



Mosman
COUNCIL

VOLUNTEERS
HANDBOOK





**“You make a living by what you get.
You make a life by what you give.”**

Winston Churchill



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1 INTRODUCTION

WELCOME
VOLUNTEER VISION
OUR VALUES





Community Restaurant volunteers
Maria Kus, Susie Lobb and Nathalie Buisman


WELCOME

Welcome to the Mosman Municipal Council's Volunteer Program. We are excited by your interest in becoming part of the services provided in this vibrant Municipality.


The Volunteer Program at Mosman Municipal Council (MMC) contributes to the delivery of Mosman's Community Strategic Plan (MOSPLAN) and the NSW Volunteering Strategy. Volunteering activities play a key role in the positive experiences of residents, businesses, and visitors to the Mosman area.

Mosman Council welcomes difference and strives to ensure that volunteers are supported, trained, recognised and valued as an indispensable community asset. We are a professional, progressive workplace and hope to extend our equitable and effective management practices to volunteers so they feel productive and enjoy their volunteering experience.

This handbook provides basic information and guidance in relation to volunteering at Mosman Council, with some reference to relevant Legislation and Standards. It should be read in conjunction with the information and documents that are provided during orientation and program specific induction. Copies of documents referred to in this booklet can be obtained by contacting the Volunteers Coordinator:

 0299784126

 volunteer@mosman.nsw.gov.au or

 visit mosman.nsw.gov.au

VOLUNTEER VISION

Mosman Council's volunteers share Council's vision of:

A vibrant harbourside village where community, lifestyle and heritage are valued and where residents feel safe and connected.

We believe in our Vision and encourage staff and volunteers to act together to bring our Vision to life.

Our Volunteer Program gives volunteers the opportunity to share their passions, abilities and skills in meaningful ways to strengthen community connections. Our activities bring a sense of belonging, cultivate creative expression, promote social inclusion, challenge inequity, encourage sustainable practices and promote overall wellbeing in our community.

“People will forget what you said, people will forget what you did, but people will never forget how you made them feel.”

Dr Maya Angelou



OUR VALUES

At Mosman Council our Values guide the way we interact with each other, our clients, our suppliers and our community. They guide our behaviour and decision making, fostering a vibrant and constructive work environment.



LEADERSHIP
INTEGRITY
TRANSPARENCY
SERVICE
INCLUSIVENESS
RESPECT



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VOLUNTEERING OPPORTUNITIES

GETTING STARTED

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WHAT WE DO FOR VOLUNTEERS

OTHER MATTERS

THANK YOU

TALK TO US



VOLUNTEERING OPPORTUNITIES

We are able to offer volunteering roles in a range of programs, services and activities, including:

- Mosman Art Gallery
- Barry O'Keefe Library
- Community Restaurant
- Community Transport
- Community Links
- Discussion Groups
- Care Café
- Saturday Social Club
- Friday Youth Group
- Mosman Meals (Meals on Wheels)
- Computer Classes
- English Conversation Classes
- Bushcare
- HarbourCare
- GardenCare
- Volunteer Newsletter

Mosman Art Gallery

Volunteers are involved in welcoming and supervising visitors to the Gallery, guiding exhibition tours, providing information about exhibitions and programs and administrative support. Volunteers also assist with education workshops, special events and school holiday programs.

Barry O'Keefe Library

Mosman Library volunteers deliver books for less mobile library members. They act as a point of contact between Library members and the Home Library Service Librarian. Volunteers are also involved in Local Studies as Family History Researchers, working to raise awareness about family history research resources available. Oral History Selection and Assessment volunteers also record extracts from the oral history interviews conducted with Mosman residents.

Community Restaurant

Our Community Restaurant is a busy twice weekly service, located in the Mosman Square Seniors Centre. It provides opportunities for volunteers to help set up, greet people and make them comfortable, prepare and serve lunch and clean up afterwards. Some volunteers also help clients to our Community Bus before and after lunch.

Community Transport

Mosman Council Community Transport helps frail older residents, younger people living with disability and carers to get around the community, to medical appointments, social and recreation events and with shopping. There are a number of roles for Volunteers in this service including helping with Out and About Trips, and activities across Sydney.



“Volunteering becomes a part of life; we get pleasure out of it”

Diane Wachman

“This volunteering opportunity is an alternative relaxation to working life”

Stanley Wachman

Stanley and Diane Wachman, volunteering at Mosman Art Gallery for 20 years



Riad Lahaud, volunteering in
Community Restaurant for 11 years

Community Links

The Mosman Council Community Care team connects volunteers with clients as Community Linkers. Volunteers can assist with taking clients to do their shopping or to attend medical appointments or simply spend time having a chat with them at a café or in their home.

Discussion Group

Every week clients meet to discuss current affairs and world news over morning tea in the Seniors Lounge. Volunteers assist with facilitating the discussion and contributing thoughts about the different topics presented.

Care Café

Care Café is a volunteer run program for older adults living with memory loss and their carers who wish to meet in a relaxed and friendly environment. Volunteers engage clients with activities, help with providing refreshments and above all contribute to the clients having an enjoyable time together.

Saturday Social Club

Volunteers accompany clients who are affected by memory loss on the Saturday Social Club weekend bus trips, helping to make sure they have a safe and enjoyable outing.

Mosman Meals

'More than just a meal' – this role gives volunteers the opportunity to connect with residents by delivering nutritious meals to their homes. Volunteers support this program on a weekly, fortnightly, monthly and sometimes standby basis. This role involves meeting clients, carrying eskies/baskets, delivering meals according to a run sheet and also reporting back to the Meals team with any concerns about clients.

Seniors Centre Volunteering

Volunteers are involved in a number of activities assisting clients and visitors within the Seniors Centre each day. Some of these activities include Movie Matinees, Computer Classes, Lunchtime Concerts and English Conversation Classes.

Bushcare

Volunteers work within groups or individually to help with the regeneration of bushland areas and replanting indigenous species where required. A qualified supervisor trains and supervises volunteers in regeneration techniques, weeding and native plant identification.

HarbourCare

HarbourCare is a volunteer run program where volunteers collect rubbish from the Mosman Foreshore and report data back to the Council.

GardenCare

The Environment and Open Space team engages volunteers to assist in the maintenance of public gardens and other soft landscaping. Volunteers weed, mulch, plant, water plants and learn from the community gardeners. Students can also complete their student placement hours by volunteering in this role.

Youth Volunteers

Our youth volunteering programs are a great way for young people aged 14 – 21 to get involved in the community, develop new skills and build hours towards the Duke of Edinburgh Award and the CAS (Creativity, Activity, Service) components of the International Baccalaureate. Youth volunteering is led by young people in areas of interest to them. Available programs include environment, music, social media campaigns, food and nutrition and gardening.

Other roles include helping with the volunteer's e-Newsletter, (photography and writing) and with community events such as technology seminars, art exhibitions and youth music 'gigs' throughout each year.

GETTING STARTED

Enrolment

Applicants can apply for volunteer positions and obtain the Code of Conduct and Rights & Responsibilities through the Mosman Council website's online application. Visit mosman.nsw.gov.au/community/volunteering

Hard copies of the application form as well as the Code of Conduct, Rights & Responsibilities and Volunteers Policies are available from the Volunteers Office at Mosman Council Seniors Centre.

Role Allocation

Volunteer roles are allocated according to individual preferences as well as the current availability of positions. After beginning as a volunteer and receiving feedback, volunteers are able to ask for roles in additional programs.

Induction

Volunteer induction is overseen by the Supervisor of the individual program for which they are volunteering. During induction volunteers will be given a Position Description clarifying various details related to the role, including responsibilities, mutual expectations between volunteers and Mosman Council, WHS induction checklist and other relevant information to help volunteers familiarise themselves with their role.

Required Documents

Depending on the role applied for, volunteers may be required to undergo a reference check, a National Police check and a Working with Children Check.





**“Alone we can do little;
together we can do so much”**

Helen Keller

VOLUNTEER RIGHTS

Equity

Volunteers will be treated fairly and as valued members of the team at Mosman Council.

Work Health & Safety

Mosman Council is committed to ensuring, as far as reasonably possible, the workplace health and safety (WHS) of both workers and others in our workplace (including volunteers, contractors, visitors and members of the public). Volunteers will be provided with the information and training needed to adequately and safely perform their role.

Additionally, volunteers will have a duty of care towards themselves and others and are expected to prioritise the health and safety of all parties and avoid putting others at risk. This means that they will:

- Follow Work, Health & Safety procedures
- Use appropriate personal protective equipment when required
- Report any hazards or injuries that occur during time spent volunteering

Details about the WHS practice can be found on the volunteer's page at mosman.nsw.gov.au/volunteering

Insurance policy

Mosman Council volunteers are insured for Personal Liability, Personal Accident and Death under the Council's current insurance policy.

Reimbursement

Volunteers will be reimbursed for any expenses incurred while volunteering, providing they have received prior approval from their Coordinator or Supervisor and submit timely and accurate claims.

Volunteer's Privacy

All personal information is kept confidential, with volunteers to be informed on induction about how any information is used, collected, updated and able to be accessed. Volunteers will be asked for permission prior to the publication of any personal material in the public space or on social media.

Grievances

If you have any grievances, questions or queries about your volunteer work please do not hesitate to contact us. Complaints can be made verbally or in writing and will be dealt with promptly, impartially, seriously and in confidence in accordance with the Council's Complaints Handling Policy.

HOW WE TAKE CARE OF VOLUNTEERS

Guidance

Volunteers will be provided with the guidance, support and resources necessary for them to perform their role. Volunteers should approach their Program Coordinator with any questions that may arise.

Induction & Training

Volunteers will be provided with a comprehensive induction as well as ongoing training to give them the skills and understanding required for their roles. Various skill improvement and awareness raising training sessions and workshops will be available to volunteers.

Taking a Break

The excellence of our programs does rely on reliable and consistent volunteer input. However, there are times when volunteers can't manage their regular shifts. Please contact the Program Coordinator at the earliest opportunity to let them know so they can arrange a replacement.

Volunteer Name Badges

Volunteers must wear the name badge provided to them while they are carrying out their duties. This will allow them to be identified and serve as a point of contact for any necessary assistance or interaction with the community. Volunteers must return their name badge to the Volunteers Coordinator upon permanent exit from volunteer programs.

Skill Development

The Volunteers team will ensure that all volunteers are assigned to a position well suited to their preference, abilities and employment background in order to best utilise their skills. Volunteering can add valuable life and professional experience and act as a great opportunity for further skill development.

Mayoral Letters

Upon the conclusion of a period of service volunteers will be offered an Exit Letter from the Mayor in recognition of their contribution and as a thank you for the positive impact they've made on the community.



WHAT WE EXPECT FROM VOLUNTEERS

Professional

Volunteers are encouraged to treat their duties professionally and are expected to abide by the Code of Conduct and Work Health and Safety Corporate Practice. Volunteers are also encouraged to report any suspected instances of corruption, maladministration or serious waste to the General Manager or Directors.

Respect

Volunteers are expected to embrace the diversity of the Mosman community and not to discriminate against anyone on the basis of gender, race, age, marital or parental status, sexuality or gender diversity, disability, carer's responsibilities or religious belief.

Supportive

We ask volunteers to accept that they work under the direction and supervision of their Program Coordinator, and within the goals and Vision of Mosman Council. Any concerns or questions that might arise in the course of volunteering should be flagged with the Program Coordinator and dealt with promptly and respectfully. In the event of a disagreement that cannot be resolved, the Volunteer Coordinator should be referred to.

Confidentiality

Volunteers are expected to maintain confidentiality in all issues pertaining to client, personal and commercial information. Information must not be used for any purpose outside the work of Council, including any personal purposes.

Boundaries

Professional boundaries are important. Volunteers are expected to maintain relationships with the clients as a professional, and assistance is available on request to help manage this.

Committed

Volunteers who make a commitment to their role with us get much better results and are able to build better relationships with staff and clients. We expect your commitment to extend to professional standards consistent with Council's Policies and Procedures, particularly relating to Work, Health and Safety, and to customer satisfaction.

**“The meaning of life is to find your gift.
The purpose of life is to give it away”**

William Shakespeare

WHAT WE DO FOR VOLUNTEERS

Online Volunteer Role Profile

All information about Volunteer opportunities, registration processes and application forms are provided on the Mosman Council website. Volunteer data can be updated online.

E- Newsletter

The quarterly Volunteer Vibe e-Newsletter provides updates on what's happening in different Council programs and events around Mosman. It also notifies volunteers about upcoming training or workshops and provides them with a platform to share volunteer stories.

Recognition of Service

The contribution and value of volunteers to the community is acknowledged and celebrated at two annual volunteer's events: the Mayor's Reception for Mosman Council Volunteers during National Volunteer Week and the Christmas Cocktail Party. Awards are based on the length of service of volunteers, calculated from the date of commencement with Mosman Council. Service breaks are taken into account, but transfers between different roles are considered continuous service. Volunteers can speak to the Program Coordinator or contact the Volunteers Coordinator if there are any queries about service history.

“Be the change you want to see in the world”

Mahatma Gandhi





OTHER MATTERS

Gifts and Benefits

Volunteers may only accept offers of gratitude in the form of token or nominal value gifts which are perishable (for instance refreshments, home grown flowers, fruit and vegetables, homemade handicraft) and are asked to notify their Coordinators afterwards. For more information please speak with the Volunteers Coordinator.

Dress Code

Volunteers are expected to maintain a casual but neat and clean standard of dress suitable to their role. Volunteers will also keep their name badges on whilst they are on duty.

Duty Of Care

Volunteers have a duty to take reasonable care to avoid injury to themselves, other people or damage to property. Volunteers are expected to abide by Mosman Council's Code of Conduct, follow the guidelines of each program and report any concerns to the Program Coordinator.

Administering Medication

Volunteers are not allowed to administer medications to clients. If requested, volunteers may accompany clients to the chemist, but must not purchase medications on their behalf. Mosman Council has a duty of care to volunteers and to clients. Please refer any questions in regard to this matter to the Volunteers Coordinator.

THANK YOU

We extend our thanks to all volunteers who partner with us in working towards keeping the diverse Mosman community thriving and harmonious.

We hope this Volunteer Handbook will help you with all the information you need to be successful in your role. We wish you all the best in your volunteer journey with us.



TALK TO US

We welcome your suggestions and feedback to help us improve our Services.

Contact the Volunteers Coordinator

Monday to Friday, 8.30am–5pm

☎ 029978 4126

✉ volunteer@mosman.nsw.gov.au



3FAQs

FREQUENTLY ASKED QUESTIONS



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.







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