



ONBOARDING PROCESS FOR NEW VOLUNTEERS.

The following step by step guide has been created to help prospective volunteers understand the CABWA's standard volunteering onboarding process. It provides an outline of your onboarding journey with the Citizen's Advice Bureau of Western Australia.

1. Initial contact

If you are interested in volunteering with CABWA, please complete the form located on our volunteer page. This gives us some information about you, your availability, skills and the type of volunteering opportunity you may be interested in. Once you've completed the form and clicked "send", our team will receive your application and review it shortly.

2. Review of your application

Once your application is received, it will be reviewed and you will receive a response from CABWA. If there is a suitable volunteering opportunity available, you may be invited for an interview. Please note that we do not keep a waiting list of volunteers and therefore if there are no current vacancies you may be encouraged to apply again in 3-6 weeks.

3. Interview

Before being offered a volunteer position, you will attend an interview with CABWA. During the interview, we will discuss our core services, the volunteer role and its duties, volunteer expenses, National Police Certificate requirements and upcoming induction training.



4. Volunteer offer and documentation

After a successful interview you may be offered a volunteer position and advised of upcoming induction dates. You will also receive the required volunteer forms, policies, and role information. These forms must be completed prior to your start date or any "sit in session".

5. National Police Certificate

As part of the onboarding process, you will be required to complete a National Police Certificate. Once requested by CABWA, WA Police will send you a link to complete the application.

6. Cultural Awareness Training

All new volunteers are required to complete Cultural Awareness Training. This can be accessed and completed online here.

https://culturalawareness.publicsector.wa.gov.au/story_html5.html

Once you have completed your training, please let us know. You can also download a certificate of completion for your records.

7. Orientation

When you begin volunteering, you will be supported by an experienced volunteer who will help you become familiar with your role and the day-to-day operations of your branch. This support will continue as you build confidence and become able to work more autonomously.

8. Probation

A probation period of 3 months applies to all new CABWA volunteers as they settle into their role.