



CITY OF CAPE TOWN  
ISIXEKO SASEKAPA  
STAD KAAPSTAD

# ONLINE VOLUNTEERS APPLICATION PORTAL HOW-TO MANUAL

2026

Version: 2.0

## Contents

Welcome Screen .....	3
Register .....	4
Login Screen .....	7
First Time Log In .....	8
Home Screen .....	10
Application Process.....	11
Document Upload.....	17
Declaration Page .....	19
Application Submission Page .....	20
How To Edit your Profile .....	21
Forgotten Password Reset.....	22

# Welcome Screen

This is the first screen you will see when you open the Volunteer Online Application System

**CITY OF CAPE TOWN**  
ISIXEKO SASEKAPA  
STAD KAAPSTAD

## Volunteers Online Application System

Home

### Welcome to the City of Cape Town's Online Volunteer Portal

Use this site to submit your applications, update your details as well as track progress on submitted applications

Please click "Register" should you wish to create a user profile - First time users  
Alternatively, click "Log In" to access your profile if you already registered

Click here to create an account  
*First Time Users Only*

Register

Login

Click here to log in once you have an active profile

**Please Note:** Volunteer opportunities are not remunerated and will not lead to permanent or contract placement within the organization.  
If you are interested in a remunerated position, [visit the careers page](#) or [view the vacancies on our job search app](#).

© 2024 - City of Cape Town - Volunteer Online Application V 0.000001

[CONTACT](#) | [TERMS OF USE](#) | [PRIVACY](#)

To find paid opportunities, click on one of these links

# Register

**Volunteers Online Application System**

Home

**User Profile: Register**


If you are a first time user of the City's Online Volunteer Application Portal, please start your inline registration by entering your email, password and Captcha code below. Click "Register" or alternatively click "Log In" if you already have an account.

Email

Password

Confirm Password

Please retype the random generated security code without spaces.  
If you have difficulty deciphering the captcha, click on the image to generate a new code

Captcha code 

Enter code without spaces:

**REGISTER**

Already registered? [Login](#)

CONTACT | TERMS OF USE | PRIVACY

Once you click on 'Register' you will be directed to this screen

All communication will be sent to this e-mail address

Enter an **active** e-mail address

Choose a **secure** password

Retype your password

Enter this code in the space below

Password needs to contain at least 8 characters and at least ONE upper case letter, one lower case letter, 1 number and one special character (!@#)\$)

Click here to complete your registration

If you already have an account, click here

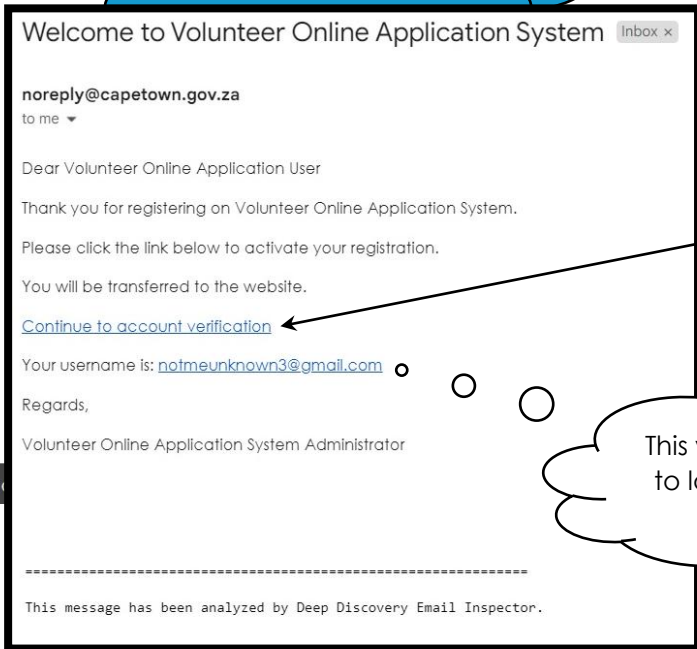
Home

## Register

Thank you for registering. Your account is not active yet. An email with further instructions to complete the registration process was sent to the email address provided.

Once you see this screen, check your e-mails for the verification e-mail

The verification e-mail you will receive



Click on this link to verify your account

This will be your username to log into your account

Home

## Registration Activation

Thank you for verifying your e-mail.  
[Click here to proceed to Log screen](#)

Click here to log in and  
complete your profile

Once you verify your  
account you will be  
directed to this screen

# Login Screen

The screenshot shows the login interface for the City of Cape Town's Online Volunteer Portal. At the top left is the City of Cape Town logo with the text "CITY OF CAPE TOWN ISIXEKO SASEKAPA STAD KAAPSTAD". The main header is "Volunteers Online Application System". Below the header is a "Home" link. The main content area is titled "Log in" and includes a welcome message: "Welcome to the City of Cape Town's Online Volunteer Portal." There are two input fields: "Email" and "Password" (with a visibility toggle icon). A blue "LOG IN" button is positioned below the password field. Below the button are two links: "Forgot your password?" and "Not registered yet? Register now".

Annotations on the screen include:

- A blue cloud callout at the top right: "When you click on Log in, you will be directed to this screen".
- A box pointing to the Email field: "Enter the e-mail address you registered with (your username)".
- A box pointing to the Password field: "Enter your password".
- A box pointing to the "Forgot your password?" link: "Click here to Log in".
- A white cloud callout at the bottom: "Click here if you have forgotten your password".

At the bottom of the page, the footer contains the text: "© 2024 - City of Cape Town - Volunteer Online Application V 0.000001" on the left and "CONTACT | TERMS OF USE | PRIVACY" on the right.

# First Time Log In

When you Log in for the First Time, you will be directed to this screen

Home

### My profile

Please complete all the profile required fields to be able to continue!

Email  
Your e-mail address

First Name

Surname

ID Number

Date of Birth

Driver's License  
Please select one

Highest Qualification  
Diploma

EE  
Asian

Gender  
Female

Driver's License dropdown menu:  
Please select one  
Code A – for motorcycles  
Code B – light motor vehicles  
Code C – heavy motor vehicle  
Code D – combination and articulated vehicles  
No Licence

Highest Qualification dropdown menu:  
Diploma  
Matric  
Degree  
Grade 11  
Grade 10  
Grade 9  
Grade 8

EE dropdown menu:  
Asian  
Black  
Coloured  
White

Gender dropdown menu:  
Female  
Male  
Other

Ensure that you complete ALL fields

Contact Number

Alternative Number

Search Address

Address

Sub Council

Ward

Suburb

Address Type  
House ▾

Address Type  
House ▾

House  
Flat  
Complex

**COMPLETE**

Enter the FIRST line of your address, and select the appropriate option from the dropdown

Ensure that you complete ALL fields

© 2024 - City of C CONTACT | TERMS OF USE | PRIVACY

Click this button once all fields are completed in full

**CITY OF CAPE TOWN**  
ISIXEKO SASEKAPA  
STAD KAAPSTAD

## Volunteers Online Application System

Home


### Welcome to the City of Cape Town's Online Volunteer Portal

Use this site to submit your applications, update your details as well as track progress on submitted applications

Click on the Apply to find more about the department, volunteer opportunities and requirements.

**SAFETY & SECURITY**


**LAW ENFORCEMENT**



[Apply](#)

Click this button to apply for Law Enforcement Opportunities


**FIRE SERVICES**



[Apply](#)

Click this button to apply for Fire and Rescue Opportunities

**DISASTER RISK MANAGEMENT**



[Apply](#)

Click this button to apply for Disaster Risk Opportunities

Once you complete your profile, you will be directed to this screen

© 2024 - City of Cape Town - Volunteer Online Application V 0.000001

[CONTACT](#) | [TERMS OF USE](#) | [PRIVACY](#)

# Application Process – Law Enforcement Landing Page

**CITY OF CAPE TOWN**  
ISIXEKO SASEKAPA  
STAD KAAPSTAD

## Volunteers Online Application System

Home

### Law Enforcement Department

The City of Cape Town has a legislative mandate to develop and implement By-Laws that contribute to the creation of a safe and healthy environment for its residents.

The City's Law Enforcement Department's primary role is to enforce its By-laws and other legislation where appropriate. In addition it plays an increasingly larger role in which involves general crime prevention and policing.

In order to achieve a meaningful impact in these aspects which are important in meeting the need for a safe living and working environment for our citizens we actively enter into collaboration and partnerships with local communities, provincial and national government agencies, which have provided a significant boost to enforcement efforts.

### Volunteer - Law Enforcement Auxiliary Service (LEAS)

Our Volunteer Law Enforcement Auxiliary Service (LEAS) was launched in 2013 and has been instrumental in successfully recruiting many members to date. (Read Policy - City's Auxiliary Law Enforcement Policy)

Community members who display a passion and commitment towards their community in creating a safer living and working environment are encouraged to apply via the City's Volunteer Portal to take up existing opportunities within Law Enforcement. Applications will be opened annually and a limited number of candidates will be recruited into the Law Enforcement Auxiliary Service.

**Please Note:** The Law Enforcement Auxiliary Officer programme is a volunteer programme of the City and carries no financial reward or remuneration. Auxiliary law enforcement officers will also have no right to employment nor expectation of employment. An applicant who is accepted into the Auxiliary programme will be required to provide a minimum of 16 hours volunteer duty per month.

**There are two types of positions available as a volunteer auxiliary officer.**

**Uniform Auxiliary Law Enforcement Officer:** These volunteer officers work alongside permanent staff or qualified law enforcement volunteer officers until the successful completion of the field training programme.

**Requirements:**

Applicants must meet the following criteria in order to be considered:

1. Be at least 18 years of age;
2. Be in possession of a Senior Certificate or accepted equivalent;
3. Be in good health, able bodied and pass the prescribed physical assessment;
4. Be of good standing and have no criminal record;
5. Not be the accused in an ongoing or pending criminal case that is of a serious nature;
6. Subject him or herself to an internal vetting process;
7. Be in possession of a valid driver's license;
8. Pass a compulsory internal driving assessment;
9. Complete the prescribed entry level cognitive assessment successfully;
10. Comply with the City's prescribed drug test policy and
11. Comply with any other conditions as determined by Law Enforcement HR Branch.

After you have clicked on the department you want to volunteer at, you will be directed to the introduction screen

Ensure that you read and understand everything thoroughly

**Special Skills:**

Applicants that can offer specialized skills may be prioritized when applications are considered. These special skills include but is not limited to:

1. Life saving
2. Skipper qualifications
3. Marine Enforcement
4. Extensive investigative qualifications
5. Foreign language ability
6. Technology related qualifications
7. Drone and piloting qualifications
8. Firearm training and competency
9. Qualified Trainer in area required by directorate of Safety and Security

**Non-Uniform Auxiliary Support Officer:** This grade would not be a qualified Peace Officer, but an Auxiliary Support Officer tasked with admin and support roles, who, once having met all the requirements, could subsequently apply to become an Auxiliary Law Enforcement Officer. Functions of the Auxiliary Support Officer will involve but would not be limited to:

1. IT support
2. Administrative support
3. Fleet and HR support
4. Community engagement and awareness training
5. Fundraising and promotion
6. Call-taking in any emergency call-taking, dispatching or watch room support capacity
7. Supporting crime prevention partnership programmes and organisations such as neighbourhood watches, walking bus or other community patrol groups or Community Policing Forums

**Requirements:**

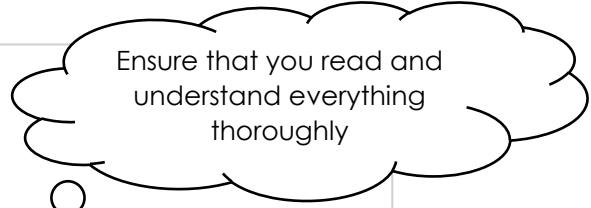
Applicants must meet the following criteria in order to be considered for appointment:

1. Be at least 18 years of age;
2. Be in good health and pass the prescribed physical assessment;
3. Be of good standing and have no criminal record;
4. Not be the accused in an ongoing or pending criminal case that is of a serious nature;
5. Subject him or herself to an internal vetting process;
6. Pass a compulsory internal driving assessment;
7. Complete the prescribed entry level cognitive assessment successfully;
8. Comply with the City's prescribed drug test policy and
9. Comply with any other conditions as determined by Law Enforcement HR Branch

**Exceptions and Exclusions**

The following persons shall not be permitted to become members of the Auxiliary Service or shall be restricted in the manner outlined:

- No person may be appointed as an Auxiliary Law Enforcement Officer that is currently serving in another capacity such as a trainee law enforcement officer, an operational member of SAPS, Traffic Services, and Metro Police, a remunerated member of a statutory body exercising oversight over the police or a holder of public office.
- Public representatives, including councillors and staff working in their offices are excluded from being Auxiliary Law Enforcement Officers.
- Members employed by or contracted to private security companies or the private security industry are prohibited.
- The applicant must be a South African Citizen or hold permanent residency



Click this button to view and apply for all opportunities available within the department you selected



# Application Process – Disaster Risk Management Landing Page



## Volunteers Online Application System

[Home](#) [User Guide](#)

### **Disaster Risk Management Volunteer Program**

Volunteering for Disaster Risk Management offers personal growth, skill development, cultural exchange, and the opportunity to make a meaningful impact on the community.

Volunteering allows individuals to develop new skills, gain practical experience, and enhance their resumes. For example, volunteers can assist in educational programs, or community clinics, which helps build administrative, teaching, and social skills while demonstrating commitment to social responsibility and teamwork. Participation in programs like youth leadership or afterschool initiatives also provides leadership and mentoring experience.

### **Volunteer roles are not remunerated**

The City of Cape Town states clearly that volunteer positions:

- **Are not paid**, and
- **Do not lead to permanent or contract employment**
- Volunteers participate on a strictly voluntary basis and acknowledge that no form of financial compensation, stipend, or employment benefit will be provided.

### **Requirements for Volunteers**

Applicants must meet the following criteria in order to be considered:

Be at least 16 years of age

- Must be a South African Citizen or hold permanent residency
- Be in good health
- Willing to work in your own community without remuneration.
- Willing to work at least 12 hours per month.
- Be of good standing and have no criminal record;
- Not be the accused in an ongoing or pending criminal case that is of a serious nature;
- Subject him or herself to an internal vetting process;
- Comply with the City's prescribed drug test policy and
- Comply with any other conditions as determined by Disaster Risk Management.
- Applicants must be willing to undergo training and skills development relevant to Disaster Risk Management activities.
- Applicants must have the physical capacity to perform duties that may include prolonged standing, walking, or working in emergency

**Exceptions and Exclusions**

- Applicant must be a South African Citizen or hold permanent residency
- Applicant must not belong to another Volunteer body within the City.
- The City reserves the right to decline or terminate volunteer participation should conditions or eligibility criteria no longer be met.

**Availability for scheduled duties**

**Program expectations:**

- A minimum number of 12 hours per month
- Attendance at training sessions or workshops (e.g., youth leadership, social support programmes)
- Active participation in drills, simulations, and emergency activations when required, subject to availability.
- Punctuality and reliability are essential to ensure effective service delivery.

**Existing Disaster Risk Management volunteer structures include:**

<b>Unit</b>	<b>Area</b>
Atlantis Volunteer Corps	Area North
Melkbos Volunteer Corps	Area North
Milnerton Volunteer Corps	Area North
Scottsdene Volunteer Corps	Area North
Athlone Volunteer Corps	Area Central
Belhar Volunteer Corps	Area Central
Gugulethu Volunteer Corps	Area Central
Mitchell's Plain Volunteer Corps	Area Central
Ottery Volunteer Corps	Area Central
Khayelitsha Volunteer Corps	Area East
Macassar Volunteer Corps	Area East
Melton Rose Volunteer Corps	Area East

Melton Rose Volunteer Corps	Area East
Strand Volunteer Corps	Area East
Fish Hoek	Area West

**Commitment to City guidelines and codes of conduct**

While not listed explicitly in the search results, all City volunteer programmes typically require:

- Professional behaviour
- Compliance with safety and operational guidelines
- Respect for community members and City staff
- Volunteers must comply with confidentiality requirements and may not disclose sensitive or operational information without authorisation.
- Failure to comply with the City's Code of Conduct may result in disciplinary action or removal from the volunteer programme.

This is standard practice in municipal volunteer programmes and consistent with the City's structured approach to volunteering.

**APPLY**



Once you click on Apply, you will be directed to the application screen

[Home](#) [User Guide](#)

## Volunteer Opportunities

#	Reference Number	Directorate	Department	Published Date	Closing Date	
39	1	Safety & Security	Law Enforcement	May 5 2026 12:00AM	Jun 20 2026 12:00AM	<a href="#">Click here to Apply</a>
41	2	Safety & Security	Disaster Risk Management	May 1 2026 12:00AM	May 31 2026 12:00AM	<a href="#">Click here to Apply</a>

Click here to apply for the opportunity

# Document Upload

Upload your documents from the Document Upload screen

**Required Documentation**

**ID Document -**  
Choose File No file chosen  
Cancel upload  
Applicant\_ID.pdf

**Driver's Licence -**  
Choose File No file chosen  
Cancel upload  
Applicant\_Drivers.pdf

**Highest School Leaving Certificate -**  
Choose File No file chosen  
Cancel upload  
Applicant\_Matric.pdf

**CV -**  
Choose File No file chosen  
Cancel upload  
Applicant\_CV.pdf

**Proof Of Address -**  
Choose File No file chosen  
Cancel upload  
Applicant\_Proof of Address.pdf

**Qualification Documents**  
Choose Files No file chosen

**Other Documentation**

**Tertiary Qualification - Upload a new file**  
Choose File No file chosen

**UPLOAD DOCUMENTS**

**PREVIOUS**

Click this button to select a document to upload based on the requirement

Ensure that all documentation uploaded is **clear** and **legible**

Once you have selected all your documents, click here.

Once you have uploaded all your documents, you will be able to proceed by clicking Next

### Required Documentation

ID Document - Upload a new file

Applicant\_ID.pdf

Driver's Licence - Upload a new file

Applicant\_Drivers.pdf

Highest School Leaving Certificate - Upload a new file

Applicant\_Matric.pdf

CV - Upload a new file

Applicant\_CV.pdf

Proof Of Address - Upload a new file

Applicant\_Proof of Address.pdf

### Qualification Documents

Applicant\_Matric.pdf [Delete File]

Add more documents

Qualification document uploaded successfully!

### Other Documentation

Tertiary Qualification - Upload a new file

Choose File No file chosen

UPLOAD DOCUMENTS

PREVIOUS

NEXT

Once you have uploaded all your required documentation, click 'Next'

## Declaration Page

### Declaration

Do you have any objections to a screening process? (Criminal Check, Drug Test, Qualification Verification, Reference Checks, Drivers Assessment)

-Select-

Have you previously been convicted of a criminal offence?  
If yes, please provide details re: charge, sanction and date of sanction

-Select-

Do you have pending criminal cases?  
If yes, please provide details re: charge, sanction and date of sanction

-Select-

Are any of your family members, significant or your life partner, employed at the City of Cape Town?  
If yes, confirm the name and the department they are employed

-Select-

Were you previously employed by the City of Cape Town?  
If yes, provide reason for leaving

-Select-

Do you feel comfortable handling a firearm?

-Select-

Are you willing to drive a City vehicle?

-Select-

Do you have a disability?

-Select-

Are you serving in another capacity such as a trainee law enforcement officer, an operational member of SAPS, Traffic Services, Metro Police, a remunerated member of a statutory body exercising oversight over the police or a holder of public office?

-Select-

Are you a Public representatives, councillors or staff working in public offices?

-Select-

Are you employed by or contracted to private security companies or the private security industry?

-Select-

By ticking this box I agree that the information provided is correct and true. I further understand that any misrepresentation by myself will result in a disqualification from the selection process.

PREVIOUS

Apply

Once you click Next on the Document Upload screen, you will be directed to the Declaration screen

Ensure that all questions are answered fully and truthfully

Tick this box once all questions are answered

Click on 'Apply' once you are ready to submit your application



# How To Edit your Profile

The screenshot displays the 'Volunteers Online Application System' interface. At the top left is the City of Cape Town logo with the text 'CITY OF CAPE TOWN ISIXEKO BASEKAPA STAD KAAPSTAD'. The main header is 'Volunteers Online Application System'. Below the header, there is a 'Home' link and a user greeting 'Hello, [profile icon]'. A dropdown menu is open, showing options: 'View profile', 'Profile Documents', 'Submissions', 'Contact Us', and 'Log out'. On the left, there are departmental logos for 'LAW ENFORCEMENT' and 'Safety & Security', each with an 'Apply' button. Instructional callouts are provided for several elements:

- A callout box points to the 'View profile' option in the dropdown menu, stating: "Click here to view and edit your profile, such as your current address, latest contact numbers, latest qualification and driver's license".
- A callout box points to the 'Submissions' option in the dropdown menu, stating: "Click here to view your application submission page".
- A callout box points to the 'Contact Us' option in the dropdown menu, stating: "Click here to view each department's contact details".
- A callout box points to the 'Profile Documents' option in the dropdown menu, stating: "Click here to view and edit your uploaded documents, such as new proof of address, copy of your driver's license and qualifications".

At the bottom left, the footer text reads: "© 2024 - City of Cape Town - Volunteer Online Application V 0.000001". At the bottom right, the footer text reads: "CONTACT | TERMS OF USE | PRIVACY".

# Forgotten Password Reset

The image shows a screenshot of the 'Forgot Your Password' page on the City of Cape Town Volunteers Online Application System. The page has a dark blue header with the City of Cape Town logo and the text 'Volunteers Online Application System'. Below the header, there is a 'Home' link and a 'Forgot Your Password?' section. This section contains an 'Email' input field, a 'Captcha code' image showing 'zb6j bx', and an 'Enter code without spaces:' input field. A blue 'SUBMIT' button is at the bottom of the form. To the right of the form is an email notification from 'noreply@capetown.gov.za' dated '1:52 PM (7 minutes ago)'. The email content includes: 'Dear Volunteer Online Application User', 'A forgot password request was initiated on 14/03/2024 13:43:17 with the following email address: . If you did no initiate this, you can safely ignore this email.', 'To proceed with the forgot password request, click the link below: [Proceed with Forgot Password request](#)', 'Regards Volunteer Online Application System Administration', and a footer that says 'This message has been analyzed by Deep Discovery Email Inspector.'.

**Annotations:**

- Blue cloud: "If you have used the 'Forgot the Password' option, you will be directed to this screen"
- White box: "Type in your e-mail address/username here" (points to the Email input field)
- White box: "Enter this code in the space below" (points to the Captcha code image)
- White box: "Enter code without spaces:" (points to the input field below the captcha)
- White box: "Click on Submit to proceed with your request" (points to the SUBMIT button)
- White box: "Click on this link to reset your password" (points to the [Proceed with Forgot Password request](#) link in the email)
- Blue cloud: "The e-mail you will receive once you click on Submit"

**Page Footer:**

© 2024 - City of Cape Town - Volunteer Online Application V 0.000001 CONTACT | TERMS OF USE | PRIVACY

Once you click on the link in the e-mail sent to you, you will be directed to this screen

Home

## User Profile: Reset password

Email

Enter your e-mail address

Password

Choose a new **secure** password

Password must be at least eight characters in length

Confirm Password

Retype your password

Captcha code



Enter this code in the space below

Enter code without spaces:

Password needs to contain at least 8 characters and at least ONE upper case letter, one lower case letter, 1 number and one special character (!@#)\$)

RESET PASSWORD

Click here to complete the resetting of your password