

Visitors Information Centre



REGIONAL COUNCIL

VOLUNTEER INFORMATION KIT

APRIL 2023

Volunteer Information Kit

Lockyer Valley Regional Council, PO Box 82, Gatton Qld 4343
Phone: 1300 005 872 Email: mailbox@lvrc.qld.gov.au

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1. VOLUNTEER INFORMATION KIT

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 Centre at Lake Apex and the Queensland Transport Museum. These facilities create unique opportunities for tourism in our area. We also require expressions of interest from volunteers in promoting the Lockyer Valley at Events throughout the region.

A high standard of customer service is essential, so our volunteers should be friendly, open to diversity, 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 will 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.

2. DAILY TASKS AND RECOGNITIONS

2.1 Lockyer Valley Visitor Information Centre:

Duty tasks will include:

1. Meeting and greeting visitors – answering their enquiries both face to face, over the phone and via email
2. Brochure display management, replenishment and stock control
3. Selling souvenirs and local food products
4. Cash handling, EFTPOS and Point of Sale systems
5. Liaison with tours, seniors and school groups
6. Keeping up to date on events and tourism-related news in and around the Lockyer Valley
7. From time to time we will seek your interest in being involved in events held within the region to help promote the area.

In return for volunteering at the Lockyer Valley Visitor Information Centre you can expect to:

- Build both professional and social networks by meeting new people
- Work in a creative environment
- Give back to the community
- Attend volunteer familiarisation tours around the region
- Receive recognition for volunteering services during National Volunteer Week
- Attend the end of year annual recognition function.

2.2 Queensland Transport Museum:

Duty tasks will include:

1. Tour guide for scheduled tour groups visiting the museum
2. Cleaning and maintaining the exhibits within the glass display cabinets
3. Cleaning and maintaining vehicles as directed
4. Assisting with moving vehicles as directed.

In return for volunteering at the Queensland Transport Museum you can expect to:

- Build both professional and social networks by meeting new people
- Work in a creative environment
- Give back to the community
- Receive recognition for volunteering services during National Volunteer Week
- Attend the end of year annual recognition function.

2.3 Events:

Duty tasks will include:

1. Assistance with key aspects of events – bump in, event progress and bump out
2. Meeting and greeting visitors – answering their enquiries face to face
3. Keeping up to date on events and tourism-related news in and around the Lockyer Valley.

In return for volunteering at Events you can expect to:

- Build both professional and social networks by meeting new people
- Work in a creative environment
- Give back to the community
- Receive recognition for volunteering services during National Volunteer Week
- Attend the end of year annual recognition function.

3. PLACEMENT

In determining a suitable placement for volunteers, Council will look at the skills, experience and interests of the volunteer as well as the requirements of Council and of the role(s).

From time-to-time volunteer programs are at capacity and are unable to accept new applicants. Applicants will be advised if a program is at capacity.

4. ATTENDANCE / REGISTER

For legal and reporting purposes all volunteer hours of service are required to be recorded in a daily attendance register. Where volunteers do not work internally, each program will record attendance hours on behalf of the volunteer.

Council acknowledges that at times volunteers will not be able to meet their commitment due to sickness or a prior engagement and where possible adequate notice will help staff to find a replacement volunteer if needed.

5. INTENTION TO CEASE AS A COUNCIL VOLUNTEER

A volunteer's service with Council can be discontinued if:

1. Council receives notice from the volunteer of their decision to cease the role;
2. Council considers the volunteer has acted contrary to the signed Volunteer Information Kit acknowledgement document, relevant program guidelines and documentation and/or Council Policy, including confidentiality, Workplace Health and Safety and Code of Conduct;
3. Council determines that the volunteer role is no longer required; or
4. Council determines that the volunteer does not have the capacity to undertake the role.

The volunteer and supervisor/co-ordinator will discuss a mutual finish date and try to allow for volunteer replacement if needed. When a volunteer leaves, they need to return any Council property in their possession to their supervisor/co-ordinator.

6. COMMITMENT REQUESTED

Operation hours are varied at each volunteering location however all are operational seven (7) days a week.

6.1 Lockyer Valley Visitor Information Centre:

Two (2) x four (4) hour shifts per month.

6.2 Queensland Transport Museum:

When tours arise and as required for vehicular rearrangements in the museum.

6.3 Events:

One (1) shift every six months (as events are held throughout various times during the year).

7. VOLUNTEER SERVICE RECOGNITION

All volunteers who reach milestones of service with the Lockyer Valley Regional Council will be invited to attend a Service Recognition Function in which you will be formally thanked and recognised for your years of service.

Years of service milestones include:

- 5 Years
- 10 Years
- 15 Years
- 20 Years
- 25+ Years

8. TRANSPORT

Volunteers are required to have their own transport to attend the location of volunteering.

9. 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 Tourism Officer.

10. TRAINING

All volunteers will be required to undergo the following training:

- An initial interview with the Tourism Officer, induction and on-site orientation with the site supervisor
- Participation in familiarisation tours as required for your role around the Lockyer Valley arranged throughout the year
- Refresher training sessions on key aspects relating to each volunteering location.

11. LOCKYER VALLEY VOLUNTEERING PROGRAM SUPERVISOR

Volunteers will be responsible to the Tourism Officer who will prepare the rosters and provide the communication link with Council's Senior Tourism and Events Officer, Coordinator Special Projects and Tourism, Manager Communities, Group Manager Community and Regional Prosperity and then to the Chief Executive Officer and Councillors.

12. UNIFORM AND DRESS CODE

Volunteers based at the Information Centre will be issued with a Lockyer Valley Volunteer shirt, cardigan/jumper and name badge which must be worn at all times when on duty. Dress attire required is black or navy skirt/trousers and black or navy closed-in clean shoes.

Volunteers based at the Queensland Transport Museum or Events will be issued with a polo shirt, jacket and name badge which must be worn at all times when on duty. Dress attire required is smart jeans/shorts as appropriate to weather and role. Closed-in shoes are required.

13. 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.

14. LOCAL KNOWLEDGE

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

15. WORKING RELATIONSHIPS

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

16. NATIONAL CRIMINAL HISTORY CHECK

All volunteers are required to complete a National Criminal History Check prior to commencement in the role. Please note that the National Criminal History Check will come at no cost to you.

17. OCCUPATIONAL HEALTH & SAFETY

Volunteers will be required to comply with the provisions of Workplace Health & Safety and Risk Management. The Tourism Officer will provide this information for you at the time of your induction.

18. 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 Tourism Officer to forward onto the appropriate department within Lockyer Valley Regional Council.

19. 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.

20. 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.

21. APPLICATION ACKNOWLEDGEMENT

I hereby acknowledge that I have read, understood and agree to the duties and responsibilities of a volunteer as outlined in the information kit and the accompanying information, including Lockyer Valley Regional Council's confidentiality statement, prior to filling out the application form.

Signed:		Date:	
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Privacy Statement

These details will only be used for the purpose for which they have been collected and will not be used for any other purpose. We will not disclose the information you provide outside of Council unless we are required by law or you have given your consent. To the fullest extent allowed by Council, its officers and employees will not be liable for any claims in respect of any loss arising out of, or in connection with, the use of any of the supplied information.

Please Return Your Application to:

Attention: Tourism Officer

Lockyer Valley Visitor Information Centre, 34 Lake Apex Drive, Gatton Qld 4343

Phone: 07 5466 3425 Email: tourism@lvrc.qld.gov.au

LVRC Contact Details

Lockyer Valley Regional Council, PO Box 82, Gatton Qld 4343

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