



Friends of
FREMANTLE
PORTS

Volunteer Handbook





Contents

Welcome.....	3
About Fremantle Ports.....	4
Why we need volunteers.....	5
Volunteer rights and responsibilities.....	6
Fremantle Ports rights and responsibilities.....	7
Volunteer rewards	7
Registering your interest	8

Welcome

Thank you for your interest in our 'Friends of Fremantle Ports' Volunteering program. All our volunteers are treated as part of the team and should you choose to join us, we look forward to welcoming you and utilising your valuable skills and expertise to broaden our community outreach.

Our 'Friends of Fremantle Ports' can be proud of contributing to an organisation driven by values and commitment to our community.

Fremantle Ports recruits volunteers on a periodic basis.

Your service to our community would be greatly appreciated and we would extend a very warm welcome to you.



About Fremantle Ports

The Port of Fremantle is an economic powerhouse that operates through the Inner Harbour at Fremantle and the Outer Harbour in Kwinana. The Fremantle Inner Harbour handles almost all of the container trade for Western Australia plus motor vehicle imports, other general cargo trades, cruise ships, livestock exports and visiting naval vessels.

The Outer Harbour at Kwinana is one of Australia's major bulk cargo ports handling grain, petroleum, liquid petroleum gas, alumina, mineral sands, fertilisers, sulphur, bauxite and other bulk commodities. Kwinana Bulk Jetty and the Kwinana Bulk Terminal are operated by Fremantle Ports. The other three jetties are operated by Alcoa, BP and CBH Group. About 1650 ships visit annually.

We are also rich in history located at the mouth of the Swan River, a place of plentiful resources where people met and traded for thousands of years. In the early years of European settlement, the port comprised various wooden jetties in the Bathers Beach and Arthur Head areas that were exposed to strong winds. Work began on the Inner Harbour, designed by State Engineer CY O'Connor, in 1892 and opened on 4 May 1897. The port has played a significant part in WA's development and its history encompasses immigration, labour history, trade and wartime dimensions.



Almost

100%

of the container trade for Western Australia is handled at the Fremantle Inner Harbour

About

1650

ships visit the Outer Harbour at Kwinana annually

4 May

1897

the Inner Harbour was officially opened



Why we need volunteers

Volunteers can play a critical role in educating and informing the public, both locals and tourists, about Fremantle Ports' role and operations. The 'Friends of Fremantle Ports' volunteer program presents a unique opportunity to bring together skilled individuals who strongly support our business principles, goals and values. Volunteer involvement allows us to extend our capacity so that we can engage with the community in ways that would not otherwise be possible.

Volunteering also provides skilled individuals an opportunity to be involved in activities which reflect their interests, strengths and knowledge. For example it allows people who are very interested in the port, or perhaps retired from the maritime industry, to continue to play an active role, and also gives young people an opportunity to develop skills and knowledge for future employment.



We have exciting stories to tell and great emerging programs that will allow volunteers to make a valued contribution.

Volunteer rights and responsibilities

Volunteering is all about building relationships and we are committed to ensuring the volunteer experience with us is meaningful, enjoyable and fulfilling.

Fremantle Ports is guided by national and international best practice volunteer management approaches, including the National Standards for Volunteer Involvement, Volunteering Australia. Although volunteers are not covered by awards or workplace agreements, their rights are addressed by a range of legislation.

Volunteers have the right to:

- Work in a healthy and safe environment
- Be adequately covered by insurance
- Be appointed in accordance with equal opportunity and anti-discrimination legislation
- Have a clear understanding of volunteering roles which are defined, documented and communicated
- Be provided with training and safety guidance and other resources to maximise effectiveness and ensure wellbeing and satisfaction
- Worthwhile and stimulating activities which utilise their skills, interests and knowledge
- Be given constructive and honest feedback
- Be recognised for their contribution
- Say no if they are uncomfortable with the assigned tasks
- Have access to a grievance procedure
- Be given accurate and truthful information

Volunteer responsibilities

Our volunteers do not have formal contracts but there are some responsibilities that we need to agree on to ensure our program is the best it can be. These include:

- All volunteers need to commit to our policies and procedures and abide by our Code of Conduct, mission statement and values
- All volunteers will receive and acknowledge a letter of acceptance
- A strong commitment to Fremantle Ports
- Accepting direction
- Respecting and maintaining privacy and confidentiality
- Being safe and looking after everyone's wellbeing
- Commitment to training, continuous improvement and innovation
- Being dependable and reliable
- Volunteering for the hours agreed. A minimum of 3 hours and a maximum of 8 hours per month is expected
- All volunteers need to advise us if taking leave, for example taking a holiday
- Being accountable and accepting feedback
- Complying with the legal and organisational requirements of the volunteer role

Fremantle Ports' rights and responsibilities

- Recognise volunteers as valued team members
- Offer volunteers opportunities appropriate to their skills, experience and interests
- Interview, screen and check all applicants as per Fremantle Ports recruitment guidelines
- Provide volunteers with clearly defined, documented and communicated duty statements
- Provide volunteers with training and safety guidance and other resources to maximise effectiveness
- Expect assignments to be adequately completed
- Expect volunteers to follow occupational health and safety rules
- Expect open and clear communication from volunteers
- Evaluate volunteers regularly
- Farewell volunteers who may be unsuitable for the program, or say no to volunteers at times
- Set term limits for volunteer involvement

Volunteers will naturally require more information to support them in their volunteering role. This level of information will be provided in a separate document 'Fremantle Ports Volunteer Guidelines'.



Volunteer rewards

Fremantle Ports is very appreciative of the valuable contribution 'Friends of Fremantle Ports' make to our organisation and has a reward and recognition program in place. Rewards are calculated based on voluntary hours reported in a financial year and acknowledged at the end of each financial year as follows:

Hours	Reward
250 hours	Limited edition 'Friends of Fremantle Ports' medal awarded.
All volunteers	All volunteers will be invited to attend the 'Friends of Fremantle Ports' annual Sundowner held in September each year.

Registering your interest

Fremantle Ports recruits volunteers on a periodic basis.

If you have any question about our 'Friends of Fremantle Ports' volunteer program or wish to register your interest for next intake, please contact:

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