



Frankston City Council Visitor Services Volunteer Program Handbook

More information:

Frankston Visitor Information Centre
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Acknowledgment

Frankston City Council acknowledges the traditional owners of the land in and around Frankston City, the Bunurong people.

Message from the CEO

Thank you for expressing your interest in becoming a Frankston City Council community volunteer, which provides a rewarding opportunity to build your local knowledge, create new friendships and develop new skills.

Council is committed to sharing with the many visitors from across the state, the country and overseas all that is special about Frankston City, and understands that without passionate local volunteers this would not be possible.

Each year, our volunteers give an incredible amount of their own time to promote Frankston City as the Lifestyle Capital of Victoria – and their work is greatly valued by Council and the wider community.

As Frankston City CEO, it is always a pleasure to meet our volunteers in person, and I often have residents and visitors express their immense gratitude for the work you do showcasing our city.

At the Frankston Visitor Information Centre alone we have more than 30 local expert volunteers, who collectively provide more than 4,500 hours annually assisting more than 52,000 visitors.

Assistance is offered in a variety of ways, including directions on how get to a location , ideas on what to see and do, and also where to shop – just to name a few.

The commitment and enthusiasm demonstrated on a daily basis by our community volunteers allows visitors and residents to create their own local memories, which is very special indeed.

Further, the contribution of volunteers enables Council to continue to support and grow our local business community with year-round economic prosperity.

It bring me great joy to see so many residents wanting to give back to our community, be a part of the growth of tourism and continue to enhance the experiences of our region.

I trust that as you commence your journey towards becoming a Visitor Services Volunteer you will truly *Enjoy Every Moment*.

Dennis Hovenden
CHIEF EXECUTIVE OFFICER
Frankston City Council

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 Frankston City provides two opportunities for individuals to volunteer with us:

1. Visitor Services Volunteer - Frankston Visitor Information Centre (FVIC)
2. Visitor Services Volunteer - Roving Tourism Ambassador

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.



This document outlines the joint commitment that Council and Volunteers are making to work together to help support visitors and locals in Frankston City.

Tourism in Frankston City

Frankston City is home to 140,000 residents and is the largest urban, administrative and retail centre in the Mornington Peninsula region. Frankston City itself has 10km of high quality beaches, over 16 major natural reserves, a Level One Accredited National Award Winning Visitor Information Centre, good public transport linkages to Melbourne and a range of cultural and heritage attractions. Further from the coast, suburbs graduate to small acreages.

Part of the Mornington Peninsula Tourism Region, Frankston City is one of Australia's best kept secrets, characterised by its coastal location and award winning beaches. Frankston City offers visitors and residents the best of both worlds: a sea change, with all the mod-cons a city has to offer. With a plethora of laneways, Frankston's city centre could be described as a microcosm of Melbourne CBD. And with that comes a desire for great food, coffee, music, festivals, markets and street art.

The Big Picture Fest, the City's signature event, has enabled headline street artists to transform some of the City's largest walls into works of art. But our City is no stranger to art and has developed a reputation as an arts destination that cannot be ignored. The City is home to one of the largest metropolitan art venues in Australia, the Frankston Arts Centre, which hosts an unforgettable year-round calendar of entertainment. The City also features McClelland Sculpture Park + Gallery, with 16 hectares of sculptures and an onsite gallery.

Every October and November, our stunning waterfront becomes abuzz with fisherman looking to catch fresh snapper. Over the warmer months, fisherman also pick up whiting, flathead and fresh squid in abundance from our bay.

Over the last few years, Frankston City has also become a home of craft beer. Many brewers are choosing to establish their breweries and brew houses in the City's industrial precincts and by the waterfront.

Frankston City is also home to Monash University's Peninsula Campus. This campus of the 'Group of 8' university has a strong focus on health education – linking to Frankston Hospital which serves the community of Melbourne's south. It also has a growing presence of international students who make Frankston their home and are welcoming visits from their family and friends.

When it comes to festivals and events Frankston City is the place to be! Annually the City hosts Pets' Day Out, Frankston's Christmas Festival of Lights and The Waterfront Festival to name but a few. With a year round calendar of major events to suit everyone's tastes, these events engage the local community and support our local businesses through increasing visitation each year.

Visitors come, enjoy and fall in love with the City and subsequently may decide to move and live locally. There are strong overlaps between a place being highly livable and great to visit.

In a nutshell, with a love of fresh fish and beer, with amazing views, lively events, outdoor sculptures and stunning beaches - the perfect spot for you to visit and enjoy.

Frankston City Tourism Snapshot



\$305.39 Million is the value of the tourism sector



1,947 jobs in tourism sector



808,600 people visit Frankston City (annually) (11% of Mornington Peninsula Region)



Regional Domestic Overnight visitors - 130,000 (7.7% of Mornington Peninsula Region)



Domestic Nights - 348,800 (7.6% of Mornington Peninsula Region)



Regional domestic day trippers - 594,100 (10.6% of Mornington Peninsula Region)



8,098 people like Visit Frankston on Facebook



3,916 people follow Visit Frankston on Instagram



52,000 visitors per year use the Frankston Visitor Information Centre (face-face, phone, email)

Tourism Event Attraction Program 2018-2019

- Five events scheduled
- 83,000 attendees expected
- Cost per attendee **\$0.49**
- Estimated projected economic benefit **\$5.8 Million**



135 Subscribers to 'Frankston Enjoy Every Moment' eNewsletter



20 New Resident Morning Tea people attend per session



30 Number of volunteers

Frankston City Council's role in Tourism and Visitor Services

In accordance with the Frankston City Destination Development Plan, Frankston City Council plays an important role in tourism, including:

- **Destination Marketing** – promotion via a wide array of channels of Frankston City as a location for visitors to come to. This is largely done through the “Frankston, Enjoy Every Moment” brand or through event promotions
- **Destination Development** – developing or attracting additional product to Frankston
- **Industry Development** – supporting our local business community to work collaboratively to provide the best visitor experience
- **Local Promotion and Capacity Development** – to ensure that our local community is aware of, and enjoys what Frankston City has to offer when friends and relatives visit
- **Visitor Servicing** – providing support services to assist visitors and locals to enjoy more of what Frankston has to offer. This includes the FVIC and attending events to help disperse visitors to other attractions once they leave the event.

About the Frankston Visitor Information Centre

Located at the Frankston Waterfront the FVIC provides services and information for approximately 7% of the visitors to Frankston. The FVIC is the only Level One Accredited information centre located in the Mornington Peninsula Tourism Region.

The FVIC provides visitors and locals (approximately 52,000 per year) excellent customer service by distributing up to date information about the region to enhance the visitor experience and promote the local community and region.

The FVIC opened in 2007 and has since gone on to win state and national awards – including induction into the State and National Tourism Hall of Fame for visitor information and services – the first visitor information centre to have been inducted. This incredible achievement is testimony to the range of Frankston City Council programs to support local tourism businesses and the high level of customer service provided by FVIC Officers and Volunteers who are passionate about sharing all that is great about our city and suburbs and proud to call Frankston City home.

The FVIC operates 363 days of the year and is open 10am-4pm. The FVIC has two seasons - Peak (September-April) and Off Peak (May-August). Year round the FVIC is managed by one Officer and two Volunteers. However, during our peak season additional Officers join the team to support with FVIC operations and enquiries. The FVIC operates with 30 Volunteers on roster, each working one weekly shift of 3.25 hours.

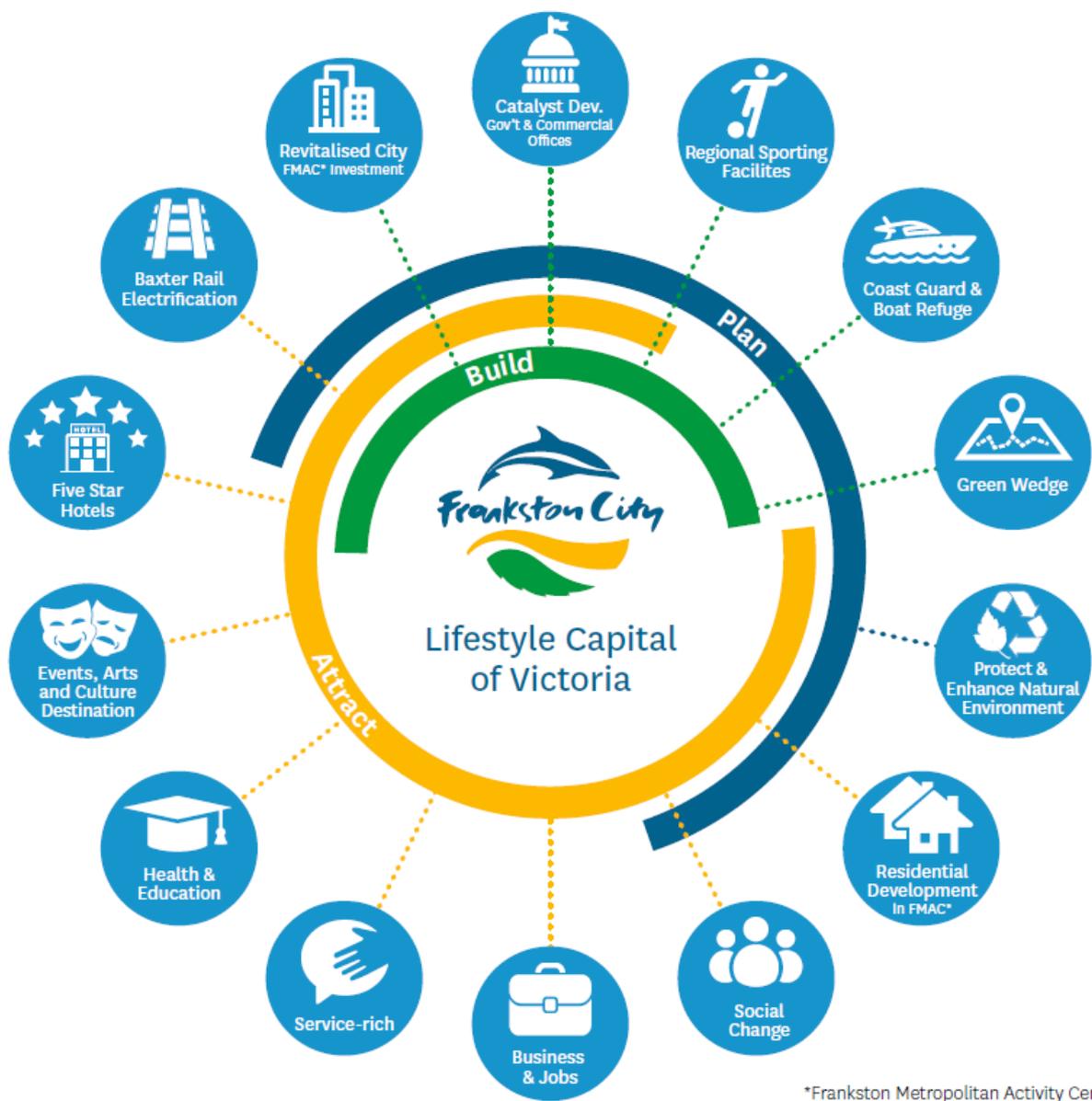
Key services of the FVIC include:

- Telephone, email and face to face customer service
- Bookings of events and tours
- Selling locally made gifts and souvenirs
- Referring customers to local business (e.g. accommodation providers, restaurants and cafés)
- Providing access to the beach wheelchair, beach lockers and the Liberty Swing

Volunteering in Frankston City

Council believes in volunteering and takes an active role in promoting the benefits of volunteering throughout the community.

Council recognises the significant contribution Volunteers make in assisting in the provision of many of Council’s services and therefore the delivery of the 2017-2021 Frankston City Council Plan strategic priorities:



Volunteering is a great way to meet new people and gain experience in various fields. It is a rewarding and fulfilling way to make a difference to people's lives, develop skills and give back to the community.

Council aims to make volunteering an enjoyable experience for participants.

Principles of Volunteering

The principles of volunteering are:

- Volunteering benefits the community and the Volunteer
- Volunteer work is unpaid
- Volunteering is always a matter of choice
- Volunteering is not a substitute for paid work, nor does it replace paid workers
- Volunteering respects the rights, dignity and culture of others
- Volunteering promotes human rights and equality

Who can become a Volunteer?

There are no restrictions on gender, race or location of residence. However, an individual must be over 18 years of age to become a Visitor Services Volunteer.

It is important that each Volunteer finds a role where they can learn, be effective and enjoy the experience.

While Council will endeavor to find opportunities for individuals to volunteer, Council reserves the right to decline the offer of an individual to volunteer – particularly where the principles of volunteering cannot be achieved.

Only those Volunteers considered most suitable to take on the role available will be placed. Consideration of particular skills, interests, capabilities are all considered when placing Volunteers.

Matching Volunteers to roles

In order to ensure that a Volunteer is matched to the right role they must have a clear understanding of what the role involves, what skills will be required to undertake the role and what standards are expected (refer to Appendix C and D for Role Statements).

The Role Statement provides a summary of the duties and responsibilities of Volunteer and ensures the aims and objectives of the Visitor Services Volunteer Program are being met. It is not a detailed record of every task and duty, but a focus of expected outputs of the role and protects the rights of the Volunteers. The below information is included in the Role Statement -

- Role summary
- Organisational relationships
- Key areas of responsibilities
- Skills required
- Date and time required

Unlike paid workers, Volunteers do not work under an award system and do not enter into an agreement based upon the provision of labour for a prescribed payment, which is protected by law. However, Volunteers do enter into a contract with Council where they agree to perform certain tasks which are of benefit to the community.

Volunteer rights and responsibilities

Volunteers have the right to:

- Role satisfaction and to be assigned a role which is worthwhile and challenging
- Have support and respect from their supervisor and fellow Volunteers and Officers
- Share appropriate responsibilities with fellow Volunteers and Officers
- Receive all information relevant to the task that will help them perform their role
- Be involved in decision making as appropriate
- Receive a clear role statement
- Receive appropriate supervision
- Be provided with a safe working environment while performing their role
- Be trusted with confidential information that will help them to carry out their role more effectively
- Ask for a new assignment when they are ready to move on
- Be well briefed on the organisation and informed of new developments
- Know who they are accountable to, and to have clearly defined channels of communication
- Know the reason why if they are deemed to be unsuitable for a task
- Receive appropriate feedback on their performance
- Expect that the person supervising them will not give out their personal details
- Know what tasks they will be expected to perform and to say 'no' to unacceptable tasks
- Not be asked to work alone

Volunteers have the responsibility to:

- Undertake training, including familiarisation (famil) tours, which will enhance the performance of their task
- Notify their supervisor if they are unable to attend
- Demonstrate and uphold appropriate standards of behaviour at all times and adhere to Council's values in all interactions with customers, Officers and other Volunteers
- Maintain strict confidentiality on all matters relating to their volunteer activities except in the case of child abuse or safety issues for the customer or the Volunteer
- Provide feedback, suggestions and recommendations regarding their activities to the appropriate people
- Treat the people with whom they are working with respect
- Not allow their own problems and opinion to overshadow the Volunteer program
- Be honest, patient and non-judgemental
- Comply with Council's occupational health and safety policies and practices to protect themselves, other Volunteers, Officers and customers
- Comply with Council's policies, protocols and procedures particularly in regard to dangerous and emergency situations
- Receive induction, relevant task training and supervision, an annual review
- Request other volunteering opportunities
- Participate in an annual review and sign a commitment for the following year
- Wear their name badge and uniform at all times when engaged in Council activities

Volunteering roles available in Visitor Services

Council's Visitor Services activities provides two opportunities for individuals to volunteer. These roles are:

1. Visitor Services Volunteer - FVIC
2. Visitor Services Volunteer - Roving Tourism Ambassador

Visitor Services Volunteer – FVIC

Hours: 3.25 hours every week

Location: FVIC, 7N Pier Promenade, Frankston Waterfront, Frankston

Uniform provided: Yes

Description: The FVIC engages Volunteers to assist with the daily meet and greet of visitors to the FVIC and with the daily operations. This includes welcoming visitors, assisting with enquiries, selling merchandise, promoting membership, promoting Council events, collecting statistics and ensuring the FVIC is presentable with brochures and merchandise on display.

Role Statement: See Appendix C

Visitor Services Volunteer – Roving Tourism Ambassador

Hours: Normally between 3-4 hours, on weekends, depending on the timing of the event.

Location: Various, depending on the location of the event

Uniform provided: Yes

Description: Roving Tourism Ambassadors are rostered on during our peak season (September-April) taking information from the FVIC to major events, festivals or during peak visitor periods, with the primary purpose of connecting and sharing information with locals and visitors. Armed with a warm friendly smile, good customer service skills, and a keen sense of direction within Frankston City you will roam the festival site or entry gates speaking to locals about the best cafés and restaurants, upcoming shows and events and asking them to sign up to our e-news and/or handing our collateral including the latest brochures and/or show bags. Just as importantly, this roles needs to be equipped with the basic event information such as where toilets, water and the information marquee are located as you may be bombarded with many festival goers asking their million and one questions.

Role Statement: See Appendix D

Becoming a Visitor Services Volunteer

When Frankston City Council requires more Visitor Services Volunteers, this will be widely promoted and applications sought (Refer to Appendix A for application form). Individuals will be invited to meet with Officers for an interview. If successful at the interview, and prior to commencing individuals will be required to complete the following mandatory pre-placement checks:

Working with Children Check

Our customers and the environments in which we provide visitor services attracts a lot of young families. Therefore all Volunteers are required to have and maintain a current Working with Children Check. Proof of this must be provided to Council for our records.

There is no cost for having a Working with Children Check for Volunteers.

Police Check

It is a requirement for all Volunteers to undertake a Volunteer Australian Police Records Check.

If a Volunteer has been successful in the interview process, Council will assist with the process and costs of a Police Check.

Health Check

Under some circumstances a letter from a medical practitioner may be required prior to commencement stating that you are able to safely undertake all of the requirements of the role, or specifying any actions or activities that you are unable to do.

If health circumstances change in a way that may affect the Volunteer's capacity to safely perform their tasks, your supervisor must be informed immediately.

If they are no longer able to safely carry out normal duties this will be reviewed on an individual case basis. This will also be as addressed in a review.

Reference Check

All new Volunteers will be asked to provide two personal referees which may be checked either over the telephone or in person.

Letter of appointment

Upon successful completion of an interview and all pre-placement checks, individuals will receive a letter of appointment from Frankston City Council confirming their role and starting date and times.

Starting out as a Visitor Services Volunteer

Trial Period

All Volunteer placements are subject to a three month trial period – during which time both Council and the Volunteer have the opportunity to assess the arrangement and determine ‘the fit’.

If for whatever reason and at any time, you would prefer not to make an ongoing commitment during this time simply advise your supervisor.

If you are found to be not a suitable for the role you will be advised.

If it is agreed that you are not suitable for the Visitor Services Volunteering roles – but you would still like to volunteer at Frankston City Council, you are encouraged to contact Impact Volunteering, who may be able to assist with other opportunities.

Induction and Ongoing Training

Council recognises the significant contribution that Volunteers make and strives to support and acknowledge Volunteers by providing training opportunities, regular meetings, recognition programs, support and supervision.

Once selected, Volunteers will be welcomed with an induction and training program before being regularly rostered.

Induction is an important process to Volunteers feel part of the team and to know who they report to and what is expected of them. Volunteers will be introduced to key Officers and other Visitor Services Volunteers.

An ongoing schedule of training opportunities is available and communicated to Volunteers through the electronic monthly newsletter and at the Volunteer Desk in the FVIC. Volunteers, as part of their commitment are expected to attend:

- all essential training
- at least one famil tour per year
- at least one Volunteer meeting per year

An abridged induction and training program will be provided to the Visitor Services Volunteers - Roving Tourism Ambassadors.

Volunteers are required to participate in an annual review. This is a two way commitment for the following year incorporating a learning and development program /plan and rating of satisfaction from both parties.

All Visitor Services Volunteers’ training and induction records will be captured within the individual’s Induction and Training Manual.

Being a Visitor Services Volunteer

Appearance and presentation

Council aims to portray a professional image during interaction with the public. Grooming and presentation should be such that it conveys a professional and positive image.

Therefore you must ensure you:

- Dress appropriately for duties taking into account occupational health and safety requirements in accordance with the *Occupational Health and Safety Act, 2004* and Council Policies. Your supervisor can advise you on appropriate clothing and presentation – including uniform.
- Wear your name badge and uniform at all times when you are performing your volunteer duties or representing Frankston City Council.
- When onsite at an event Volunteers must wear suitable footwear, a broad brimmed hat sunscreen and be prepared for all weather conditions.
- Volunteers must wear comfortable clothing and suitable footwear when working in the FVIC.

Volunteer Register

All Volunteers must sign the Volunteer Register at both the start and end of each shift. The Volunteer Register is the evidence needed to ensure you are covered under our volunteer insurance policy for accident or injury.

Meals

All Volunteer shifts are under four hours therefore no meal is provided. At the FVIC tea, coffee and biscuits are available during your rostered shift.

Supervision

Upon commencement you will be allocated a Volunteer supervisor who will oversee your induction, training and ongoing development plan.

You should contact your supervisor to discuss any matter. Alternatively you can speak to the on duty Officers if your matter is of an urgent/timely nature.

Volunteers should always refer any unusual circumstances or difficulties incurred during the Volunteer duties to their supervisor, in order that they may be investigated.

Recognition

Volunteers will be recognised during National Volunteer Week (April) with a certificate. In addition to this Volunteers are recognised for their years of service with a service pin.

Visitor Services Volunteer Code of Conduct

Volunteers are expected to adhere to the Frankston City Council's Volunteer Code of Conduct by:

- *Demonstrating, through your behaviours and actions, the values of Frankston City Council:*
 - *Community*
 - *Respect*
 - *Excellence*
 - *Accountability*
 - *Teamwork*
 - *Integrity*
 - *Sustainability*
- *Observing the highest standards of honesty and integrity, and avoiding circumstances which may bring you or Council into disrepute*
- *Not engaging in any conduct that brings the Council into disrepute.*
 - *Acting respectfully, impartially and without favouritism*
 - *Not using offensive language or abusing customers, Officers, Volunteers or others*
 - *Being tolerant of others' views, beliefs and ideas*
- *Accepting responsibility for quality and outcomes you deliver. Performing your tasks to the best of your ability and for the benefit of the community*
- *Dealing with all sections of the community in a professional, open and honest manner. Making no unsubstantiated or defamatory allegations*
- *Not engaging, offering or entering into any promotional, fundraising or financial opportunities with customers*
- *Always acting in the best interests of Frankston City Council. Following good work practices and procedures*
- *Be understanding of differing personal circumstances of others. Not unlawfully discriminating during the course of your role, against any person, party, entity or group*
- *Being professional in your attendance, presentation and behavior and arriving on time*
- *Adhering to Council's health and safety policy and practices*
- *Following the lawful directions of Officers in all circumstances*
- *Reporting suspected unethical and unlawful acts*
- *Supporting an ethical workplace culture*

Some things to note (the legal considerations)

Insurance

Public Liability Insurance

Volunteers are covered under Council's Public Liability Insurance Policy while they are acting within the scope of their Volunteer Activity tasks for and on behalf of Council. The policy covers the legal liability of Volunteers to third parties resulting from personal injury and/or property damage claims subject to the policy terms, conditions and exclusions.

Personal Accident Insurance

Work Cover does not cover Volunteers; however, Volunteers (between the ages of 18 and 90) are covered under Council's Personal Accident Insurance Policy whilst they are acting within the scope of their Volunteer Activity tasks for and on behalf of Council. Cover is provided against accidental bodily injury or death (excluding any condition that is also a sickness) according to a Schedule of Capital Benefits and subject to the policy terms, conditions and exclusions

Motor Vehicle Accident Insurance

The Volunteer must ensure that their vehicle is safe, roadworthy and driven within Victorian regulations and legislation.

Under the Council's own Motor Vehicle Policy there is an extension clause "Loss of No Claims Bonus". This extension allows Council to claim back the cost of your excess and the cost difference of the premium increase upon the next period renewal as a direct result of making a claim. However, Council's ability to make a claim under this clause is conditional upon the Volunteer having Comprehensive Motor vehicle coverage in place.

In the event of an accident whilst using your vehicle as part of your role as a Frankston City Council Volunteer, Council's Insurance is extended to cover you for reimbursement of your excess costs providing you have comprehensive insurance cover, provided you:

- Complete the standard 'Incident Report Form' and forward to your supervisor
- Lodge a claim with your Insurer (except if the cost of repair is less than the excess)
- Arrange repairs as instructed by your Insurer
- Pay the excess applicable
- Provide proof of comprehensive insurance and proof of payment of excess to the Council
- The Council will lodge a claim with its Insurer
- If deemed eligible, your excess will be reimbursed to you in due course
- Provide proof of any appropriate increase in your premium due to the claim to the Council
- Appropriate difference between premiums will be reimbursed

Privacy and confidentiality

Frankston City Council is committed to protecting the privacy of the community, our staff and volunteers. Council is required to comply with the *Privacy and Data Protection Act 2014* and the

Health Records Act 2001. Volunteers are required to handle information about customers and colleagues in accordance with privacy requirements.

Volunteers working with customers should be aware of their personal boundaries as a Volunteer. What support and services they provide to customers within their role as a Volunteer and what is not within their role. Volunteers need to feel it is acceptable to say no.

It is very important that Volunteers do not discuss information relating to customers, other Volunteers or Officers except in relation to their duties.

Volunteers need to be made aware that the privacy of customers, other Volunteers and Officers is of paramount importance.

Volunteers must respect the privacy of customers, Officers and other Volunteers and Council expects that matters concerning individuals are treated as confidential except in the following situations:

- Any action/issue which could endanger the safety of any individual or those around them
- Abuse or any form of violence
- As required by law

Volunteers should always refer any unusual circumstances or difficulties incurred while performing Volunteer duties to their supervisor, for investigation.

Communicating with the Media

All contact with the media on matters relating to Council are to be made through the Communications Team of Council. Visitor Services Volunteers are required to comply with Council's Communication Policy and Social Media Protocols. Copies of these are available at the FVIC and more information will be provided in induction.

If Volunteers are unsure of a situation they should always speak to their supervisor.

Harassment and Equal Opportunity

Council provides a work environment free from discrimination, sexual or other harassment, victimisation, vilification, bullying and workplace violence.

All Volunteers are required to:

- respect the rights of other Volunteers, officers and customers of Council
- be familiar with and adhere to Council's Visitor Services Volunteer Code of Conduct
- not participate in, support, assist or encourage any form of discrimination, harassment, sexual harassment, bullying, vilification or victimisation by any other Volunteers, employees or customers.

Harassment and discrimination are unacceptable, may be unlawful and will not be tolerated.

Volunteers can talk over issues with their supervisor and the matter will be treated seriously and sympathetically and dealt with according to Council policy. Any concerns can be discussed with the

Human Resources Department of Council who will assist in resolving issues of discrimination, harassment and bullying.

Occupational Health and Safety

Council is committed to providing a healthy and safe environment for Officers, Volunteers and the public.

However, all Volunteers have an obligation under the *Occupational Health and Safety Act, 2004* to take reasonable care of their own health and safety, and that of anyone else who may be affected by their work practices and actions.

If you are involved in any accident or incident immediately advise your supervisor.

Grievances

Volunteers must raise issues as they arise with their supervisor. The supervisor will endeavour to resolve the matter quickly, effectively and confidentially.

If after bringing the issue to your supervisor you feel the matter has not been properly addressed, please contact the Coordinator Tourism and Visitor Services who will endeavor to resolve the conflict and escalate if appropriate.

Child Safety

Council is bound by and actively supports the *Child Safety and Wellbeing Act 2005* and the Victorian Government's Child Safe Standards.

As part of this, Council:

- is committed to the safety of all children, and we actively work to listen to and empower children in the services we provide to the community
- does not tolerate child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our policies and procedures
- is committed to identifying child abuse risks early, and removing and reducing such risks
- works to promote cultural safety for Aboriginal children, children from culturally and/or linguistically diverse backgrounds, and to promote a safe environment for children with a disability
- is committed to training and educating our employees, contractors and volunteers on child safety.

All Volunteers have a legal and moral obligation to speak with their Supervisor immediately, when they have a concern about a child's safety.

All Volunteers are expected to attend Child Safety Training when it is offered.

Policy Statement of Commitment to Child Safe Standards

Frankston City Council is committed to the health, safety and wellbeing of all children and to protecting them from child abuse.

Council does not tolerate child abuse and all allegations and safety concerns will be treated very seriously, reported and investigated.

Council will at all times listen to children respectfully and advocate for their right to feel safe, valued and protected.

Council will work in partnership with local organisations and services to protect children in our community from child abuse regardless of their age, gender, race, ability or their family's religious beliefs, sexual orientation, or social background.

Council is committed to the ongoing training and education of Councillors, employees, contractors and Volunteers on child safety.

Finishing as a Visitor Services Volunteer

A volunteering arrangement may cease at any time. This may be triggered by either the Volunteer or by Council.

Given everyone's changing circumstances, together with the current trend towards shorter term volunteering, Frankston City Council requests Volunteers to provide as much notice as possible when resigning as a Volunteer.

Council regards dismissal of Volunteer as a last resort. If there is a concern about Volunteer's performance or conduct we will endeavor to address the concern in a straightforward, timely, confidential and respectful way.

The ending of a volunteering agreement may occur where a Volunteer has grossly misused or taken advantage of their role as a Volunteer. This would include any instance of using an I.D. card, or authority as a Volunteer to achieve any benefit, privilege or participation in any activity outside authorised duties with Council, any may also include unauthorised advice or instruction to customers. Any breach in confidentiality or any other illegal practice i.e. stealing from a customer would also be grounds for dismissal.

Where a supervisor has had to raise a matter of inappropriate behaviour or performance issues (e.g. inaccuracies with information provided to customers or statistics collected, errors with float, failure to do required tasks) the Volunteer may be required to cease volunteering.

Council property including name badges and uniform must be returned on the last day of volunteering.

Appendix A - Volunteer Application Form

This is a four step application process to be a Visitor Services Volunteer!

- Step 1)** Submit your completed Volunteer Application Form included in the Visitor Service Volunteer Program Handbook & Acknowledgement
- Step 2)** Be contacted by a Frankston City Council Visitor Services Officer
- Step 3)** Scheduled discussion to discuss volunteering opportunities
- Step 4)** Outcome of the discussion

Tell us about you

Please complete all details legibly. If you are a returning Volunteer, we need to check our records against this form for changes. Please make sure our records are correct by filling in all details.

Title: Mr Ms Mrs Miss Prefer not to say Other

First Name:

Last Name:

Date of Birth (Volunteers must over the age of 18):

Gender: Male Female Other Prefer not to say

Address:

Suburb:.....

Home Telephone:.....

Mobile:

Email:.....

Do you regularly use email? Yes No

Do you speak a language other than English? Yes No

If yes, what other language do you speak?

Emergency Contact Name:

Emergency Contact Number:.....

Relationship (optional):

What attracted you to volunteering in Visitor Services for Frankston City Council?

.....

.....

What Visitor Services Volunteer role would you like?

We aim to make your volunteering experience as valuable as possible, and relevant to your particular needs, areas of interest, and capabilities. Please tick one or more of the following areas that you are interested in helping out with.

Visitor Services Volunteer – FVIC.....

I have read and accepted the requirements of the Visit Services Volunteer – FVIC Role Statement.

Visitor Services Volunteer – Roving Tourism Ambassador

I have read and accepted the requirements of the Visit Services Volunteer – Roving Tourism Ambassador Role Statement

Your experience

Have you volunteered for Frankston City Council before?Yes No

If so, in what capacity?.....

What customer service experience do you have?.....

What computer experience do you have (internet, data entry, Microsoft Word, etc)?

.....

How confident are you in your knowledge of Frankston and the Mornington Peninsula?

.....

Do you have and special skills, areas of interest or attributes that could come in handy while volunteering in Visitor Services for Frankston City Council?

.....

Current Health Details:

Please give details of any health conditions/injuries:

.....

Known Allergies:

.....

Are you taking any medications that may affect the performance of your duties in this position:

.....

Please give details of any restriction in movement or mobility or mobility aid you use:

.....

Medications or Other:

.....

Availability:

- Monday: 10am-1.15pm 12.45-4pm
- Tuesday: 10am-1.15pm 12.45-4pm
- Wednesday: 10am-1.15pm 12.45-4pm
- Thursday: 10am-1.15pm 12.45-4pm
- Friday: 10am-1.15pm 12.45-4pm
- Saturday: 10am-1.15pm 12.45-4pm
- Sunday: 10am-1.15pm 12.45-4pm

Are you available as an emergency or on a casual basis: Yes No

Would you prefer to only be in our emergency/casual pool, Yes No

References:

All Volunteers are required to provide two personal referees

Referee 1:

Referee Name:

Relationship with referee:

Referee Contact Number:

Referee 2:

Referee Name:

Relationship with referee:

Referee Contact Number:

Appendix B – Visitor Services Volunteer Acknowledgement

I confirm that I have read and understand the Frankston City Visitor Services Volunteer Program Handbook and will abide by the conditions outlined in this document

As a Visitor Services Volunteer for Frankston City Council I understand

- That I am not required to carry out first aid duties or similar duties:
- That I am not to interfere in family situations, or press my own view, religious or otherwise
- That I am not to accept or give gifts
- That I do not perform volunteer tasks for Frankston City Council whilst under the influence of drugs, alcohol or prescription medication which may affect cognitive performance.....
- That I do not to act as a spokesperson for Frankston City Council or to speak to the media on behalf of Frankston City Council
- That while on duty or in uniform I am not to verbalise personal opinion about Frankston City Council.....

As a Visitor Services Volunteer for Frankston City Council I will:

- Adhere to Council’s values and treat all customers, Officers, other Volunteers with respect and courtesy.....
- Adhere to Frankston City Council’s guidelines on volunteering as detailed in this document
- Respect the privacy of visitors, other Volunteers and Officers
- Treat information concerning individuals as confidential, unless there are abuse or safety issues for the customer or the Volunteer. In this case I will report these issues to my supervisor as a matter of urgency.....
- Have a non-judgemental approach.....
- Be reliable and committed to Visitor Services at Frankston City Council.....
- Complying with Council’s Child Safe Standards Commitment.....
- Report any concerns I may have about the health and wellbeing of any fellow Volunteers to my supervisor.....

As a Volunteer for Frankston City Council I understand the following conditions apply:

- No payment will be made by Frankston City Council for Volunteer tasks
- Volunteers are covered under Frankston City Council Public Liability and Personal Accident insurance policies while assisting Council with the Volunteer tasks and while that assistance is approved/ controlled and/ or known by Council.....
- Any accident which occurs while assisting Council with Volunteer tasks and which results in injury to the Volunteer or other parties or property damage must be reported immediately to your supervisor.....

- Under the terms of the *Occupational Health and Safety Act 2004*, Volunteers must follow established practices, procedure and instructions or Council which apply to the Volunteer tasks
- All due care, skill and diligence is expected while performing the Volunteer tasks
- Volunteers must wear their name badge and uniform while on performing Volunteer tasks and representing Frankston City Council

Please contact your supervisor if you have any concerns or queries about applying these guidelines.

Volunteer Name:

Volunteer signature:

Date:.....

Contact details

Applications to be returned to:

Frankston Visitor Information Centre
 7N Pier Promenade, Frankston 3199
 1300 322 842
 10am-4pm daily
tourism@frankston.vic.gov.au

Keep in touch

Facebook:	@VisitFrankston
Instagram:	@VisitFrankston
Website:	visitfrankston.com
Hashtag:	#visitfrankston
Join our Enews Letter:	visitfrankston.com

Privacy

The personal information requested on this form is being collected by Frankston City Council to assess your suitability as a volunteer and potentially engage you to undertake volunteer duties. Your information may be shared with other agencies for the purpose of undertaking criminal history and Working With Children checks. Your information will only be used and disclosed as authorised by law. For further information, or to request access to your records, see www.frankston.vic.gov.au or contact Council's privacy officer on 1300 322 322..

Appendix C - Role Statement – Visitor Services Volunteer - Visitor Information Centre

	Visitor Services Volunteer – Frankston Visitor Information Centre ROLE STATEMENT
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DIRECTORATE:	Corporate Development
DEPARTMENT:	Community Relations
SECTION:	Tourism and Visitor Services
STATUS:	Volunteer
LOCATION:	Frankston Visitor Information Centre, 7N Pier Promenade, Frankston Waterfront
APPROVED BY:	Director Corporate Development
DATE:	October 2018

ROLE OBJECTIVE(S)/GOAL(S):

To support Frankston City's visitor economy by providing advice and support to customers of the Frankston Visitor Information Centre (FVIC).

KEY OUTCOMES AND RESPONSIBILITIES:

Visitor Services – Customer Service

- Encourage dispersal of customers to the FVIC by providing advice on local attractions, tourism products and events
- Encourage return visitation to the FVIC
- Provide prompt, accurate, professional and courteous customer service
- Receive and resolve telephone enquiries and counter enquiries of customers
- Develop strong and positive relationships with both internal and external customers
- Ensure that the FVIC is presentable and accessible to visitors
- Collect statistical data from all customers to the FVIC
- Process the sales of merchandise and tickets via the booking system (including cash and electronic sales)
- Use computer to search for information to assist customer enquiries

Organisational Responsibilities

- Cooperate with Council in relation to any actions taken to comply with the *Occupational Health and Safety Act 2004* and ensure that actions taken by the Volunteer do not interfere with or place at risk the health, safety or wellbeing of the Volunteer or any person in the workplace.
- Ensure compliance with all Privacy Legislation and treat all information of a personal and sensitive nature concerning the business of Council, Ratepayers or Residents in a professional and confidential manner in accordance with Council's information and records management procedures.

- Ensure that all Council’s policies, procedures, systems and work practices are implemented and adhered to, in particular, in risk management, financial management, governance, procurement, and customer service.
- Act in a professional manner at all times while performing duties for and/or representing Frankston City Council in accordance with the Volunteer Code of Conduct.

POLICE RECORDS CHECK:

The incumbent must have and maintain a current Police Records Check. **YES** **NO**

WORKING WITH CHILDREN CHECK:

The incumbent must have and maintain a current Working with Children Check: **YES** **NO**

ORGANISATIONAL RELATIONSHIPS:

Reports to:	<i>Visitor Services Officers</i>
Internal Contacts:	<i>Officers of Frankston City Council and other Volunteers</i>
External Contacts:	<i>Customers, local business and Visit Frankston Tourism Partners</i>

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

The incumbent is responsible and accountable for:

- Accurate customer service and information provision
- Accurate processing of sale of merchandise and tickets
- Neat and tidy presentation of the FVIC to the public
- Their presentation and behaviour
- Accurate collection of statistics
- General support to Officers on duty
- Guidance and advice are always available

JUDGEMENT AND DECISION MAKING:

The incumbent is required to use judgement and make decisions relating to:

- Provision of advice to customers
- Processing of sales for customers and cash handling

SPECIALIST KNOWLEDGE AND SKILLS:

The following knowledge and skills are required to be demonstrated and utilised:

- Knowledge of Frankston City tourism assets
- Understanding of Frankston City’s role within the Mornington Peninsula Tourism Region
- Computer literacy and personal computer application experience

INTERPERSONAL SKILLS:

The following interpersonal skills are required to be demonstrated and utilised:

- Ability to deliver an excellent standard of customer service
- Well-developed verbal and written communication skills
- Outgoing and engaging nature
- Friendly and welcoming personality
- 'Can-do' attitude
- Passion for Frankston City, the Mornington Peninsula Tourism Region and their surrounds
- Flexibility to re-prioritise as the situation requires
- Ability to work as part of a highly committed and vibrant team

QUALIFICATIONS AND EXPERIENCE:

The following qualifications and/or experience are required for the role:

- Customer service experience
- Computer literacy and personal computer application experience
- Ability to use an iPad or tablet
- Knowledge of Frankston City specifically and the Mornington Peninsula Tourism Region generally

The following qualifications and/or experience are desirable for the role:

- Experience in retail sales

VARIATION TO CONDITIONS OF THE ROLE :

The Role Statement will be reviewed annually, in conjunction with you, and as part of the Volunteer's annual Performance and Development Review.

SELECTION CRITERIA:

Selection will be based on the following Selection Criteria. However, reference will also be made to other attributes, skills and knowledge as listed in the Role Statement:

Mandatory/Essential:

1. High level of verbal and written communication skills
2. Knowledge of Frankston and the Mornington Peninsula Tourism Region
3. Computer literacy

Desirable/Optional:

1. Social media experience

PHYSICAL REQUIREMENTS OF THE ROLE:

The physical requirements of the role are outlined below:

Task	Performed Frequently	Performed Sometimes	Never/Rarely Performed
	More than 2 hours in 1 shift or continually for 30 min	Less than 2 hours in 1 shift	Infrequent use/activity
Keyboard duties	✓	<input type="checkbox"/>	<input type="checkbox"/>
Reading tasks	✓	<input type="checkbox"/>	<input type="checkbox"/>
Writing tasks	✓	<input type="checkbox"/>	<input type="checkbox"/>
Sitting (extended periods)	<input type="checkbox"/>	✓	<input type="checkbox"/>
Walking/Standing (Briefly)	✓	<input type="checkbox"/>	<input type="checkbox"/>
Walking/Standing (Extended)	✓	<input type="checkbox"/>	<input type="checkbox"/>
Driving Car	<input type="checkbox"/>	<input type="checkbox"/>	✓
Lifting/Carrying duties (Light) <10kg	<input type="checkbox"/>	✓	<input type="checkbox"/>
Lifting/Carrying duties (Heavy) >10kg	<input type="checkbox"/>	<input type="checkbox"/>	✓
Pushing/Pulling tasks (Light) <10kg	<input type="checkbox"/>	✓	<input type="checkbox"/>
Pushing/Pulling tasks (Heavy) >10kg	<input type="checkbox"/>	<input type="checkbox"/>	✓
Chopping/Digging tasks	<input type="checkbox"/>	<input type="checkbox"/>	✓
Bending/Kneeling requirements	<input type="checkbox"/>	✓	<input type="checkbox"/>
Climbing (stairs, ladders)	<input type="checkbox"/>	<input type="checkbox"/>	✓
Handling grease/oils	<input type="checkbox"/>	<input type="checkbox"/>	✓
Exposure to dust/dirt/hazardous materials	<input type="checkbox"/>	<input type="checkbox"/>	✓
Exposure to chemicals and/or detergents	<input type="checkbox"/>	<input type="checkbox"/>	✓
Stress - Difficult customers	<input type="checkbox"/>	<input type="checkbox"/>	✓
Tight deadlines	<input type="checkbox"/>	<input type="checkbox"/>	✓
Exposure to hot/cold temperature	<input type="checkbox"/>	<input type="checkbox"/>	✓
Exposure to noise/required to wear hearing protection	<input type="checkbox"/>	<input type="checkbox"/>	✓

Appendix D - Role Statement – Visitor Services Volunteer – Roving Tourism Ambassador

	Visitor Services Volunteer – Roving Tourism Ambassador ROLE STATEMENT
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DIRECTORATE:	Corporate Development
DEPARTMENT:	Community Relations
SECTION:	Tourism and Visitor Services
STATUS:	Volunteer
LOCATION:	Various
APPROVED BY:	Director Corporate Development
DATE:	October 2018

ROLE OBJECTIVE(S)/GOAL(S):

- To build awareness of the visitor experiences in Frankston City to increase visitation, aid dispersal and improve community engagement.
- Increase awareness of the Frankston Visitor Information Centre (FVIC)

KEY OUTCOMES AND RESPONSIBILITIES:

Visitor Services – Customer Service

- To provide a welcoming presence during key events in Frankston City and other tourism locations
- Deliver consistent and quality customer service and engagement, focusing on enriching the visitor experience and exceeding their expectations
- Engage customers with unique stories of Frankston and key interest areas for the visitor, enhancing their overall visitor experience.
- Actively promote local and regional experiences including attractions, services, events and the FVIC free accommodation and tour booking service.
- Refer visitors who require additional information to the FVIC
- Record feedback customers provide regarding their visit to Frankston
- Assist in gathering and collating statistical information that assists in identifying trends in information visitors and locals seek
- Ensure adequate levels of appropriate brochures, maps and information are available
- Report any issues to the FVIC as required

Organisational Responsibilities

- Cooperate with Council in relation to any actions taken to comply with the *Occupational Health and Safety Act 2004* and ensure that actions taken by the Volunteer do not interfere with or place at risk the health, safety or wellbeing of the Volunteer or any person in the workplace.
- Ensure compliance with all Privacy Legislation and treat all information of a personal and sensitive nature concerning the business of Council, Ratepayers or Residents in a professional and confidential manner in accordance with Council's information and records management procedures.
- Ensure that all Council's policies, procedures, systems and work practices are implemented and adhered to, in particular, in risk management, financial management, governance, procurement, and customer service.
- Act in a professional manner at all times while performing duties for and/or representing Frankston City Council in accordance with the Volunteer Code of Conduct.

POLICE RECORDS CHECK:

The incumbent must have and maintain a current Police Records Check: YES NO

WORKING WITH CHILDREN CHECK:

The incumbent must maintain a current Working with Children Check: YES NO

ORGANISATIONAL RELATIONSHIPS:

Reports to:	<i>Tourism and Visitor Service Officers</i>
Internal Contacts:	<i>Officers of Frankston City Council and other Volunteers</i>
External Contacts:	<i>Customers, local business, Visit Frankston Tourism Partners and attendees at events</i>

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

The incumbent is responsible and accountable for:

- Accurate customer service and information provision
- Accurate collection and collation of statistics
- Their personal presentation and behaviour
- General support to Officers on duty
- Guidance and advice is always available

JUDGEMENT AND DECISION MAKING:

The incumbent is required to use judgement and make decisions relating to:

- Ability to provide advice to customers

SPECIALIST KNOWLEDGE AND SKILLS:

The following knowledge and skills are required to be demonstrated and utilised:

- Knowledge of Frankston City tourism assets
- Understanding of Frankston City's role within the Mornington Peninsula Tourism Region, including events

INTERPERSONAL SKILLS:

The following interpersonal skills are required to be demonstrated and utilised:

- Excellent communication and customer service skills
- Outgoing and engaging nature
- Friendly and welcoming personality
- 'Can-do' attitude
- Passion for Frankston and surrounds
- Appreciation for excellence in customer service to welcome and provide a sense of arrival
- Flexibility to re-prioritise as the situation requires
- Ability to work as part of a highly committed and vibrant team

QUALIFICATIONS AND EXPERIENCE:

The following qualifications and/or experience are required for the role:

- Customer service and/or events experience
- Knowledge of Frankston and the Mornington Peninsula Tourism Region

VARIATION TO CONDITIONS OF THE ROLE:

The Role Statement will be reviewed annually, in conjunction with you, and as part of the Volunteer's annual Performance and Development Review.

SELECTION CRITERIA:

Selection will be based on the following Selection Criteria. However, reference will also be made to other attributes, skills and knowledge as listed in the Role Statement:

Mandatory/Essential:

1. Experience in customer service and/or events
2. Knowledge of Frankston and the Mornington Peninsula Tourism Region
3. High level of interpersonal and verbal communication
4. Ability to meet the physical requirements of the Role Statement

PHYSICAL REQUIREMENTS OF THE ROLE:

The physical requirements of the role are outlined below:

Task	Performed Frequently More than 2 hours in 1 shift or continually for 30 min	Performed Sometimes Less than 2 hours in 1 shift	Never/Rarely Performed Infrequent use/activity
Keyboard duties	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reading tasks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing tasks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sitting (extended periods)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walking/Standing (Briefly)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking/Standing (Extended)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driving Car	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Lifting/Carrying duties (Light) <10kg	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lifting/Carrying duties (Heavy) >10kg	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pushing/Pulling tasks (Light) <10kg	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pushing/Pulling tasks (Heavy) >10kg	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Chopping/Digging tasks	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Bending/Kneeling requirements	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Climbing (stairs, ladders)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Handling grease/oils	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to dust/dirt/hazardous materials	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to chemicals and/or detergents	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Stress - Difficult customers	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Tight deadlines	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to hot/cold temperature	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to noise/required to wear hearing protection	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>