



CUMBERLAND
CITY COUNCIL

CUMBERLAND CITY COUNCIL

Volunteer Information Handbook

Updated March 2026



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Introduction

Welcome to volunteers.

This Volunteer Information Handbook contains information that will assist you to perform your volunteer role with Council.

This handbook is a reference for your journey, volunteering with Cumberland City Council.

If you have any questions regarding this handbook, please speak to your volunteer supervisor or Council's Volunteer Development Officer on 8757 9768 or volunteer@cumberland.nsw.gov.au

We hope that your work with Council is safe, enjoyable and rewarding.

My supervisor:

Position:

Phone number:

Email:

Volunteer Supervisors are the first point of contact. Direct all questions to your volunteer supervisor.



About Cumberland City Council

Cumberland City Council is one of the most culturally diverse Local Government Areas (LGA) in NSW, with a large range of languages, religions, and countries of birth, creating an unrivalled vibrancy to the area. Approximately 245,323 residents have chosen to live in the Cumberland City area, making it also one of the most populous LGAs in NSW. Cumberland's community vision is: "Welcome, Belong, Succeed", which is a broad statement developed with the people who live in, do business and visit the Cumberland City area.

Located in the geographical heart of Sydney, Cumberland City Council is also the epicentre of modern multicultural Australia. From the 2021 Census, 125,312 people were born overseas and a quarter of these (25%) having arrived in Australia in the last five years, the area is for many their first introduction to life in Australia. Council is determined that all its residents, businesses and visitors feel they are welcome; that people and families from different cultural backgrounds can come together and belong; and that anyone, through hard work and with the support of their community can succeed.

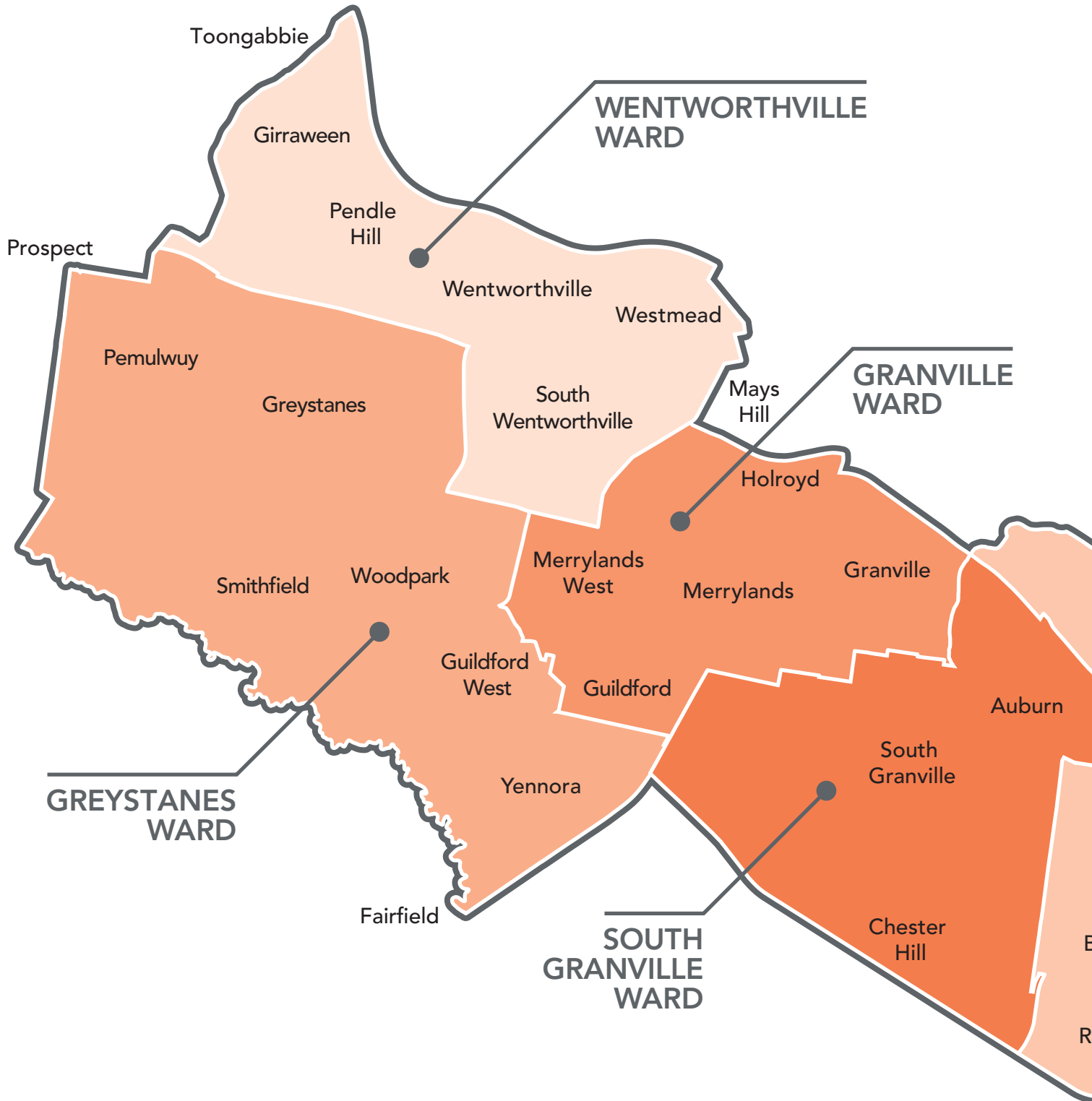
If you would like to learn more about the community in Cumberland City and the services Council offers to its residents watch the following two short videos using the links below:

- Discover Cumberland:
www.youtube.com/watch?v=BvLwOgj1vKo
- Council services video:
www.youtube.com/watch?v=FQI7_KhRDYc



About Cumberland City Council

Cumberland City Council is made up of 5 wards

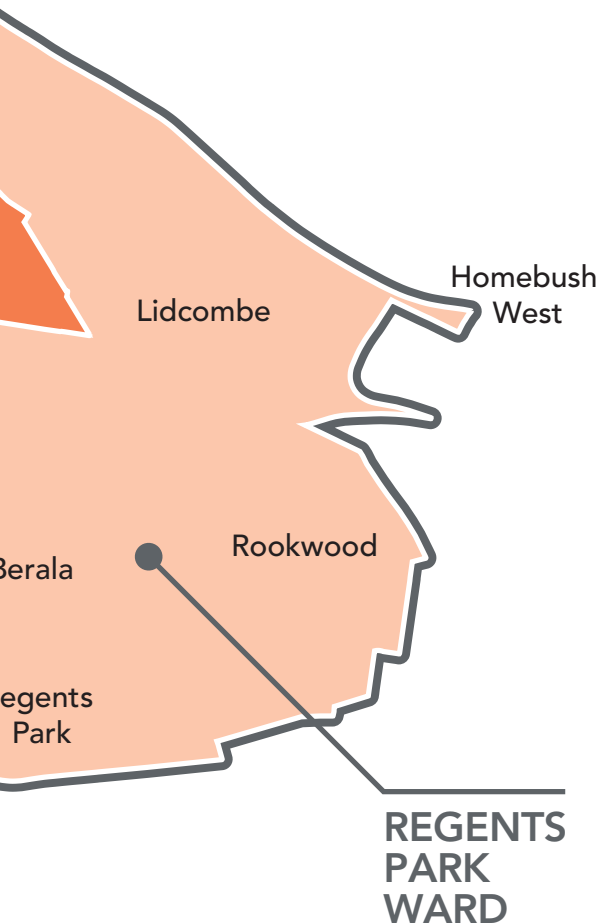


Cumberland City Council Community Strategic Plan 2025 – 2035

This plan sets out the community's vision for the future; the strategies in place to achieve it, and how progress towards or away from the vision will be measured. The Community Strategic Plan was developed after an extensive community engagement process. It identified four strategic goals:

- Supporting a safe, healthy, creative and connected community
- Enhancing the natural and built environment
- Delivering sustainable, safe and accessible infrastructure and services
- Providing transparent, accountable and strong local leadership

Cumberland City Council values the contribution of volunteers and recognises that the work they undertake contributes to improving the quality of life and the quality of the environment in the Cumberland City area. Volunteers support Council to achieve the strategic goals of the Community Strategic Plan. The Community Strategic Plan can be found on Council's website: www.cumberland.nsw.gov.au



Volunteers Policy

Council is committed to creating opportunities that are productive, meaningful and of benefit to the community. Council maintains that all volunteers be treated with respect and dignity, be offered training and be provided with a safe and healthy workplace. Volunteering leads to skill development and is rewarding.

Volunteers work alongside staff to deliver a broad range of Council services and programs. The activities undertaken benefit the local community. Volunteers do not undertake tasks that are to be performed by paid staff.

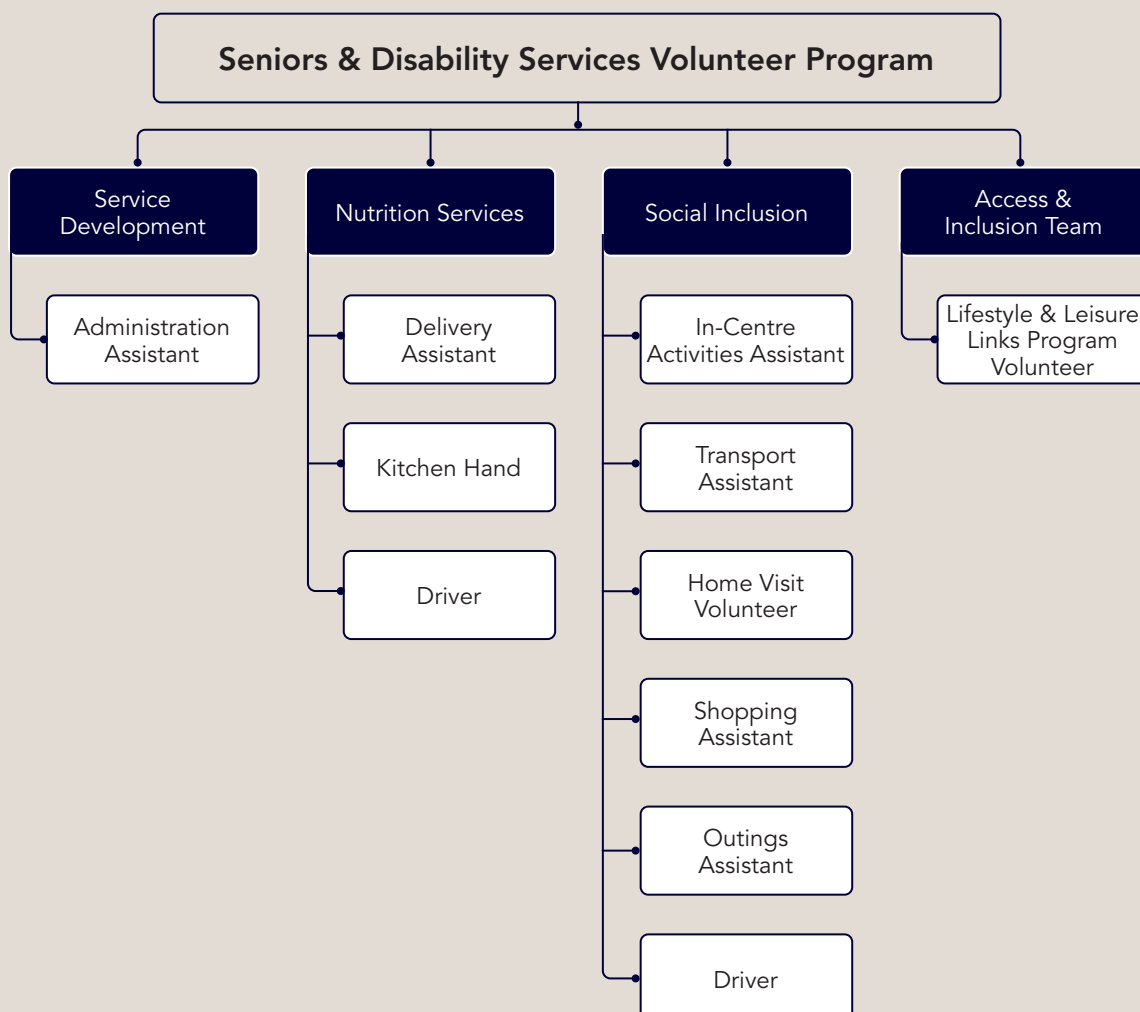
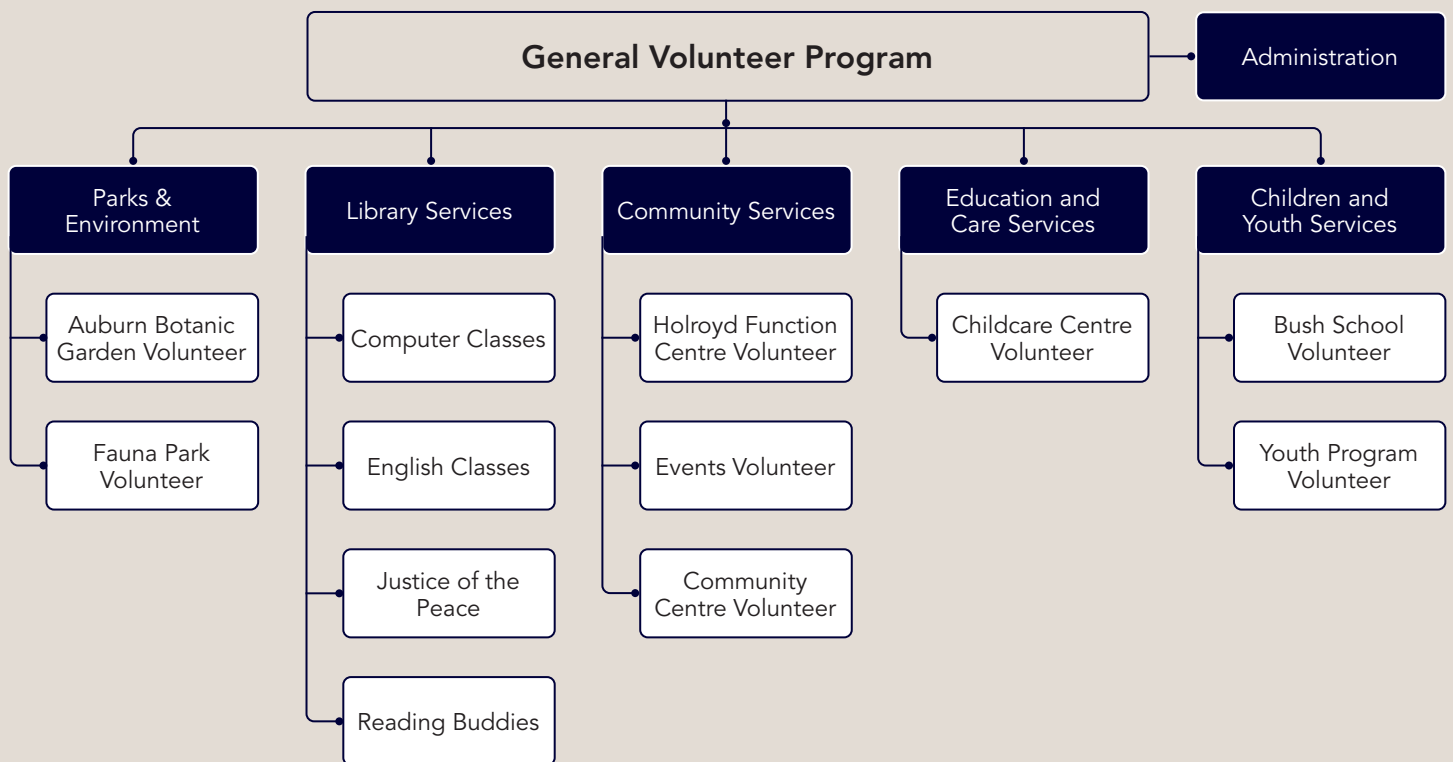
Council is committed to best practice in volunteer management by meeting the National Standards.

Definition of volunteering

A volunteer is a person who supplies labour:

- for no financial reward
- at no direct financial cost to themselves
- of their own free will and without coercion
- for community benefit, self-benefit, and environmental benefits
- in positions as determined by Council.

Volunteer positions



NAME:
Anthony

POSITION:
English Conversation
Class Tutor

LOCATION:
Auburn Library

TIME IN SERVICE:
7 years

What do you enjoy about
volunteering here?

“

I love the area ...
meeting people
with different life
experiences.



Rights and Responsibilities

Volunteers rights and responsibilities

Volunteers have the right to:

- be treated as co-workers. This includes clear job descriptions, an agreement with agreed working hours and the purpose of the position, equal employment opportunity, work health and safety, anti-discrimination legislation and organisational grievance processes
- be asked for your permission before any job-related reference, police or other checks are conducted
- be allocated a job or task worthy of you, for no more than 16 hours a week on a regular basis in one role
- be given accurate information about the organisation for which you are working. Be kept informed of organisational changes and the reasons for the changes
- be provided with sufficient training to fulfil the assigned work and receive on-going relevant training
- be provided with a place to work and suitable tools for the job
- work in a safe environment
- decline a task you feel uncomfortable with undertaking
- have your personal information maintained with in accordance with relevant privacy legislation
- to make suggestions
- be adequately covered by insurance
- request a verbal reference or statement of service.

Volunteers have the responsibility to:

- be sure you really want to volunteer and know why. To offer your services only if you believe in the value of what you are doing
- respect confidentiality and privacy
- be punctual, accountable, and reliable. Notify the organisation if you are unable to attend. Give notice if your availability changes or you are leaving the organisation
- carry out the duties listed in your volunteer position description. Take the job seriously and behave responsibly
- report any injuries or hazards you notice in the workplace to your Volunteer Supervisor
- abide by Cumberland City Council's policies and Code of Conduct
- undertake required training provided, Work Health & Safety policies and Privacy Law in relation to the organisation, other staff and volunteers

- welcome supervision and ask for support when needed
- value and support other team members
- avoid over-extending yourself, recognise personal limitations and say 'no' when appropriate. Prioritise self-care and not make promises you cannot keep.

Council rights and responsibilities

Council has the right to:

- interview volunteers to decide where the volunteer's skills can best be utilised and assign tasks deemed beneficial to both, the volunteer, and the designated team
- expect volunteers to perform their agreed role with a commitment of professionalism, reliability, and dedication
- be informed of any changes in agreed arrangements with volunteers
- discuss the volunteer's performance and any need for change
- release inappropriate volunteers if necessary
- to label you as inactive if you haven't volunteered for a shift in over six months without providing a reason.

Council has the responsibility to:

- recruit volunteers in accordance with equal opportunity and anti-discrimination legislation.
- interview and screen volunteers
- provide volunteers with an information package consisting of a position description, and other information related to their role
- provide a safe and healthy work environment
- provide support and supervision
- provide adequate insurance coverage
- brief, train and induct volunteers
- provide a grievance procedure
- acknowledge volunteers' contributions.

Volunteering Guidelines

Code of Conduct

All Cumberland City Council officials, regardless of their employment status, role or position must be familiar with and follow the spirit and content of the Code of Conduct. Volunteers are regarded as Council officials.

Volunteers must uphold the highest standards of behaviour to ensure communities have trust and confidence in local government. In an event of misconduct or breach to the Code of Conduct, Council has the right to dismiss a volunteer.

- Please see the Appendix 1 Volunteer Summary of Council's Code of Conduct.

Working with Children Check

Council is committed to the provision of a safe environment for children and young persons. All volunteers over the age of 18 years, who come into contact with children in their volunteer role are required to complete a Working with Children Check and provide this number and their date of birth to the Volunteer Development Officer for verification.

Working with Children Checks are provided by the NSW Children's Guardian. There is no cost for a Volunteer Check. For more information or to make an application please visit: www.ocg.nsw.gov.au

NDIS Worker Check

Seniors & Disability Services Volunteer Program volunteers require an NDIS Worker Check.

NDIS Worker Checks are provided through Service NSW. There is no cost for a Volunteer Worker Check. For more information or to make an application please visit: www.service.nsw.gov.au/ndiswc

Service Induction

During induction and on-boarding, volunteers will be given an induction kit which includes a Volunteer Information Handbook (Code of Conduct, Australian Government Fair Work document), Volunteer Position Description, Volunteer Program Agreement & Insurance Statement, and The Essential Guide to Work Health and Safety for Volunteers.

Suitable training and ongoing support will be offered to volunteers. You may also be required to attend compulsory training such as Volunteer On-site Induction Training or Work Health and Safety Training.


VOLUNTEER

NAME:
Jennifer

POSITION:
Outing Assistant and
Transport Assistant

LOCATION:
Guildford
Community Centre

TIME IN SERVICE:
11 years



Why did you
choose
to volunteer
with us?

“

Volunteer don't get paid
- not because they're
worthless, but because
they're priceless.

Use of Council equipment & resources

Where volunteers are provided with equipment to assist in performing their duties, it is the volunteer's responsibility to ensure the equipment is used correctly and within guidelines. If the equipment is damaged or not working, you need to notify your supervisor immediately.

Council resources and equipment **must not** be used for private purposes.

Cumberland City Council is not liable for any fine or infringement received by volunteers such as parking, speeding, light camera or any other, resulted from actions of volunteers.

Privacy and confidentiality

Volunteers are not permitted to access or alter personal information. Should private material be encountered, this information must not be discussed or disclosed to any unauthorised person/s.

Media protocol

Council volunteers are not permitted to address or make comment to media on behalf of Council. This policy is also extended to social media updates.

Child Protection at Cumberland City Council

Cumberland City Council acknowledges the significant and lasting impact that abuse can have on children and young people. Council is committed to embedding child safe practices on our journey to becoming a child safe organisation and doing our part to mitigate risk of harm to Cumberland's youngest citizens. Council plays a role in the prevention of abuse and contributes to the safety and wellbeing of Cumberland's children and young people that utilise Council's various services and facilities. A child or young person here refers to anyone under the age of 18 years. Some key points to remember as a Council Volunteer:

Inform your supervisor immediately if you become aware that a child or young person is at risk of harm in any way. They will take steps to report and record the concerns as required.

You must contact Council's Triage Team on 8757 9015 for concerns regarding child protection allegations or complaints against Council staff, volunteers, contractors or representatives.

Your conduct matters, particularly around individuals under 18 years. We are all responsible for promoting the safety, wellbeing, and empowerment of children and young people.

If you are in doubt, reach out. Contact Council's Senior Coordinator Children and Youth Development Victoria Franji victoria.franji@cumberland.nsw.gov.au if you have any child protection related questions.

Grievance and complaints

Concerns about the workplace, a customer, their role or the professional conduct of others in the team are to be reported to Volunteer Supervisors.

Supervisors will take the appropriate steps to resolve the issue. Reports in writing are to go to volunteer@cumberland.nsw.gov.au or on 8757 9000.

Formal complaints must be in writing.

Supervision

Regular volunteer supervision sessions will be held by either your supervisor or the Volunteer Development Officer. Volunteers may approach at any time to raise and discuss an issue.

VOLUNTEER

NAME:
Bassam

POSITION:
Volunteer Delivery
Assistant (Meals on
Wheels Runner)

LOCATION:
Nutrition Services

TIME IN SERVICE:
11 years

Why did you
choose
to volunteer
with us?

“

Volunteering with
Nutrition Services has
been one of the most
rewording parts of my life.

Work Health & Safety

Volunteers must abide by Council's Work Health and Safety Policy.

What do volunteers need to do?

- take reasonable care for their own health and safety
- take reasonable care to ensure they don't affect the health and safety of other people, for example, other volunteers, members of the public or people they may be assisting
- comply, so far as they are reasonably able, with any reasonable instruction that is given to them by Council.

If a volunteer is injured through an accident in the course of duties as a volunteer, you must immediately report the matter to your supervisor or the Volunteer Development Officer and complete an Incident Report. Volunteers are covered by Council's Group Personal Accident Insurance Policy.

Reporting incidents

If you sustain an injury, you must report it. This ensures the correct first aid or treatment is provided, the incident is recorded in the injury management system, corrective actions are made, and a management plan is completed. All incidents are to be reported.

Personal Protective Equipment (PPE)

Personal Protective Equipment refers to anything used or worn to minimise the risk to workers' health and safety. This may include, but is not limited to:

- boots
- ear plugs
- face masks
- gloves
- goggles
- hard hats
- high visibility clothing
- respirators
- safety harnesses
- safety shoes
- sunscreen.

Where necessary volunteers will be issued with or instructed to wear PPE. All volunteers who are working with the Parks & Environment Team must supply their own long pants and closed boots.

VOLUNTEER

NAME:

Alia

POSITION:


Justice of Peace
Volunteer

LOCATION:

Guildford
Community Centre

TIME IN SERVICE:

6 years



Why did you
choose
to volunteer
with us?

“

I enjoy volunteering
because helping people
gives me a great sense of
purpose and satisfaction.

Council offers a smoke free workplace

Smoking is not allowed in any of Council's offices, buildings (including community centres), vehicles and plant machinery. In addition, smoking is not permitted within 4 metres of any public building.

Emergency situations

In emergency situations, your first point of contact is your supervisor. You must follow instructions given by the Emergency Warden, who is a staff member coordinating the emergency response, e.g. an evacuation.

Alcohol and other drugs

All volunteers must comply with Council's Alcohol and Other Drugs Policy. Council has a primary duty of care to ensure the health, safety, and welfare of all Council officials, including volunteers in the workplace.

The organisation enlists a variety of strategies, programs, and procedures to ensure that appropriate education, training, health, and preventative programs are in place to help build a resilient and supportive workplace.

Volunteers are obliged to present themselves for work in a fit state to carry out their work activities without exposing themselves, their co-workers, or other people in the workplace to unnecessary risks to health and safety.

The inappropriate use of alcohol and other drugs can negatively affect work performance and may jeopardise the health, safety and wellbeing of our workers and volunteers.

Volunteers, like all other workers, are required to undertake random alcohol and other drug testing program as provided by the Alcohol and Other Drug Policy.

The procedure includes a blood alcohol limit of 0.05 and testing of workers and volunteers can occur under the following conditions:

- **voluntary** – For volunteers who wish to be tested for alcohol or other drugs
- **post reportable incident** – Testing may take place where an incident occurred that resulted in personal injury, involved vehicle damage, resulted in property damage and/or any incident that had the potential for significant risk of harm or injury to persons or equipment. This will take place within 12 hours after the incident. Volunteers found to be under the influence of alcohol or other drugs may be removed from the workplace in accordance with Councils Drug and Alcohol Policy
- **reasonable suspicion** – Testing can take place if there is a reasonable suspicion that a volunteer is impaired by drugs or alcohol
- **random** – Testing of the workforce on a random basis will take place from time to time
- **limited random** – for workers who have given a confirmed positive result for alcohol and other drugs.

The alcohol and other drugs testing is not designed to be punitive, but rather to ensure Council is able to provide a safe workplace for all workers.

If you provide an unconfirmed result (including refusing to undergo a test), you will not be able to return to volunteering until you provide a negative result.

Volunteers found to be under the influence of alcohol or other drugs may be removed from the workplace in accordance with Council's Alcohol and Other Drugs Policy.

NAME:
Ron

POSITION:
Justice of the Peace

LOCATION:
Merrylands Library

TIME IN SERVICE:
7 years

Why did you
choose
to volunteer
with us?

“

I like to give
my time and
meet new
people.

VOLUNTEER

NAME:
Maksuda

POSITION:
In-Centre Activities
Assistant and Events
Volunteer

LOCATION:
Various

TIME IN SERVICE:
2 years

oyable
et new
d make
ference

Volunteer with
Cumberland City Council as a
Computer Class Tutor
English Conversation Class Tutor
Justice of the Peace
Reading Buddies
Seniors
Children

Why did you
choose
to volunteer
with us?



Volunteering at Cumberland City Council helps me gain professional experience, development my skills, and contribute positively to the community.

Volunteer Program Coordination

The Volunteer Development Officer oversees all Council's Volunteer Programs.

At the beginning of your volunteering journey you will be assigned a volunteer supervisor. The volunteer supervisor will oversee your daily work, prepare your roster, provide you with feedback and training opportunities. The volunteer supervisor is your first point of contact for all matters.



Support & Recognition

Council will offer you with a Statement of Service which outlines the length of time you spent volunteering, your specific role(s) and the tasks involved.

You may ask your volunteer supervisor or Volunteer Development Officer to be a referee on your resume. Please inform them before you provide their details to any potential employer.


VOLUNTEER

NAME:
Sebnem

POSITION:
Community Centre
Volunteer

LOCATION:
Friendship Garden

TIME IN SERVICE:
3 years



Why did you choose
to volunteer with us?

“

I want to help
the environment,
develop skills,
knowledge and
socialise.

Volunteer Meetings

Volunteer meetings are held quarterly. Meetings provide an opportunity for volunteers to be kept informed of new policies and procedures relevant to their area of work, to offer feedback and share experiences with other volunteers and have formal face to face training.



VOLUNTEER

NAME:
Dushani

POSITION:
In-Centre Activities
Assistant

LOCATION:
Guildford
Community Centre

TIME IN SERVICE:
3 years

Volunteer Feedback

Volunteers can provide feedback via surveys. This provides volunteers with the opportunity to rate the experiences, evaluate their satisfaction with their roles, assist with planning and identify areas for improvement.

Professional Boundaries

Professional boundaries are of vital importance when volunteering - these are to protect the volunteer, customers and Council.

Council encourage staff and volunteers to develop a friendly professional relationship with our customers, however always ensuring strong boundaries. In some instances, a customer may be lonely and become very attached to a volunteer. Circumstances that may require you to be assertive and to say **no** can be challenging. Volunteers are strongly encouraged to talk to their supervisor when boundaries are of concern.

Be mindful of what personal information you share with customers. Do not share your phone number with customers.

It is important that you limit yourself to the duties outlined in your position description. This is for your own safety. You should not agree to assist customers outside the parameters of what is authorised by the service. When volunteers assist customers 'above and beyond' it can set up an expectation where the customer feels entitled to make demands on volunteers. This can then lead to disappointment, or can cause the volunteer to 'burn out'. We do not approve of any individual / unauthorised service arrangements.

Volunteers are not permitted to assist a customer to take medication. Volunteers may get a customer a glass of water if asked but cannot give assistance and / or advice regarding medication.

Ways to say 'No'

- ☺ *I would like to but as a volunteer I'm not allowed to, if I break the rules I could get dismissed."*
- ☺ *I won't be able to do ... as I have other commitments at the moment."*
- ☺ *No, I'm sorry but I can't do that."*
- ☺ *I'm not the best person to help on this however I will try to find out who can."*
- ☺ *Let me think about it and I will let you know."*



Communication with Customers

Treat everyone you meet with kindness and respect. Sometimes customers have issues that may require your patience, but taking the time to listen to, learn from, and share in their lives can be incredibly enriching and rewarding.



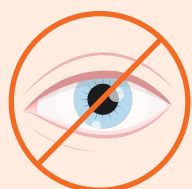
Tips for Communicating with someone with a hearing loss

- Make sure you have the person's attention before you speak
- Speak slightly louder than normal volume. Shouting does not help (a number of people with age-related hearing loss also have abnormal loudness perception and the sound is distorted).
- Avoid areas with high levels of background noise
- Stand in the light so the person can see your face, lips, facial expression and gestures.



Tips for Communicating with someone with dementia

- Make sure you have the person's attention before you speak
- Speak slightly louder than normal volume. Shouting does not help (a number of people with age-related hearing loss also have abnormal loudness perception and the sound is distorted).
- Avoid areas with high levels of background noise
- Stand in the light so the person can see your face, lips, facial expression and gestures.



Tips for Communicating with someone with visual impairment

- Identify yourself - don't assume the person will recognise you by your voice.
- Speak naturally and clearly.
- Name the person when introducing yourself or when directing conversation to them in a group situation.
- Never channel conversation through a third person.
- In a group situation, introduce the other people present.
- Never leave a conversation with a person without saying so.
- Use accurate and specific language when first to check if help is needed. If they require guidance, let them take you by the elbow.

Grief and Loss

Grief is the pain felt due to a loss. Like all of us, many of the people we support may be experiencing grief and loss. Grief can be over the loss of family, friends, mobility, health, independence and skills.

Grief has emotional, physical and behavioural symptoms which can include shock, hopelessness, depression, loneliness, loss of appetite, under or overeating, withdrawal, etc.

As a volunteer you can help by:

- Just being there;
- Listening;
- Showing empathy;
- Letting the person talk about the loss and memories if they want to; and
- Not taking the person's behaviour personally

Let your supervisor know if you are concerned or if the customer needs further support staff if you have any questions or need assistance.

Manual Handling

It is your supervisor's responsibility to:

- Ensure that manual handling tasks, likely to be a risk to health and safety are examined and assessed.
- Ensure that risk assessment is done in consultation with the employees / volunteers who are required to carry out the manual handling tasks.
- Ensure as far as practicable, that the risks associated with manual handling tasks are controlled.

As a volunteer, it is your responsibility to:

- Disclose existing conditions/injuries to your supervisor
- Use where possible the appropriate training / instructions you have received in safe manual handling techniques and follow procedures Refuse to do anything you feel could cause you an injury or worsen an existing injury (get a staff member)
- Notify your supervisor of any tasks that cause pain or discomfort
- Minimise risk by carrying less (e.g. making two trips rather than carrying everyone at once)

Proper lifting

Do not attempt to lift a customer and do not catch a customer who is falling.

Correct Lifting Techniques:

1

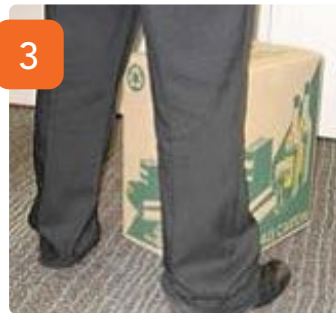
Plan before you lift. Check the area for any trip hazards or slippery spots and make sure that your path is clear.

2



Check the object for any sharp corners, wet surfaces or splinters.

3



Stand close to the object with your feet shoulder width apart.

4



Squat down, bending at the knees (not your waist). Tuck your chin while keeping your back as straight as possible.

5



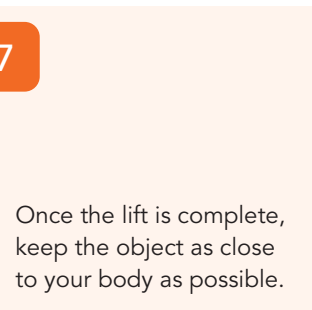
Get a firm grasp of the object before you begin to lift. Prepare for the lift by looking forward. Don't let the object block your vision.

6



Breathe out as you begin to lift. Slowly lift with your legs by straightening them. Never twist your body during this step.

7



Once the lift is complete, keep the object as close to your body as possible.

8



Correct lowering is as important as correct lifting. Bend your knees to lower the object, and keep your back straight. Breathe out as you begin to lower. Make sure your hands and feet are clear of the object when lowering it.

Inclement Weather

When volunteering outdoors you can be exposed to elements such as heat, wind, cold, smoke or rain. As a Cumberland City Council volunteer, you have a choice and the right not to attend your regular volunteer duties if you are concerned about your safety, health and wellbeing due to the environment. Your volunteer supervisor will ensure you are kept safe while performing duties and tasks.

Sun Heat

What is Heat Stress?

- Heat stress occurs when the body is unable to cool itself by sweating.
- Heat stress can lead to heat exhaustion or heat stroke.

Symptoms of Heat Exhaustion?

- Headache, dizziness, light headedness, fainting
- Weakness, clammy moist skin
- Mood changes, irritability, confusion
- Nausea, vomiting

Symptoms of Heat Stroke

- Dry, hot skin with no sweating
- Mental confusion, or loss of consciousness
- Seizures or convulsions
- Can be fatal
- Symptoms of Heat Stroke
- Know the signs / symptoms of heat related illnesses
- Wherever possible use fans, air conditioning, or work in shade
- Where possible minimise the time working in full sun at the hottest part of the day
- In high heat drink one cup of water every 15 minutes
- Wear lightweight, light coloured loose fitting clothing
- Wear a broad brimmed sun safe hat
- Wear sunscreen SPF 50+ and reapply every 2 hours

How to Treat Heat Related Illness:

- Seek immediate medical help – call 000 while waiting:
- Move worker to cool shaded area & loosen or remove heavy clothing
- Provide cool drinking water
- Fan and, if possible, mist person with water

Smoke

What is Smoke?

- As Australia's bushfires rage, smoke is posing a growing health risk.
- Bushfire smoke carries PM2.5 particles – which have a diameter of 2.5 micrometres or less – and can cause long-term health problems.
- People with asthma, lung disease or cardiovascular disease, and the young and the elderly, are all at particular risk, and NSW Health advises them to stay indoors and limit exposure on smoky days.

Reducing the Risk?

- Follow your doctor's advice
- Monitor air quality and follow health messages
- Using air purifiers and face masks

How to use Face Masks?

- Surgical and cloth masks don't protect against smoke.
- P2/N95 rated face masks can filter out the fine particles in smoke.
- Wearing a P2/N95 face mask can make it harder to breathe and increase the risk of heat-related illness.
- If you have a heart or lung condition, consult your doctor before using one.
- If you have difficulty breathing, feel dizzy, faint or have other symptoms while wearing a face mask, remove it and go to place with cleaner air quality.

Personal Hygiene

Hand Washing

To minimise the risk of infection to customers/residents and yourself, wash your hands as often as necessary. Use soap and warm water. Lather and wash hands for 15 seconds, covering all surfaces of the hands including the wrists. Rinse thoroughly and pat hands dry on paper towels.

When to wash your hands:

- Before and after your volunteer time.
- Before and after meal breaks.
- Before and after using the toilet.
- When your hands are visibly soiled or you feel the need to wash them.
- Before and after contact with a customer.

Dress Standards

Cumberland City Council encourages all employees (including volunteers) to take pride in their appearance and to wear clothing that is appropriate for the style of work being conducted.

- Volunteers are well groomed appropriate to their role and workplace
- Footwear is appropriate for the volunteer's role and is keeping within the standard of apparel or supplied uniform.
- Volunteers provided with a uniform wear all items in accordance with the relevant guidelines from each department and consistent to the application and colour scheme of Council's Corporate Brand Guideline.
- Volunteers are required to return all uniforms and badges to their Volunteer Supervisor or the Volunteer Development Officer when resigning from their role at Council.





Legal Documents

Volunteers are not permitted to view the wills of customers or other documentation.

Volunteer Privacy

You have the right at any time to view any information about yourself that Council has on file, and the right to withdraw any consent you may have given to use the information.

Abuse and Neglect

If you suspect that one of our customers is subject to abuse or neglect please report your concerns to your supervisor. For information on what constitutes elder abuse, see www.myagedcare.gov.au/contact-us/complaints and www.ndiscommission.gov.au/complaints

Illness

If you are suffering an infectious / contagious illness, we ask that you notify your supervisor and that you do not undertake your volunteer duties until your doctor provides a clearance for you to do so.



Appendix 1:

Cumberland City Council Code of Conduct (Volunteers' Summary)

1. Why is a Code of Conduct Required?

The Model Code of Conduct sets the minimum standards of conduct for Council officials. It is prescribed by regulation to assist Council officials to:

- Understand and comply with the standards of conduct that are expected of them
- Enable them to fulfil their statutory duty to act honestly and exercise a reasonable degree of care and diligence
- Act in a way that enhances public confidence in local government.

2. Who does the Code of Conduct apply to?

The Code applies to Councillors, Administrators, Staff Members, Delegates of Council (including members of Council Committees), Volunteers, Contractors and Members of Advisory Committees.

3. Expected Standards of behaviour

You **must not** conduct yourself in a manner that:

- Is likely to bring the Council or other Council officials into disrepute
- Is contrary to statutory requirements or the Council's administrative requirements or policies
- Is improper or unethical
- Is an abuse of power
- Causes, comprises or involves intimidation or verbal abuse
- Involves the misuse of your position to obtain a private benefit
- Constitutes harassment or bullying behaviour under this code or is unlawfully discriminatory.

You must:

- Act lawfully and honestly and exercise a reasonable degree of care and diligence in carrying out your functions under the LGA or any other Act.
- Consider issues consistently, promptly and fairly.
- Deal with matters in accordance with established procedures, in a non-discriminatory manner.
- Take all relevant facts known to you, or that you should be reasonably aware of, into consideration and have regard to the particular merits of each case.
- Not take irrelevant matters or circumstances into consideration when making decisions.
- Not harass or unlawfully discriminate against others or support others who harass or unlawfully discriminate against others, on the grounds of age, disability, race (including colour, national or ethnic origin or immigrant status), sex, pregnancy, marital or relationship status, family responsibilities or breastfeeding, sexual orientation, gender identity or intersex status or political, religious or other affiliation.
- Not engage in bullying behaviour towards others. Bullying behaviour may involve, but is not limited to aggressive, threatening or intimidating conduct, belittling or humiliating comments and pressure to behave in an inappropriate manner.

Volunteers **must not** engage in inappropriate interactions with Councillors, including but not limited to:

- Discussing individual or operational staff matters
- Refusing to give information to a particular councillor, while making the same information available to other councillors.
- Providing ad hoc advice to councillors and administrators without recording or documenting the interaction
- Participating in political activities which conflict with the performance of volunteer duties

4. Conflict of Interest

A conflict of interest exists where a reasonable and informed person would perceive that you could be influenced by a private interest when carrying out your public duty.

When you become aware that a personal interest may conflict with your public duty, discuss the matter with your supervisor. Request and fill out the "Conflict of Interest Declaration Form" and submit it to your supervisor and Volunteer Coordinator who will further process your application.

The onus is on you to identify a conflict of interest and take the appropriate action to manage the conflict in favour of your public duty. There are two types of interests: Pecuniary and Non-Pecuniary.

Pecuniary Interests

A pecuniary interest is an interest that you have in a matter because of a reasonable likelihood or expectation of appreciable financial gain or loss to you or a person.

You will **not** have a pecuniary interest in a matter if the interest is so remote or insignificant that it could not reasonably be regarded as likely to influence any decision you might make in relation to the matter.

You **will** have a pecuniary interest in a matter if the pecuniary interest is:

- your interest, or
- the interest of your spouse or de facto partner, your relative, or your partner or employer, or
- a company or other body of which you, or your nominee, partner or employer, is a shareholder or member.

Your "relative" is any of the following:

- i. your parent, grandparent, brother, sister, uncle, aunt, nephew, niece, lineal descendant or adopted child
- ii. your spouse's or de facto partner's parent, grandparent, brother, sister, uncle, aunt, nephew, niece, lineal descendant or adopted child
- iii. the spouse or de facto partner of a person referred to in paragraphs (i) and (ii)

("De facto partner" has the same meaning as defined in section 21C of the Interpretation Act 1987.)

Examples of Pecuniary Interests for volunteers

- Your partner owns a company which is tendering for work with the Council. This becomes a pecuniary interest if you are privy to confidential information relating to any Council tenders that your partner's company has an interest in.
- You work at a local not for profit organisation and apply for a project to be funded by Council's Community Grants Program.

Non-pecuniary

Non-pecuniary interests are private or personal interests a Council official has that do not amount to a pecuniary interest as defined above. These commonly arise out of family or personal relationships, or out of involvement in sporting, social, religious or other cultural groups and associations, and may include an interest of a financial nature.

A non-pecuniary conflict of interest exists where a reasonable and informed person would perceive that you could be influenced by a private interest when carrying out your official functions in relation to a matter. When considering whether or not you have a non-pecuniary conflict of interest in a matter you are dealing with, it is always important to think about how others would view your situation.

Examples of Non-Pecuniary Interests for volunteers

You volunteer with the Seniors & Disability Team. Your mother is also on the waiting list to receive a service from that team.

How can a conflict of interest be managed?

Conflict of interest arising out of Pecuniary Interest and Significant non-pecuniary Interest can be managed by either removing the source of the conflict, by relinquishing or divesting the interest that creates the conflict or by reallocating the conflicting duties to another Council official, and having no involvement in the matter, by absenting yourself from the issue.

5. Secondary Employment

Secondary Employment means:

Any paid employment with another person or organisation outside Council and includes self-employment, independent contracting or consultancy services to someone outside of Council, or employment by a family company and employment already held by a person at the time of their initial employment by Council.

Unpaid or voluntary work are not regarded as secondary employment; however, conflict of interest issues may still arise and must be addressed with your Volunteer Coordinator/ manager if they do.

Why is secondary employment required to be reported and approved?

Secondary employment can give rise to conflict of interest, misuse of Council resources, opportunities for corrupt conduct and adverse effect on volunteer performance of their duties including Health and Safety risks such as fatigue.

How can Additional (Secondary) employment be managed?

- New volunteers declare existing employment and other volunteer work participate prior to starting with Council.
- The application will be reviewed by the Department Manager and then approved or refused by the Director and subsequently the General Manager. Approval may be granted subject to conditions.
- In the instance where the application is refused, the volunteer may request a review of the decision.
- Volunteers granted approval should advise the Volunteer Program Coordinators/Manager of any changes to their secondary employment conditions during the year.

6. Personal Dealings with Council

You may have reason to deal with Council in your personal capacity (for example, as a ratepayer, recipient of a Council service or applicant for a development consent granted by Council). You must undertake any personal dealings you have with Council in a manner that is consistent with the way other members of the community deal with

the Council. You must also ensure that you disclose and appropriately manage any conflict of interest you may have in any matter in accordance with the requirements of this code.

You **must not** expect or request preferential treatment in relation to any matter in which you have a private interest because of your position. You must avoid any action that could lead members of the public to believe that you are seeking preferential treatment.

7. Council Resources

Use of Council Resources

You must use Council resources ethically, effectively, efficiently and carefully in exercising your official functions, and **must not** use them for private purposes, except when supplied as part of a contract of employment (but not for private business purposes), unless this use is lawfully authorised, and proper payment is made where appropriate.

Council Officials **must not**:

- Use Council's computer resources or mobile or other devices to search for, access, download or communicate any material of an offensive, obscene, pornographic, threatening, abusive or defamatory nature, or that could otherwise lead to criminal penalty or civil liability and/or damage the Council's reputation. Council's communication devices include telephones, mobiles, computers, laptops, tablets, E-mail, fax, internet and intranet.
- Use Council's communications devices to intentionally create, store, transmit, post, communicate or access fraudulent, offensive and inappropriate information, data or material.
- Express personal opinions as those of the organisation
- Intentionally download or load unauthorised software
- Spend an inappropriate amount of time utilising Council's Internet for personal use
- Make or send fraudulent, unlawful, abusive and spam information, calls, messages or emails, and
- Post any personal opinion of nature in any public websites including Facebook and twitter that would harm the reputation of the Council

Use of Certain Council Information

Regarding information obtained in your capacity as a Council official, you must:

- only access Council information needed for Council business
- not use that Council information for private purposes
- not seek or obtain, either directly or indirectly, any financial benefit or other improper advantage for yourself, or any other person or body, from any information to which you have access by virtue of your office or position with Council
- only release Council information in accordance with established Council policies and procedures and in compliance with relevant legislation.
- Maintain the integrity and security of confidential information in your possession, or for which you are responsible.

8. Gifts and Benefits

You must avoid situations that would give rise to the appearance that a person or body is attempting to secure favourable treatment from you or from the Council, through the provision of gifts, benefits or hospitality of any kind to you or someone personally associated with you.

A gift or benefit is deemed to have been accepted by you for the purposes of this Part, where it is received by you, or someone personally associated with you.

How are offers of gifts and benefits to be dealt with?

You **must not**:

- seek or accept a bribe or other improper inducement
- seek gifts or benefits of any kind
- accept any gift or benefit that may create a sense of obligation on your part, or may be perceived to be intended or likely to influence you in carrying out your public duty
- accept any gift or benefit of more than token value as defined by clause 6.9 of the Code of Conduct
- accept an offer of cash or a cash-like gift as defined by clause 6.13, regardless of the amount participate in competitions for prizes where eligibility is based on the

council being in or entering into a customer–supplier relationship with the competition organiser

- personally benefit from reward points programs when purchasing on behalf of the council.

Where you receive a gift or benefit of any value other than one referred to in clause 6.2 of Council’s Code of Conduct, you must disclose this promptly to your manager and complete the Gifts and Benefits Disclosure Form.

Gifts or benefits that exceed \$30 in value are gifts or benefits of more than token value **must not** be accepted. Where you receive a gift or benefit of more than token value that cannot reasonably be refused or returned, the gift or benefit must be surrendered to Council, unless the nature of the gift or benefit makes this impractical.

9. Volunteer Code of Conduct Breaches

Any breaches of the Code of Conduct may lead to disciplinary action under the Code of Conduct. Serious breaches by Council officials maybe be reported to the General Manager, Internal Ombudsman, Mayor and the Independent Commission Against Corruption (ICAC).

10. Relevant Policies, Guidelines and Forms

- Code of Conduct
- Volunteer Policy
- Compliments & Complaints Management Policy
- Councillor & Staff Interaction Policy
- Fraud and Corruption Control Policy
- Media Policy
- Social Media Policy
- Public Interest Disclosure Policy
- Secondary Employment Procedure and Form
- Gifts and Benefits Guidelines and Form
- Conflict of Interest Form
- Aged Care Code of Conduct (Seniors & Disability Services volunteers)
- NDIS Code of Conduct (Seniors & Disability Services volunteers)

Appendix 2:
Fair Work Ombudsman – Unpaid Work



Australian Government

Fair Work
OMBUDSMAN

Unpaid Work

Unpaid work can take on different forms - including vocational placements, unpaid internships, unpaid work experience and unpaid trials. Unpaid work arrangements can be entered into for a number of reasons. These include:

- to give a person experience in a job or industry
- to test a person's job skills
- to volunteer time and effort to a not-for-profit organisation.

These arrangements can be initiated by employers, the person wanting the work or experience, or education/training institutions.

Is unpaid work lawful?

Some unpaid work arrangements are lawful and others are not. Depending on the nature of the arrangement, the person doing the work may be an employee and be entitled to be paid the legal minimum rate of pay for the type of work they're doing, along with other minimum employment entitlements.

Whether an unpaid work arrangement is lawful under the *Fair Work Act 2009* (FW Act) depends on:

- whether an employment relationship exists, or
- whether the arrangement involves a vocational placement.

Vocational placements

A vocational placement is a formal work experience arrangement that is part of an education or training course.

Vocational placements can give students important skills to help them transition successfully from study to work, while giving industry and business the opportunity to enrich student learning experiences and increase the number of work-ready graduates.

Vocational placements that meet the definition under the FW Act are lawfully unpaid, regardless of whether an employment relationship exists or not.

For more information, including the criteria that an arrangement must meet to be a vocational placement under the FW Act, see our [Vocational placements fact sheet](#).

Is there an employment relationship?

Where an unpaid work arrangement is not a vocational placement, the arrangement can only be lawful if no employment relationship exists. If there is an employment relationship, the person is actually an employee and entitled to conditions under the FW Act including:

- a minimum wage

- the National Employment Standards
- the terms of any applicable award or enterprise agreement.

To work out whether or not a person is an employee each case must be considered on its own facts. There is no definition of employment under the FW Act. Instead, it is a matter of working out whether the arrangement to work involves an employment contract. That contract does not have to be in writing; it can be a purely verbal agreement.

For an employment contract to exist it must be clear that:

- the parties intend to create a legally binding arrangement
- there is a commitment to perform work for the benefit of the business or organisation
- the person performing the work is to get something in return (which might be just experience or training)
- the person must not be performing the work as part of a business of their own.

When looking at whether an employment relationship exists, the nature of an arrangement should be considered, not just how the parties have chosen to describe it. The following factors should be considered:

1. What is the nature and purpose of the arrangement?

Was it to provide a learning experience or was it to get the person to do work to assist with the ordinary operation of the business or organisation? Where the arrangement involves productive work rather than just meaningful learning, training and skill development, it is likely to be an employment relationship.

2. How long is the arrangement for?

The longer the period of the arrangement, the more likely the person is an employee. Although even relatively short engagements can still be an employment relationship.

3. How significant is the arrangement to the business?

Is the work normally performed by paid employees? Does the business or organisation need this work to be done? The more integral the work is to the function of the business, the more likely it is that an employment relationship could be found.

4. What are the person's obligations?

In some cases a person might do some productive work to aid their learning. An employment relationship is unlikely to be found in these circumstances if:

- the role is primarily observational and,
- the expectation or requirement to perform such activities is incidental to that learning experience and not primarily for the operational benefit of the business or organisation.

5. Who benefits from the arrangement? The main benefit from a genuine unpaid work arrangement should flow to the person undertaking the role. If the business or organisation is gaining a significant benefit from the person's work, an employment relationship is more likely to exist.

While a person is not prevented from taking up employment with a business or organisation after completing an unpaid work arrangement, each situation should be carefully considered to determine if an employment relationship had been formed earlier.

Unpaid trials (skill demonstration)

Sometimes a person is asked or required to perform work or undertake a trial to be evaluated for a vacant position. This skill demonstration is used for the purposes of determining a prospective employee's suitability for a job. It is often referred to as a work trial.

A brief work trial can be legally unpaid if it is necessary to evaluate someone's suitability for the job, and:

- it involves no more than a demonstration of the person's skills, where they are relevant to a vacant position
- it is only for as long as needed to demonstrate the skills required for the job. This will be dependent on the nature and complexity of the work, but could range from an hour to one shift
- the person is under direct supervision of the potential employer (or other appropriate individual) for the entire trial.

Any period beyond what is reasonably required to demonstrate the skills required for the job must be paid at the appropriate minimum rate of pay. If an employer wants to further assess a candidate's suitability, they could employ the person as a casual employee and/or for a probationary period and pay them accordingly for all hours worked.

Example 1

Jack applies for a job as a trades assistant at a local panel beaters. As part of the applicant screening process, Jack is advised by the owner that on the day of the interview he'll need to show he knows his way around a car and a workshop, because it's a minimum requirement of the job. Jack agrees.

To do this, after the interview, Jack is asked to follow one of the tradesmen doing body repairs. The tradesman watches Jack to make sure he knows how to work safely and use the right tools. Jack shows he meets the minimum criteria for the role and the owner offers Jack the job.

Jack's brief trial was reasonable to demonstrate his skills and he does not need to be paid for the trial.

Example 2

Jessica sees an advertisement on her university notice board for a job as a barista at a campus café.

The position was advertised for Monday, Tuesday and Thursday mornings from 7 am to 12 pm. The successful candidate needs to have at least 3 years' experience and be able to make a wide range of coffees.

At her interview, Jessica is advised that she will need to work the first week unpaid to give the café manager time to see whether or not she is suitable for the job. She is also advised that if she isn't able to work any of the shifts in the first week, she needs to advise the manager the night before and arrange someone to cover her shift.

The duration of the 'trial' and the requirements placed on Jessica suggest that the arrangement is an employment relationship, meaning that she should be paid for all hours worked at the appropriate minimum rate of pay.

Example 3

Mina applies for a job as a receptionist at a medical centre. After the interview, the manager calls Mina to ask her to do a trial on the weekend so they can make sure that she can handle working over a busy period. Mina agrees, and performs a shift on a Saturday morning. On the day, the manager shows Mina how to answer the phone, transfer calls, book and cancel appointments, and take payments at the end of a consultation.

Mina spends the morning performing these duties. At the end of her shift, the manager advises that she has done a good job, but she is not able to offer her the position until she gets it approved at a meeting on Wednesday. The manager advises Mina that if she could cover the shifts on Monday and Tuesday, it would show her commitment to the position and give her a better chance of getting the job. The manager advises Mina she would not be paid for these shifts.

Even though the manager called the period a work trial, in reality the time worked on the Saturday involved Mina being trained in skills she needed to be able to do the job. It is likely to represent actual hours of work, rather than a legitimate work trial. Further, the additional time worked on Monday and Tuesday is likely to represent an unreasonable time for demonstration of skills and abilities. Mina should be paid for all the hours that she worked.

Unpaid work experience and unpaid internships

A work experience arrangement or internship is when a person works for a business to gain experience in a particular occupation or industry. These arrangements can be a valuable way for prospective employees to make the transition from study to work or explore a new career path. Sometimes these arrangements span several months and can lead to ongoing employment.

An unpaid work experience arrangement or unpaid internship can be lawful if it is a vocational placement (see section above) or if there is no employment relationship found to exist. In particular:

- the person must not be doing “productive” work
- the main benefit of the arrangement should be to the person doing the placement, and
- it must be clear that the person is receiving a meaningful learning experience, training or skill development.

Example 4

A local council has advertised an internship program for high school or university students interested in government processes. The internships have been advertised as unpaid positions and students are allowed to select the hours they spend at the council office over a two week period.

The council is careful to ensure that the role is mainly observational and there is no expectation that the students will perform productive work during their internship. The student is gaining the main benefit from the arrangement. It is unlikely that an employment relationship has been created in this case, and the internships are lawfully unpaid.

Example 5

A publishing company has advertised an internship program for recent graduates of copywriting and journalism university courses.

The advertisement calls for applicants who are passionate about their career and who are looking for experience as a gateway to future employment opportunities. The company advises that it will recruit for the positions based on academic transcripts, work experience and references. The positions are unpaid, but the advertisement notes that the successful candidates will receive perks and networking opportunities throughout their internship.

The positions are advertised for three months full-time, with the possibility of ongoing employment based on the candidate’s performance during the internship.

The duties listed include general administration, event planning, and proof reading, with some opportunities for writing depending on performance.

Despite the offer of non-monetary perks, work experience and networking opportunities, the company will receive the main benefit out of this relationship as it involves significant productive work to be performed by the interns for the company. It is likely that an employment relationship will be formed in this case, meaning that the internship should be paid.

Volunteering

A volunteer is someone who does work for the main purpose of benefitting someone else, such as a church, sporting club, government school, charity or community organisation. Volunteers are not employees and don’t have to be paid. As with work experience and internship arrangements, all relevant factors must be considered to determine whether a person is a genuine volunteer or whether, in fact, an employment relationship exists even though the worker is called a ‘volunteer’.

Key characteristics of a genuine volunteering arrangement include:

- the parties did not intend to create a legally binding employment relationship
- the volunteer is under no obligation to attend the workplace or perform work
- the volunteer doesn’t expect to be paid for their work.

The more formalised that volunteer work arrangements become (for instance if the volunteer is expected to work according to a regular roster) the greater the possibility that an employment relationship will be found. It is less likely that an employment relationship will be found to exist where the volunteer work is undertaken for selfless purposes or for furthering a particular belief in the not-for-profit sector.

Example 6

Franko approaches a soup kitchen run by his local charity to ask about volunteering. He fills in an application form and meets with the volunteer coordinator who explains the roles and responsibilities of volunteers. Franko will be helping in the kitchen, serving and cleaning. The coordinator confirms that he will not be paid and that and he only needs to attend when he is available.

Franko agrees to volunteer once a week when he can and understands he will not receive payment. Franko is not an employee and the charity does not have to pay him for his time.

Other laws

Even if an unpaid work arrangement is lawful under the FW Act, it is important to be aware that other laws may still apply in relation to matters such as work health and safety or discrimination.

Further information

For information and resources to help you understand your rights and obligations on the topic of unpaid work, visit www.fairwork.gov.au/unpaidwork or contact the Fair Work Infoline on 13 13 94.

Contact us

Fair Work Online: www.fairwork.gov.au

Fair Work Infoline: **13 13 94**

Need language help?

Contact the Translating and Interpreting Service (TIS)
on **13 14 50**

Hearing & speech assistance

Call through the National Relay Service (NRS):

For TTY: **13 36 77**. Ask for the Fair Work Infoline **13 13 94**

Speak & Listen: **1300 555 727**. Ask for the Fair Work Infoline **13 13 94**



Appendix 3: Cumberland City Council Emergency Contact Numbers

Volunteer Development Officer

Phone: 8757 9768

Mobile: 0439 017 468

Email: volunteer@cumberland.nsw.gov.au

Reporting Injury

Phone: 8757 9366

Mobile: 0476 103 593

Email: whs@cumberland.nsw.gov.au

Child Protection Inquiry

Phone: 8757 9015

Email: victoria.franji@cumberland.nsw.gov.au

Customer Service

Phone: 8757 9000

Email: council@cumberland.nsw.gov.au

VOLUNTEER

NAME:
Sarullah

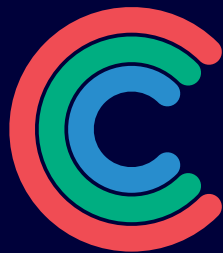
POSITION:
Event Volunteer

LOCATION:
Granville Centre

TIME IN SERVICE:
5 months







CUMBERLAND
CITY COUNCIL

Cumberland City Council

16 Memorial Avenue, PO Box 42, Merrylands NSW 2160.

T 8757 9000 **W** cumberland.nsw.gov.au **E** council@cumberland.nsw.gov.au

f Cumberland City Council Sydney **@** [cumberlandcitycouncil](https://www.instagram.com/cumberlandcitycouncil)