ABOUT CITIZENS ADVICE BUREAU

At CAB, our mission is to connect people with information and services to they can make independent and informed decisions. We provide impartial information and referral via our telephone line and network of branches, as well as providing a mediation service and legal advice. We also prepare legal documents.

Our funding comes from the Department of Local Government and Communities, Legal Aid WA and a number of local government authorities.

CAB has 10 branches throughout the state. Our Perth branch is our main administrative branch and is where we run our services from. Our CEO, Volunteer Manager, Principal Solicitor and other support staff are located in Perth. Our other branches are staffed by a Branch Coordinator and trained volunteers with support from Perth.

CAB History
The first Citizens Advice Bureau was created in England in response to the prospect of World War. War was declared on 3rd September 1939 and this sparked the opening the first of 200 bureaux.

From the start, volunteers ran an information service working from public buildings and private houses. Advisers dealt with problems ranging from the loss of ration books, homelessness and evacuation. They also helped locate missing relatives and prisoners of war.

In 1963, Mrs G Rushton initiated the opening of the Citizens Advice Bureau of WA. The service in WA, similar to its counterpart in England, focused on linking people in their respective communities with required information.

Legal Service at CAB
CAB Legal Service is a specialist service which includes the preparation of legal documents such as Wills, power of attorney, probate and some family court documents.

The service aims to provide clients with quality legal advice at a low cost so that clients are able to make informed and independent decisions.

To ensure that best practice standard are met, the legal service adheres to various professional conduct rules and abides by strict policy requirements.

Mediation Service at CAB
CAB Mediation Service is a specialist service which provides a form of primary dispute resolution where parties can meet in the presence of a mediator who is neutral and independent. Mediators are professionally trained to guide the discussion towards finding a solution agreeable to both parties.

At CAB, this service uses a co-mediation model, where two mediators are present. Co-mediation helps to ensure that a gender balance is achieved where possible and assists mediators to maintain neutrality throughout the process.

Volunteering at CAB
Volunteering at CAB offers you an exciting chance to develop interpersonal and communication skills, experience an office environment and give back to the community

Through your work as a volunteer, you will develop critical reasoning and analytical skills. You’ll be working with a diverse team of people from different age groups, professions and cultural backgrounds.

An induction will be provided at the branch on your first day. We also require you to do initial training in Perth. Please note that the training in Perth, comprising Part A and Part B, and spread on two days is mandatory to attend. New volunteers who do not complete both days, within four months of commencing with CAB, may not be able to continue volunteering. If you foresee this as being an issue please contact CAB’s Volunteer Manager at manager@cabwa.com.au

Optional training on various other topics is also offered throughout the year.

We will offer personal development opportunities and happy to provide a professional reference for future job prospects.
INTRODUCTION
Citizens Advice Bureau ("CAB") is an autonomous not-for-profit organisation providing a free, confidential and impartial information and referral service to any people all over WA. A Mediation service and Legal service are also available to all sectors of the community.

DEFINITIONS
CLIENTS are people who utilise the services of the Bureau
STAFF refers to both salaried and volunteer staff unless the context dictates otherwise.

CODE
1. The rights and confidences of clients are to be respected and safeguarded at all times. Any personal information given by clients to staff members will remain confidential except as authorised by the client.
2. CAB affirms the rights of people to reach their own decisions and resolve their own difficulties with the assistance of the best information and advice available.
3. Staff members are to provide information relevant to client enquiries from available Bureau resources. In appropriate cases, staff shall refer clients to other specialized services.
4. The personal details of volunteer staff members such as surname, address and telephone numbers, are not to be made known to clients.
5. In no circumstances shall a staff member provide material or financial assistance to any client from their personal resources.
6. Where there is a conflict of personalities or other tensions with a client, the matter is to be referred to another staff member.
7. As a general principle, staff members must not retain gifts of cash given to them for the provision of CAB assistance. In some instances, small items given by clients in appreciation of some special service rendered by the staff member may be retained. In any other situation where there appears to be some special circumstances, the matter is to be referred to the CEO.

CAB’s MISSION, VISION & PRINCIPLES
The MISSION of Citizens Advice Bureau is to connect people with information and services so they can make independent and informed decisions.

Our VISION is for CAB to be accessible across all parts of WA, empowering people to make informed decisions.

The PRINCIPLES of Citizens Advice Bureau service are:

FREE: This aspect of the service may mean the difference between a member of the public discovering their rights or foregoing them. It is not a function of CAB service to decide who needs or deserves help. CAB believes simply that everyone has the right to information.

CONFIDENTIAL: CAB offers confidentiality to clients. Nothing learned by CAB from clients, including the fact of their visits, will be passed on to anyone outside the service without permission. Since a client's approach for assistance is to CAB rather than to an individual worker, discussion of cases with either colleagues or specialist advisers within the organisation does not constitute passing on details to a third party.

IMPARTIAL - CAB does not judge and will offer unbiased help on any subject. In order to do this, Bureau staff must acknowledge and control any prejudices they may have. Even if a staff member has doubts about an enquiry, that member must be objective and willing to help. Information should be given because it is useful to the client. There should be no judgment about whether the client deserves the information or how it will be used.

INDEPENDENT - Despite some funding from Government, the Bureau retains right to decide policy. CAB has no involvement with, or loyalty to, any political party.
CONFIDENTIALITY

POLICY STATEMENT

Citizens Advice Bureau requires Board of Management members, staff, volunteers and contractors to respect and maintain the confidentiality of individuals and the organisation’s business generally.

Board of Management members, staff, volunteers and contractors may from time to time have access to information that is confidential to Citizens Advice Bureau, other agencies that have dealings with Citizens Advice Bureau or to other Board of Management members, staff, volunteers and contractors.

Definition
Confidential information includes the following:
• Personal staff or Board of Management member information such as home address, telephone numbers, and other non work related information
• Personal information provided by individuals or about individuals in the course of performance reviews, leave applications, supervision sessions or similar discussions Information about any internal dispute or grievance
• Business conducted in Board of Management meetings, other than that identified as being for public discussion
• Any confidential and proprietary information concerning financial transactions, competitive tenders or expressions of interest or any other organisational plans or activities identified by the Board of Management or Chief Executive Officer.

PROCEDURES

Personnel will:
• retain all confidential information in the strictest confidence and not disclose any confidential information to any person other than for purposes directly related to their position at Citizens Advice Bureau
• not use any confidential information which they have acquired in relation to the activities of Citizens Advice Bureau for their own interests or the interests or purposes of others not associated with Citizens Advice Bureau
• not make copies of any confidential information for any other reason other than those essential to and directly related to their position and responsibilities with Citizens Advice Bureau
• upon the request, and in any event upon the cessation of their engagement or employment with Citizens Advice Bureau return or destroy materials containing confidential information which are in their possession.

This will not prevent an individual from:
• disclosing information to proper authorities in relation to concerns about improper conduct, breaches of laws or breaches of duty of care
• providing access for external reviewers to non-identified information for the purposes of formal audit processes
• making a formal complaint to appropriate authorities about an aspect of the organisation’s operation
• disclosing any information that they may be required to disclose by any court or regulatory body or under applicable law.
OCCUPATIONAL HEALTH & SAFETY

The following is set down as a guide and is applicable to all CAB staff (salaried and voluntary). It is applicable to each CAB branch or workstation and also to areas where clients may be interviewed.

Please refer to the CAB Emergency Fire and Evacuation Procedures that apply to your branch.

**Occupational Health & Safety Procedures in the Workplace**

1. **Wires or cords from computers, printers, telephones, fax machines, photocopiers, kettles, urns, overhead projectors, etc.**
   - They should not be left on the floor where someone has to step over them.
   - They should not be left hanging at the side of a desk where someone may catch them with their hand or clothing as they pass.
   - Wires on the floor are to be avoided wherever possible. Where this cannot be avoided, wires should be taped as closely to the floor surface as possible – however this practice is to take place only as a last resort.
   - If wires are dropped down from the ceiling, they should not be left hanging but secured in some way – either in a conduit fixed to the wall, or in some other non-hazardous manner.

2. **Bags, umbrellas, briefcases and cases with straps or long handles**
   - These should be stored safely so that straps and handles do not protrude or cause people passing by to trip up or knock into them.

3. **Items on desktops, ledges or working surfaces**
   - These should be placed so that no part of the item sticks out beyond the edge of the surface on which it is placed – e.g. a guillotine handle should not protrude beyond the edge of the working surface. If it protrudes, turn the guillotine around when not in use so that the handle is in a position where no-one can knock against it whilst passing.
   - A4 lever arch files or files with reinforced corners should not protrude over the edge of the desk or surface on which they are placed.

4. **Containers with liquids**
   - These should not be placed near electrical equipment, including computer keyboards.
   - If using kettles or urns, you must ensure that the item is placed in a position where it is easy to reach and on a firm surface. Always point the steam vent away from the user.
   - If using a system where boiling water for drinks is delivered via a tap in the wall, please ensure all users are aware of hazards associated with this and that the tap is clearly marked so that people don’t inadvertently use it to wash their hands or cup.

5. **Lifting and carrying**
   - There are clear methods for lifting and carrying heavy objects. Please refer to the relevant section in Section 7 of the Policy & Procedures Manual.

6. **Items stored above head height**
   - Ensure that if anything is stored above head height, where someone has to stretch and reach up, that the shelf or cupboard in which the item is stored, is securely fastened to the wall so that it doesn’t topple over. Heavy items should always be stored low, and the lighter items stored at the top of the cupboard. Remember that people may not be aware of the weight of the object they are lifting down.
   - Proper equipment should be used when accessing materials above head height – i.e. use a proper and safe stepping stool, or an A frame step ladder. Don’t stand on a wobbly chair.

7. **Equipment – maintenance, paper jams, etc.**
   - Appropriate notices should be placed on items of equipment that may experience paper or other jams (e.g. photocopiers, printers, etc) directing the user to a designated staff member who can rectify the blockage, or to the appropriate maintenance person for the building.
   - Electrical equipment and lights should always be turned off and the plug removed from the socket before attempting to remove the jam or blockage, or before changing a light bulb.
8. **Chairs, Tables, trollies, display equipment with feet, etc.**
   - Ensure that no chair legs, feet on display equipment or small wheels on trollies are protruding in such a way as to trip someone.

9. **Opening Doors**
   - Be careful opening doors in case someone is standing behind the door.

10. **First Aid Kit**
    - Always have a basic first aid kit available and procedures in place in each Branch so that if someone is ill or hurt, the appropriate persons can be contacted or the volunteer taken to the nearest place for medical attention.

11. **Lone Working**
    - In order to protect staff members from increased risk, it is the policy of this branch that Staff should never work alone. A minimum of two staff members should be present at all times during your shift. Please check the roster carefully and alert your branch coordinator if you have any concerns.
# VOLUNTEER STAFF NEW STARTER FORM

## About You
- **Surname**
- **Given Names**
- **Date of Birth**
- **Sex**
  - MALE / FEMALE / INDETERMINATE-INTERSEX / PREFER NOT TO ANSWER

## Address Details
- **Number & Street**
- **Suburb**
- **State**
- **Postcode**
- **Telephone (Home)**
- **Telephone (Mobile)**
- **Email Address**

## Next of Kin
- **Name**
- **Relationship to Volunteer**
- **Telephone Number**

## Previous Experience or Employment

## Special Skills or Relevant Qualifications

## Days Preferred
<table>
<thead>
<tr>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
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Z:\Volunteer Coordinator\NEW VOLUNTEERS\New Starter Form
### Health Conditions

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
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<tbody>
<tr>
<td>Are you of sound health to the best of your knowledge?</td>
<td></td>
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<tr>
<td>If no, please give details</td>
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<td>Are you taking any prescription medications?</td>
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<td>If yes, please give details</td>
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<td>Do you require special assistance to complete any work related tasks?</td>
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<tr>
<td>If yes, please give details</td>
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**Please provide the details of your doctor if you have any health conditions**

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<th>Detail</th>
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<tr>
<td>Full name of Doctor</td>
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<td>Name of Practice</td>
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<td>Phone Number</td>
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### Occupational Health & Safety Statement

I have been shown the Occupational Health & Safety guidelines as produced by Citizens Advice Bureau ("CAB") and the safety procedures specifically relating to the building within which I volunteer.

I agree that it is my responsibility to be aware of the changes to safety procedures and will adhere to the guidelines set out in the Policy Manual. I also have a responsibility to immediately report any unsafe work practices, faulty equipment and unsafe safety procedures I become aware of during the course of my volunteering with CAB.

Signed

Print Name

Date

### Confidentiality & Volunteer Agreement

I acknowledge that I am bound by a duty of confidentiality to all of CAB’s clients;
I acknowledge that I cannot disclose any information about a CAB client to anyone who is not the client or a current staff member or current volunteer of CAB;
I agree not to disclose any information pertaining to any of CAB’s clients to any person;
I agree not to copy, disseminate or publish any documents which contain confidential information or any information about CAB’s clients; and
I agree to ensure that any literature containing confidential information or any information about CAB’s clients is kept secure at all times.

I understand and acknowledge that any breach of my duty of confidentiality may result in CAB’s Disciplinary Procedures being enforced.

Signed

Print Name

Date

### Code of Ethics Statement

I have received, read and understood a copy of CAB’s Code of Ethics Document, and agree to abide by the mission, vision and principles of CAB.

Signed

Print Name

Date
Photo Release Form

Organisation: Citizens Advice Bureau of WA Inc.

Permission to Use Photograph

I grant to Citizens Advice Bureau (CAB WA), its representatives and employees the right to take photographs of me and my property in connection with promotional activities (including the use in social media platforms). I authorise Citizens Advice Bureau (CAB WA), its assigns and transferees to copyright, use and publish the same in print and/or electronically. I agree that Citizens Advice Bureau (CAB WA) may use such photographs of me with or without my name and for any lawful purpose, including for example such purposes as publicity, illustration, advertising, and Web content.

I have read and understand the above:

Signature _________________________________
Printed name ______________________________
Signature, parent or guardian _______________________ (if under age 18)
**New volunteer checklist**

Please tick the boxes to confirm you have been provided with the information and understood the below sections.

<table>
<thead>
<tr>
<th>CAB History &amp; mission statement</th>
<th>Volunteering requirements</th>
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<tr>
<td>Code of ethics</td>
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<td>Occupational health &amp; safety</td>
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<td>Evacuation plan</td>
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<td>Emergency point</td>
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<td>Induction at the branch</td>
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<td>Training in Perth (2 days)</td>
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**Branches** (any additional information provided should be mentioned by the branch coordinator below)

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<th>Branch 1</th>
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