



# Friends Group Manual

A Guide for Volunteers Working In Reserves

*Where  
environment  
lifestyle and  
opportunity  
meet!*

  
**City of Busselton**  
*Geographe Bay*

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# 1.0 Introduction

The City of Busselton values the contribution volunteers make to the management and enhancement of the natural environment.

Ensuring that volunteers are encouraged, supported and recognised is a priority for the City of Busselton.



The City of Busselton is recognised for its diverse flora and fauna and ecologically significant reserves. Friends Groups play an integral part and make a valuable contribution towards the conservation and care of these reserves for present and future generations. The City of Busselton's Friends Group Manual outlines the process for forming volunteer friends group, safety for volunteers working in bush care activities and the requirements for a mutually beneficial working relationship between volunteers (Friends Groups) and the City of Busselton. The contents of this manual have been adapted from the City of Joondalup Natural Area Friends Group Manual with permission.

Friends Groups may be involved in a variety of activities for a particular reserve, including:

- environmental monitoring;
- weed control;
- flora and fauna surveys;
- interpretive signage and pamphlets;
- guided nature walks;
- rubbish removal;
- seed collection;
- community education;
- revegetation; and
- citizen science projects.

## What is a Friends Group?

Friends Groups generally consist of a group of people working together to conserve and protect reserves vested within the City of Busselton. A Friends Group may consist of an informal group of volunteers who meet randomly for discussing relevant environmental matters or randomly undertake relevant activities, or it could be a more formal group that meets on a regular basis for discussing and achieving certain objectives. The level of involvement and type of activities undertaken by these volunteers depends upon the particular needs of the reserve, as well as the intentions, capacity, availability and expertise of the overall group.

There are currently 21 active Friend Groups within the City, including five incorporated associations working within City of Busselton reserves. The City is committed to supporting these groups through the provision of appropriate resources, support and advice, safe systems of work, insurance cover, training and volunteer recognition. Refer to Appendix A and D for contacts, details of each group and a location map.

## Why Join a Friends Group?

Every individual has their own reasons for wanting to form or become involved in a local Friends Group. They may care for a particular reserve in their local area, they may have an interest in native plants and wildlife or they may just be looking for an outdoor social activity.

Friends Groups work in their own time and at their own pace and individuals can choose the activities most suited to their skills and the time they have available. Not all activities are physical and outdoors. There are many administrative, organisational and creative tasks to be done for the group such as writing email updates on group activities, preparing a newsletter or pamphlet, photography, applying for grant funding, liaising with the local community or school groups and signage.

## Why have a Friends Group Manual?

Supporting and building the capacity of volunteers to undertake bushcare and other conservation initiatives are strategic actions in both the City of Busselton's Strategic Community Plan and the Environment Strategy.

The Environmental Volunteer Management and Engagement Strategy (2017) (EVMES) provides a framework for engagement and building capacity of the community to respond effectively and positively to environmental challenges. A key objective in the EVMES is the development of a Friends Group Manual to develop and promote safe operating procedures for volunteers working in City reserves. Friends Groups are invited to participate in the City's Environmental Reference Group which meets periodically to promote and encourage collaboration and build capacity of groups, facilitate information exchange and assist the Council to implement the City's Environment Strategy.

This document (Friends Group Manual) aims to assist the City staff and volunteers to:

- Recognise their respective roles and responsibilities in the relationship between the City and Friends Groups; and
- Outline procedures to guide the management of volunteer programs and activities.

The specific objectives of this Friends Group Manual are to:

- Provide a framework for the City of Busselton to support Friends Groups and volunteers;
- Provide guidelines for a safe working environment for volunteers undertaking activities on land managed by the City of Busselton;
- Outline processes and procedures to guide the City's approach to the management of environmental volunteers;
- Support the community with managing reserves to maintain and/or enhance their conservation, scientific, educational and community values; and
- Provide a guide for preparing Friends Group Annual Work Plans (in line with Management Plans) for City of Busselton reserves.

Some of the benefits of becoming involved in a Friends Group include:

- helping to restore natural areas in your local area;
- meeting new people who share a common interest;
- learning more about local flora and fauna;
- health benefits from outdoor activity;
- learning new skills through training opportunities;
- helping to raising community awareness of the values of reserves; and
- contributing to citizen science projects.



## 2.0 Forming a Friends Group

Firstly, find out whether there is an active Friends Group for the City reserve (s) you are interested in, and then decide whether you wish to join that group.



If there is no existing group in place then the establishment of a new Friends Group will be encouraged and generally supported by the City. These are the key steps to forming a Friends Group:

1. Find like-minded friends or volunteers in the community who are keen to work together to work in that reserve or area.
2. Nominate a Group Coordinator.
3. Register your group by lodging a Friends Group Registration Form (Appendix B Form 1).
4. Lodgment of a Volunteer Registration Form for each volunteer (Appendix B, Form 2).
5. Meet with the City's Environment Officer who can provide some information on the reserve and advise the group on the resources and support available.
6. Develop a Friends Group Annual Activity Plan in consultation with the City Environment Officer (Appendix B Form 3).

City staff can give advice on the above steps, including how to attract volunteers to your group, providing the reserve management plan, discussing the threats and environmental assets of the reserve, background on what works have previously been undertaken and opportunities for volunteer activities. Details on how to achieve these steps are outlined in Section 4.0.

## 3.0 Friends Group Activities

The type of activities Friends Groups would normally undertake will be dependent upon the skill and knowledge level of the relevant group and the needs of the reserve.

Friends Groups often evolve over time to take on higher-level tasks as their expertise grows. Activities that Friends Groups may wish to undertake include (but not limited to):

### Environmental Monitoring

Establishing monitoring quadrats or transects through the reserve can be useful for long term monitoring of changes in weed density and loss or gain in native species. Photo-monitoring points can also be established to gauge changes over time. Developing flora and fauna lists can be very rewarding for volunteers, can help to show the biodiversity value of a reserve.

### Targeted Weed Removal

Hand removal of weeds is an important activity for Friends Groups. It is important to ensure that plants are correctly identified before removal. The City can provide Friends Groups with information regarding correct weed identification and which weeds should be controlled as a priority for removal. Note that volunteers cannot undertake chemical weed control without the appropriate accredited training.

### Revegetation and Seed Collection

Planting and/or seeding may be an option for degraded areas. The City's Environment Officer can provide advice to Friends Groups regarding planting requirements including species list.

### Guided Nature Walks

Friends Groups can assist the City in educating the community about the value of natural areas by leading guided nature walks in local reserves. If required, the City's Environmental Officer can recommend experienced local guides.

### Citizen Science Projects:

Citizen Science is the community participating in scientific research, monitoring and actions. Friends Group can participate in projects such as BirdLife's Annual Cockatoo Count, Tangaroa Blue Marine Debris Beach Clean Up, GeoCatch's Annual Western Ringtail Possum tally, Bioblitz events and Atlas of Living Australia projects.

### Keeping Watch

The City encourages local residents to report incidences of fire, rubbish dumping, unauthorised vehicle access and vandalism in reserves. If incidences of rubbish dumping etc. are actually witnessed, the City's Ranger Services should be informed on 9781 0444.

### Trail Maintenance and Rubbish Removal

Removing rubbish not only improves the visual amenity of a natural area, but also lowers the incidence of dumping. The City of Busselton can organise the removal of collected pruning's /rubbish from City reserves with adequate notice.

The City's Environment Officers can provide advice to Friends Groups regarding the feasibility and logistics of potential long term and advanced level projects. Friends Groups should notify the City of the dates and times when volunteers will be undertaking work within the reserve(s).



## Activities not to be undertaken by Volunteers

Friends Groups are not permitted to undertake activities using chemicals of any type. This includes the use of herbicides and pesticides. Unless the City's prior written approval has been obtained, all weeding within City reserves must be done manually by hand.

In particular, due to public safety, duty-of-care and public liability requirements/issues, Friends Group volunteers working in reserves are not allowed to use chainsaws.

Use of any other power equipment, including hedge trimmers and power augers, require the City's prior written approval and will include an induction on its use and an understanding of the safety risks (for more details on safety refer to Section 5.0).

## Dieback Awareness

Dieback is an introduced disease caused by a soil-borne water mould, *Phytophthora cinnamomi*. Proteaceous species (Banksia, Hakea etc.) and Xanthorrhoea species (grass trees) are particularly susceptible. This disease is a serious threat to the flora of southwest Australia. The disease is spread mainly through the movement of infected soil, plant material and water containing its spores.

The best strategy to control dieback is to prevent the spread of contaminated soil, water and/or plant material. Find out from the City's Environment Officer whether the reserve you are working on has dieback mapping.

The Busselton Dieback Working Group has outlined these general considerations when working in reserves:

- No soil will be moved between areas within the reserve;
- schedule activities in periods when soil is too dry to attach to footwear, vehicles or tools;
- equipment, tools and footwear are free from soil and mud;
- footwear will be free of mud and soil when entering the reserve, and when moving between areas within the reserve;
- no vehicles will be taken into the reserve. If vehicles are necessary, they will be clean upon entry and confined to hard stand or drained surfaces preferably dry; and
- techniques to minimise soil disturbance will be used.

## Planting

- Groups to consider direct seeding rather than creating soil disturbances;
- planting will be conducted in moist, not wet, soil conditions;
- plants have been grown using hygienic methods;
- if mulch is used, it has been well composted; and
- mains/sterilised water is used to water plants.

## Weeding

- If practical, weeding is scheduled for dry soil environments; and
- weeds are to be immediately placed in a bag or container and not dropped during transport off-site.



## 4.0 Friends Group Roles and Responsibilities

In order to ensure a mutually beneficial working relationship an effective communication plan is vital to maintain and support the partnership between the Friends Group and the City.

The following section provides a framework to guide the information required for these purposes.

To be recognised as a City of Busselton Friends group, the following is required:

- Lodgment of a Friends Group Registration Form including the nomination of a Group Coordinator (Appendix B, Form 1).
- Lodgment of a Volunteer Registration Form for each volunteer (Appendix B, Form 2).
- Development of a Friends Group Annual Activity Plan (Appendix B, Form 3).
- Each volunteer is required to undertake an Induction (Refer to Section 5).

### Friends Group Registration

By registering a Friends Group online with the City of Busselton, the City's Environment Officer is able to assist groups in getting started. The Friends Group Registration Form will provide the City with information about the Group and reserve(s) proposed for adoption. It will also confirm the group has read, understood and accepted the requirements of the City of Busselton Friends Group Manual (this document).

Once registered with the City, the Friends Group will be provided with a copy of this manual, a map of the reserve, a management plan for the reserve (if it exists), useful contacts and any other relevant information.

### Nominating a Group Coordinator

Each Friends Group must elect a coordinator for that group and notify the City of the name and contact details of the coordinator ("Group Coordinator"). The Group Coordinator will be the main contact for the group and will liaise directly with the City's Environment Officer. The role of the Group Coordinator may include:

- Starting a new Friends Group- the Friends Group Registration Form needs to be filled out and each volunteer in the group needs to register. (These forms are in Appendix B, Forms 1 and 2)
- Identify and assess risks prior to undertaking Group activities utilising the Safe Operating Procedure (SOP) (Appendix B, Form 4). Refer to Section 5 for details.
- Ensure that volunteers behave in a responsible manner.
- Maintenance of up-to-date records of the Group's membership and the activities being carried out. The Coordinator can use the Volunteer Impact system to register attendance at activities, record the type of activity undertaken and the hours.
- Ensure a first aid kit is on site for each activity- to be provided by the City.
- Communication with the City's Environment Officer on a regular basis, including resources or training required and reporting of any safety concerns, incidents, accidents or other issues.

- In the event of an accident fill in an Accident /incident form – available on the online Volunteer Impact system (Appendix B Form 5).
- Communicating information from the City to members of the Group.

### Meeting with the City's Environment Officer

Once the City has received the Friends Group Registration Form, the Environment Officer will contact the group's Group Coordinator to arrange a meeting with members. At this initial meeting, the Environment Officer will discuss issues relating to the reserve proposed for adoption as well as the Group's preferred activities. The main aim of the meeting will be to set some key tasks so Friends Groups can start developing a Friends Group Annual Activity Plan which will enable the City to assist Groups in carrying out activities within the reserve.

### Developing an Annual Activity Plan

Friends Groups are required to submit a Friends Group Annual Activity Plan in order to receive assistance from the City. A template is provided to assist Groups in preparing this Plan (Appendix B, Form 3) and further assistance is available from the City's Environment Officer.

### What is an Annual Activity Plan?

The Friends Group Annual Activity Plan is a brief plan that outlines the bushcare activities that will be undertaken by the Friends Group for that financial year (July-June). Activities could include conservation activities, group promotion to build the Group's volunteer base, on-ground works or research. Groups may include any requests for required resources, such as tools and equipment, number of seedlings for revegetation works and training on this form.

### When does it need to be submitted?

This form is to be lodged with the City each year by the end of November to ensure that activities within the Annual Activity Plan can be considered in the City's budgets and work schedules for the following financial year. The City will endeavor to assist groups financially where budgets allow. If required, other funding options can be considered including external grant funding (Section 7).

### What happens when the Plan has been approved?

Once the Friends Group Annual Activity Plan has been approved by the City, the Environment Officer will contact the Group Coordinator to arrange a suitable time for a "planning meeting" with the Friends Group. At this meeting, the Environment Officer will discuss the Group's schedule of activities for the year and any requests for assistance.

In addition to initial planning meetings, the City will provide ongoing support as required to discuss progress in implementing the Annual Activity Plan.

*Note: All activities that Friends Groups undertake within natural areas must be approved by the City prior to commencement of any works.*

### Volunteer Register

It is important for Friends Groups to keep accurate and up-to-date records of all bushcare activities being undertaken on reserves vested in the City, including but not limited to:

- Nature and extent of each activity;
- Names and contact details of each person who attend to participate in activities; and
- Date and location of each activity.

To assist the Group with documenting bushcare activities the Volunteer Register can be used (see Appendix B Form 6 for template). Completion of the Volunteers Register ensures that all requirements are met to maintain insurance cover for Friends Group members (with limitations, refer to Section 6.0).

### Annual Reporting

Each Friends Group is required to submit a Friends Group Annual Report to the City's Environmental Officer at the end of each financial year. As a minimum the Annual Report must include information such as:

- the total number of volunteer hours carried out on the reserve;

- a review of bushcare events/activities carried out by the Friends Group including quantifying the outputs e.g. one weed workshop, 200 seedlings planted;
- an overview of the Friends Group's achievements; and
- details of any external funding received for equipment, materials or other activities.

Annual Reports should also:

- reference data collected by the Friends Group during the year (e.g. flora and fauna records etc.); and
- include suggestions for improving the ongoing partnership between the City and the Friends Group.

Information within the Annual Reports will assist in the allocation of resources towards the management of reserves in the future. The Annual Report also informs City staff and the Council on the types of work Friends Groups volunteers are undertaking on City reserves, the tangible outputs and the enormous contribution they make to the management and enhancement of the natural environment.

A template for a Friends Group Annual Report is provided in Appendix B (Form 8).



# 5.0 Volunteer Safety

There are many potential risks associated with working on the ground in reserves.

These include (but are not limited to) weather related risks (exposure to the elements like hot or cold conditions, wet or windy weather etc.), animal/reptile/insect bites and stings, working with heavy or sharp edged tools and power equipment, working alone and working in road reserves.

The section below outlines the procedures and processes Friends Groups should follow to ensure the safety of all volunteers.

## Induction for New Volunteers

All volunteers taking part in Friend Groups activities must receive an induction so that they are aware of their own responsibilities, the health and safety risks of certain activities and of the relevant policies and procedures regarding safety, health, insurance and other matters.

### The Induction involves:

**A site- specific activity briefing - The Coordinator of each Friends group will undertake a site-specific activity briefing to volunteers prior to starting the works, discussing the activity for the day and referring to any associated risks identified onsite and safety/control management strategies to follow in the Safe Operating Procedure (SOP) (Appendix B, Form 4). This is to ensure a safe working environment for all volunteers.**

## Risk Assessment

When planning a Friends Group event/activity the Group must:

- Identify and assess potential risks associated with each activity;
- Identify reasonable measures and controls to mitigate these risks; and
- Determine strategies for implementing mitigating measures and controls.

Risk Management Strategies can be implemented by following the Safe Operating Procedures (Appendix B, Form 4).

## Safety Briefing/Site Specific Induction

As part of their duty of care, the Group Coordinator of any Friends Group must ensure that:

- Each volunteer has attended the Site- specific activity briefing.
- Each volunteer should register their name and hours worked on the Volunteer Register (Appendix B, Form 6).
- Volunteers are recommended to wear protective clothing as listed in the PPE section below.
- Children accompanying volunteers be supervised and accompanied by an adult at all times.
- All identified hazards are highlighted (e.g. with flagging tape or signage), or, if possible, removed prior to the commencement of the activity.
- Prior to the commencement of an activity all volunteers are briefed on all safety considerations and informed about identified risks and hazards.
- Volunteers behave in a responsible manner.
- Any volunteer acting in an irresponsible or reckless manner be asked to leave the activity; and
- The Coordinator, or other nominated person, will be provided a first aid kit which will be onsite for volunteer activities.
- The City should be informed of any risk related incident, e.g. injuries to irresponsible or reckless behavior by volunteers.

The above actions should be undertaken to ensure a safe working environment and to facilitate the operation of insurance for volunteers.

**Note: Chainsaws and Chemicals are not to be used by volunteers without written approval from the City.**

Working with chainsaws and chemicals requires specialist training and protective equipment. Please discuss with the City Environmental Officer if these activities are required.

### Personal Protective Equipment (PPE)

It is recommended that volunteers wear protective clothing whilst carrying out bushcare activities. As a minimum the following is recommended:

- ✔ Long pants
- ✔ Long-sleeved shirts
- ✔ Sturdy, closed-in footwear
- ✔ Gloves
- ✔ Wide brimmed hat and sunscreen
- ✔ Sunglasses

### What happens in the case of an accident?

- The Group Coordinator must ensure that a First Aid Kit is available on site for each activity.
- Volunteers should immediately inform the Group Coordinator of any incidents, accidents or injuries (and ring 000 if emergency medical assistance is required) so that appropriate treatment is administered.
- The Group Coordinator must fill in the Accident/Incident Form to make a record for safety and insurance purposes (Appendix B, Form 3).
- Refer to the Safe Operating Procedure (Appendix B, Form 4) for other Emergency contacts including local Police, City rangers and State Emergency Services (SES).

### Working Alone

The risks associated with working alone include:

- working in situations where mobile phone coverage is limited or non-existent and help is urgently required;
- inability to obtain assistance from others when required; and
- injury caused by attempting to undertake work requiring more than 1 person, or outside of the capabilities of the individual due to health reasons.

The City of Busselton strongly advises that volunteers do not work alone. However, there may occasionally be incidences when volunteers may find themselves isolated or working alone. In such incidences, the following precautions should be observed:

- prior to undertaking work, individuals need to review the Safe Operating Procedures for Working Alone (Appendix B, Form 4) and fill in a Working Alone Activity Form (Appendix B Form 7). This includes those volunteers that may be doing administrative tasks for the group at home;
- do not use power tools;
- do not attempt tasks that are too large or too difficult;
- do not work alone if you have a pre-existing medical condition that may affect that your safety;
- test mobile phone coverage and charge prior to commencing work;
- notify someone reliable of your expected return time;
- take a basic first aid kit with you and keep it with you at all times whilst in the field;
- check out your nearest locations where you may get assistance in case of an incident;
- ensure that you have the relevant numbers programmed into your phone for easy use in case of an emergency; and
- add your elected In Case of Emergency (ICE) contact phone number into your mobile phone in case emergency service personnel need to contact your family on your behalf.

### Working in Road Reserves

Discuss proposed works that will be near roadsides and verges with the Environment Officer. Work required near a road will generally be undertaken by a City contractor and may require a Traffic Management Plan.

## 6.0 Insurance

All Friends Groups and their volunteers working on City reserves are covered for Personal Accident and Public Liability under the City's policy, provided they comply with the requirements and guidelines in this Manual.

In addition to the requirements outlined elsewhere in this Manual, Friends Groups, Group Coordinators and/or their volunteers should be covered under these policies if :

- they participate in activities authorized by the City;
- act in accordance with the agreed scope of duties in relation to those activities;
- no remuneration or consideration is paid by or on behalf of the City;
- the required details for each scheduled activity are entered into an official volunteer register;
- a volunteer has provided his/her personal details in line with the policies and procedures laid down by the Friends Group; and
- where reasonably practicable attend to and comply with all OSH matters.

To ensure the above requirements are met Friends Groups should implement the following actions (which should facilitate the operation of insurance):

- develop an agreed Annual Activity Plan with the City Environment Officer;
- ensure volunteers undertake a Site- specific Safety briefing with the Friends Coordinator to address all hazards before undertaking an activity (refer to Appendix B, Form 4);
- maintain a register of volunteers and hours;
- use of Personal Protection Equipment (PPE);
- for each activity /event the Group Coordinator is responsible for direction and supervision;
- ensure volunteers do not attempt work beyond their capabilities; and
- follow the safety guidelines and procedures outlined in this document.

Refer to Section 5.0- for further details on these safety procedures.

### Limitations

- The City's relevant insurance policies have an age restriction which applies to persons younger than 15 years and older than 90 years – the insurance policies will not respond to claims by/for persons in those categories. If requested the City can seek advice from its insurer for the ability to obtain insurance cover for volunteers younger than 15 years or older than 90 years.
- Under the City's Personal Accident policy limited cover is provided for volunteers aged 75-90 years of age.
- Volunteers not working in accordance with the agreed scope of activities and/or not complying with other relevant requirements or guidelines under this Manual may not be covered by the City's insurance cover.
- If a Friends Group or volunteer chooses to become an incorporated association, they will no longer be covered by the City's insurance policies and will have to arrange their own insurance cover.
- Volunteer parents/guardians accompanied by children under 15 at City sanctioned Friends Group activities will be required to sign a waiver and undertake to ensure the children will remain at all times under the parent/guardian's care and supervision during the activity/event (Appendix C).

## 7.0 City of Busselton Responsibilities

The City of Busselton requires a safe working environment to be provided for volunteers undertaking work in City reserves.



The following section provides guidance and information to enable a safe working environment for Friends Groups.

City Environment staff will provide Friends Groups and volunteers with advice and assistance in relation to:

- development of the Friends Group Annual Activity Plan (Section 4.0);
- technical support in determining activities and timing of activities;
- undertaking activities in a safe manner (Section 5.0)
- identifying external funding sources and assist with funding applications;
- develop the knowledge and skills of environmental volunteers and volunteer group leaders through training opportunities and events;
- resources to support environmental programs and activities;
- promotion of environmental awareness to the community; and

- coordination of communication with Friends of Reserve Groups.

### Training

The City will identify opportunities to coordinate training programs specific to the care of reserves using local knowledge and recognised experts. Training may include topics such as:

- native seed collection;
- native plant identification;
- monitoring techniques;
- weed identification; and
- safe equipment usage.

The City will also facilitate training for Friends Group coordinators on effective volunteer management practices. All volunteer training activities are to be coordinated and managed in consultation with City Environment staff.

### Materials

When you register as a Friends Group with the City, the City will use its best endeavors to provide the Group with:

- a copy of this manual;
- a cadastre and/or aerial map of the reserve;
- subject to availability other information relevant to the subject reserve(s), such as flora lists, dieback mapping, surveys and management plans etc.; and
- links to other Groups for purposes of networking.

By prior arrangement or for agreed projects the City of Busselton may, subject to availability and budget constraints also provide:

- on-ground assistance, where the effort required exceeds voluntary capacity;
- seedlings, tree guards, seeds, tools and equipment for revegetation;
- collection of bagged rubbish or weeds; and
- signage.

## Safety

In accordance with the Occupational Safety and Health Act 1984 (WA), organisations must, as far as reasonably practicable ensure non-employees (which includes volunteers) are not harmed as a result of work carried out by the organization or their employees. The Act does not set out specific steps that organisations have to take to have been considered 'reasonably practicable' in ensuring the safety and health of their volunteers, however regard needs to be given to the severity of any potential injury and harm that may be involved and the likelihood of it occurring and consider ways to control and minimise risks. To this end the City aims to:

- use reasonable endeavors to ensure volunteer work areas under the control of the City are, as far as is practicable, free of hazards;
- where potential hazards exist, use reasonable endeavors to ensure the risks associated with those hazards are, as far as is practicable, mitigated;
- ensure that volunteers understand their duties and responsibilities;
- ensure the work of City employees does not impact the health and safety of volunteers;
- develop policies and procedures governing recruitment, screening, training and appropriate supervision of volunteers;

- allocate sufficient staff to the effective management and development of volunteer programs; and
- communicate and consult with volunteers on safety and health issues.

## Reporting, Communication and Information

In order to keep Friends Groups informed of City operations and to provide mechanisms for promoting the activities of Friends Groups, a number of communication mechanisms will be used, including but not limited to:

- a Friends Group page on the City's website with a copy of the Friends Group Manual (this document) including contact details for all registered Friends Groups;
- meetings with relevant City's officers to discuss the progress of the Friends Group Annual Activity Plan, any other issues and requests for assistance; and
- an invitation to join the City's Environmental Reference Group.

## Environmental Volunteer Recognition

The City values the important role of volunteers and the ongoing activities of the Friends of Reserve Groups in caring for the City's reserves. We would like to recognise this important volunteer contribution to the environment by periodically celebrating individual or group achievements. If you would like to nominate an individual or Friends Group for a volunteer recognition achievement, please fill in the nomination form (Appendix B, Form 9).



*City of Busselton's Friends of Reserves Volunteer Recognition Event 2019*

## 8.0 Funding

A number of funding opportunities are available to Friends Groups which can be utilized by Friends Groups for activities in relation to City reserves.

Funding opportunities include:

- Direct funding from City resources (which is subject to availability and budget requirements);
  - Funding sourced from external agencies or non-government organisations; and
  - Funding through the City's Community Bids Program.
- Lotterywest
  - Department of Primary Industries and Regional Development - State NRM Program
  - Department of Planning Lands and Heritage - Coast West grants

The City's Environment Officer can provide Friends Groups with assistance in grant applications.

### City of Busselton Community Bids Program

The aim of the City's Community Bids program is to grant financial assistance to organisations that provide services or activities that align with the City's Strategic Community Plan and deliver sustainable social, environmental and / or economic benefit to the City of Busselton, the local community and the region. The funding is a grant based program which provides funding in three categories: community enhancement, sport and recreation development and environment wellbeing. This funding is only available to incorporated associations. Two funding "bid" rounds are held each year, in April and October. For more information on the program and the criteria to be eligible please go to the [www.busselton.wa.gov.au](http://www.busselton.wa.gov.au).

### Applications for Funding from External Sources

A number of agencies and non-government organisations provide funding to community groups undertaking conservation activities. Any application for funding for activities that will be carried out within a City of Busselton reserve will require approval from the City.

Organisations that may provide resources for specific projects are:

- South West Catchments Council
- Geocatch

Intentions for funding should be included in the Friends Group Annual Activity Plan and applications should be discussed with the City's Environment Officer to ensure the activity is consistent with current management of the reserve.

City staff may be able to assist by providing information in support of Friends Groups' funding applications, like demographic (statistical) information, maps and support letters. In addition, some funding organisations may require from an applicant Friends Group to become an incorporated association or to be linked to an incorporated association. In these circumstances the City or approved agency (like a Catchment group) may be allowed to administer the grant funds on behalf of a Friends Group.

Appendix A:  
Contacts



## FRIENDS OF RESERVES GROUP CONTACTS

GROUP NAME	RESERVE AND LOCATION	CONTACT PERSON	EMAIL, WEBSITE, FACEBOOK
Yallingup Land Conservation District Committee (LCDC)	Yallingup reserves	Dennis Cuthbert	Email: denniscuthbertbuilders@westnet.com.au
Friends of Jingarmup Brook, Eagle Bay	Jingarmup Brook, Eagle Bay	Chester Burton	Email: chester.ruth@inet.net.au
Meelup Volunteers	Meelup Regional Park	Peter Randerson	Email: kaye.randerson@bigpond.com Web: www.meeluppark.com
Friends of Meelup Regional Park Inc.	Meelup Regional Park	Kerry Grist	Email: friendsofmeelup@gmail.com Web: www.meeluppark.com
Friends Dandatup Brook - Norfolk Street	Dandatup Brook, Dunsborough	Suzie Dixon	Email: suzie.dixon@bigpond.com
Dunsborough Coast and Landcare, Inc.	Centennial Park, Dunsborough Foreshore, Dugalup and Dandatup Brooks, Marri Reserve, Blythe Reserve	Helena Nicolson	Email: Helena.nicolson@bigpond.com Facebook: www.facebook.com/DCALC
Friends of Dandatup Brook - Okapa Rise	Dandatup Brook- Maybrook Estate area	Christian Fletcher	Email: christianfletcher@westnet.com.au
Friends of Dugulup Brook	Dugulup Brook, Dunsborough	Veronica Piper	Email: veronica.piper@bigpond.com
Friends of Big Rock Reserve	Big Rock Reserve, Caves Road, Dunsborough	Jeff Forrest	Email: jeffreycforrest@dodo.com.au
Friends of Quedjinmia Reserve (formerly Windlemere)	Quedjinmia Reserve, Dunsborough	Danae Plowman	Email: danaeplowman@gmail.com
Friends of Peron Reserve	Peron Reserve, Dunsborough	Richard Clark	Email: rmc@swisp.net.au
Toby Inlet Catchment Group Inc.	Creekview Reserve, Hayes Reserve, Old Police Reserve, Quindalup Reserve, Toby Inlet Catchment, Dunsborough	Matt Fotu	Email: matthewfotu@gmail.com Facebook: www.facebook.com/toby.inlet
Friends of the Old Police Reserve	Old Police Reserve, Caves Road, Quindalup	Vikki Viela	Email: gravik_oz@hotmail.com
Friends of Carburnup Reserve	Carburnup Reserve, Carburnup townsite	Janean Robinson	Email: ouweland@bigpond.com
Friends of Broadwater Foreshore	Broadwater Foreshore	Bill Biggs	Email: bill.biggs@baacs.com.au
Ambergate Reserve Management Committee	Ambergate Reserve, Doyle Road	Robin Flowers	Email: rgrflowers@bigpond.com.au Web: busseltonnaturalists.org.au/ambergate-reserve
Friends of the Busselton Wetlands	Busselton Wetlands	Will Oldfield	Email: Will.Oldfield@busselton.wa.gov.au
Friends of Shepherds Park	Shepherds Park/ Peppermint Park- Busselton	Richard Clark	Email: rmc@swisp.net.au
Friends of Vasse River- Fairlawn Road	Vasse River- Fairlawn/ Molloy Road	Keith Sims	Email: Keith.sims@westnet.com.au
Friends of East Busselton Foreshore	Central and East Busselton Foreshore	Judy Burgess	Email: wcwb@inet.net.au
Friends of James Richardson, Baudin, Wonnerup Foreshore	James Richardson Park and Baudin Reserve, Wonnerup Foreshore	Jeff Falconer	Email: jafalconer@hotmail.com

## CITY OF BUSSELTON CONTACTS

NAME	ENQUIRY	PHONE	EMAIL	POSTAL ADDRESS
City of Busselton	Switchboard, General information	9781 0444	City@busselton.wa.gov.au	Locked Bag 1, Busselton WA 6280
Environment Officer	Friends of Reserve Information and Assistance	9781 1721	Kay.Lehman@busselton.wa.gov.au	Locked Bag 1, Busselton WA 6280
Customer Service	Rubbish and weed pick-up requests	9781 0444	City@busselton.wa.gov.au	Locked Bag 1, Busselton WA 6280
City Rangers	Illegal camping, rubbish dumping, dogs, camp fires	97810444, this is also the Emergency after-hour number	City@busselton.wa.gov.au	Locked Bag 1, Busselton WA 6280

## ORGANISATIONS AND STATE GOVERNMENT AGENCIES

NAME	ENQUIRY	PHONE	EMAIL / WEBSITE	POSTAL ADDRESS
Department of Biodiversity Conservation and Attractions (DBCA) Blackwood District-Busselton Office	General Enquiries	9752 5555	Email: enquiries@dbca.wa.gov.au	14 Queen Street Busselton WA 6280
DBCA's Wildcare Helpline	Assistance with sick, injured or orphaned native wildlife	9474 9055	Web: www.dbca.wa.gov.au/contact-us/wildcare-helpline	Department of Biodiversity Conservation and Attractions (DBCA) Locked Bag 104 Bentley Delivery Centre WA 6983
FAWNA	Assistance with sick, injured or orphaned native wildlife	0438 526 660 Busselton contact	Web: www.fawna.com.au	PO Box 551, Busselton WA 6280
South West Aboriginal Land and Sea Council	Native title advice	9358 7400	Email: reception1@noongar.org.au	1490 Albany Hwy Cannington WA 6107
Undalup Association	Aboriginal cultural partnerships, services and consultation		Email: undalup@outlook.com	47 Bussell Highway, Busselton WA 6280
Dieback Working Group	Advice on management of dieback	0400 208 582	Web: www.dwg.org.au	46b Osprey Drive Yangebup WA 6164
South West Catchments Council	Advice and assistance on natural areas, grant funding	9724 2400	Email: swcc@swccnrm.org.au	PO Box 5066, Bunbury WA 6230

GeoCatch	Natural resources management in the catchment, grant funding	9781 0111	Email: <a href="mailto:geocatch@dwer.wa.gov.au">geocatch@dwer.wa.gov.au</a>	PO Box 269, Busselton WA 6280
Department of Water and Environmental Regulation- Busselton District Office	Water management and environmental regulation matters	9781 0188	Email: <a href="mailto:Busselton.admin@dwer.wa.gov.au">Busselton.admin@dwer.wa.gov.au</a>	PO Box 269, Busselton WA 6280
Birdlife WA -Cape to Cape Bird Group	Bird Surveys -Local bird group	9383 7749	Email: <a href="mailto:wa@birdlife.org.au">wa@birdlife.org.au</a> Email: <a href="mailto:cwilderone.yahoo.com.au">cwilderone.yahoo.com.au</a>	Peregrine House 167 Perry Lakes Drive Floreat WA 6014
Wildflower Society -SW Capes Branch Richard Clark (Secretary)	Plant identification, flora surveys, management advice	0427 385 551	Web: <a href="http://www.wildflowersocietywa.org.au/branches/south-west-capes-branch/">www.wildflowersocietywa.org.au/branches/south-west-capes-branch/</a> Email: <a href="mailto:rmc@swisp.net.au">rmc@swisp.net.au</a>	
Busselton Naturalists Club	Information and activities. Encouraging the study and protection of the natural environment		Facebook: <a href="http://www.facebook.com/BusseltonNaturalistsClub/">www.facebook.com/BusseltonNaturalistsClub/</a>	
Geographe Community Landcare Nursery	Local native seedling supplies	0429 644 885	Web: <a href="http://www.geographeplants.com">www.geographeplants.com</a>	366 Queen Elizabeth Avenue, Ambergate (Busselton)

Appendix B:

# Forms



# FORM 1. Friends Group Registration Form

## Group Registration Form

Name of Group: \_\_\_\_\_ Name of Group Coordinator: \_\_\_\_\_

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

Home Phone: \_\_\_\_\_ Mobile Number: \_\_\_\_\_

Name of Reserve: \_\_\_\_\_ Reserve Location: \_\_\_\_\_

Number of members: \_\_\_\_\_ Is your Group incorporated?  Y  N If yes, does your group have insurance?  Y  N

I acknowledge that I have read and understood the following and that I:

- 
1. Accept the roles and responsibilities of a City of Busselton Friends Group, as specified in the City's Friends Group Manual;
  2. Will ensure that members of the Friends Group behave in a safe and responsible manner;
  3. Will maintain an accurate volunteer register of all people attending workdays and submit to the City within ten days for examination by the City and Insurance Company in the case of an accident;
  4. Will provide an Annual Work Plan to the City each year which will detail the anticipated activities to be undertaken by the Group;
  5. Recognise that, for insurance purposes, we are acting in our own right and are not linked to any incorporated group;
  6. Recognise that insurance cover will only be available on reserves vested in the City of Busselton and that the City will not accept responsibility for any activities undertaken on other reserves;
  7. Will liaise with the City's Environment Officer regarding all bushcare activities and any issues arising relating to the reserve.

Name (Friends Group Coordinator): \_\_\_\_\_ Date: \_\_\_\_\_

Signed: \_\_\_\_\_

# FORM 2. Volunteer Registration Form

## Registration Form for New Members

Date: \_\_\_\_\_ Name of Group: \_\_\_\_\_ Name of Reserve: \_\_\_\_\_

### Applicant Details

First Name: \_\_\_\_\_ Family Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Street Address: \_\_\_\_\_

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

Phone/Mobile Number: \_\_\_\_\_ Email Address: \_\_\_\_\_

### Emergency Contact

Family Name: \_\_\_\_\_ First Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

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

Phone/Mobile Number: \_\_\_\_\_ Email Address: \_\_\_\_\_

### Medical Information

Do you have a pre-existing medical condition, disability/access barriers or injury that may affect your ability to perform tasks? If Yes please provide details:

\_\_\_\_\_  
\_\_\_\_\_

Do you take any medication that may affect your work?  Y  N If Yes, please provide details:

\_\_\_\_\_  
\_\_\_\_\_

*Note: All volunteers with pre-existing medical conditions are required to notify the City Environment Officer. Volunteers are responsible for management of their own medical conditions. Medical claims for pre-existing conditions are excluded under Council insurance.*

## Skills and Qualifications

Relevant Skills/Qualifications:

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Other training, interests:

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## Availability

No. Hours/Week:

Start Date:

Preferred Days:

I acknowledge that I have read and understood the following and that I:

- 
- Will work in accordance with safety and health regulations, instructions and rules as outlined in the Friends Group Manual.
  - Acknowledge that health and safety are the responsibility of all those involved in the Group's activities and workplace.
  - Will wear appropriate protective clothing at all times.
  - Will ensure that I only undertake activities during times designated by the Friends Group.
  - Will not operate chainsaws or use chemicals without the appropriate training and written approval from the City.
  - Will not use power tools unless I have undertaken the required training and the City has approved me undertaking this activity.
  - Will not interfere with safety equipment.
  - Will ensure that all children under my care will be supervised at all times.
  - Will maintain an accurate record of my time spent on activities working as part of this Group by filling in the volunteer register provided, for examination by the City and Insurance Company in the case of an accident.
  - Recognise that, for insurance purposes, we are acting in our own right and not linked to any incorporated Group.
  - Recognise that insurance cover will only be available on reserves vested in the City of Busselton and that the City will not accept responsibility for any activities undertaken on other reserves.
  - Recognise that insurance cover will only be available for volunteers over 15 years old and under 90 years old.
  - Recognise that insurance cover is limited for volunteers aged 75 to 90 years of age.

Name:

Date:

Signed:

# FORM 3. Friends Group Annual Activity Plan Template

## Friends Group Annual Work Plan

Name of Group: \_\_\_\_\_ Name of Group Coordinator: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Mobile Number: \_\_\_\_\_

Date: \_\_\_\_\_ Name of Reserve: \_\_\_\_\_ Reserve Location: \_\_\_\_\_

*Please retain this for your records and send a copy to the City's Environment Officer:  
info@busselton.wa.gov.au OR mail to City of Busselton, Locked Bag 1, Busselton WA 6280 OR drop in at the Administration Building- 2 Southern Drive, Busselton WA 6280.*

### External Funding

Please specify if external funding will be sought for reserve activities for next financial year in the table below.

*Please note that all applications for funding for works within City reserves will require approval by the City.*

Project	Funding Body	Funds Required	Timeframe	Will this application require City support (in kind or financial)

## Friends Group Annual Work Plan

Please list the Major activities to be carried out by your group.

The City would ideally like the Annual Activity Plan completed in November to be considered in budget planning for the next financial year.

Month	Event or Activity – e.g. weeding, guided nature walks, revegetation, pamphlet, rubbish cleanups, specific conservation actions	Resources Required –e.g. number of seedlings, training, technical advice on activities or conservation actions. Assistance with grant application
November		
December		
January		
February		
March		
April		
May		
June		
July		
August		
September		
October		
Medium or Long-term plans		

## FORM 4. Safe Operating Procedures (SoP)

The Safe Operating Procedures table has been developed to guide Friends of Reserve Coordinators to undertake a Site-specific briefing to volunteers within your group to discuss the activity for the day (Job steps) and refer to any associated risks identified onsite and the safety/control management strategies.

- Check the Job Steps below e.g. No. 4 Manual Weeding - refer to the potential hazards and safety/control management measures to put in place to avoid injuries or accidents for a safe work environment.

Activity	Volunteer General Work Tasks
Description of Work / Background Information / Context (e.g. relevant legislation, tasks to be completed before hand)	
Manual Weeding, Planting including installing tree guards and stakes, seed collecting, litter collection, trail maintenance – minor works only, installing mulch, pruning, weed control	

Equipment Used	Materials Used	Training / Qualifications Required	PPE Recommended	Services Affected
Hand Tools	Water		Hi-viz clothing including vests	Underground services
			Long pants and long-sleeved shirt	
Fire Hose (if required)	Non-Hazardous chemicals		Safety glasses	
Mechanical aids including trolleys for manual handling use	MSDS		Ear muffs and/or plugs	
First aid kit		City of Busselton volunteer induction	Broad brimmed hats	
Auger and hedge-trimmer		Onsite training	Steel- capped boots	
			Sunglasses	
			Sunscreen	
			First aid supplies	
			Gloves designed for activity	
			Kneeling pads	
			Sturdy, closed-in footwear	

## The Work Process - Job Steps

Steps	Job Step	Hazard	Safety / Control Measures
1	Driving to the project site	Car accident	<ul style="list-style-type: none"> <li>• Pre-departure check carried out on vehicle</li> <li>• Comply with all state road laws</li> <li>• Avoid driving at dusk or dawn to avoid collision with animals (kangaroos, foxes, etc)</li> <li>• Plan your trip and check maps before departure</li> </ul>
2	Volunteer planters	<ul style="list-style-type: none"> <li>• Underground services</li> <li>• Lack of competence and training</li> <li>• Special needs</li> <li>• Inclement weather</li> </ul>	<ul style="list-style-type: none"> <li>• Check Dial Before You Dig, as required. Check with City staff (inc. Dan Hall)</li> <li>• Ensure induction is completed prior to activities</li> <li>• Training to be completed for specific tasks</li> <li>• Buddy system to be used</li> <li>• Monitor weather conditions and implement controls for inclement weather</li> </ul>
3	Site Preparation	<ul style="list-style-type: none"> <li>• Logs</li> <li>• Difficult terrain</li> <li>• Lifting and carrying materials and equipment</li> <li>• Manual handling</li> <li>• Vegetation</li> <li>• Spiders &amp; insects</li> <li>• Handling rocks resulting in hand crush injuries</li> </ul>	<ul style="list-style-type: none"> <li>• Use correct bending motion when picking up debris by bending at the knees</li> <li>• If uneven ground, watch footing and brush for trip hazards</li> <li>• Avoid twisting actions</li> <li>• Vary job roles and movement to avoid repetitive movements. Break off from the work task after 30 minutes and stretch</li> <li>• Conduct a visual inspection of the worksite to identify and flag high risk areas e.g. ant nests, broken glass, stinging plants</li> <li>• Always assume that electric fences are live</li> </ul>
4	Manual weeding Weed control Litter collection Trail maintenance Pruning Tree planting Mulching	Slips, trips and fall hazards resulting in: <ul style="list-style-type: none"> <li>• Twisting ankles and knees,</li> <li>• Impact injuries</li> </ul>	<ul style="list-style-type: none"> <li>• Avoid obvious hazards such slippery logs, loose rocks, steep embankments etc.</li> <li>• Remove hazards when possible: filling holes etc.</li> <li>• Use torch or flash light when walking at dusk or night</li> <li>• Avoid carrying heavy or awkward sized objects on uneven ground</li> <li>• Wear sturdy boots firmly laced</li> <li>• Exercise additional caution when walking downhill</li> <li>• Carry equipment in backpack to free hands</li> <li>• Each volunteer to work within their capability taking into account any pre-existing limitations.</li> </ul>

Steps	Job Step	Hazard	Safety / Control Measures
		Working in hot conditions resulting in: <ul style="list-style-type: none"> <li>• Dehydration</li> <li>• Heat exhaustion</li> <li>• Sunburn</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain hydration by ensuring you carry or have access to adequate drinking fluids and have breaks when required.</li> <li>• Check weather forecast at least 24 hours prior to task</li> <li>• Avoid this task in hot (&gt;32°C) weather/ seasons e.g. 12noon-3pm</li> <li>• Clothing – long trousers, and sleeves cotton fabric, broad brimmed hat</li> <li>• Encourage regular use of a SPF30+ sunscreen on any exposed skin</li> <li>• Closely monitor volunteers for signs of fatigue, particularly those who are less fit, inexperienced or untrained</li> <li>• Ensure that communications devices are functional</li> </ul>
		Manual Handling including musculoskeletal hazards e.g. twisting, turning, pushing, pulling	<ul style="list-style-type: none"> <li>• Assistance requested where required.</li> <li>• Manual handling aids provided, where appropriate</li> <li>• Rotation and breaks for repetitive work</li> <li>• Correct manual handling techniques - Explain and demonstrate proper individual, pair and group lifting techniques</li> <li>• Manual handling assessment completed for high risk tasks               <ul style="list-style-type: none"> <li>› If a shovel has to be used choose the long-handled shovel with rounded edge</li> <li>› When using do not extend load away from the body</li> <li>› When using do not bend sideways, backwards or twist the body, or wrists</li> </ul> </li> <li>• In addition, take note:               <ul style="list-style-type: none"> <li>› Look carefully at litter items or piles that might be a refuge for snakes or spiders.</li> <li>› Check objects for spikes or sharp edges.</li> <li>› Wear gloves and eye protection when handling litter.</li> <li>› Do not pick up any objects that are known or suspected to be dangerous e.g. syringes. Advise the City Environment Officer, know the location and potentially dangerous items will be arranged to be removed.</li> </ul> </li> </ul>
		Working in Snake habitat <ul style="list-style-type: none"> <li>• Bites, fear/phobias; risks arising from emergency evacuation</li> </ul>	Avoid working in known snake habitat during high risk seasons <ul style="list-style-type: none"> <li>• Wear boots, long trousers and thick socks, gaiters and gloves when needed</li> <li>• Do a “heavy line walk” through the area before starting to work</li> <li>• Do not work in circular or surrounding formation that might prevent a snake for escaping</li> <li>• Using lifting aids when lifting objects that might hide snakes like rocks, logs, etc</li> <li>• If snake is seen, stay clear and point out its location to nearby volunteers</li> <li>• Ensure that the emergency response plan is understood by all volunteers and participants</li> <li>• In the event of a bite, render first aid, then arrange medical assistance</li> </ul>

Steps	Job Step	Hazard	Safety / Control Measures
		<ul style="list-style-type: none"> <li>• Others such as spikes resulting in scratches to the face and eyes or hand injuries</li> </ul>	<ul style="list-style-type: none"> <li>• Wear eye protection where there is the potential risk for eye injury</li> <li>• Wear gloves whenever hands are working at the ground level</li> </ul>
5	Tree and seed Planting	<ul style="list-style-type: none"> <li>• Vegetation</li> <li>• Rough terrain – hand and knee injuries</li> <li>• Tools Manual handling – soft tissue overuse injury and muscle strain from bending</li> </ul>	<ul style="list-style-type: none"> <li>• Wear appropriate PPE e.g. gloves and glasses</li> <li>• Conduct a visual inspection of the site, and remove potential hazards</li> <li>• Use kneeling mats, even if participants are not expressing discomfort</li> <li>• Rotate task, even if participants are not experiencing discomfort</li> <li>• Maintain a safe working distance between participants</li> <li>• Take regular breaks and encourage gentle stretching</li> </ul>
		<ul style="list-style-type: none"> <li>• Soil Borne Diseases and Infections Melioidosis;</li> <li>• Infection of existing wounds;</li> <li>• Gastric infections;</li> <li>• Respiratory complaints e.g. Asthma</li> </ul>	<ul style="list-style-type: none"> <li>• Prior to project commencement, check existing or new known soil borne diseases in the project area.</li> <li>• Identify any participant in higher risk categories (diabetics, lung or kidney disease or any open cuts or sores) and deploy them on alternative tasks</li> <li>• Only use cutting instruments that have been supplied and are on site for use. Don't use own instruments/knives etc</li> <li>• Avoid skin contact with wet soil or muddy water</li> <li>• Cover any minor cuts or scratches</li> <li>• Avoid activities that produce dust</li> <li>• Wear appropriate PPE (gloves glasses, respirators, face mask)</li> <li>• Provide washing facilities and ensure participants wash thoroughly before eating or drinking</li> </ul>
		<ul style="list-style-type: none"> <li>• Bites and Stings</li> </ul>	<ul style="list-style-type: none"> <li>• Wear long sleeves, trousers, sturdy footwear and thick socks</li> <li>• Walk heavily in suspected snake habitat</li> <li>• Use lifting aids (eg. crowbar) when lifting objects that might hide snakes like rocks, logs, rubbish etc.</li> <li>• Wear insect repellent, as required</li> </ul>
6	Working near roadsides	<ul style="list-style-type: none"> <li>• Exhaust fumes or dust causing eye and respiratory irritation</li> <li>• Excessive noise</li> <li>• Traffic</li> </ul>	<ul style="list-style-type: none"> <li>• Discuss proposed works that will be near roadsides and verges with the Environment Officer. Work required near a road will generally be undertaken by a City contractor and may require a Traffic Management Plan</li> </ul>

Steps	Job Step	Hazard	Safety / Control Measures
7	Using swinging tools	<ul style="list-style-type: none"> <li>• Tools – Injuries to feet, legs, hands and head, blisters</li> <li>• Manual handling</li> <li>• Airborne debris</li> </ul>	<ul style="list-style-type: none"> <li>• Wear appropriate boots with reinforced toes</li> <li>• Encourage simple warm up stretches before commencement and after breaks.</li> <li>• Maintain safe working distance 2-3 metres from other participants</li> <li>• Explain and demonstrate how to use, carry and store tools correctly</li> <li>• Maintain tools in good condition</li> <li>• Establish a firm footing before swinging tools</li> <li>• Rotate task</li> <li>• Adjust duration of work periods to take account physical capabilities of the participants</li> </ul>
8	Working on or near water	<ul style="list-style-type: none"> <li>• Water, still or flowing – drowning</li> <li>• Mosquitoes, snakes – bites, illness arising from water borne disease or pollution.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure all participants know the boundaries of the work area and remain within them at all times</li> <li>• Check weather forecast at least 24 hours prior to task</li> <li>• Avoid this task in if high tide coincides with storm events</li> <li>• Avoid swimming or other water-based activities during the task</li> <li>• Work in pairs as a minimum group size</li> <li>• Communications device (Mobile phone)</li> <li>• Wear personal flotation device when working within 2 metres of water</li> <li>• Identify non-swimmers and ensure that they are deployed away from higher risk areas.</li> <li>• Where there is an inadvertent possibility of the need to rescue someone from the water, ensure there are rescue aids readily accessible eg. rope, long pole, flotation device.</li> </ul>
9	Working alone	<ul style="list-style-type: none"> <li>• Getting lost or injured</li> <li>• Working in situations where mobile phone coverage is limited or non-existent</li> </ul>	<ul style="list-style-type: none"> <li>• Always work in pairs as a minimum where possible</li> <li>• Prior to undertaking work, individuals need to review the Safe Operating Procedures for Working Alone (Appendix B, Form 4) and fill in a Working Alone Activity Form (Appendix B Form 7). This includes those volunteers that may be doing administrative tasks for the group at home</li> <li>• Do not use power tools</li> <li>• Do not attempt tasks that are too large or too difficult</li> <li>• Do not work alone if you have a pre-existing medical condition that may affect that your safety</li> <li>• Test mobile phone coverage and charge prior to commencing work</li> <li>• notify someone reliable of your expected return time</li> <li>• Take a basic first aid kit with you and keep it with you at all times whilst in the field;</li> <li>• Check out your nearest locations where you may get assistance in case of an incident;</li> <li>• Ensure that you have the relevant numbers programmed into your phone for easy use in case of an emergency</li> <li>• Add your elected In Case of Emergency (ICE) contact phone number into your mobile phone in case emergency service personnel need to contact your family on your behalf</li> <li>• Always let someone know where you are going and when you expect to be back</li> <li>• Ensure you always have water/food and first aid supplies (including snake bandages) for longer walks</li> </ul>

Steps	Job Step	Hazard	Safety / Control Measures
10	Surveying and Data Collection	<ul style="list-style-type: none"> <li>• Exposure to inclement weather</li> <li>• Becoming lost</li> <li>• Hay fever and asthma</li> <li>• Being unable to communicate in the event of an emergency</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure that all participants know the boundaries of the survey area and remain within them at all times</li> <li>• Set times at which teams must return or report to the Project Manager</li> <li>• Wear boots that are suitable for walking, and sufficiently sturdy for the terrain</li> <li>• Instruct that any participant who becomes lost should find the nearest shelter and remain there while using an agreed distress signal eg. three whistle blasts</li> <li>• Ensure that all participants have means of communicating an emergency signal (eg: whistle, mobile) and fully understand the signals to be used if required</li> <li>• If the survey involves collecting scats, ensure that this is done hygienically eg. by using gloves, tongs etc</li> <li>• Work in pairs as a minimum group size</li> </ul>
11	Weed control - using chemicals	<ul style="list-style-type: none"> <li>• Exposure to chemicals</li> </ul>	<p>The City of Busselton's direction is to use a licensed contractor for chemical weed control</p> <p>Use of chemicals for weed control is only permitted by volunteers if you have undertaken the required chemical handling training and have written approval by the City of Busselton</p> <ul style="list-style-type: none"> <li>• Comply with all MSDS directions</li> <li>• Check that there no leaks in containers, and that spray equipment is operating correctly</li> <li>• Wear appropriate PPE as advised on the MSDS</li> <li>• Provide adequate washing facilities as directed by the MSDS</li> </ul>
12	Use of Chainsaws	<ul style="list-style-type: none"> <li>• Chainsaw</li> <li>• Chemicals</li> </ul>	<ul style="list-style-type: none"> <li>• The City of Busselton's direction is to use a contractor to undertake chainsaw work</li> </ul>
13	Use of brushcutter/hedge-trimmer	<ul style="list-style-type: none"> <li>• Injuries to the body</li> <li>• Foreign objects in eyes</li> <li>• Noise damage to hearing</li> <li>• Serious laceration injuries or muscle strain</li> <li>• Reduced ability to hear traffic or other hazards</li> <li>• Chemicals</li> </ul>	<ul style="list-style-type: none"> <li>• The City of Busselton to provide training, as required, to volunteers on the safe use of brushcutters/hedge-trimmers</li> <li>• Ensure that the operator is of sufficient strength and stature to control the equipment safely, and is verified as competent by the City of Busselton</li> <li>• Check general mechanical condition of equipment before use</li> <li>• Remove all obstacles (eg: large stones, wire or timber) from the work area, prior to work commencing</li> <li>• Adhere to all manufacturer specifications for use and maintenance.</li> <li>• Keep all feet and hands well clear of moving parts</li> <li>• Wear appropriate PPE e.g.: glasses, chaps, eye/face protection, safety boots, overalls, ear protection</li> <li>• Use a spotter when close to roads</li> <li>• Stop operating the equipment if other people are close by</li> <li>• Turn off the equipment when not in use or while removing debris</li> <li>• Follow safety instructions on MSDSs</li> </ul>

Steps	Job Step	Hazard	Safety / Control Measures
14	Use of Power Augers	<ul style="list-style-type: none"> <li>• Noise - damage to hearing</li> <li>• Rotational hazard-entanglement risk</li> <li>• Inhalation of exhaust fumes</li> <li>• Manual handling</li> <li>• Chemicals</li> </ul>	<ul style="list-style-type: none"> <li>• The City of Busselton to provide training, as required, to volunteers on the safe use power augers</li> <li>• Ensure that the operator is properly trained and competent to operate the equipment and is of sufficient strength and stature to do so</li> <li>• Ensure the operator knows the proper use of the controls, especially how to engage the brake and how to shut down the auger quickly if necessary</li> <li>• Complete a pre-start check of the auger before use; including the condition of the drill bit, padding, anti-vibration mountings, exhaust and that the automatic braking system and switches are working</li> <li>• Ensure that a 3 metre buffer zone is maintained between the auger and other people</li> <li>• Adhere to all manufacturers specifications for use and maintenance</li> <li>• Keep feet and hands well clear of rotating auger bit</li> <li>• Tuck in loose clothing, keep hat cords behind the neck, tie back long hair or put it down the back of the shirt and remove necklaces to avoid entanglement</li> <li>• Engage auger brake when moving between holes and turn of the auger when not in use</li> <li>• Rotate tasks to prevent manual handling injury.</li> <li>• Wear appropriate PPE, as advised by the manufacturer e.g.: safety boots, gloves, ear and eye protection</li> <li>• Follow safety instructions on MSDSs</li> </ul>

Emergency Contacts		
For Police, Fire and Ambulance in a life threatening emergency call triple zero (000)	Busselton Police (08) 9754 9555 Dunsborough Police (08) 9781 3030	State Emergency Services (SES) - national contact number: 132 500
City of Busselton - 9781 0444 Rangers and Staff	City Ranger after hours contact - 9781 0444	

# FORM 5. Accident/Incident Form

Name of Group: \_\_\_\_\_ Name of Group Coordinator: \_\_\_\_\_

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

Home Phone: \_\_\_\_\_ Mobile Number: \_\_\_\_\_

Name of Reserve \_\_\_\_\_ Reserve Location: \_\_\_\_\_

Type of Incident (please tick):  Near Miss  Medical case treatment  Other significant event  First aid case

Injured person: \_\_\_\_\_

Type of injury: \_\_\_\_\_

Body part injured: \_\_\_\_\_

Location of accident/incident: \_\_\_\_\_

Witness/es: \_\_\_\_\_

Task undertaken by injured party: \_\_\_\_\_

What safety instructions and /or training were given prior to activity? \_\_\_\_\_

What PPE was injured person wearing at time of incident? \_\_\_\_\_

Describe the incident, identifying the cause: \_\_\_\_\_

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

Signed: \_\_\_\_\_

*Please retain this for your records and send a copy to the City's Environment Officer:  
info@busselton.wa.gov.au OR mail to City of Busselton, Locked Bag 1, Busselton WA  
6280 OR drop in at the Administration Building- 2 Southern Drive, Busselton WA 6280.*

# FORM 6. Volunteer Workday Register

## Volunteer Register

Name of Group/Reserve:

Name of Group Coordinator:

Activity:

Has the Coordinator undertaken a Site- specific activity briefing for today's activity?  Y  N

Were any hazards identified for today's activity?- (from review of the Safe Operation Procedures- Appendix B, Form 4 of the Friends Group Manual)  Y  N

If hazard identified, what are they and what identified controls were put in place to ensure a safe working environment?

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List Identified Hazards:

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List Identified controls:

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Were there any Accident/Incident to report?  Y  N If yes- fill in the Accident/Incident Form (Form 5)



# FORM 7. Working Alone Activity Form

## Group Registration Form

Name of Group:

Name of Group Coordinator:

My name:

Location (working alone):

Date and Time:

I acknowledge that I have read and understood the following and that I:

- Have undertaken the volunteer Induction.
- Will work in accordance with safety and health regulations, instructions and rules.
- Acknowledge that health and safety are the responsibility of all those involved in the Group's activities and workplace.
- Will not operate chainsaws or use chemicals without written approval from the City.
- Will wear appropriate protective clothing at all times.
- Will ensure that all children under my care will be supervised at all times.
- Will maintain an accurate record of my time spent on activities working as part of this Friends Group for examination by the City and Insurance Company in the case of an accident.
- Recognise that, for insurance purposes, we are acting in our own right and not linked to any incorporated Group.
- Recognise that insurance cover will only be available where the activities are on reserves managed by the City of Busselton and that the City will not accept responsibility for any activities undertaken on other reserves.

Name:

Date:

Signed:

*Please retain this for your records and send a copy to the City's Environment Officer:*

*info@busselton.wa.gov.au OR mail to City of Busselton, Locked Bag 1, Busselton WA 6280 OR drop in at the Administration Building- 2 Southern Drive, Busselton WA 6280.*

# FORM 8. Annual Report Template

## Friends Group Annual Report

Date: \_\_\_\_\_ Name of Group: \_\_\_\_\_ Name of Group Coordinator: \_\_\_\_\_

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

Name of Reserve: \_\_\_\_\_ Reserve Location/ Address: \_\_\_\_\_

Total hours of Volunteers Worked for the Year (using volunteer registers): \_\_\_\_\_

Please list the groups major achievements for the year: \_\_\_\_\_

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Data Collection: Please attach any information that the group has collected over the year:

Please provide details of any external funds secured by the group: \_\_\_\_\_

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Please provide any comments such as suggested improvements for the partnership between the City and the Community: \_\_\_\_\_

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# FORM 9. Environmental Volunteer Nomination Form

Your Name:

Address:

Friends Group:

Contact Details:

Date:

## Person Nominating

Name:

Friends Group:

Please Describe Activity/Qualities Nominated For:

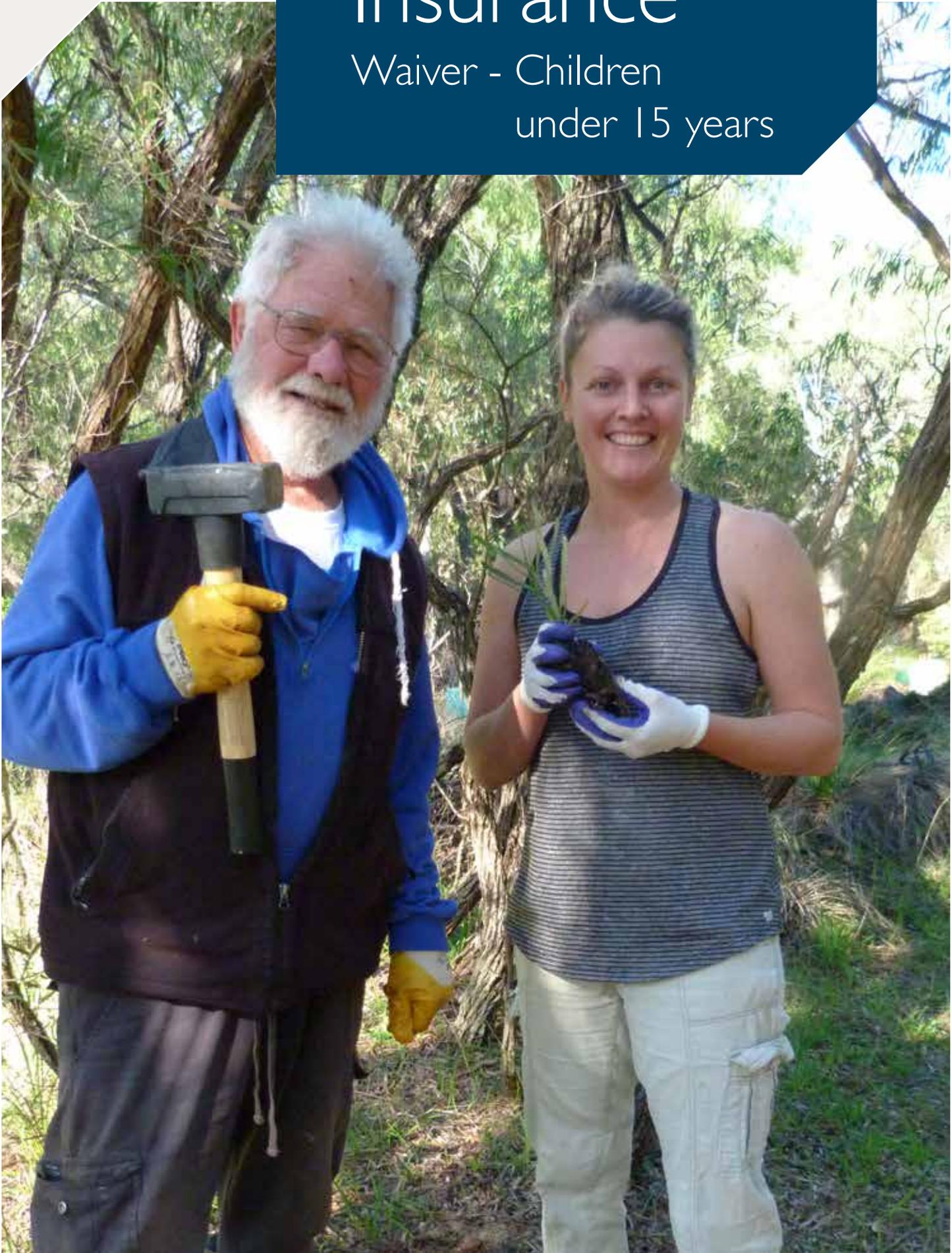
*Please retain this for your records and send a copy to the City's Environment Officer:*

*info@busselton.wa.gov.au OR mail to City of Busselton, Locked Bag 1, Busselton WA 6280 OR drop in at the Administration Building- 2 Southern Drive, Busselton WA 6280.*

Appendix C:

# Insurance

Waiver - Children  
under 15 years



# Insurance Waiver - Children under 15 years

## City of Busselton - Friends of Reserves

Name of Group: \_\_\_\_\_

Participants Name: \_\_\_\_\_

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

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

Email: \_\_\_\_\_

Parent/Guardians Name: \_\_\_\_\_ Date: \_\_\_\_\_

Parent/ Guardians Signature: \_\_\_\_\_ Date: \_\_\_\_\_

*Please retain this for your records and send a copy to the City's Environment Officer:  
info@busselton.wa.gov.au OR mail to City of Busselton, Locked Bag 1, Busselton WA 6280 OR  
drop in at the Administration Building- 2 Southern Drive, Busselton WA 6280.*

Appendix D:

# Summary

Friends Group and  
Location Map



# Friends of Reserves Groups

Refer to Appendix A for Friends of Reserve Coordinator contact details.

## 1. Yallingup Land Conservation District Committee (LCDC)

The Yallingup LCDC undertake works on City reserves in the Yallingup area and are involved in weed control, protection of coastal landscapes, creekline restoration and revegetation works.

## 2. Friends of Jingarmup Brook

The Jingarmup Brook is the westernmost waterway in the Geographe Catchment located close to Cape Naturaliste and is an important ecological corridor through to Meelup Regional Park. The Friends of Jingarmup Brook in Eagle Bay is a neighbourhood group involved in the restoration of the Brook including weed control, monitoring and revegetation works.

## 3. Meelup Regional Park Volunteers

Meelup Regional Park is 577 hectares and extends the coastline from Dunsborough to Bunker Bay. It is an area of high conservation value and cultural significance. The Meelup volunteers are an active group meeting regularly to undertake weed control, trail maintenance, revegetation works, citizen science projects and community education.

## 4. Friends of Meelup Regional Park Inc.

The Friends of Meelup Inc. formed in 2019 and have a mission to facilitate the conservation and promotion of the Park whilst encouraging community participation and education that ensures the long term sustainability of the Park's unique plants, animals and landscape.

## 5. Friends of Dandatup Brook- Norfolk Street

This section of the Dandatup Brook in Dunsborough is the north-eastern tributary south of Meelup Regional Park. The creekline zone contain many ecological values and provides an ecological linkage for fauna. The neighbourhood group is involved in weed control, revegetation works and community education.

## 6. Dunsborough Coast and Landcare Group (DCALC) Inc.

DCALC are involved in many projects and help to manage numerous reserves in the Dunsborough area including Blythe Reserve, Dunsborough coastal foreshore areas, creekline areas along the Dandatup Brook and Dugulup Brook. The group has been operating for over 20 years and remains a very active group undertaking revegetation, possum protection, rubbish clean-ups, reserve management and whale monitoring.

## 7. Friends of Dandatup Brook - Okapa Rise

This section of the Dandatup Brook in Dunsborough is the southern tributary near Cape Naturaliste Road. The group is involved in the restoration of the Brooks riparian environment including weed control and revegetation works.

## 8. Friends of Dugulup Brook

The Dugulup Brook is a small, seasonal creek that runs through the residential areas and townsite of Dunsborough into Geographe Bay. The Friends Group area working to improve the ecological values of the fringing riparian vegetation and enhance fauna habitat through weed control, signage, erosion control and revegetation works. The Dunsborough Coast and Landcare Group also undertake projects along the Brook including signage and the installation possum boxes.

## 9. Friends of Big Rock Reserve

Big Rock Reserve is a conservation and culturally significant reserve of 78 hectares located on Caves Road in Dunsborough. The group is involved in the management of the reserve to ensure that adequate measures are in place to protect and rehabilitate the environment.

## 10. Friends of Quedjinmia Reserve

Quedjinmia Reserve is located in Dunsborough adjacent to the Naturaliste Community Centre. The 13 hectares reserve contains significant aboriginal heritage values, threatened banksia woodland vegetation and important fauna habitat particularly for western ringtail possums. The Friends Group is involved in working collaboratively with the local Aboriginal custodians, undertaking weed control and revegetation works, signage and education of the community through nature walks.

### **11. Friends of Peron Reserve**

Peron Reserve is a remnant wetland mosaic located in the urban area of Dunsborough and is one of the last remaining wetlands in the highly developed area. The Friends group has been active for many years focusing the rehabilitation of the reserve, community education and excursions with school groups to enjoy and understand the sensitive nature of the wetland environment.

### **12. Toby Inlet Catchment Group (TIC) Inc.**

The Toby Inlet Catchment Group is a volunteer group working with community to develop awareness toward a healthy inlet, a healthy Geographe Bay and to protect wildlife habitat. The Toby Inlet is a small estuary near Dunsborough retaining important ecological attributes contributing to regional biodiversity which are highly valued by the community. The group has been running for approximately 25 years with the support of many active members.

### **13. Friends of Old Police Reserve**

The Old Police Reserve is located 7 kilometres south east of Dunsborough on Caves Road, with the Toby Inlet wetlands to the south. The reserve is part of a collection of historic sites including the historic Quindalup Town Precinct. The group is involved in restoration works including weed control, revegetation and habitat enhancement through the installation of possum boxes and bandicoot covers. The Toby Inlet Catchment Group continue to also be involved in this reserve and have previously undertaken many studies including water quality projects.

### **14. Friends of Carburnup Reserve**

The Carburnup Reserve is located near Bussell Highway in the townsite of Carburnup. The 31 hectare reserve has very high conservation values including threatened ecological communities, threatened flora and fauna. The group is active undertaking various activities in the reserve including weeding, revegetation, dieback treatments, fauna survey including bird survey and environmental monitoring projects.

### **15. Friends of Broadwater Foreshore**

The Friends of Broadwater undertake revegetation, monitoring, weeding and community education activities in the Broadwater coastal area of Geographe Bay between Harvest Road and Alan Street. The Friends group works with school groups who assist with planting days to enhance the foreshore values and enhance habitat for wildlife.

### **16. Friends of Ambergate Reserve**

The Ambergate Reserve is a 75 hectare remnant of high quality native vegetation located 9 km south of the Busselton townsite. The reserve has a management committee linked to the Busselton Naturalists Club. The group is involved in protection of the high conservation values in the reserve and undertake revegetation works, trail maintenance, interpretative signage and community education.

### **17. Friends of the Busselton Wetlands**

The Friends of the Busselton Wetlands was formed in 2015. The group's vision is 'The community recognises the value of the wetlands and responds in practical ways to protect, enhance and promote them'. The group has taken a practical approach to the care and manage the Busselton Wetlands through; hands on activities such as rubbish and weed removal, revegetation of degraded areas. The area of interest for the group is the Busselton Wetlands within the City of Busselton, however, activity to date has focussed on the New River Wetland Walk (between the Waljin Garden on the Lower Vasse River and West Street) and the Vasse River East Trail (commences at the Old Butter Factory Museum).

### **18. Friends of Shepherds Way Park**

Shepherds Way Park is a small pocket park located in West Busselton and represents an important remnant of native vegetation remaining in the area. The Friends Group is involved in rehabilitation works including weed control and revegetation, flora surveys and community education.

### **19. Friends of Vasse River- Fairlawn Road**

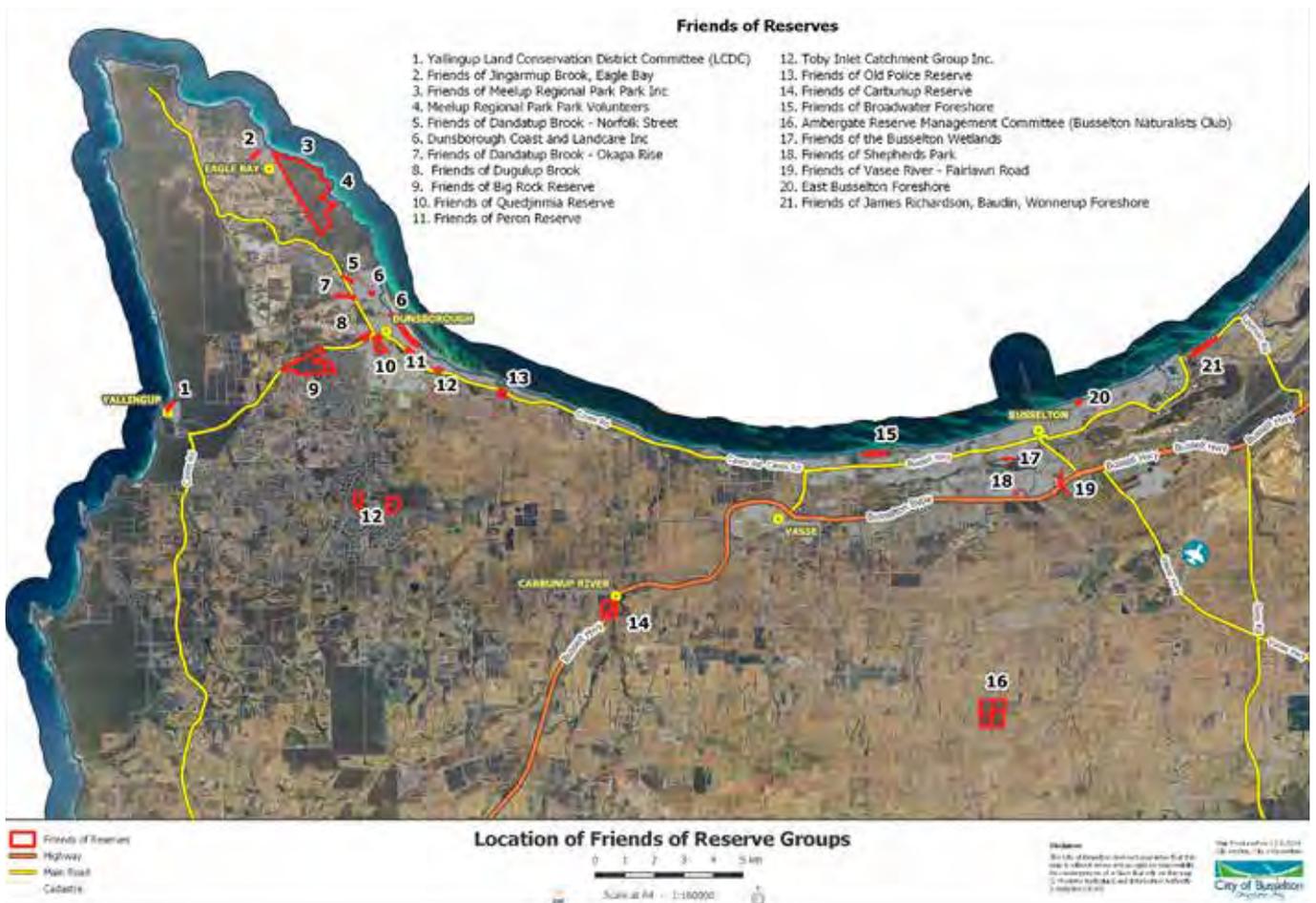
The Friends Group is a neighbourhood group involved in weed control and revegetation works to improve the habitat along this section of the lower Vasse River.

## 20. Friends of East Busselton foreshore

The Friends of East Busselton are involved in community education, working with school groups, weed control, revegetation works and monitoring along the Geographe Bay foreshore area from Ford Road to East Busselton near the marina.

## 21. Friends of James Richardson, Baudin Reserve and Wonnerup Foreshore

These three reserves are located near Layman Road in Wonnerup. The Friends group is involved in improving wildlife habitat through revegetation works, monitoring of western ringtail possums, community education and working with school groups on the protection of foreshore area.





2 Southern Drive, Busselton  
Locked Bag 1, Busselton WA 6280  
(08) 9781 0444  
city@busselton.wa.gov.au  
www.busselton.wa.gov.au

