



WOLLONGONG
MEMORIAL GARDENS



VOLUNTEER HANDBOOK

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Volunteer Program Contact Information

Email: memorialgardens@wollongong.nsw.gov.au
Phone: 4227 7780

Mailing Address Wollongong City Council
Wollongong Memorial Gardens & Cemeteries
Locked Bag 8821
Wollongong DC NSW 2500

Application of this document

This document applies to:

- All Volunteers registered and working under the Friends of the Cemetery program;
- All Council Staff, Contractors and Volunteer Group Coordinators appointed by Council under the Friends of the Cemetery program who supervise volunteers and provide on-ground support.
- WCC take safety and the safety of others, as well as conservation very seriously. If a Volunteer is found to breach the Wollongong Memorial Gardens & Cemeteries Volunteer Code of Conduct, Delegates of Councils and Members of Council Committees Code of Conduct, WHS obligations or standard/safe operating procedures, and the breach creates a serious breach or incidence of non-compliance, sanctions may be applied to their engagement.

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Objectives

WCC is committed to providing a safe work environment for all Volunteers. To ensure a safe work environment all Volunteers must:

- Adhere to the highest standards of conduct;
- Be aware of their responsibilities and obligations at all times when volunteering;
- Maintain a safe working environment and be familiar with site safety requirements;
- Be familiar and comply with the site plan, environmental approvals for the site and relevant legislation.

Wollongong City Council's Organisational Values

Wollongong City Council has a set of Organisational Values to guide the conduct of all staff, including volunteers. They are listed below:

Integrity honest and reliable

Respect inclusive and considerate

Sustainable use our community's resources responsibly

One Team together we deliver excellent service

Courage challenge the norm to be better

Wollongong Memorial Gardens Volunteer Program Induction

Volunteers are not permitted to commence working in a voluntary capacity without having been inducted to the relevant program and to the site. These inductions are undertaken by an authorised WCC Officer. The person conducting the induction will outline the job description, application form, responsibilities and expectations, Code of Conduct, contact and reporting requirements, standard/safe operating procedures and emergency procedures.

Upon completion of the induction you will be required to complete and sign the WCC

Wollongong Memorial Gardens & Cemeteries Volunteer Registration Form attached (Annexure B) and return it to the WCC Officer or Group Coordinator.

Should WCC risk, safety and environment practices and procedures change, volunteers may be required to undertake further training.

Wollongong Memorial Gardens Volunteer Code Of Conduct

The reputation of Wollongong City Council can be affected by your actions, both on and off site.

All Wollongong City Council Memorial Gardens & Cemeteries volunteer team members shall:

- Abide by the service guidelines of Wollongong City Council for the relevant job description;
- Represent Wollongong City Council and the Friends of the Cemetery program in a positive way;
- Be reliable and prepared to carry out tasks associated with the position;
- Be willing to learn and attend training programs when offered;
- Act lawfully, honestly and exercise a reasonable degree of care and diligence in carrying out functions;
- Perform their roles to the best of their ability;
- Work as a team and remember everyone is equal;
- Treat others with respect, courtesy and consideration at all times;
- Maintain a good working relationship with workmates;
- Be open minded and respect other people's opinions, even if they don't agree;
- Be willing to listen;
- Be patient with others, particularly if working with people that have special needs such as

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hearing difficulties, learning disabilities, differing levels of fitness, emotional states etc. Allow them as much independence as possible and don't take over;

- Not harass, discriminate against, or support others who harass or discriminate against colleagues or members of the public. This includes, but is not limited to, harassment or discrimination on the grounds of sex, pregnancy, age, race, responsibilities as a carer, marital status, disability, homosexuality, transgender, political affiliation or if a person has an infectious disease;
- Report any incident, experienced or witnessed, of bullying or harassment immediately to the Group Coordinator or relevant WCC Memorial Gardens & Cemeteries Officer;
- Report any complaints to the Group Coordinator;
- Feel free to give suggestions and ask about things that seem unclear;
- Observe the policies and practices set down by Wollongong City Council Memorial Gardens & Cemeteries staff;
- Comply with all Work, Health and Safety requirements;
- Follow all reasonable directives made by the Group Coordinator and/or Wollongong City Council Memorial Gardens & Cemeteries staff;
- Not undertake any activities which may aggravate pre-existing injuries or illnesses without first obtaining a medical clearance.
- Report all injuries, or incidents which might aggravate pre-existing injuries or illnesses, immediately to the appointed supervisor.
- Promptly report all incidents, accidents, near misses, illnesses and any hazards/risks to health and safety and environmental risks to their supervisor.
- Promptly report any damage to Council equipment or assets incurred during the course of volunteer activities.
- Work in a constructive and co-operative way with Council staff, customers and other volunteers.
- Declare any warnings or summary dismissals which they have been the subject of in relation to volunteering at Wollongong City Council.
- Promptly report to supervisor existing issues in relation to or any changes to, licences, health or personal circumstances that might impact on capability to effectively perform volunteer roles.
- Notify the appropriate Project Officer and/or coordinator immediately, if they are convicted of precluding offence during the three year period between obtaining and renewing their National Criminal History Record check (where applicable).
- Not consume, or be under the influence of illegal drugs or alcohol while on duty or on Wollongong City Council premises. If a Volunteer is suspected to be under the influence of drugs or alcohol, the Group Coordinator will immediately close down the site and inform the appropriate WCC Officer and /or relevant authorities if deemed necessary;
- Not smoke within the defined work area as determined by the Group Coordinator;
- Disclose to Council (and the Group Coordinator if necessary) any medical conditions, ongoing workers compensation claims / allergies relevant to their work as a Volunteer that may affect their own safety or that of other workers. This information will be held in strict confidence in accordance with the Health Records and Information Privacy Act 2002;
- Provide a Doctor's Certificate and /or Workers Compensation clearance (certificate of capacity) when returning to Friends of the Cemetery program after any injury or illness that was serious enough to prevent you from performing normal Friends of the Cemetery functions for an extended period. The certificate must specify any restrictions to your activities;
- Hold current training in the safe use and handling of herbicides if undertaking herbicide application;



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- Hold current training in the use of equipment being used on site (in accordance with manufacturer specifications);
- Not reference a Council Volunteer Program (Friends of the Cemetery) to make public comment in their capacity as a Wollongong Memorial Gardens & Cemeteries Volunteer. All public matters or concerns relating to Wollongong Memorial Gardens & Cemeteries Management, should at first be directed to Council's Memorial Gardens & Cemeteries Team 4227 7780;
- Consider issues consistently, promptly and fairly. You must 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;
- Keep things that you learn about people, on or off site, confidential (if you have any difficulties with this please contact the WCC Memorial Gardens & Cemeteries Team);
- Abide by relevant WCC policies, including, but not limited to:
 - Code of Conduct - Delegates of Council and Members of Council Committees;
 - Fit for work (Drug and Alcohol) Policy;
 - Positive Working Relationships;
 - Privacy Management Plan;
 - Use of Confidential Information.
 - Volunteer Management Policy.

These policies are available on Council's website via <http://www.wollongong.nsw.gov.au/your-council/council-policies> or can be obtained by contacting the Wollongong Memorial Gardens & Cemeteries Team (Refer to page 1 for Contact Information)

Wollongong Memorial Gardens Volunteer Rights

Every WCC Memorial Gardens & Cemeteries volunteer has the right:

To be satisfied with their volunteer role and a variety of experiences

Consideration will be given wherever possible to preferences, experience, skills and personality. You have the right to ask for a new role when you feel ready to move on. If you feel ready for new tasks, you are advised to approach the Group Coordinator and discuss options. It is hoped that you will feel comfortable enough with the program to be able to discuss your options.

To be treated as a co-worker

To have support and respect from co-workers and to share appropriate responsibilities with them.

To be treated fairly

Volunteers have the right to orientation, guidance and direction. As well, they have the right to make suggestions and have respect shown when offering an opinion.

To receive adequate information and a clear role description

Volunteers have the right to know as much as possible about WCC Policies and Programs. A written role description outlining duties is provided. You need to have a general idea of what is expected of you. If in doubt, ask questions. Information regarding correct procedures to follow in the case of mishaps or accidents is also important. Training courses are provided and you are encouraged to take advantage of these.

To orientation and education

An effective orientation by WCC allows the Volunteer to decide if he/she will fit in! Training can include an introduction to the skills required, continuing education and on-the-job supervision and related workshops.

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To protection

Wollongong City Council has insurance policies to cover volunteers in the case of accidents whilst volunteering (refer to Personal Accident Insurance for volunteers for more information).

Signing the Attendance Log and reporting any injuries or near miss incidents on the Daily Activity Sheet is an important part of this.

To get recognition

Examples of recognition include: genuine thanks for volunteer effort, receiving an award or certificate, and being included in the Friends of the Cemetery social events.

To know why – if seen to be unsuitable for a task

If you are not performing a role well, volunteers need to be told what it is they are not doing. This will be done in a way that also takes into consideration what is being done well and possible ways improvements can be made.

To say “No”

Volunteers have the right to know what tasks are expected and to say ‘no’ if they feel uncomfortable doing them.

Work Day Responsibilities

Before you start work

- The Group Coordinator will complete a site talk and go through the Workday Hazard / Safety Checklist at the beginning of each work day;
- Identify any new site hazards and implement necessary controls;
- Locate first aid kit, clean water, toilets, exits and emergency assembly points;
- ‘Sign in’ on the Attendance Log (Daily Activity Sheet);
- Check with the Group Coordinator for duties;

While working

- Use sunscreen and/or insect repellent (provided);
- Be alert for the hazards identified on the Workday Safety Checklist and implement controls;
- Drink lots of water;
- Use your knees and do not twist when lifting;
- Work in the shade wherever possible;
- Change tasks regularly and stretch;
- Take regular breaks;
- Wash hands before eating;
- Do not pick up any needles or fibro or asbestos – report to the Group Coordinator immediately;
- Do not proceed if unsafe and report any unsafe situations to the Group Coordinator immediately;

Before you leave

- Put all equipment away;
- Report any faulty equipment to the Group Coordinator;
- Make sure there are no unsafe hazards (stumps, stockpiles of weeds or branches, etc.) and you leave the site in safe condition;
- ‘Sign out’ and inform the Group Coordinator that you are leaving;
- Take your rubbish home with you;



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Work Health and Safety

All volunteers under the Work Health and Safety Act 2011 (WHS Act 2011) are classified as “workers” and are therefore treated the same as a paid Council employee.

WCC is committed to ensuring the safety of all volunteers. This requires that all Volunteers are committed to the same goal.

The WHS Act 2011 requires all Council staff and volunteers to take reasonable care for the health, safety and welfare of people who are in the place of work. Consequently Volunteers are required to:

- Take reasonable care for their own health and safety and for the health and safety of other persons who may be affected by their acts or oversights in the workplace;
- Minimise any risks to health and safety in the workplace by removing hazards where possible;
- Isolate hazards that cannot be removed and report them to the Group Coordinator;
- Co-operate with WCC and comply with all reasonable safety directions and statutory requirements;
- Not intentionally or recklessly interfere or misuse anything provided in the interests of health, safety or welfare;
- Use equipment in accordance with manufacturer’s instructions, which are consistent with its safe and proper use.

You must, while undertaking your duties at a Council workplace, cooperate so far as is necessary to enable compliance with any requirement under the WHS Act or the regulations that are imposed in the interest of the health, safety and welfare of any person.

General safety requirements

Basic PPE (Personal Protective Equipment) required for all WCC sites

Items to be provided by volunteer

- Long pants and long sleeves;
- Strong enclosed boots or shoes;
- Wide brimmed hat;
- Water.

Items provided by WCC (via Group Coordinator)

- Strong work gloves;
- Protective glasses (to be used when removing woody weeds such as lantana);
- High protection sunscreen;
- Insect repellent;
- Dust mask (to be used when mulching - optional).

First Aid Kit

Council will supply a first aid kit to the Group Coordinator. Work is not permitted to proceed if a first aid kit is not available on site.

The kit will be of a standard to the satisfaction of an authorised WCC Officer. The Group Coordinator is to check the contents of the first aid kit at completion of each meeting of the group and arrange with WCC Memorial Gardens & Cemeteries Staff to make the necessary replenishments prior to the following scheduled work day.

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Covid controls

- Adhere to NSW Health guidelines in regard to size of public gatherings
 - Practice social distancing whilst onsite; 1.5m as per NSW Health guidelines
 - Conduct regular checks by co-ordinators and team members to ensure compliance with social distancing;
 - Include controls in tool box talk prior to commencing works; daily activity book to be utilised to record attendance;
 - Enact Response Plan if a member of a group is unwell;
 - All employees/volunteers instructed to not come to work if feeling unwell or will be sent home immediately if symptoms of sickness develops at work. Supervisor and Safety Hotline contacted with instructions on return to work process discussed and implemented;
 - If not well and you have come into contact with other members of the group notify coordinator and Council immediately. Coordinator and Council to follow Council's notification and follow-up process for employees notification through the WHS team;
 - Staff instructed on hygiene practices;
 - Personal protective equipment such gloves are available for volunteer use;
 - Volunteers kept up to date with changes implemented to maintain their health and safety at the facility/workplace;
 - Discouraging volunteers and staff from using others phones, or other tools and equipment, when possible;
 - Cleaning and disinfecting frequently touched items and surfaces eg; tools, equipment using appropriate cleaning products will be completed;
 - Alcohol rub/gel to be provided to each group;
 - PPE should not be seen as a first or only option to control risk of infection however if PPE is considered necessary to maintain volunteer and staff safety and prevent infection, consideration should be given to altering services or closing/ not opening the facility due to the elevated post control risks;
 - Do not share PPE ie gloves and eye wear;
 - Vulnerable volunteers and staff are identified and working arrangements/areas to work are organised to limit any potential exposure to Covid-19. <https://www.health.gov.au/news/australian-health-protection-principal-committee-ahppc-advice-to-national-cabinet-on30-march-2020>;
 - Volunteers to self-nominate at tool box talk if they are considered high risk (70 and over or have a pre existing health issue);
 - Covid-19 Confirmed Case Response Plan distributed and implemented by staff and volunteers;
 - Contact numbers available on who to contact if confirmed case of COVID-19 in workspace/area;
 - Coordinator and Council to follow Council's notification and follow-up process for employees notification through the WHS team;
 - Information provided to staff about the supports available to them;
- Nominated contact person - coordinator/site supervisor, Memorial Gardens & Cemeteries Officers.



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Road Safety

If working within close proximity to the road, Volunteers are required to complete a Risk Assessment prior to conducting works and wear high visibility safety vests.

Asbestos

Volunteers may come across asbestos that has been illegally dumped. Volunteers are to cease work if asbestos is found on site and report it to WCC Memorial Gardens & Cemeteries Team immediately (refer to page 1 for contact information).

Extreme Weather and Total Fire Ban Days

In the case of extreme or potentially dangerous weather such as excessive rain, wind or heat, the Group Coordinator will conduct a Risk Assessment to determine if the session should be cancelled, or continue if it has already started. If the session is cancelled the Group Coordinator will advise Memorial Gardens & Cemeteries volunteers as soon as possible via the contact details provided.

For sites located within bushfire prone lands, such as Helensburgh Cemetery, works are prohibited to be undertaken on Total Fire Ban days during the bushfire season (October – March).

To determine if a total Fire Ban has been declared please refer to the Rural Fire Service website (www.rfs.nsw.gov.au). Wollongong LGA is located within Area 5 - Illawarra / Shoalhaven.

Public Safety

WCC aims to maintain the safety and wellbeing of the public. All volunteers are responsible for ensuring that their activities do not injure or affect members of the public in a negative way as a result of their activities. Volunteers must take suitable precautions to protect the safety and welfare of the public. This may include restricting access to work areas, constructing barriers etc.

All sites must be left in a safe condition upon completion of daily activities.

Working alone

If you plan to be working alone on site you must ensure you complete the following:

- Seek approval from the Group Coordinator to work on site and agree on works to be undertaken;
- Advise Group Coordinator when you plan to be working on site;
- Notify a responsible family member, friend or neighbour that you will be working alone on the site prior to starting. You will need to advise them of your work location, your expected finish time and that you will contact them when you are leaving the site. You will also need to advise this person to follow up and make contact with you if they do not hear back from you by an agreed time;
- Carry a mobile phone, which has been sufficiently charged and has the ring tone turned on;
- Carry a first aid kit, which includes a snake bandage;
- Undertake a risk assessment prior to commencing works (pink sheet) and implement necessary controls;
- Prior to leaving the site make sure the work area is left in a safe condition;
- As soon as you leave the site you are required to contact the person you previously notified about working on site to advise them that you are safe and have left the site;
- Make sure you fill in the Daily Activity Sheet and return it to the Group Coordinator or Memorial Gardens & Cemeteries Team.

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Children on site

Children under the age of 15 must be supervised by an adult. The supervising adult must ensure that the child adheres to the Code of Conduct and all safety obligations set out in this document. Any child working on site on more than one occasion will be required to complete the Program Induction, Site Induction and Registration Form. The Registration Form must also be signed by the supervising adult / guardian.

Communication and Documentation

At the beginning of each session, Volunteers are required to 'sign in' on the Attendance Log. The Group Coordinator will then conduct a site talk to induct Volunteers in site specific safety requirements, controls to be implemented, emergency procedures and work activities to be undertaken for the day.

Prior to leaving the site, all Volunteers must be accounted for and 'sign off' on the Attendance Log. All injuries, no matter how minor, must also be recorded at this time. Any administrative, safety or housekeeping information for the next session will be provided prior to leaving the site by the Group Coordinator.

A copy of the completed Daily Activity Sheet (photo or scan) is to be forwarded to relevant WCC Memorial Gardens & Cemeteries Officer by the Group Coordinator prior to COB on the following business day. Any complaints, concerns or suggestions should first be directed to the Group Coordinator, or if this is ineffective or not appropriate, to WCC Memorial Gardens & Cemeteries Team.

Reporting of Incidents

An injured person, after receiving immediate attention to their injury, must report all injuries to the Group Coordinator, who must document and report the incident to the relevant Memorial Gardens & Cemeteries Officer within 24 hours of the event occurring. Incidents may include injuries, medical treatment, near miss / hit incidents, dangerous occurrences and environmental damage. Medical advice should be sought where there is a threat of infection or any other doubt.

Reporting of inappropriate behaviours or bullying and harassment

A harmonious work environment, free from intimidation, harassment, discrimination and conflict is something desired by all workers. Unfortunately disputes and grievances may arise in the workplace, and Volunteers have the right to express their concerns about work related issues and to have those concerns dealt with competently within a reasonable timeframe, and in an environment of mutual trust and respect.

Most problems can be easily resolved by talking informally with the other person involved. If this doesn't resolve the issue then the matter should be taken to the Group Coordinator. When dealing with a grievance it is important to deal with issues and not matters of personality differences. Where two individuals have personality conflicts it is important for both parties to recognise the rights of the other and accept that at times people are different.

Where the matter is not resolved by informal discussion, or it is inappropriate to deal with the issue in this way, a formal process may be put in place. Volunteers can report inappropriate behaviour and those behaviours defined as bullying and harassment to the relevant Memorial Gardens & Cemeteries Officer. Volunteers should read WCC's Positive Working Relationships Policy for an understanding of the procedures in place to stop inappropriate behaviours.

Personal accident insurance for volunteers

Council maintains insurance coverage for Volunteers under ninety (90) years of age with certain exclusions applying from 75 years old.

Coverage applies where a Volunteer suffers personal injury or death whilst engaged in voluntary work authorised and under the control of Council. This cover provides certain benefits in regard to lost wages for injury and limited cover for death or permanent disability subject to the terms and conditions of the policy, and does not imply cover for any injury. Volunteers may be permitted to work on site if they are



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above the maximum age limits nominated under the insurance coverage, however this is subject to Council's own Volunteer management requirements and in any event no insurance coverage would apply.

In the event of a Volunteer needing to submit a claim under the insurance coverage, they should advise the Group Coordinator and contact the relevant Memorial Gardens & Cemeteries Officer as soon as possible. Council's insurance broker will then be notified and a claim form supplied for the Volunteer to complete.

- Our Volunteers Personal Accident policy is for Accident only;
- Under the policy

COVID 19 is not Bodily Injury as defined and so not covered;

medical expenses where there is a Medicare benefit are not covered.

Environment

The site plan will identify the group goals, which will be used by the Group Coordinator to provide direction regarding works to be undertaken and ensure that the environment is protected and improved as a result of the work done by the Volunteers. Works undertaken must be consistent with the Site Plan or be approved by the relevant Memorial Gardens & Cemeteries Officer.

Volunteers must abide by the Site Plan, Review of Environmental Factors (REF) and any other environmental approvals for the site.

All plants must be positively identified as a weed prior to removal and the removal must not have a significant impact on native fauna habitat.

If a Volunteer is found to breach the site plan and REF, sanctions may be applied to their engagement.

Aboriginal site protection and preservation

All natural areas are remnants of Aboriginal land that have often remained intact and relatively undisturbed by colonisation. As a result, all natural areas have the potential to contain Aboriginal heritage such as middens, burial sites, shelters, engravings and artefacts, all of which are protected under the National Parks and Wildlife Act 1974 and other relevant legislation. If you are working in areas that may contain Aboriginal sites ensure that you keep a look out for any of the indications such as surface shell material and/or bones, middens, rock shelters, camp sites, Aboriginal paintings, quarries, axe grinding grooves, earth rings, ceremonial sites, stone arrangements, natural sacred sites, engravings, scar trees, carved trees and burials. If you find any indications stop work immediately and let your supervisor know. Do not dig here, or poke around to see what you can find as this will disturb and maybe damage the site. Leave it as it is and move away from the area. It is likely to be a midden or a burial site. Sketch its location on a site map, and let the Wollongong Memorial Gardens & Cemeteries Office know.

- Do not leave waste material on any part of the site;
- Do not light fires;
- Avoid leaving tracks that lead to Aboriginal sites where possible;
- Do not disturb rocks or features that may impact on the site;
- Do not use chemicals at known Aboriginal heritage sites;
- Do not walk on or touch art works;
- Do not remove artefacts from site;
- Do not plant in middens;
- If you are not sure, then don't.

Notify Wollongong City Council Memorial Gardens & Cemeteries Team on 4227 7780 as soon as you think you may have found a heritage item or site.

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Annexure a - volunteer job description

Friends of the Cemetery Volunteer

Job Title: Friends of the Cemetery Volunteer

Reports to: Operations Manager or Supervisor – Memorial Gardens and Cemeteries

Aim of Friends of the Cemetery:

To facilitate community involvement in and promote the heritage significance of memorial gardens and cemeteries in the Wollongong City Council area.

The purpose of the job:

To take an active role in contributing to some minor maintenance, improvement and restoration works within WCC Memorial Gardens and Cemeteries.

Tasks may include:

- Weed control and removal, also including green waste (sticks/branches/leaves etc)
- Planting of native vegetation
- Spreading mulch
- Watering
- Rubbish removal
- Minor cleaning of plaques and headstones

Desirable criteria:

- Plant identification and cemetery layout knowledge are useful but not essential to becoming a Volunteer.

Essential skills/attributes:

- A desire to want to care for the environment;
- Commitment;
- Ability to work with others;
- Willingness to abide by the Bushcare procedures, responsibilities, obligations and Code of Conduct;
- An open mind and willingness to learn;
- Physical ability to carry out the tasks;
- Ability to observe safe work practices and comply with WHS legislation, policies and procedures.



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Generic outputs of all Wollongong Memorial Gardens & Cemeteries volunteer positions - comply with WHS Legislation, Policies and Procedures

- Wear required Personal Protective Equipment (PPE);
- Maintain a high standard of housekeeping and a safe work area;
- Identify and report all hazards for your area;
- Adhere to control measures and safe systems of work;
- Report all incidents, injuries and near misses.

Comply with EEO and Anti-discrimination Legislation, Policies & Procedures

- Act to prevent workplace harassment, discrimination and bullying;
- Report known incidents of workplace harassment, discrimination and bullying.

Comply with Council's Code of Conduct and Values

- Support Wollongong Memorial Gardens & Cemeteries programs and activities;
- To receive and follow instruction regarding operational issues based on information provided by Staff as per Council's Policies, strategies and procedures;
- Understand and comply with Council's strategies, policies and procedures;
- Act with care for the local environment, community and Council assets;
- Behave ethically and transparently;
- Lead by example and take responsibility for your actions.

Perform as a Team Member

- Contribute to the outcomes of the program in a productive manner.

Complete required training

Annexure b - WCC Wollongong Memorial Gardens & Cemeteries Volunteer Registration

As a WCC Wollongong Memorial Gardens & Cemeteries volunteer, you must complete this form to acknowledge you agree to undertake the role and responsibilities of being a WCC Wollongong Memorial Gardens & Cemeteries volunteer as defined in the WCC Wollongong Memorial Gardens & Cemeteries volunteer Handbook. An electronic copy of the completed form will be kept by Council in case future reference is required. If/when you are unable to be involved in the program, please inform WCC via the contact details provided on page 1 of the Wollongong Memorial Gardens & Cemeteries Volunteer Handbook.

Applicant details

Name:

.....

Address:

.....

.....

Home Phone:

Mobile:

Date of Birth:

.....

Email:

.....

Any skills, experience or qualifications relevant to the program you are volunteering for?

.....

Have you ever recorded a Police Conviction? No Yes

Would you be willing for Council to undertake a criminal record check?

I consent I do not consent

Please state whether you have any health condition/s and / or current workers compensation claims that might affect your ability to do the work:

.....

How did you hear about our volunteer program?:

Website Word of mouth Social media Volunteering Illawarra

Other

.....

Emergency contact details

Name:

.....

Home Phone:

Mobile:

.....

Email:

.....

Relationship:

.....

Please turn over and complete the back of this form

Privacy Information

Privacy Notification (Privacy and Personal Information Protection Act 1998 – Section 10) - The personal information that Council is collecting from you on this application form is personal information for the purposes of the Privacy and Personal Information Protection Act 1998 ('the Act'). The intended recipients of the personal information are officers within the Council, Volunteer Group Coordinators, Contracted Site Supervisors and any person wishing to inspect the application in accordance with the Local Government Act 1993 or the Government Information (Public Access) Act 2009. The supply of the information by you is not voluntary and if you cannot provide or do not wish to provide the information sought, Council will be unable to process your application. You may make application for access or amendment to information held by Council. You may also make a request that Council suppress your personal information from a public register. Council will consider any such application in accordance with its Privacy Management Plan and the Privacy and Personal Information Protection Act. Council is to be regarded as the agency that holds the information. Enquiries concerning this matter can be addressed to Council by telephoning 4227 7111.

Volunteer Agreement

- I have read, understand and agree to abide by the requirements outlined in the WCC Wollongong Memorial Gardens & Cemeteries Volunteer Handbook, Job Description and WCC policies and procedures;
- I am willing and able to follow instruction, abide by the safety rules and wear personal protective equipment as required;
- I give permission for my contact details to be provided to the Volunteer Group Coordinator for the site/s I am working on; yes no
- Council proposes to take some photographs/video of you at Wollongong Memorial Gardens & Cemeteries work days and events, which will be held on Council records for the purpose of being used in future Council publications (e.g. newsletters, Council’s website / social media, print media or television). The intended recipients of these publications include other WCC Wollongong Memorial Gardens & Cemeteries volunteers and members of the general public. Please indicate by ticking one of the boxes below whether or not you are happy for Council to reproduce these photographs and/or video footage taken of you for use in their various publications, including use by the media.
 I consent I do not consent
- WCC Memorial Gardens & Cemeteries sends out e-magazines complete with information about program updates, our conservation efforts, upcoming events and volunteering opportunities, as well as an occasional email update. Please indicate by ticking one of the boxes below whether or not you are happy to receive e-communications from WCC Memorial Gardens & Cemeteries:
 I consent I do not consent
- I understand and have received a copy of the Code of Conduct – Delegates of Council and Members of Council Committees;
- I agree to work under the guidance and supervision of the Wollongong City Council and the Volunteer Group Coordinator responsible for the area I am working in;
- I understand that I must inform Council of any injuries sustained while undertaking Wollongong Memorial Gardens & Cemeteries Volunteering activities;
- I understand that I must inform Council of any criminal history prior to commencement of Wollongong Memorial Gardens & Cemeteries Volunteering activities;
- I am aware that I am required to provide a doctor’s certificate and workers compensation doctor’s certificate of capacity when returning to Friends of the Cemetery after any injury or illness that was serious enough to prevent me from performing normal Friends of the Cemetery functions for an extended period. The certificate must specify any restrictions to my work activities. All information provided that relates to medical information will be held by Council according to the Health Records and Information Privacy Act 2002;
- I am willing to undertake any training deemed necessary by Council in relation to my Volunteering services to ensure that I comply with Council’s policies and legislation obligations;
- I understand that I am required to declare any previous dismissals and warning received from previous volunteer engagement;
- I understand that I am volunteering my services to WCC and will not receive remuneration for my services and agree to inform Council when I no longer wish to be considered for further volunteering activities.

Signature of Friends of the Cemetery Volunteer: X

Date: / /

Once completed tear off this form and submit to:

.....



CARING FOR GENERATIONS







WOLLONGONG
MEMORIAL GARDENS



CARING FOR GENERATIONS

wollongongmemorialgardens.com.au

WCC@5500440523:ND

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City Council

