

## THANK YOU FOR YOUR INTEREST IN BECOMING A VOLUNTEER?

Welcome to the Busselton Jetty Host program and thank you for your interest in becoming a member of our Volunteer Program. The Busselton Jetty relies on the assistance of volunteers to welcome and advise visitors about the array of experiences on offer at the wonderful Busselton Jetty. This means that people go away having a positive experience and tell others, which in turns, results in more visitors coming to Busselton. The income earned from tourism helps us maintain and preserve the Jetty for future generations.

## WHAT DOES VOLUNTEERING FOR THE BUSSELTON JETTY INVOLVE?

Busselton Jetty Inc welcomes Volunteers to the Busselton Jetty family. We believe it is an honour to work as a Host at one of the most beautiful and iconic locations in Western Australia, meeting people from all over the world. It is an introduction into life in the Busselton community and provides a great sense of giving and receiving, as well as belonging to a unique team of committed and passionate people.

### Requirements

- Minimum age - 18 years
- Commitment to the aims and objectives of the Busselton Jetty
- Work at least 2 x half days per month
- Good communication skills
- Polite and courteous to the public at all times
- Able to be a team member
- Neat appearance
- Can speak English fluently
- Sign a Statement of Agreement and abide by the conditions within that Agreement
- Attend initial training session
- Sign on and off each day
- Allow the Busselton Jetty to use any photos taken of you or by you with our camera
- Wear the Jetty Host Uniform, appropriate enclosed footwear and a hat.

### CORE DUTIES

- Act as Busselton Jetty Ambassadors to educate the public on the Jetty, its activities and history, directing the public to the ticketing office for information on Tours.
- Act as Busselton Regional Ambassadors to advise visitors about the number of things to do in Busselton, where to go, eat, stay etc and encourage a positive visitor experience.
- Assist with Special Events, Cruise Ships and Busselton Jetty Tours and crowd control at large events

- Assist passengers get on and off the Busselton Jetty Train, helping with blinds when in use, opening gates.
- Follow all OSH instructions and report all incidents, graffiti and hazards.

## TASKS

- *Communication and Assistance*

Assist in providing visitors with a positive experience by answering questions, providing advise and guiding them in the right area; ticketing office for information on tours, shire Bylaws and Catch Regulations Signs.

Help in a proactive, friendly and courteous manner to all members of the public on the jetty who because of their infirmity, age or other disability cannot easily use the various facilities or services, including the jetty itself.

When appropriate or asked – offer knowledge to the public in an appropriate manner about: -

- Fishing from the jetty
- History of Geographe Bay
- Busselton Jetty
- The bay environment and the South West region in general

Share proactively your knowledge and experience with other Jetty Hosts to assist everyone in broadening their knowledge.

Communicate in an effective and positive manner with City of Busselton personnel and take direction from them in relation to jetty maintenance activities and emergencies and help by directing the public if this will assist.

Complete all relevant documentation in a tidy & readable manner.

- *Jetty Cleanliness*

Pick up rubbish on the jetty where necessary

Speak to public in a nonthreatening manner about removing their rubbish so the environment is not put at risk.

- *OSH*

Follow all requirements of the Busselton Jetty Health and Safety Policy

Wear the required uniform and appropriate footwear while on duty.

Comply with all documented OSH policies, procedures, work instructions and verbal instructions issued by BJ Inc management and Volunteer Coordinators.

## COMMITMENT TO THE VOLUNTEER PROGRAM

Volunteers are asked to sign a formal commitment to the Busselton Jetty Host program. This involves;

- Doing the required hours and days/ week or swapping if you are unable to, so that there is always a Jetty Host presence at the Busselton Jetty in the mornings and afternoons
- Following the monthly roster system for all shifts
- Learning all information provided about the Busselton Jetty experience.
- Notifying the Jetty Host Coordinator if unable to make shifts or leaving for a period of time.
- Accurately state Medical Information on application form.

By volunteering for the Busselton Jetty Inc, a not-for-profit community run organization, you will achieve a great sense of satisfaction knowing that you are assisting in a worthwhile project to help maintain and preserve the Busselton Jetty.

As a volunteer, tea and coffee is complimentary however all other items need to be purchased. Volunteers are invited to two major functions every year, the September induction day and the May thank you lunch.

Busselton Jetty Hosts receive a Lanyard ID, Jetty Host Vest, Busselton Jetty Hat and a USB with the history of the Jetty on it, some photos and an incredible video.

Busselton Jetty Hosts also receive 30% off retail in the Jetty Shop, 10% off at Woody Nook Winery and 10% off Coffee and Cake at the Equinox Restaurant. Hosts also receive free access to the Jetty

## VOLUNTEER UNIFORM

Jetty Host Volunteer Blue Vest Name

Lanyard - Provided

Busselton Jetty Hat - Provided for Summer Roster

Busselton Jetty Beanie - Provided for Winter Roster

Wet Weather Parka and Pants provided for Winter Roster at the IC

You are required to wear closed in shoes and a hat.

**NOTE: It is important that you attend an interview before becoming a volunteer. This will be organised after your application for membership has been approved.**

Signature of Applicant: \_\_\_\_\_

Date: \_\_\_\_\_

PLEASE PRINT INFORMATION CLEARLY

PERSONAL DETAILS

Name: \_\_\_\_\_ Date of Birth (for insurance purposes): \_\_\_\_\_

Residential Address: \_\_\_\_\_

Postal Address: \_\_\_\_\_

E mail: \_\_\_\_\_

\* Your details are confidential and will remain private and will not be shared with the general public.

Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_ Mobile Phone: \_\_\_\_\_

E MERGENCY CONTACT

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_ Phone: \_\_\_\_\_

VOLUNTEERING EXPERIENCE

Current or previous volunteer  
\_\_\_\_\_  
\_\_\_\_\_

Qualifications or special skills (Boating, Surf Lifesaving, Bronze Medallion etc):  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Why do you want to volunteer?  
\_\_\_\_\_  
\_\_\_\_\_

OTHER DETAILS

What are your interests?  
\_\_\_\_\_  
\_\_\_\_\_

Please indicate if you have expertise in any of the following areas (please elaborate):

- Fishing   
  Tour Guide   
  Photography   
  Journalism   
  Fund raising   
  Event management  
 Field Observation   
  Education   
  Acting   
  Cooking   
 Other: \_\_\_\_\_

Are you interested in assisting with the areas  Yes  No

Do you speak a second language, if so, Please state

Are you a holder of a current Senior First Aid Certificate?  Yes  No

Please indicate your Start date for volunteering:

Please continue over page.

## DAY and TIME AVAILABILITY

(Please circle the preferred days and time/s)

DAYS: MON    TUES    WED    THUR    FRI    SAT    SUN       TIME:  AM     PM

or SPECIAL EVENTS ONLY (eg Jetty Swim, Ironman, Cruise Ships):

Please Note: Four (4) hours is the required minimum per shift however if visitor numbers are low, Jetty Hosts may only be required for one hour. If the Jetty is busy, Hosts may be invited to stay longer.

If you are not on the roster, for the day above in that month, do you have any objections to going on an "On Call" should another person be unable to fulfil their shift?  Yes  No

Do you have any objections to being rostered to work at the Underwater Observatory end of the Jetty?  Yes  No

Do you have any objections to being asked to dress up in period costume and/or as a mascot for a certain period of time?  Yes  No

Please advise if you need to be rostered on with another particular Jetty Host as you need to share a lift, have special needs etc?



# Busseton Volunteer Jetty Host Application

Do you have any interest in becoming a Busseton Jetty Host Team Leader or Co-ordinator? If so please outline your special leadership and organisational skills and experience.

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Please Note: All volunteers are covered by a volunteer’s insurance policy while on

Is there anything else you would like to add?

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Signature of Applicant:

Date:

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PURPOSELY**

## Volunteer Medical Information

**PRIVATE & CONFIDENTIAL**

Please be aware that this next page will be kept in a confidential place. In order to maximise security of your personal details only senior staff employed by the Busselton Jetty and who have signed a confidentiality agreement will have access to this information.

### PERSONAL DETAILS

Name

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Contact Number

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### INSURANCE

Have you ever had a conviction for crimes involving dishonesty?  Yes  No

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### MEDICAL HISTORY

List any known medical conditions allergies/medication that may affect your volunteering with this organisation.

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Ambulance Subscriber:  Yes  No If yes, please specify details:

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Do you have any special needs or allergies we should know about?  Yes  No If yes, please specify details:

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Emergency Contact

Name: Relationship: Phone:

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Doctor: Phone: Dr's Office Address:

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Photography Release

I agree that any photos taken of me while I am a volunteer at the Busselton Jetty can be used for promotional & business purposes.  Yes  No

Signature of Applicant: Date:

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