reckless activities (for example turning up intoxicated).

Confidential information

Volunteers are likely to be given access to East Gippsland Shire Council's confidential information as part of, or to assist them with, their role. Confidential information includes any information about East Gippsland Shire Council, its services and clients which has been designated by East Gippsland Shire Council as confidential or which is, by its nature, confidential or proprietary to East Gippsland Shire Council.

You are not permitted to use or disclose any confidential information for any purpose other than the proper discharge of your duties as a volunteer of East Gippsland Shire Council.

Intellectual Property

You agree to transfer all intellectual property rights and interests (including copyright) in any ideas or materials you create relating to your provision of voluntary services at East Gippsland Shire Council to East Gippsland Shire Council.

You consent to the use by East Gippsland Shire Council of such creations in a manner reasonably contemplated by the voluntary services provided under this document. As a volunteer you also agree not to bring any claim for infringement of your moral rights in respect of that use.

Consent to use photographs and images

You **(agree/do not agree)** that East Gippsland Shire Council may take photographs and video footage of you carrying out your volunteer work and use it for the purposes of marketing and promotion of East Gippsland Shire Council and its services. This may include printed and digital marketing, including the use of your image on social media platforms.

Please sign to acknowledge that you have read this volunteer agreement and have had an opportunity to ask questions.

Volunteer Signature:
Volunteer Name: _____ Date: ____/____/____
Parent / Guardian Signature (if applicable):
Parent / Guardian Name (if applicable): _____ Date: ____/____/____

Volunteer appointment organised with appropriate approval from Manager (to be attached to this form and saved in the document management system) to be signed by a Council Officer:

Council Officer/direct Supervisor signature:
Council Officer/direct Supervisor name: _____ Date: ____/____/____

East Gippsland Shire Council
273 Main Street PO Box 1618
Bairnsdale VIC 3875

Website: www.eastgippsland.vic.gov.au

Email: feedback@egipps.vic.gov.au

Follow us on Twitter: @egsc

Telephone: (03) 5153 9500

Fax: (03) 5153 9576

National Relay Service: 133 677

Residents' Information Line: 1300 555 886

ABN: 81 957 967 765