

Voluntary Goodwill Service Providers

Policy scope

The Voluntary Goodwill Service Provider Policy supports the coordination of the safe and responsible delivery of essential services to people experiencing food insecurity and other vulnerabilities in the City of Fremantle.

This policy applies to the operation and management of all voluntary goodwill services operating in public places in the City of Fremantle.

Policy statement

The City acknowledges the contribution made by voluntary goodwill service providers to people experiencing disadvantages, including food insecurity and homelessness, in the community.

This policy outlines the coordination management of voluntary goodwill provision and provides guiding principles for the facilitation of the delivery of effective and responsible service provision and addressing the needs and rights of service users.

1. Objectives

- a. Provide a clear regulatory framework for the administration of goodwill service providers.
- b. Support the provision of access to basic amenities such as food and ablutions in a safe and respectful environment that protects users' dignity.
- c. Strengthen relationships between charitable goodwill community groups and homeless service support organisations in Fremantle to reduce community need.
- d. Remove the duplication of service delivery and over servicing that can inadvertently entrench people in crisis support.
- e. Educate volunteer goodwill groups about how they can best support people to access services with the aim to exit homelessness.
- f. Provide a risk management framework that seeks to maintain the safety of the users, the providers, and the wider community.

2. Registration Process

Voluntary Goodwill Service Providers are required to apply to the City for an approval permit prior to commencing any delivery of service.

Submitted applications do not grant automatic approval. A permit will only be issued if the application demonstrates:

- a clear need for the service,

- consideration of collaboration,
- non-duplication of service
- delivery in City allocated site location only

Permits are valid for 12 months from approval date, with the option for renewal.

3. City Responsibilities

The City seeks to maintain public places and amenities that are safe, amenable, and equitably utilised by all members of the community. This includes people who are experiencing severe forms of disadvantage, homelessness, and forced to sleep rough.

The City is responsible for:

- Ensuring equitable access to public places.
- Providing well maintained public places
- Encouraging responsible and respectful behaviour by all people in public places.
- Responding to community and business feedback and complaints about the improper use of public spaces.
- Informing and educating the wider community of the importance of essential services provision.

3.1 To facilitate effective and responsible service delivery by voluntary goodwill service providers the City will:

- a. Provide guidelines that set out the expectations, responsibilities and conditions of operations of voluntary goodwill service providers.
- b. Coordinate service delivery times to avoid duplication and over servicing to best meet the needs of the user.
- c. Monitor community feedback about the operation of voluntary goodwill service provider and work constructively to minimise any negative impacts.
- d. Consider appropriate action in accordance with the City's regulatory powers under the:
 - i. *Litter Act 1979*, the City has the authority to issue fines for littering and/or illegal dumping.
 - ii. City of Fremantle Parking Local Law the City has the authority to issue fines for illegal parking or other breaches of the local laws.
 - iii. City of Fremantle Local Government Property Local Law, the City has the authority to prohibit and request the removal of any structures without appropriate permits and permissions, such as tents.
 - iv. City of Fremantle Activities in Thoroughfares and Public Places and Trading Local Law, the City has the authority to issue fines for trading

without a permit, consumption or possession of liquor on thoroughfare, blocking a thoroughfare and creating a nuisance.

4. Service Provider Responsibilities

- 4.1 Approved voluntary goodwill service providers are to operate in a safe and lawful manner that protects the rights and dignity of the user. Providers must adhere to the conditions of operations as outlined in the Registration of Voluntary Goodwill Service Providers Guidelines. This includes:
- a. Provide services and safe food that have integrated health and safety considerations and comply with the *Food Act 2008*, the *Public Health Act 2016* and the City's Health Local Laws.
 - b. Maintain public liability policy for at least AUD \$10million with a certificate of currency provided to Council.
 - c. Deliver service only at the designated site and operating times as allocated by the City.
 - i. Utilise the public space (the site) in a responsible manner, maintaining cleanliness and being mindful of the surrounding community space.
 - ii. Minimise impacts of service provision on residents, the community and neighbouring businesses.
 - d. Deliver services in an approach that works to reduce reliance on crisis support services over time and support the empowerment of service users.
 - i. Provide service users with relevant information regarding specialist support, where required.

5. Complaints and Conduct

- a. The City of Fremantle will review all complaints received in relation to voluntary goodwill service provision.
- b. Where a complaint is sustained and/or directed specifically at the conduct of a service provider the City will work with that provider to take reasonable actions towards resolution. If the provider does not cooperate in this process the City reserves the right to revoke their permit.
- c. Voluntary goodwill service providers are to deliver the highest standard of service delivery that upholds the dignity, the rights and autonomy of the service user.
- d. The City reserves the right to revoke any approved service permit if there is reasonable belief that the provider is conducting themselves in a manner that is deemed unprofessional and/or contravenes this Policy.

Definitions and abbreviations

Applicant – person who applies for a permit

Permit - permit issued under this policy

Public Place – as defined by the *Local Government Act 1995 and City of Fremantle Activities in Thoroughfares and Public Places and Trading Local Law*. Includes any thoroughfare or place which the public are allowed to use, whether or not the thoroughfare or place is private property, but does not include –

- a. premises on private property from which trading is lawfully conducted under a written law; and
- b. local government property.

Safe food – is, for the purposes of this Policy, food that has been produced, manufactured, handled and transported in a way that is not likely to cause physical harm to a person who consumes it.

Service provider – individuals or groups that deliver a voluntary service for the community. They may be paid employees or volunteers.

Service user – people who access voluntary goodwill services. Some service users may be homeless and sleeping rough. Some may be seeking support because they face other forms of disadvantage, such as food insecurity, social isolation, unemployment and financial insecurity.

Thoroughfare – has the meaning given to it in the Act (*Local Government Act 1995*) but does not include a private thoroughfare which is not under the management control of the local government.

Voluntary Goodwill Service Provider – a service, group or program that provides food and material support, social contact and access to spiritual support to people who are homeless as well as other disadvantaged groups.

- a. Services are volunteer led; however, some services have professional oversight or are delivered by professional not-for-profit organisations working in the homeless and food insecurity sector.
- b. Services are not provided from a fixed place but are provided from vans or other vehicles.

Responsibility and review information	
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