



LOCKYER VALLEY REGIONAL COUNCIL
VOLUNTEER APPLICATION INFORMATION
Das Naumann Haus Museum

**Please read this information carefully before completing the enclosed
Application Form**

Council is seeking a team of committed volunteers to assist in staffing our Accredited Visitor Information Centres; Plainland and Lake Apex, our Pioneer Village and Das Neumann Haus Museum in Laidley. These facilities will create more opportunities for tourism in our area.

A high standard of **customer service** is essential, so our volunteers **must like people, be friendly, methodical, willing to learn more about tourism and promoting your area.**

Council recognises that some applicants will have previously worked as volunteers assisting visitors and therefore have experience. Because the information centres require a larger pool of volunteers including some who may not have this experience, all applicants will be required to go through the same application process and training to ensure baseline, consistent and high standards of customer service and professionalism can be provided by everyone involved.

COMMITMENT REQUESTED

It is requested that volunteers do a minimum of 2 shifts per month to ensure knowledge of the information centre operation is kept up to date.

Operation hours: 10.00am to 3.00pm, 7 days a week

Some volunteers may wish to work a half day or full day, the choice is yours.

TRANSPORT

A current 'C' class drivers licence is essential for those wishing to volunteer. Council encourages Car pooling where possible

INSURANCE COVER

All our volunteers are covered for personal accident under Council's Voluntary Workers Insurance Policy. This cover will extend from travelling direct to/from work and at work. For a copy of the Policy please see the Visitor Information Centre Coordinator.

TRAINING

All volunteers will be required to undergo the following training:

- A initial interview with the Visitor Information Centre Coordinator, induction and on site orientation with the Supervisor;
- Participation in familiarisation tours around the Lockyer Valley arranged throughout the year;
- Regular refresher training sessions and various Tourism Workshops.

This training is not arduous and volunteers usually find the programs interesting and enjoyable.

VOLUNTEER COORDINATION

Volunteers will be responsible to the relevant Council Officer or Visitor Information Centre Coordinator who will prepare the rosters and provide the communication link with Council's Manager Regional Development, and then to the CEO, Executive Managers and Council.

UNIFORM AND DRESS CODE

Volunteers will be issued with a Lockyer Valley Volunteer shirt and name badge which must be worn at all times when on duty and will be supplied by Council. (These items must not be worn off duty). Dress must be smart casual, black or navy skirt/trousers, and black or navy closed-in clean shoes are required. No joggers or jeans. In the colder months a black/navy jacket is acceptable. Closed in shoes must be worn at all times when working both indoors in the office and outdoors.

TASKS

Duty tasks will include:

- Meeting, greeting visitors and answering their enquiries both face to face, over the phone and at times via email,
- Brochure display management, replenishment and stock control,
- Selling souvenirs, tickets, and local art and craft,
- Coffee making and general food preparation,
- Cash handling,
- Liaison with tour/senior/school groups,
- From time to time you could be involved in events.

COMPUTER EXPERIENCE

Some basic knowledge of computers, email and the Internet will be an advantage but is not essential. If necessary, training will be provided.

LOCAL KNOWLEDGE

A sound knowledge of the Lockyer Valley area is required. Comprehensive reference resources will be available to support your local knowledge.

WORKING RELATIONSHIPS

Volunteers will need the capability to work as part of a team and at times to work independently without supervision.

In the Lockyer Valley Cultural Centre, volunteers will need to work in co-operation with the Transport Museum, restaurant, conference/function facilities, art gallery and library staff.

BLUE CARD

All volunteers are required to have a Blue Card. A Blue Card is required when working or volunteering in situations where you may come in contact with children, for example, tour groups. If you do not have this card from other work, the Visitor Information Centre Coordinator will arrange this for you at the time of your interview/induction.

OCCUPATIONAL HEALTH & SAFETY

Volunteers will be required to comply with the provisions of Workplace Health & Safety and Risk

Management. The Visitor Information Centre Coordinator will provide this information for you at the time of your interview/induction.

STATEMENTS TO THE MEDIA OR PUBLIC

Under no circumstances are volunteers permitted to give statements to the media or make public statements referring to Council. Any request for a public statement must be referred to the Visitor Information Centre Coordinator.

CONFIDENTIALITY STATEMENT

As part of Council's Employee/Volunteer Code of Conduct, Council information must be treated as confidential. Information that is considered to be confidential includes:

- Information that has not yet been released to the public;
- Information that may cause harm or give an unfair advantage if it is released without authorisation, or is lost, compromised, misused or damaged; and
- Any information, document, record, material or thing that has come into the possession, power, custody or control or to be the knowledge of Council while performing its duties including approaches from the media.

USE OF COUNCIL RESOURCES & INFORMATION

All Volunteers must use Council resources that include assets, services or consumables and information effectively, appropriately and economically, for the benefit of the community and not for any personal use, unless prior authorisation has been granted from the appropriate Manager/Supervisor.

SEND YOUR APPLICATION TO:

**Visitor Information Centre Coordinator
Lockyer Valley Regional Council
PO Box 82
GATTON QLD 4343**

**For more information contact:
Lockyer Valley Visitor Information Centre
Phone: (07) 5466 3426
Email-regionaldevelopment@lvrc.qld.gov.au**



LOCKYER VALLEY REGIONAL COUNCIL
VOLUNTEER APPLICATION FORM
Das Neumann Haus Museum

(PLEASE PRINT CLEARLY)

Name _____

Address _____

Post Code _____ Telephone _____

Mobile _____ Email _____

D.O.B _____

Next of Kin Contact _____ Telephone _____

Are there any medical conditions or allergies we should be aware of? _____

Blue Card number and expiry date (if known) _____

Drivers Licence # _____

Do you speak a language other than English? _____

Which days would you prefer to work? (Please circle)

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

What hours are your prepared to provide to Volunteering? _____

Please note: Volunteers are required to do at least 2 shifts per month. This can be made up of half or full days.

Do you have any special skills or experience relevant to information centre operation, e.g. customer service, retail, administration, computer, previous volunteer work?

How did you hear about Lockyer Valley Regional Councils' Volunteer Program?

ACKNOWLEDGEMENT

I hereby acknowledge that I have read, understood and agree to the duties and responsibilities of a volunteer as outlined in this Application Form and the accompanying information, including Council's Confidentiality Statement.

Signed _____ Date _____

Disclaimer: All applications submitted will be considered and remain confidential. Applications will be assessed based on the availability and will not be excluded for any reason which is not directly related to the requirements of the volunteer position. Applications received by Council do not guarantee a volunteer position. Subject to capacity and availability of prospective volunteers. Council reserves the right to withhold any volunteer position if they deem the applicant to be unfit for duty and by doing so is in the best interests of Council.
