

FREQUENTLY ASKED QUESTIONS

Q. I've applied for a volunteer position online. What happens next?

The Volunteers Coordinator will contact you within 10 working days to discuss your needs and organise an interview. At the interview we will process required checks and take a photo for your identity badge. Once your checks have been satisfactorily completed, you will be allocated to your preferred role and meet the Program Coordinator and team. Your Program Coordinator will undertake your role-specific induction and you'll then be ready to start.

Q. Which ID documents do I need to process my police check?

From July 2018 ACIC has changed the requirements for identity documents. You will have to provide 4 different ID documents such as an Australian Passport, current Driver's Licence, Medicare Card and Bank card, or other document to complete your application. If you don't have any of these there are others you can use. To see a full range of identity documents visit mosman.nsw.gov.au/volunteering

Q. How do I contact my Program Coordinator?

You will be emailed contact details for your Coordinator after your recruitment procedures have been completed.

Q. What do I need to do if my details change?

You can update your details via your online volunteer account at myimpactpage.com; or if you would prefer us to do it, contact Reception at the Mosman Council Seniors Centre on 9978 4128.

Q. How do I ask for training?

Speak to your Program Coordinator in the first instance if you feel your skills aren't up to the role required. They may be able to help you themselves or give you a mentor.

Q. How do I get reimbursement?

Some programs offer reimbursement for out of pocket expenses. If you intend to claim, you must tell your Program Coordinator before you incur the expense and keep receipts. Claim directly from your Program Coordinator.

Q. How do I log my volunteering hours?

Access your online volunteer account at myimpactpage.com and add the hours in the hour's tab. For more detailed instructions visit mosman.nsw.gov.au/volunteering

Q. How do I reschedule my roster?

For any changes or to reschedule your roster contact your Program Coordinator. It helps us if you can provide as much notice as possible.

Q. How does Mosman Council keep its volunteers informed?

The Volunteers Vibe e-newsletter is published quarterly. Keep a look out for it in your email inbox.

Q. How do I give feedback?

You can send an email to your Program Coordinator or to the Volunteers Coordinator at volunteer@mosman.nsw.gov.au

Q. How do I report a problem?

If you have need to report a problem and you feel comfortable talking about it to your Program Coordinator, discuss it with them. If you would prefer, you can contact the Volunteers Coordinator.

Q. What if I don't enjoy my volunteering role?

Talk to your Program Coordinator – they may have some suggestions to improve your experience. If this doesn't help, contact the Volunteers Coordinator for information on other volunteer opportunities that might be more suitable.

Q. How do I resign?

Contact your Program Coordinator to let them know. Please advise the Volunteers Coordinator via email at volunteer@mosman.nsw.gov.au

Q. Where do I find out about other Mosman Council volunteer opportunities?

Council's volunteer page has a list of all volunteer opportunities, visit mosman.nsw.gov.au/volunteering

Current vacancies are also listed at govolunteer.com.au/volunteering-organisations/10895

If your question wasn't answered on this page, please don't hesitate to email us on volunteer@mosman.nsw.gov.au or give us a call on 9978 4126.