

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 shifts per month
- Good communication skills
- Polite and courteous to the public always
- Able to be a team member.
- Neat appearance

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- Can speak English fluently.
- Sign a Statement of Agreement and abide by the conditions within that Agreement.
- Attend compulsory training sessions.
- 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.
- Join Busselton Jetty Inc as an associate member and pay \$10 to cover your volunteer role at the Jetty for insurance purposes.

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 events.
- Assist passengers get on and off the Busselton Jetty Train, helping with blinds, opening gates.
- Follow all OSH instructions and report all incidents, graffiti, and hazards.
- Assisting with Administrative tasks such as Fish Species Data collection, database updates, customer surveys etc.

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TASKS

- *Communication and Assistance*

Assist in providing visitors with a positive experience by answering questions, providing advice and guiding them in the right area; ticketing office for information on tours, City 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 Geographe Bay environment and the Southwest 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.

Assist with cleaning in the IC or UWO Retail Shelves, etc.

Speak to public in a non-threatening 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.

Assist customers in the UWO Lift.

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.
- 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”, which is compulsory, and the “Thank You Luncheon” in May.

Busselton Jetty Hosts also receive 30% off retail in the Jetty Shop, one complimentary refreshment per shift, 5% discount at Retravision and free access to the Jetty.

[VOLUNTEER UNIFORM \(provided\)](#)

Jetty Host Volunteer Blue Vest

Lanyard /Badge- Provided

Busselton Jetty Hat - Provided for Summer Roster

Busselton Jetty Beanie - Provided for Winter Roster

Wet Weather Parka and Pants provided for Winter Roster available when on roster/stored 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:

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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 public.**

Home Phone: _____ Work Phone: _____ Mobile Phone: _____

EMERGENCY CONTACT

Name: _____ Relationship: _____ Phone: _____

VOLUNTEERING EXPERIENCE

Current or previous volunteer _____

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

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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

Please tick your preferred shift quota: ONE SHIFT WEEKLY OR ONE SHIFT FORTNIGHTLY

or SPECIAL EVENTS ONLY (e.g., Jetty Swim, Ironman, Cruise Ships, Member meetings, Member Events):

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.

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

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? Yes No

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

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Is there anything else you would like to add?

Signature of Applicant:

Date:

Volunteer & Member Officer to complete.

Interview Date	
Position Description/Code of Conduct/Model Release Emailed	
Induction Date	
Mentoring Date	
Uniform	
Lanyard	
Membership Completed	

Volunteer Medical Information

PRIVATE & CONFIDENTIAL

Please be aware that this next page will be kept in a confidential place. 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

Contact Number

INSURANCE

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

MEDICAL HISTORY

List any known and/or pre-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:

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

Emergency Contact

Name:

Relationship:

Phone:

Doctor:

Phone:

Dr's Office Address:
