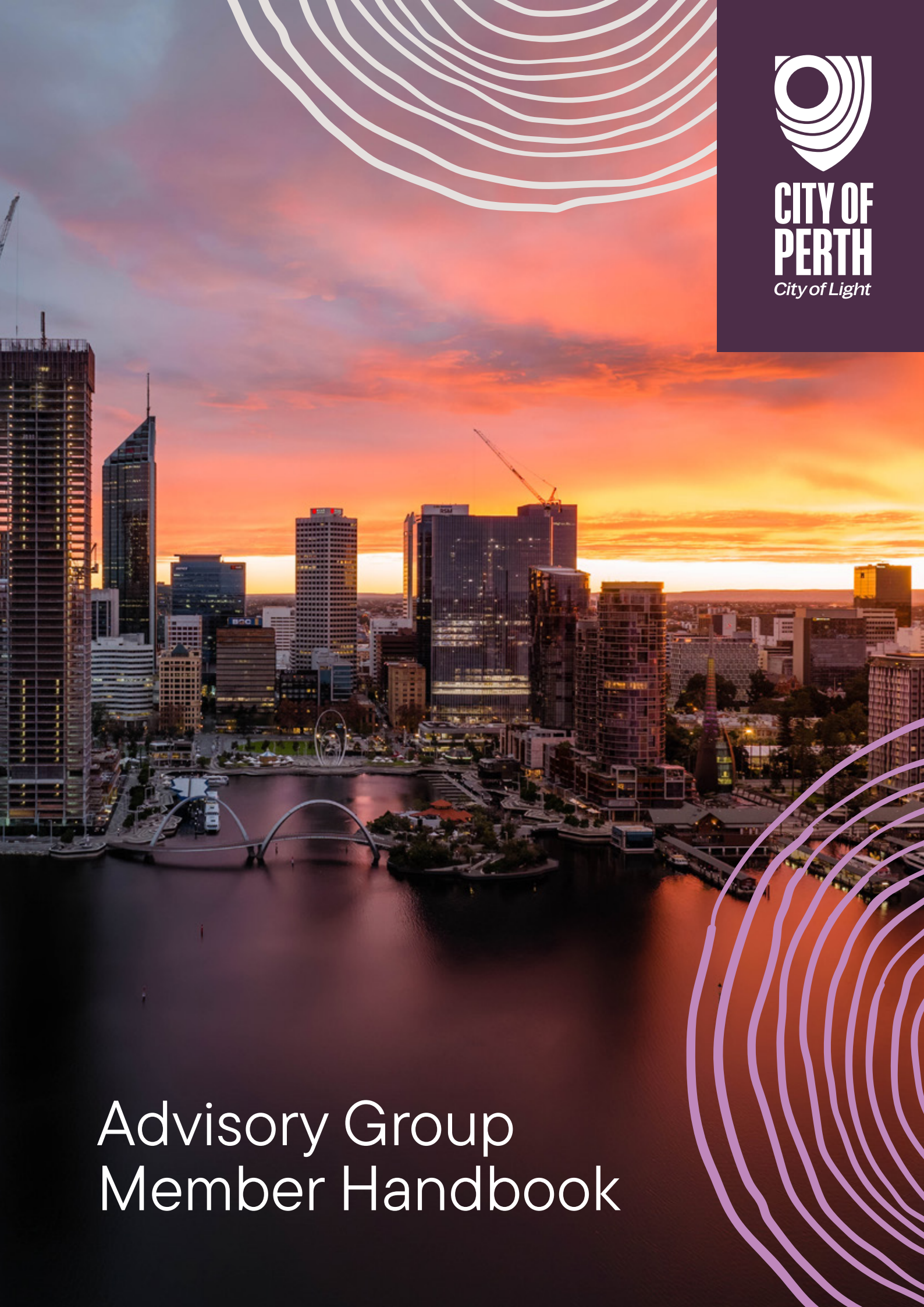


CITY OF PERTH
City of Light

Advisory Group Member Handbook

Table of Contents

Handbook Introduction 6
Introduction to the City of Perth 7
City of Perth's roles 9
Our values 11
Roles and Responsibilities 12
City of Perth's commitment to our Advisory Group members 12
Advisory Group members commitment 14
Concluding Advisory Group membership 18

Disclaimer:

This document has been developed according to The National Standards for Volunteer Involvement which were developed in consultation with the volunteering sector across Australia during 2015. This standard guides the City's actions and partnerships with volunteers as we work to achieve the City of Perth community's vision, aspirations, and objectives. In addition, the publication is based on information which is liable to change. The City of Perth accepts no responsibility and disclaims all liability for any error, loss or other consequence which may arise from you relying on any information contained in this report.

Acknowledgement of Country

The City of Perth kaditj kalyakool moondang-ak kaaradj midi boodjar-ak ngala nyininy, Wadjak Noongar yoongar wer bandany Aboriginal yoongar yooarme boodjar-ool. Ngalang woola Boorloo wer Derbal Yerrigan kalyakoorl, wongin kadadjiny wer, wirn-yoodan. Ngalang kaditj Birdiya koora wer yeyi moondang-ak kaaradjiny.

The City of Perth acknowledges the traditional custodians of the land we are situated on, the Whadjuk people of the Nyoongar nation and Aboriginal people from other lands. We celebrate the continuing traditions, living culture, and the spiritual connection to Boorloo (Perth) and the Derbal Yerrigan (Swan River).

“Thank you so much for joining our team and making the City of Perth an amazing Capital City.”

Michelle Reynolds, CEO

Welcome to our new Advisory Group members

The City of Perth recognises the unique skills, strengths, experiences, and passion that people volunteering to participate in the City's Advisory Groups bring to the organisation.

We engage with nearly 50 Advisory Group members plus over 180 other volunteers in different roles and programs. You all make an invaluable contribution to the work we do bringing expertise, insight, and knowledge to the services we deliver to the community.

Handbook Introduction

This handbook is designed to introduce you to being an Advisory Group member at City of Perth – your rights, roles, and responsibilities.

The contribution that Advisory Groups make is significant and highly valued by the City of Perth, and as individuals, volunteering to support and represent your community.

We appreciate the time and energy you bring to your role, and we're committed to:

- providing appropriate opportunities to the community, accessible to people from all backgrounds and life experiences to engage with the City to support our strategic goals and to be reflective of the community we serve
- protecting and promoting the health and wellbeing of the Advisory Group members we engage
- ensuring Advisory Group members maintain high standards of professional conduct with all who have dealings with the City of Perth, in accordance with this handbook and the Advisory Group Terms of Reference
- ensuring that Advisory Group members are appropriately selected, supported and inducted into their role in an advisory group
- ensuring that we meet our obligations with respect to indemnities, liability and workplace incidents and injuries
- working in accordance with the principles of volunteering as defined in Volunteering Australia's National Standards for Volunteer Involvement.

Advisory Groups are a two-way relationship between the members and the City and we hope you gain as much from your role as we do.

By volunteering with us as an Advisory Group member you contribute directly to our city and its people. The city (the place) is more vibrant, inclusive and safer and the City (the organisation) is stronger when there is co-design of programs and services.

We support your efforts to ensure Perth is a place where there are strong connections between people of different ages, abilities, cultures, sexual orientation and gender identities – a place where people feel welcome.

Advisory Group members make a difference

The City of Perth is about making a difference in the community, and as part of our team, you help us do that.

There are many other benefits to volunteering as it offers the opportunity to:

- feel a sense of achievement in making a valuable contribution to Perth
- forge new friendships and create professional networks
- experience city events and attractions
- challenge yourself in a supportive environment
- have fun and enjoy yourself.

Introduction to the City of Perth
City of Perth ... City of Light.

As Western Australia's capital city, Perth has a leadership position and unique responsibilities in the social, economic, cultural, environmental, and civic life of its district, the broader metropolitan area, and the State. It also has a unique role in representing WA on national and international stages.

We are genuinely committed to making a difference to people's lives, and our workforce together with volunteers is vital to the delivery of services to the community. We are focused on building the reputation of our city as having a welcoming and inclusive culture.

The way we work and serve the Perth community is guided by our values: respect, commitment, teamwork, and courage.

Perth has a diverse economy. It's largest industries, by number of people employed, are:

- Professional, scientific, and technical services
- Public administration and safety
- Health care and social assistance
- Mining.

The City also encompasses many entertainment, event precincts and public spaces including Kaarta Koomba (Kings Park), the Derbarl Yerrigan (Swan River) and Gumap (Elizabeth Quay). These contribute to Perth's distinctive character.

The City's vision, which reflects our community aspirations, as captured in the Strategic Community Plan 2022-2032, is for a community that is liveable, sustainable, and prosperous and well-governed.

- **Liveable** – A safe, active, vibrant, and connected community. An inclusive community with distinctive and thriving neighbourhoods.
- **Sustainable** – A well-planned designed, and managed city. A resource efficient, climate conscious, green city.
- **Prosperous** - A smart and innovative city on a strong growth path. Job rich with economic sector development and thriving small businesses.
- **Well-governed** - A leading Council and a high performing organisation.

Our Strategic Community Plan sets out the ways in which this vision is achieved. Advisory Group members actively contribute to fulfilling that plan, helping to build a community that is safe, active, vibrant, and connected. Working in a variety of roles, volunteers help to make Perth places and spaces welcoming, inclusive and activated; to raise awareness of the City's heritage including Aboriginal culture; to preserve and regenerate natural areas; and to support local businesses.

Liveable

A community that is safe, socially cohesive, inclusive and activated.

Sustainable

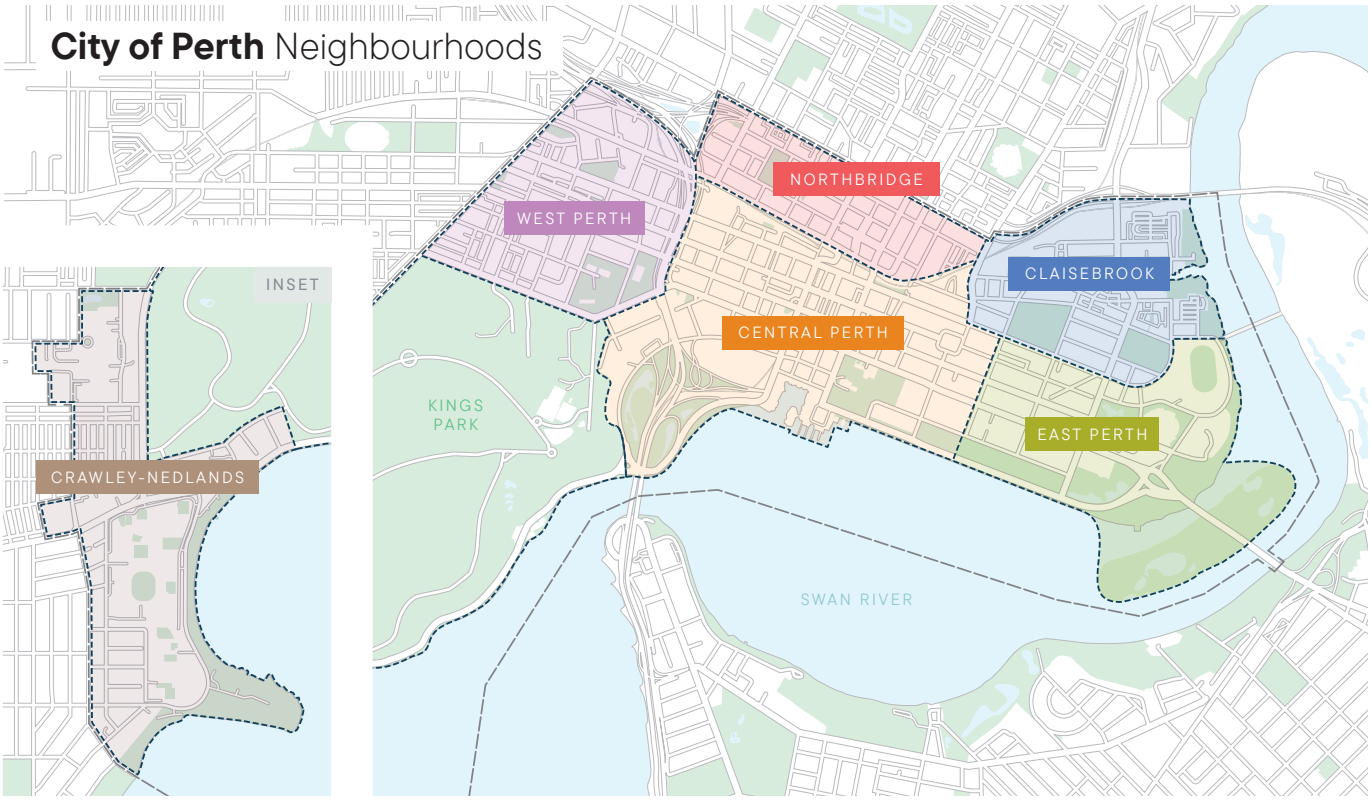
A healthy environment where nature, social and economic systems are in balance.

Prosperous

A successful, flourishing and thriving city.

Celebrated as the ***'City of Light',*** Perth is the capital city of Western Australia. Rated as one of the most liveable cities in the world, Perth is known for its ***unique neighbourhoods where diversity, culture, business, and the arts intersect.***

To remain attractive to residents, businesses and visitors, cities need to ***evolve*** to meet emerging and future needs.



City of Perth's roles

The City of Perth operates under the *Local Government Act 1995* and the *City of Perth Act 2016*.

As a capital city, Perth has a leadership position and unique responsibilities in the social, economic, cultural, environment and civic life of its district, the broader metropolitan area and the State. It also has a unique role in representing Western Australia on national and international stages.

The City's core roles are shown in the below diagram. In fulfilling these roles, the City works with many stakeholders, including businesses, residents, not-for-profits, community organisations, various peak bodies, visitors, other local governments, State Government and the Federal Government.

Service Provider

The City plays a lead role in delivering services and programs direct to the community.

Partner

The City builds partnerships with others to assist in the delivery of service and programs to the community.

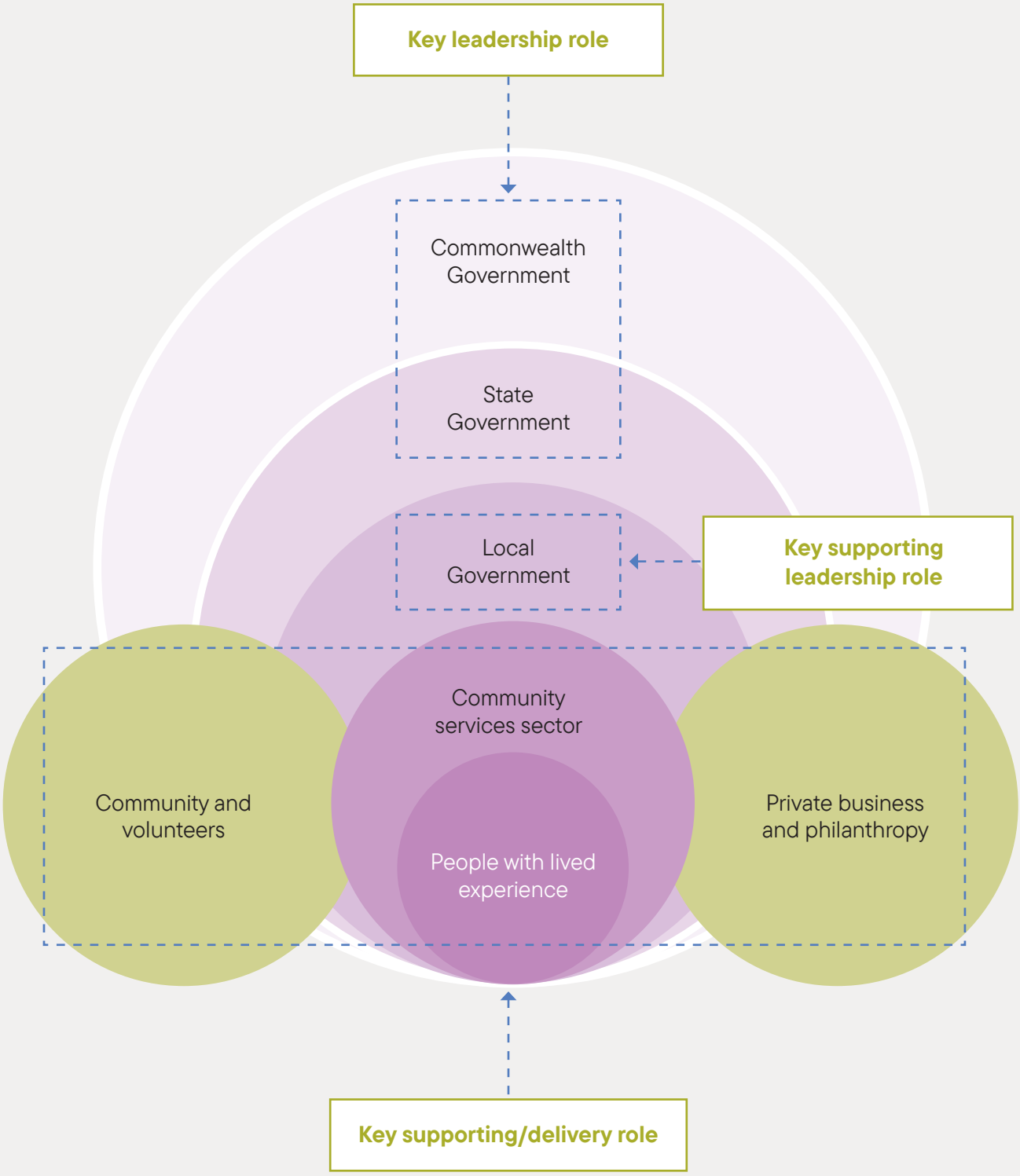
Advocate & Facilitator

The City advocates on behalf of the community to influence the funding and/or delivery of services and programs to meet emerging needs and facilitates others to deliver service and programs.

Regulator

The City regulates particular planning and public health matters through strategic plans approved by the Department of Planning and Heritage and local laws approved by State Parliament.

The below diagram illustrates how as a local Government, the City of Perth works with other stakeholders- using homelessness as an example, with State and Federal Governments being the key leads in this issue.



Our values

Our values set the expectation for positive behaviours and reflect the City culture we all want to see. Our values of Commitment, Teamwork, Courage and Respect are explained below.

Commitment – Think It, Say It, Do It

- I will act in the best interests of the City and our community
- I will act with integrity, honesty and transparency
- I will perform all aspect of my role with reasonable care and diligence

Courage – Speak up, stand up, persevere

- I will be courageous in representing the best interest of the community
- I will demonstrate courage and take accountability for my behaviours
- I will be courageous in ensuring the integrity and transparency of the City's operations

Teamwork – One City: stronger together

- I will champion teamwork to facilitate information and knowledge sharing with the organisation
- I will support and empower the City in serving the community through sharing knowledge and lived experience in co-development of programs/services

Respect – Listen, consider, support

- I will be respect and value the opinions of my co-members, City of Perth staff and Elected Members
- I respect our community and Council's right to relevant, factual and timely information
- I respect the privilege of serving the community as an Advisory Group member.

Roles and Responsibilities

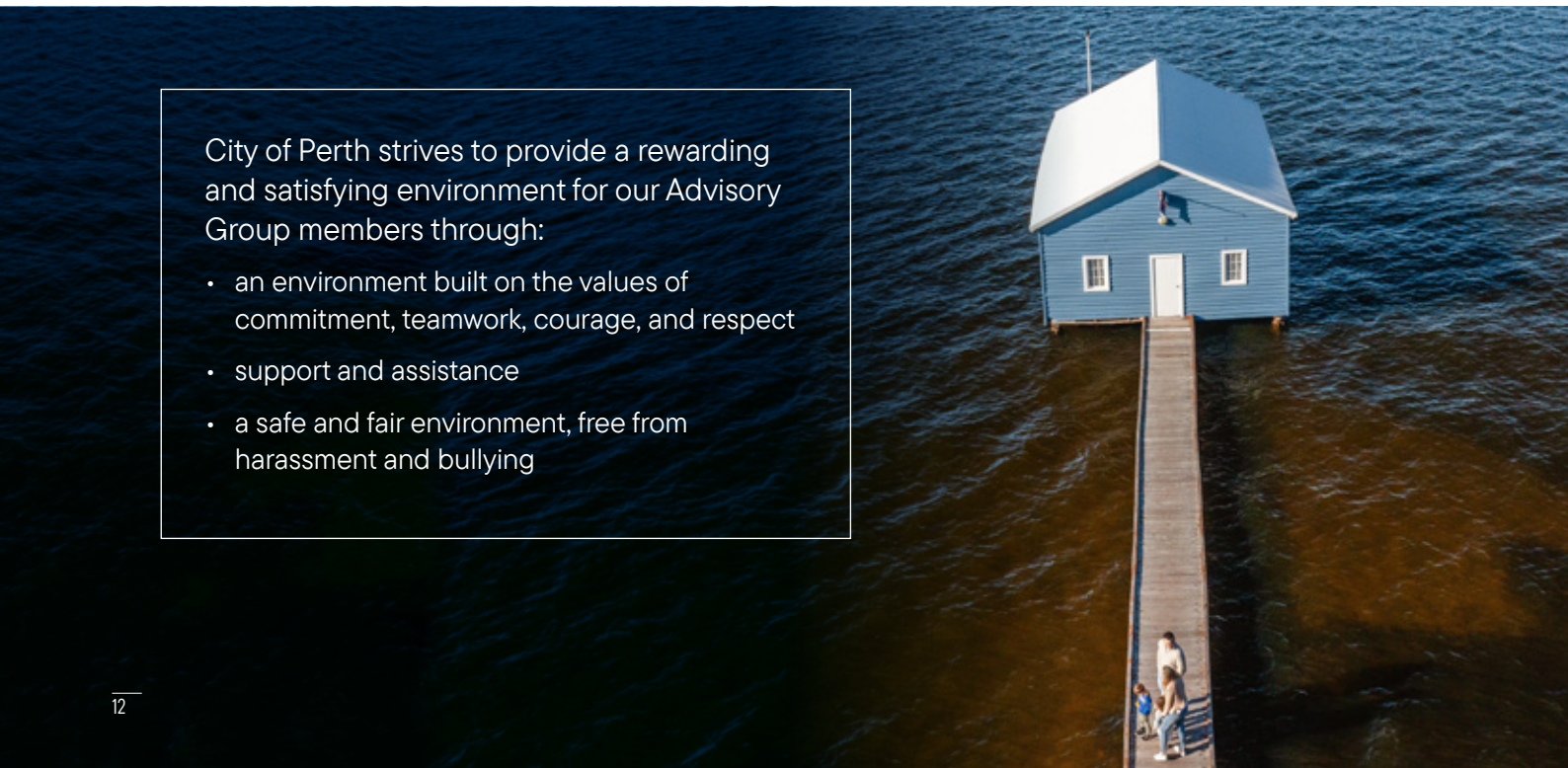
City of Perth's commitment to our Advisory Group members

We value our Advisory Group members and are committed to ensuring that your introduction to our organisation is a welcoming and informative experience.

AT THE CITY OF PERTH, WE WILL:

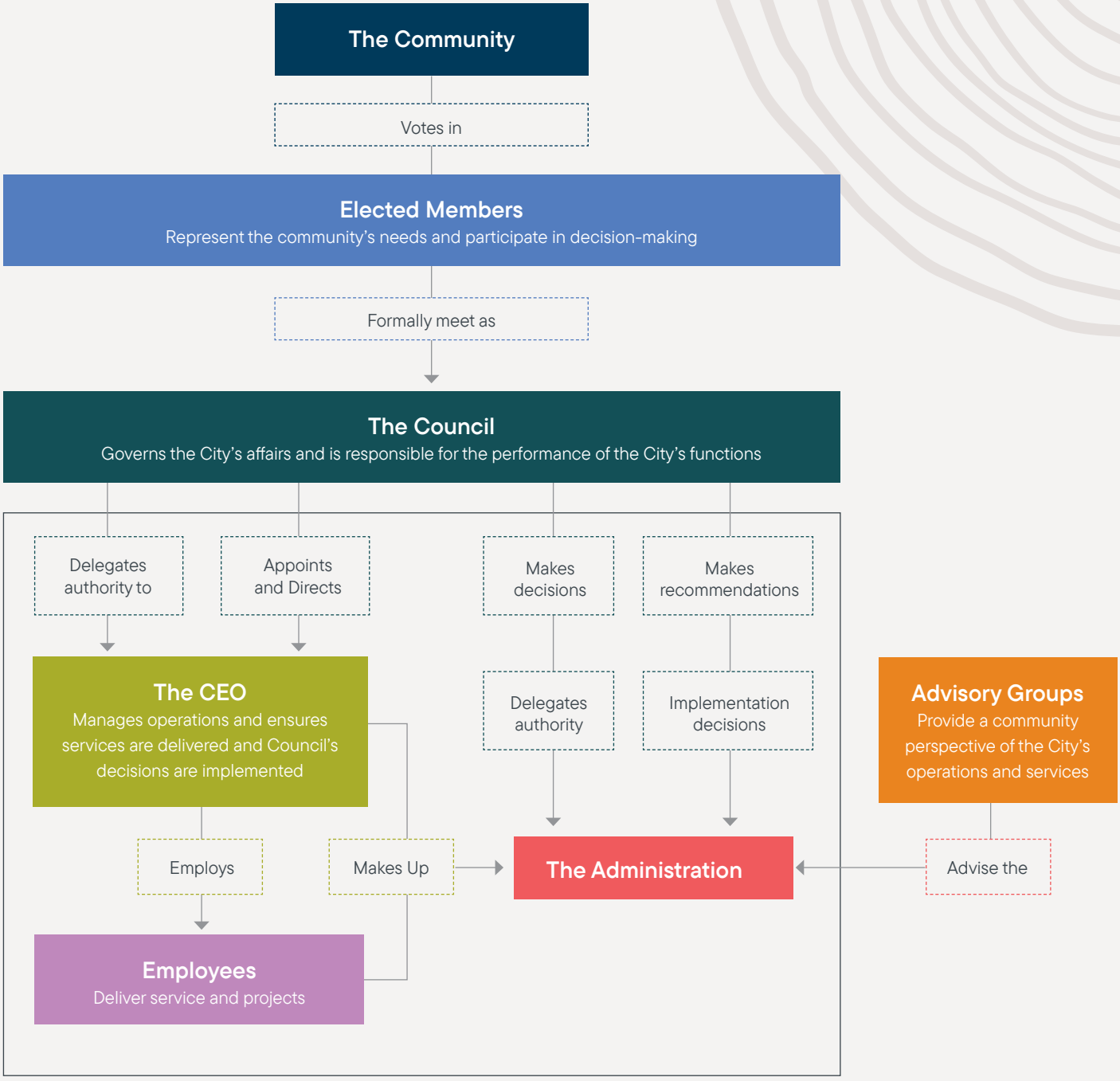
1. value, recognise and respect your role as an Advisory Group member
2. provide opportunities that people can be engaged in of their own free will and without expectation of financial payment
3. provide you with a role description in the Advisory Group Terms of Reference so you understand your role, the responsibilities and limitations
4. provide any relevant policies and procedures
5. ensure clear communication channels between you and the City
6. acknowledge the contributions and achievements of Advisory Groups
7. provide insurance as stated within City of Perth's public liability and personal accident insurance policy
8. provide a safe and healthy work environment in accordance with all relevant occupational health and safety legislation and associated regulations
9. provide opportunities to give feedback and identify grievances and concerns
10. advise you of any changes to policy or legislation that may affect your role
11. ensure information provided by you is dealt with in accordance with current privacy legislation
12. invite Advisory Group members to City of Perth led events where appropriate.

Note that in the event of a Freedom of Information application, the relevant Advisory Group minutes, agendas etc would be provided, however, for Advisory Group members only (i.e. not an employee of the City) any identifying information such as name, pronouns, job title (if specific to a person) would be redacted.



City of Perth strives to provide a rewarding and satisfying environment for our Advisory Group members through:

- an environment built on the values of commitment, teamwork, courage, and respect
- support and assistance
- a safe and fair environment, free from harassment and bullying


The Community
Votes in
Elected Members
Represent the community's needs and participate in decision-making
Formally meet as
The Council
Governs the City's affairs and is responsible for the performance of the City's functions
Delegates authority to
Appoints and Directs
Makes decisions
Makes recommendations
The CEO
Manages operations and ensures services are delivered and Council's decisions are implemented
Delegates authority
Implementation decisions
Advisory Groups
Provide a community perspective of the City's operations and services
Employs
Makes Up
The Administration
Advise the
Employees
Deliver service and projects

Advisory Group members commitment

POSITIVE ENVIRONMENT

A positive and collaborative environment and teamwork is crucial to the success of the City.

PRINCIPLES

1. We value the beliefs, contributions and perspectives of Advisory Group members, City of Perth staff, Elected Members, community and stakeholders.
2. We treat others with respect, courtesy, honesty and fairness.
3. We are all responsible for creating a positive culture and ensuring the safety of our Advisory Group members, City of Perth staff and Elected Members.
4. We perform our duties honestly and with the highest level of integrity, avoiding any conduct that is contrary to this Code.
5. We strive to meet the expectations that have been set for the City and the Advisory Groups.
6. We acknowledge that policies, procedures and processes govern and guide Advisory Group actions.

RESPONSIBILITIES

1. You must perform your role honestly, impartially and with integrity.
2. You must make informed decisions that are in the best interests of the City and its community.
3. You must always conduct yourself in a polite and professional manner.
4. You must act in accordance with Advisory Group Terms of Reference and this handbook.
5. You must ensure your conduct does not bring the City into disrepute.

HEALTH AND SAFETY

It is important that we take all practical steps and exercise reasonable care to guarantee the health and safety of ourselves and others around us while working at the City.

PRINCIPLES

1. We acknowledge health, safety, welfare and wellbeing of Advisory Group members, City of Perth staff and Elected Members and the community is of paramount importance.
2. We all have a role to play in ensuring our own health and safety.
3. We have a responsibility for the health and safety of those around us.
4. We believe compliance with safety laws, regulations and systems is paramount.

RESPONSIBILITIES

1. Take all practical steps and reasonable care to ensure your own health and safety, and the health and safety of others around you while participating in the Advisory Group.
2. Do not behave in an unsafe manner.
3. Do not stay silent about unsafe or unacceptable behaviour you witness. Speak up and report it. Every person working with the City should return home safely.

EQUITY, DIVERSITY AND INCLUSION

We are committed to fostering a work environment where everyone is treated equitably, diversity is valued, and everyone feels included and respected.

PRINCIPLES

1. We acknowledge, meaningfully engage with, and strive to understand and accommodate all perspectives.
2. We ensure that our policies, plans and processes deliver equality, diversity and are inclusive.
3. We will adhere to the law and any equal opportunity plans and policies by ensuring we do not directly or indirectly discriminate.
4. We have zero tolerance for homophobia, transphobia, racism, sexism, ageism, abelism or other forms of discrimination.

RESPONSIBILITIES

1. You must be respectful to people who are different from you, value diversity, and support a culture of inclusion.
2. You must engage with peers, community members and other stakeholders in an informed and appropriate manner that recognises and respects their unique values, needs and identity.
3. You must not behave in a manner that is homophobic, transphobic, racist, sexist, ageist, abelist or otherwise discriminatory towards others.
4. Discrimination occurs when people are treated less or more favourably than others.
5. Discrimination may be through words (verbal or written) or actions and relate to gender, race or origin, religion, marital status, family responsibilities, parental or caregiver status, disability, pregnancy or potential pregnancy, sexual orientation, political beliefs or union activity, membership or involvement, and personal association with a person who is identified by reference to any of the above.
6. Everyone is equal.

HARASSMENT AND BULLYING

Harassment can occur when an action or behaviour is viewed as unwelcoming, humiliating, intimidating or offensive by the recipient. If harassment occurs repeatedly it can constitute bullying, whether it is verbal, social or psychological in nature. Reasonable management actions (such as disciplinary action, providing direction and making decisions about poor performance) carried out in a reasonable way is not bullying or harassment.

Bullying is repeated, unreasonable or inappropriate behaviour directed towards another that creates a risk to health and safety. Bullying includes when, whether alone or in front of others, a person is harmed, intimidated, threatened, victimised, undermined, offended, degraded, or humiliated.

PRINCIPLES

1. We have a zero-tolerance approach to discrimination, harassment and bullying.
2. We are committed to providing a safe working environment where everyone feels confident to contribute ideas and opinions while respecting those of others.
3. We hold each other to account to ensure our conduct and behaviour aligns with the City's values.
4. We are mature and respectful when dealing with differences of opinion.

RESPONSIBILITIES

1. Do not harass or bully others.
2. Model positive conduct and behaviours, in accordance with this Code by being respectful to others.
3. Do not stay silent about improper or inappropriate behaviours you witness. Ensure you discourage inappropriate behaviour by refusing to participate, reporting such behaviour and supporting Advisory Group members, staff and Elected Members in saying 'no' to this behaviour.
4. When conflict occurs, work to resolve the issue in a calm and professional manner.

ALCOHOL AND DRUGS

It is important that we uphold a drug and alcohol-free workplace to ensure the safety of our community and co-workers. The use of drugs or alcohol adversely impacts on the job safety, productivity, and attendance.

PRINCIPLES

1. We know the possession, use or supply of illegal substances and the misuse of legal substances, at any City location is strictly prohibited.
2. We know the lawful use of prescription medication must not compromise the safety of yourself or others.
3. We know the City is a smoke-free workplace.

RESPONSIBILITIES

1. You must not attend an Advisory Group meeting/ workshop if you are not fit because of the use of alcohol or drugs and you must not illegally or unlawfully abuse substances.
2. If you are taking prescribed medication, consult your doctor to determine if your medication or condition will affect your ability to safely perform your role. You must advise the City if your fitness for Advisory Group duties is impaired.
3. You must not smoke or use e-cigarettes within any City premise or vehicle, or within five meters of any entry point to our premises and vehicles.

ASSOCIATIONS, MEMBERSHIPS AND SOCIAL MEDIA

We respect your right to hold political beliefs and memberships to political parties, associations, or unions. In return, it is important that you identify personal views as your own, so they are not viewed in connection with or on behalf of the City.

It is important we recognise that our personal use of social media can affect our professional reputation and integrity if it does not align with the values of the Code and our City.

PRINCIPLES

1. Since we all hold different personal views, we make sure to refrain from expressing them publicly at City activities or events.
2. We take care to not create or share any interactions or content on social media that could negatively affect our ability to perform our role impartially, contradict City values or bring the City, Council, or the Advisory Group's standing into disrepute.
3. We will disclose any potential or perceived conflict.

RESPONSIBILITIES

1. You must ensure your own personal views on City related matters remain private to the broader community.
2. You must always use social media responsibly. In particular, any publications that are about or relate to the City should be in accordance with City policies and procedures.
3. You must ensure that you disclose your affiliations, memberships, and beliefs where they could generate an actual or perceived conflict of interest in your role as an Advisory Group member.

Concluding Advisory Group membership

Resigning from an Advisory Group

We understand that sometimes, due to changing circumstances and other opportunities, people may need to resign. You may at any time end your involvement with City of Perth for any reason.

We would greatly value your participation in either a brief exit interview with you or in answering a survey before you leave. This will help us to identify any areas for improvement or matters that require policy or management action.

To ensure the resignation process occurs with only minimal disruption to our services, we would appreciate your assistance in the following ways:

- Give as much notice as possible to the City
- Return any material belonging to City of Perth

Terminating Advisory Group membership

There may be instances where Advisory Group members can be asked to leave due to unsatisfactory performance or behaviours. Instances that may result in termination from an Advisory Group includes, but are not limited to:

- conduct that threatens the safety or wellbeing of clients, staff, other Advisory Group members and City volunteers; including physical or verbal assault
- not adhering to the Advisory Group Terms of Reference or the responsibilities outlined in this handbook
- breaches of confidentiality
- continued poor attendance or poor behaviour following feedback
- dishonesty, theft, or fraud.

Any act of misconduct, harassment or negligence which has no apparent explanation could result in ending the engagement from the Advisory Group.

There may also be times when the City of Perth ceases an Advisory Group. Such activities are delivered at our discretion, and we have the right to cease a program if it is no longer in line with the current direction of the organisation.

Thank you

We hope this handbook has provided you with useful information to support you in your role as an Advisory Group member.

We wish you every success in your role here with us.

This publication is available in alternative formats upon request.

GPO Box C120,
Perth WA 6839

27 St Georges Terrace
Perth WA 6000

perth.wa.gov.au

T 08 9461 3333
E info@cityofperth.wa.gov.au

CITY OF PERTH
City of Light

23-355.10/2023