

Volunteer Program: Neighbourhood Volunteer Program

Volunteer Role: Neighbourhood Volunteer

Program Information

The Neighbourhood Volunteer Program brings City of Melbourne information, services and opportunities directly into neighbourhoods through a series of pop-up activities across the municipality. Pop-ups may take place in parks, streets, community spaces or alongside local events, creating opportunities for residents, students, workers and visitors to connect with council in a welcoming and informal way.

As a Neighbourhood Volunteer, you'll support the delivery of these pop-ups approximately once a month alongside council staff and other volunteers. Your role may include:

- Welcoming community members and starting conversations
- Running quizzes, games and other interactive activities
- Handing out snacks, information and promotional materials
- Helping create a fun, friendly and inclusive atmosphere
- Encouraging people to learn about council services, projects and opportunities
- Supporting community engagement activities and gathering feedback

No previous experience is required. You'll receive ongoing support, hands-on learning opportunities and monthly training to build your confidence and develop skills in community engagement, communication, and local government.

Whether you're looking to meet new people, gain practical experience or make a positive contribution to your neighbourhood, this program offers a rewarding way to get involved and help strengthen connections across the City of Melbourne.

Program Benefits

As a Neighbourhood Volunteer, you will:

- Gain practical community engagement experience
- Meet new people and build lasting community connections
- Travel to various parts of the City of Melbourne including Carlton, Parkville, Kensington, North Melbourne, West Melbourne, CBD, Docklands, East Melbourne, South Yarra, Southbank, and meet people from all walks of life:
- Meet the Lord Mayor and Councillors
- Learn about local government and council services
- Build confidence and communication skills
- Celebrate milestones, including National Volunteer Week, and receive a Certificate of Appreciation and a recognition pin
- Enjoy discounted tickets and passes for selected council programs and events

Role Summary

Purpose of the Role

Neighbourhood Volunteers support the City of Melbourne's community engagement activities by creating welcoming and inclusive experiences for community members and helping people connect with local services, projects and opportunities.

Key Responsibilities

As a Neighbourhood Volunteer, you will:

- Attend the program induction and monthly volunteer meetings
- Support community engagement pop-up activities throughout the City of Melbourne
- Welcome and engage with community members
- Share information about council services, projects and events
- Assist with activity set-up, pack-down and event activation
- Support interactive activities for children, young people and families when required
- Represent council in a friendly, respectful and inclusive manner
- Work collaboratively with council staff and fellow volunteers

Who we are looking for

We are looking for people who:

- Live, work, study or regularly spend time in the City of Melbourne
- Are enthusiastic about their local community
- Enjoy meeting and connecting with people from diverse backgrounds
- Reflect the diversity of our community, including different ages, cultures and languages
- Can commit to attending monthly volunteer shift and training

Key dates

Date	Activity
17 September 2026 6pm to 8:30pm. In-person.	Program launch and Neighbourhood Volunteer Induction session.
Third Thursday of every month. 6pm to 7:30pm. Online: 2026 - 15 October, 19 November, 17 December	Monthly volunteer learning and connection sessions.

2027 - 21 January, 18 February, 18 March, 15 April, 20 May, 17 June, 15 July, 19 August, 16 September, 21 October, 18 November, 16 December	
Monthly shifts shared on the Better Impact volunteer platform	Volunteering once per month, throughout the year, at various locations across the City of Melbourne. Shifts will vary throughout the month and will be made available in advance through the volunteer platform. Opportunities may take place in libraries, open spaces, parks, community centres, and other local venues across the City of Melbourne neighborhoods.

Photography and Consent

The City of Melbourne may take photographs or videos during volunteer activities for promotional, reporting and communication purposes.

Communication Platforms

Volunteers are expected to join the program's WhatsApp group, which will be the primary communication channel for sharing important updates, reminders and event information. We will also communicate via email and the BetterImpact app to share important announcements, volunteer opportunities and resources.

Applicants who proceed to the next stage of the recruitment process will be required to complete mandatory role requirements including an interview, reference check, police check, Working with Children Check and read and agree to our policies and procedures.

City of Melbourne is proud to be a workplace that champions diversity. Our commitment is for our people to be safe, included and supported so that they can be at their best. As an equal opportunity employer, we encourage applications from people regardless of their gender identity and expression, ethnicity, cultural background, sexual orientation, disability and age. We look for the right values, skills and knowledge to build our capabilities so that we can best deliver for our community.

Any volunteer under the age of 18 will require the consent of a parent or guardian.

If successful, we will endeavour to accommodate any support or access requirements you advise us of for the volunteer roles at City of Melbourne.

Please read the following Inherent Physical Requirements for this role.

When completing the application form you will be asked to confirm that you can meet these Inherent Physical Requirements.

City of Melbourne's volunteer program aims to be inclusive of people of all ages, abilities and backgrounds and to demonstrate the diversity of our communities.

If successful, we will endeavour to accommodate any support or access requirements you advise us of for the volunteer roles at City of Melbourne.

The reference to the Inherent Physical Requirements for this role is:

PHYSICAL DEMANDS OF THE TASK AND % OF TIME ALLOCATED	NEVER 0%	OCCASIONAL 1-33%	FREQUENT 34-66%	CONTINUALLY 67-100% (with interruptions)
Sitting – preferred exposure time to be reduced to less than 67%		X		
Standing – preferred exposure time to be increased above 33%				X
Walking – A mobility aid may replace walking		X		
Steps/stairs		X		
Squatting		X		
Kneeling	X			
Bending		X		
Twisting	X			
Working with one or both hands above shoulder height		X		
Reaching forwards or sideways >50cm from the body		X		

Gripping or grabbing		X		
Fine hand coordination eg. For computer keying and handing of documentation		X		
Lifting floor-waist		X		
Lifting at waist height		X		
Lifting above shoulder height		X		
Carrying eg. Weights at own discretion		X		
Pushing eg. Of trolleys		X		
Pulling eg. Of trolleys		X		
Shift Work – operate outside the hours of 7am-7pm during some project work.		X		
Driving – control & use of a 4 wheel vehicle	X			

If you have any questions about the EOI, please contact:

Neighbourhood.volunteer@melbourne.vic.gov.au