

Royal Botanic Gardens Victoria– Visitor Experience Volunteers



25.09.2025

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Royal Botanic Gardens Victoria acknowledges the Traditional Owners of the land on which we work and learn and pay our respects to their Elders past and present.

As an organisation we are committed to adhering to the guidelines of the National Standards for Volunteering.

At the Royal Botanic Gardens Melbourne, we have a dedicated team of volunteers who support the Gardens' vision and mission. Volunteers engage with the public in their role as:

Garden Ambassadors who greatly enhance the visitor experience by informing and engaging with visitors from the mobile information Pod.

The Ian Potter Foundation Children's Garden Volunteers who are involved with horticultural activities and assist with various children's programs throughout the school holidays, school term and special events.

Volunteer Guides who lead visitors through the Gardens on free guided walks and conduct exclusive special interest walks and off-site talks on a variety of topics.

We are currently recruiting Garden Ambassadors Melbourne

Are you passionate about plants, nature, and people? Do you enjoy spending time outdoors and sharing your enthusiasm with others? This is your chance to join a dedicated team of volunteers who are the welcoming face and represent one of the world's most treasured botanic gardens.



Garden Ambassadors Chris and Stephen at the Pod

Why Volunteer with Us?

Becoming a Garden Ambassador isn't just about giving your time — it's a deeply rewarding experience. Here's what you will gain:

- **Opportunities to meet new people** and be part of a friendly, like-minded community
- On-going **learning** about horticulture, conservation, and the Gardens themselves
- **Access to talks, tours, and excursions** throughout the year
- The chance to **inspire hundreds of visitors** by sharing your knowledge and passion for plants
- Opportunity to be **the face of the Gardens**, representing a welcoming and safe environment
- The satisfaction that **your presence directly contributes to protecting and promoting** one of the most treasured public gardens in Australia

Who are we looking for?

We are looking for people who can volunteer weekends and:

- Have an interest in **gardens, plants**, and environmental education
- Enjoy **engaging with people** of all backgrounds
- Are comfortable working **outdoors in all weather** across the seasons
- Are **team players** with a positive and proactive attitude
- Have a **passion for inspiring** others about the value of plant life

- Are willing to learn and communicate **visitor regulations** that help protect the Gardens and ensure public safety

What Does a Garden Ambassador Do?

You will be part of our “**on the pod**” volunteer experience — a mobile information vehicle used to welcome, educate, and engage with the public throughout the Gardens. Volunteers drive the pod to various locations within the Gardens.

A typical shift includes:

- **Greeting visitors** and offering directions or information
- **Sharing fun facts** about the Gardens and plants
- Promoting respectful and **safe use of the space**
- **Raising awareness** about **conservation** and **sustainability**
- Reporting any safety concerns or incidents

Shifts currently take place on:

- **Friday, Saturday and Sundays**

A shift is **3 hours per day from 11am – 2pm**

- **One shift twice a month** is expected per volunteer
With more volunteers we hope to expand the program to **6 days a week**

Volunteer Requirements

To take part in the Garden Ambassador Program volunteers must:

- Make a **commitment of 12 months**
- Be available for **two 3-hour shifts per month on a Friday, Saturday or Sunday.**
- Be available to attend the **3-day training program** held on **weekdays**
- Have (or be willing to obtain) a **current Working with Children Check**
- Have **computer and email access**
- Hold a **valid Driver’s Licence**
- **Attend Monthly volunteer meetings on a Monday, Wednesday or Thursday**
- **Use the Better Impact Volunteer software system**, training provided
- Wear the **official Royal Botanic Gardens volunteer uniform**

- Participate in **annual volunteer training, surveys and reviews**
- **Contribute to our annual Volunteer Membership** of \$30.00 per year
- Abide by the **Victorian Code of Conduct** and **Royal Botanic Gardens Victoria Policies and Procedures**

The Recruitment Process

Please note:

We have only **15 volunteer positions** available in this intake, we are anticipating a high level of interest. If you are not successful this time, we may run **another recruitment round in the future**.

Here's how to apply:

1. **Register for the Information session** <https://forms.office.com/r/crFGskRHLA>

Wednesday 12th November 10.00am- 11.30am Enter via Oak Lawn Gate,

This session will be held in Mueller Hall with an Introductory walk around the Gardens from 10.45am - 11.30am

2. **Applications will open Wednesday 12th – 19th November and the link will be live on our website.**

Complete the online form sharing a little about yourself.

3. **Shortlisting & selection process**

We will review applications and **invite selected applicants to attend an interview**. Interviews will be in person and will take place mid November- early December.

4. **Training Program**

Successful applicants must attend an in-person **mandatory 3-day training program delivered during the week at Melbourne Gardens**. Completion of set tasks, online training, reading and participation in activities is required. This training will provide you with the knowledge and confidence to represent the Gardens effectively

Dates 2026:

Monday 9th February, 10am – 3pm

Wednesday 11th February, 10am – 3pm

Friday 13th February, 10am – 3pm

5. **Submit Documentation**

You will need to provide your **Working with Children Check** (or proof you are applying for one) and **Driver's Licence**

6. **Start Volunteering!**

Once training is complete, you will be welcomed into the Garden Ambassador team and partnered with an experienced volunteer mentor to support you. We have a **3-month probationary period** which gives both you and us the opportunity to review your progress.

Any questions, please contact:

If you're ready to inspire, educate, and help protect one of the most beautiful Gardens in Australia, we'd love to hear from you. If you have any queries, please contact **Jane Griffin Volunteer Engagement Co-ordinator** jane.griffin@rbg.vic.gov.au or phone **9252 2531**

