

VOLUNTEER MANUAL

‘Taking that extra step’

**Starting, growing and maintaining an inclusive
volunteering program**



Foreword

The Unite group, formerly known as the SEAM Volunteering Facilitators' Group, was established through Victorian Government funding as part of an Enhancing Sector Capacity grant over 2009–11. Comprising members from not for profit organisations that support people with an intellectual disability, as well as representatives from community and local government networks, the group has sought to enhance the profile of volunteering in the inner south-eastern area. Key foci have been strengthening each organisation's volunteering arm, raising awareness of volunteering in the disability sector, and creating new opportunities for volunteers with a disability.

This manual aims to provide volunteer coordinators with information and tools to either create a new volunteer program or enhance an existing program. The Unite group also sought to create a resource for volunteers who would like to learn more about volunteering with people with a disability.

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SEAM Project Officer – Inclusion Melbourne

Executive Summary

Volunteering in the community is a worthwhile activity that supports social empowerment, confidence, skills and engagement for people in all avenues in life. Volunteering is a way in which community members can participate in activities within their area of interest, obtain valuable work experience and build on their talents.

Volunteering should be an opportunity available to all members of the community, including people with a disability.

There are one in five people with a disability within Australia. With an ageing population, there are an increasing number of people with a disability that are no longer in the workforce and are looking for ways to engage with their local communities and become more socially active.

Community organisations need to become more adaptable and socially responsible by making existing volunteer programs more accessible to the community, particularly for people with a disability.

The Volunteer Manual has been established to support community groups in developing and maintaining a volunteer program inclusive of people with a disability. It contains useful and practical standard policies, procedures and guidelines that can be easily and readily adapted to assist organisations.

The manual was developed in conjunction with the Unite Group. The Unite Group's key objectives are to strengthen volunteering in the community, raise awareness of volunteering for people with disabilities and creating new opportunities for volunteers with a disability.

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Acknowledgments

Thank you to the Victorian State Government - Department of Human Services (Disability Services) who funded the production of this manual.

The UNITE working group would also like to recognise the following organisations for their valuable contribution to the volunteer manual.

UNITE agencies:

- Glen Eira City Council
- Stonnington City Council
- Port Phillip City Council
- Inclusion Melbourne
- mecwacare
- Jewish Care
- Avalon
- Oakleigh Centre
- Scope
- Marriott Support Services

Further acknowledgments:

- Community Action Wyre Forest Volunteer Centre
- Community Information Glen Eira
- Kingston City Council
- EACH – Social and Community Health
- Monash Volunteer Resource Centre
- Out on a Limb Inc.
- VolunteeringVictoria

Community volunteer members:

- Jenny Lipzker
- Peter – community volunteer

Project Worker:

- Barb Ryan

1 Introduction

Over 5 million Australians make a difference in their local community by volunteering each year, completing a number of tasks for a wide range of community organisations.

An increasing number of people with a disability are looking at ways to engage with their local communities and become more socially active.

The Volunteer Manual provides a guide to designing or reviewing an organisation's volunteer program and outlines key specific workplace requirements in developing an inclusive volunteer program for people with a disability.

Often making small or simple changes to a volunteer program, or a volunteer position within an organisation, can make a significant difference to the accessibility of the program.

Many barriers to involving volunteers with a disability can be overcome with simple, practical and cost-effective solutions.

The Volunteer Manual provides flexibility for individual organisations to add or modify sections to suit their own volunteer program. This includes sections on developing specific policies and procedures, recruitment, promotion, training and support.

People with a disability will vary in the amount of support they require and the time they can offer based on their needs. Organisations should retain flexible volunteer positions to suit all the different types of needs of their volunteers.

As the population ages, the rate of disability is increasing. Organisations need to consider how to involve more volunteers with a disability, enhancing not only the volunteers experience but improve the skills, benefits and individuality of the organisation as well.

By establishing programs that encourage, value and support the involvement of volunteers with a disability, community organisations are not only providing benefits to those individuals, but also to the organisation themselves, their clients and the broader community.

2 Aims and Objectives

The Department of Human Services aims for Victoria to be a stronger and more inclusive community by 2012. Victoria is to be a place where diversity is embraced and celebrated, where every citizen has the same opportunities to participate in the life of the community, and the same responsibilities towards society as all other citizens of Victoria.

The Volunteer Manual has been produced to build the capacity of community organisations, to guide the implementation and delivery of volunteer programs that are inclusive, and promote the involvement of people with a disability volunteering within the community.

The aims and objectives of the Volunteer Manual are to assist disability services with the management of volunteers and to create more opportunities for people with disabilities to become volunteers in their communities.

The Volunteer Manual offers an opportunity for community organisations to provide a comprehensive and advanced level of volunteer capacity within their organisation.

The Volunteer Manual supplies information and templates on the management of volunteers, recruiting people with a disability as volunteers, induction information, volunteer resource information, policies and procedures. The Manual provides flexibility for individual community organisations to add or modify sections to ensure their volunteer program is open to all of the community and accessible to people with a disability.

3 What is volunteering?

Volunteering is an activity undertaken by an individual or group of people on their own free will.

Volunteering is a way in which individuals can participate in activities in their community and it is a vehicle for individuals or groups to address human, environmental and social needs.

Volunteers receive no financial payments; however volunteering is not a substitute for paid work and does not replace paid workers.

People of all abilities share the same reasons to volunteer. They want to learn new skills, meet new people, make a valuable contribution to the community and build their self-confidence in an inclusive environment.

“I like the opportunity to meet new people and share my interests and knowledge with other people. I find the help that Avalon has given me quite beneficial and at the same time allows me to help them and give something back.” Peter – Avalon Centre



4 The role of a volunteer

The role of a volunteer can be limitless.

Some examples include:

- Assisting the aged and vulnerable;
- Working in charity shops;
- Supporting adults to learn to read; and
- Running activity groups such as football teams and scout groups.

However, when people with a disability are recruited as volunteers, their roles are sometimes limited to unskilled, closely supervised activities such as gardening or other light manual labour, basic office duties or packing clothing for charity shops.

New opportunities for volunteering are emerging all the time with a vast range of activities. Activities involving community groups have long been a field where volunteering is critical, although these opportunities are not always perceived as volunteering.

Being a member of a working group or committee in an organisation are examples of volunteering. There are many instances where people with a disability successfully undertake such roles. This type of leadership role can have a positive impact on attitudes while helping the organisation become socially inclusive.

People with a disability can volunteer in all types of organisations and in all sorts of ways. Some people volunteer full-time, part-time or on a casual basis.

5 Benefits of an inclusive volunteer program

Volunteering is a positive way community members can participate and contribute to activities within their community.

Volunteering respects the rights, dignity and culture of others. It promotes human rights and equality and allows people to use and develop their knowledge and skills.

People of all abilities share the same reasons to volunteer. This includes, learning new skills, meeting new people, making a valuable contribution to the community, and building on their self-confidence and self-worth.

Organisations that provide an inclusive volunteer program to all members of the community, including people with a disability, will expand and enhance on their organisation and the services they provide.

The benefits of developing an inclusive volunteer program that supports volunteers with a disability include:

- Access to a larger group of volunteers;
- A more diverse group of volunteers that will offer a wider range of skills, expertise and motivation;
- A volunteer program with a greater reflection of the diversity of the larger community;
- Increased opportunities to develop partnerships; and
- Improved understanding of diversity and inclusive practice amongst staff.

It is important that community organisations understand the potential barriers of involving volunteers with a disability. Organisations are encouraged to review potential strategies to overcome these barriers with simple, practical and cost-effective solutions.

One of the key barriers that individuals face when looking to engage in voluntary work is a lack of awareness of disability-related issues in the broader community, which can result in negative stereotyping. It's important for organisations to realise that people with a disability have knowledge and skills that can enhance an organisation, and to focus on the individual's ability and not their disability.

An inclusive volunteer program is an opportunity to refresh and reinvigorate a community organisation, target a greater reach of community members and provide a more positive and productive contribution to the community.

6 Volunteers – rights and responsibilities

Volunteers have a range of rights and responsibilities as part of their volunteer work.

Volunteers have a right to:

- Obtain information about the organisation;
- Obtain a clearly written duty statement and volunteer agreement;
- Be recognised as a valued team member;
- Be supported and supervised;
- Be made aware of the complaint procedure within the organisation;
- Orientation and training;
- Withdraw from the mentoring partnership in consultation with the facilitator;
- Be treated with respect, politeness and honesty in a non-discriminatory environment;
- Work in a safe environment and be covered by insurance; and
- Expect that confidentiality and privacy will be maintained.

Volunteers have a responsibility to:

- Be committed to the program;
- Be punctual and reliable;
- Notify the organisation of changes to their availability;
- Accept responsibilities for their own actions and behaviour;
- Notify the organisation if they become aware of potential hazards or dangerous situations;
- Abide by the organisation's policy and procedures on volunteering;
- Deal with complaints in the correct manner;
- Respect the rights of others;
- Carry out the duties as listed in their duty statement;
- Undertake training as requested;
- Ask for support when needed; and
- Give notice before they leave the organisation.

Organisations that involve volunteers are guided by National Volunteering Standards (refer to www.volunteeringaustralia.org). These standards have been developed to ensure that the rights of volunteers are maintained and include:

- Management responsibilities;
- Recruitment;
- Policies and procedures;
- Training and development;
- Service delivery;
- Documentation and records; and
- Continuous improvement.

Your organisation should consider providing volunteers with a statement of rights and responsibilities. For an example please refer to *Appendix 1* - page 35.

7 Overcoming Barriers to Participation

To provide volunteering opportunities to people with a disability it is necessary to understand the nature of the barriers they face.

It would be beneficial to consider how you might work with the potential volunteer and how you might manage the situation to minimise the barriers.

Barriers to participation may include:

- Attitudinal barriers – a general lack of understanding and awareness of what people with a disability can and cannot contribute to volunteering.
- Fear and misunderstanding – concerns that people with a disability could adversely impact on their reliability.
- Lack of reasonable adjustments – a lack of physical access in the work setting, as well as inflexibility in working arrangements and provision of equipment.
- Financial barriers – for example, failure to meet additional travel costs for people with a disability where a public transport option is not available.
- Communication – some people with a disability will be dissuaded from applying if they cannot access the recruitment process due to lack of alternative formats e.g. Braille, large print and easy English.

People with a disability may not always have the same opportunities or choices available to them as others do.

To overcome barriers for people with a disability to volunteer in your organisation, some things to consider are:

- Talking to your volunteers about their needs and requirements;
- Adjusting the workplace setting, to improve accessibility or technology;
- Discussing changes with other staff members, addressing inclusiveness policies and behavioural issues;
- Recruiting external specialists / advisors if necessary; and
- Always involve the person in any decisions making and discussions.

8 Recruiting volunteers

This section outlines possible processes for, developing a recruitment campaign, ongoing recruitment of volunteers, screening of volunteers and promoting opportunities for volunteers.

Recruitment campaign

Being proactive is the cornerstone of any effective recruitment strategy. Your organisation should consider a range of approaches and methods to encourage people of all abilities and backgrounds to consider volunteering in your organisation.

A successful recruitment campaign is dependent on a combination of planning, assessing and targeting your audience. The primary purpose of a recruitment campaign is to attract people to volunteer in your program.

Assess the current program

Assessment of your current volunteer program will help you identify strengths and weaknesses and any gaps that need to be filled. It will give you the necessary material to plan for recruitment.

A profile of the volunteer staff in your organisation will identify, in broad terms, who volunteers for your organisation and whether you're using the skills of your volunteers to maximum potential.

Consider asking volunteers the following survey questions:

- Who volunteers for the organisation? Is there a dominance of a particular gender or age group?
- What are the motivations for volunteering in the organisation?
- What do staff gain from their volunteer involvement? (e.g. social contact, skill development)
- How often are volunteers requested to work for the organisation? (e.g. one day per week, four hours per week)
- Are volunteers flexible as a group? Are they willing to 'fill in' during emergencies?
- Are volunteers willing to attend training? Do they request training?
- Are position descriptions written according to skill requirements?
- Are all volunteer positions filled? If not, which roles are difficult to recruit for?
- Do unfilled positions need volunteers with high or low skill levels?
- Are volunteers asked to do tasks that paid staff don't like doing?
- What individual characteristics do current volunteers have?
- Do current volunteers have the range of skills needed to cover all tasks?
- Do volunteers appear to enjoy their work? Do they get on well with other volunteers and paid staff?
- Are volunteers provided with variety in their work? Can they change roles if they wish?
- Is there a career path in the organisation for volunteer staff?

- Can the organisation accommodate volunteers with skills that exceed requirements?

Assess the support systems

Your assessment should also look at the support systems in place for your volunteer program.

- Has an adequate budget been set aside to support a successful volunteer program?
- Does the budget include 'reimbursement of out of pocket expenses'?
- Is there a training plan for volunteer staff that includes orientation, pre-placement training and provision for ongoing development?
- Is the volunteer policy current and up to date?
- Are the procedures to support the implementation of the policy written up?
- Are management and support staff in place?
- Does the organisation have adequate and appropriate insurance coverage?
- How are the terms of the insurance conveyed to volunteers?
- Does the organisation provide a safe and healthy work environment?

Make recruitment accessible

Volunteer Coordinators should consider:

- Discussing opportunities informally and providing additional information to volunteers when required.
- Clearly outlining the training and support that will be available to perspective volunteers.
- Preparing and providing additional support to address any concerns and ensure continuing development. (e.g. liaising with staff at CentreLink in relation to benefit rules and compliance).
- Offering the volunteer a mentor 'buddy', especially during the induction stage.
- Discussing potential barriers which might exist and jointly developing adjustments to address them.

Other considerations

Ensure your organisation has identified clear, concise volunteer duties that will be rewarding to the volunteer and of benefit to the organisation.

It is important to match the volunteer's skills and abilities to the specific tasks involved in a position. This will provide a rewarding outcome for the volunteer and a productive result for the organisation.

It is important to promote a positive 'organisational culture' and open attitudes of all staff members in encouraging volunteering. A supportive organisation recognises its volunteer's skills and supports the involvement of the volunteer.

9 Screening Volunteers

Proof of Identity

Organisations should sight original documentary evidence of identity such as birth certificate, current passport or driver license.

At least 2 documents must be sighted and the particulars crosschecked.

Police Checks

Police checks can be conducted directly by Victoria Police or through CrimCheck.

These checks consist of information recorded against an individual, including all criminal offences and any outstanding warrants within Victoria or interstate. Prior to any offer of a position, the applicant must complete a police check. The applicant must consent to the police check being completed by signing the Consent to Criminal Records Check form and be made aware that the check will only be conducted if s/he is to be offered work.

There are three options for obtaining a police check:

1. Apply direct to Victoria Police for a National Police Certificate by completing a form and submitting copies of the volunteer's identification along with the application fee (unless eligible for reduced fees – see below). The application and results will be returned directly to the volunteer for privacy reasons. For information please visit www.police.vic.gov.au
2. Community organisations can obtain police checks for their volunteers at a reduced rate. You must first apply to Victoria Police for a Community Volunteer Fee (CVF) number – an application form is available on the www.police.vic.gov.au.
3. CrimCheck is an automated police checking service available for not-for-profit organisations. If your organisation is either based in Victoria or has an office in Victoria, it may be able to utilise CrimCheck.

CrimCheck maybe a faster and easier service to use for your organisation. For more information about CrimCheck please visit www.crimcheck.org.au

Organisations wishing to register for CrimCheck should apply for a CVF number beforehand. Organisations generally bear the cost of the police check, not volunteers.

Working with Children Checks

All organisations must be aware of their obligations under the Working with Children Act 2005 and ensure volunteers have a current Working with Children Check if required. Those that don't are breaking the law and face serious penalties.

Volunteers need to complete an application and lodge it at the post office, with identification and a passport photo. There is no fee for volunteers to obtain a Working with Children Check.

For more information or to apply for an application form, please visit:

www.justice.vic.gov.au/wps/wcm/connect/Working+With+Children

Keep it to yourself

In most circumstances the law prohibits you from sharing information about a Volunteer's Working with Children Check. If you believe it is important to disclose what you know about a volunteer, it is recommended you get legal advice first.

Criminal records, too, can be subject to privacy laws. Whether a volunteer-involving organisation is bound by these laws depends on several factors – for more information visit Fast Facts – Protecting the privacy of volunteers at: www.volunteeringvictoria.org.au

10 Promoting Volunteer Opportunities

In promoting volunteer opportunities, your strategy should adopt the use of different approaches. Your approaches and methods should ensure that someone with an impairment or long-term health condition is not prevented from finding out about or applying for a volunteer opportunity.

Consider placing advertisements in the following locations:

- Local newspaper
- Volunteer newsletter
- Disability Organisations
- Universities
- Libraries
- Organisation Web page
- Community groups (tennis clubs, bowls clubs)
- Religious Organisations
- Schools
- Internally
- Community radio
- Local Council – Volunteer Resource Centre
- www.volunteeringvictoria.org.au
- www.govolunteer.com.au

11 Supporting Volunteers

To enable volunteers to participate at their full potential, organisations need to consider the benefits of volunteering and how it can profit organisations.

Providing orientation, mentoring and training for volunteers is essential to support them in their role.

Orientation

Orientation is one of the most important steps in the recruitment process of new volunteers. It provides volunteers with a general picture of the organisation, its staff, the work it does. Orientation should also include discussion on how the volunteer's role fits into the organisation.

Preparation required

It is important to prepare for the arrival of new volunteers well in advance and ensure that other staff in the organisation are informed. Plan for an orientation session for new volunteers. This might be a more formal process if several volunteers are starting at the same time, such as a classroom training session, or a less formal process if there are only one or two new volunteers.

Conducting an orientation session

An orientation session should cover a number of important points, including:

- An expression of appreciation for the volunteer's decision to join the organisation;
- An introduction to the organisation's volunteer policy;
- Information on relevant procedures;
- Emergency procedures and grievance procedures;
- Details of the organisation's operating hours and public holidays;
- A copy of the volunteer's position description (please see *Appendix 20* – pages 81 - 85 for samples of position descriptions);
- A statement of the volunteer's rights and responsibilities;
- Instructions for reporting critical incidents, injuries or accidents; and
- A copy of the insurance information.

Refer to Appendix 2 – page 36 for an example of a Volunteer Orientation Checklist.

12 Mentoring

Mentoring is a reciprocal relationship which involves a more experienced person helping a less experienced person to achieve their goals. A mentor is a person who will listen, provide advice and guidance to volunteer mentees when requested.

The mentoring partnership

A successful mentoring partnership is an experience to be enjoyed. There is no formula for how often a volunteer/mentor pair makes contact. The parties may choose to meet regularly, or they may prefer to meet when there is the need to focus on a particular issue. The parties may agree on a set time for each meeting, or they may be more comfortable with a less formal arrangement. These and other issues must be worked out by individual mentorship pairs.

A written mentoring agreement can help clarify roles and expectations. This agreement sets out the duration of the relationship, the areas it will focus on, the likely frequency of meetings and the maximum length of each meeting.

What kind of person is a mentor?

Volunteer mentors should have the following attributes:

- Ability to understand and empathise with the volunteer;
- Be comfortable with themselves and with who they are;
- Be able to see the volunteer as a separate person with different needs and goals, and must be comfortable with those differences;
- Be honest, committed and respectful of their volunteer;
- Be able to set standards of performance, and have the ability to give the volunteer the assistance and confidence to reach them;
- Be trusted by the volunteer;
- Respect privacy and ensure all information remains confidential;
- Have a personal style that is compatible with the volunteer's needs; and
- Be a person who will enjoy helping the volunteer develop skills and knowledge and be able to share knowledge and experience openly and honestly.

Evaluating the mentor program

It is necessary to ensure that the mentoring program remains relevant. Issues to consider include; changes in organisational needs, new directions or goals, and roles of participants etc.

Evaluation of volunteer and volunteer mentoring partnerships is also important. Feedback from those involved gives information that can be used to adjust some components of orientation, the partnership, and determine its success or lack of success.

Feedback can provide valuable information for this partnership and potential future partnerships. It can be obtained either verbally or through a questionnaire.

Themes or questions that can be useful to include in the questionnaire include:

- How do you rate the volunteer orientation session?
- Is the partnership achieving its goals?
- Are conflicts resolved?
- In what ways can the participants contribute? (for example, volunteer work, meetings, feedback, suggestions)
- How could the partnership improve?

Evaluation also allows you to assess your own performance as a trainer. As a trainer you should always be seeking to improve your skills and knowledge. Effective feedback on your performance is crucial to that learning process.

This information can be obtained from the volunteer, the volunteer agency and a volunteer mentor. Feedback information can provide valuable information for this partnership and potential future mentor partnerships.

13 Training and Development

Training and development is critical in ensuring that volunteers have the skills to perform their role and to also keep them interested and involved.

Types of training

Each individual's training and development needs should be assessed both in terms of effective performance in the role, and their development and retention ability. As with employees, training helps volunteers feel valued and gives them confidence that they can undertake the role.

The types of training that may be relevant for all volunteers as well as staff may include:

Induction / Orientation

- Transport, driving and/or use of the organisation's vehicles
- Organisation's structure and processes
- Customer service

Occupational Health and Safety (OHS)

- Fire drills/emergency evacuation
- First Aid
- Infection control
- Manual handling
- Personal hygiene
- Incident reporting
- Medications
- Introduction to the OHS staff member

Role specific / Site specific

- Administration processes
- Fundraising
- Maintenance
- Committee/ board management

Other

- Communication
- Privacy
- Duty of care
- Equipment (client specific)

Training Organisations

Staff may be required to undertake training to increase knowledge and awareness of disability and build their capacity to demonstrate inclusive behaviours. Training will provide staff with skills, resources and ongoing support, to enable taking on volunteers with a disability in the workplace.

Disability Awareness (for other staff)

- Intellectual disabilities
- Physical disabilities
- Vision or hearing impairment
- Communication or speech impairment
- Cognitive disability
- Mental health wellbeing
- Personal space and conduct

Organisations providing training include:

ACE Disability Network

244 Flinders Street
Melbourne VIC 3000
Ph: (03) 9916 5812
TTY: (03) 9916 5899

Better Hearing Australia

Better Hearing House
5 High Street (Corner of Alfred Street)
Prahran Vic 3181
Ph: 1300 242 842, 03 9510 1577
TTY: (03) 9510 3499

Interchange

Suite 6 Ashley House
75 Ashley Street
Braybrook Vic 3019
Ph: (03) 9396 1118
1300 300 436

Monash Volunteer Resource Centre

5 Myrtle Street
Glen Waverley Vic 3150
Phone: (03) 9562 0414
Fax: (03) 9562 0411

Yooralla

Ground Floor, 244 Flinders Street
Melbourne Vic 3000
Phone: (03) 9666 4500

For further information on additional training agencies, please refer to the website:
www.disabilityconsultants.org.au

14 Teaching and Working with People with a Disability

People with a disability come from all sectors of the community and reflect a diverse range of ages and cultural backgrounds. People with a disability do not want their disability to become the defining aspect of their life. The most appropriate terminology, 'person with a disability' puts the emphasis on the person, not the limitation or disability.

The most effective strategy is to treat all people in the same way as you would wish to be treated yourself – with respect, politeness and consideration.

Learning styles

There are a number of different learning styles, including visual, auditory and kinaesthetic. Some people will learn by a mixture of learning styles. It is important to determine a volunteers' learning style so you can help them learn new skills in their position.

Helpful hints

- Use concrete examples;
- Ensure that tasks and instructions are clear and specific;
- Provide as much 'hands on' experiences as possible;
- Provide logical, clear instructions;
- Slow down the pace when necessary;
- Complete one step at a time before moving to the next step;
- Consider providing handouts or simple written instructions to reinforce steps in instructions;
- Provide enough time for volunteers to communicate;
- Be prepared to explore alternative methods of communication;
- Encourage volunteers to ask questions;
- Provide information in small amounts;
- Use plain English;
- Break tasks into small achievable concepts; and
- Give praise often and genuinely.

Courtesies

When meeting, speaking or socialising with people with a disability, the following are helpful hints to put everyone at ease:

- Look and speak directly with the person with a disability, even if a person without a disability accompanies him or her.
- If the person with a disability offers to shake your hand, respond accordingly.
- If you know the person's name, address the person by their name.
- Ask the person with a disability the best way to communicate if you are unsure.

- Offer assistance if it appears necessary, but don't assume that a person with a disability needs or will accept it. Wait for acceptance and instruction before proceeding.

Terminology

In terms of preferred terminology, the following phrases are offered:

- Person with a disability
- Person with a physical disability
- Person who uses a wheelchair
- Person with a hearing impairment, hearing loss
- Person with cerebral palsy
- Accessible parking and toilets

15 Reviewing Volunteering Program

A review or evaluation system allows for formal and informal assessment of the volunteer program. This review should take into account the requirements of the volunteer, the organisation and what the volunteering opportunity is intended to achieve.

Methods of reviewing a volunteer program may include:

One-to-one sessions

Regular one-to-one sessions with the supervisor or manager will provide an opportunity to monitor performance effectively, to discuss what's working and if there are any additional development needs or problems that may have arisen.

Role plays

To role play a volunteer, assume the role of a character or collaborate with other volunteers participating, to create a story. Volunteers have the space to improvise freely, with their choices shaping the outcomes of the account. The role play enables facilitators to collate, analyse, evaluate the data and report on outcomes.

Survey questionnaire

A survey questionnaire is a form you use to record information directly from volunteers. It may be used as an interview tool, in which the person reads it and you record volunteer's responses. Alternatively, the volunteer can read the survey questionnaire and record their responses on the survey questionnaire form.

Refer to *Appendix 3, 4, 5, 6* and for examples.

Focus groups

A focus group is a group discussion with volunteers focusing on a particular topic of interest, for example, reviewing volunteer experiences at an organisation. A focus group interview enables the facilitator of the group to gain an understanding of any issues, explore individual's attitudes, knowledge, satisfaction and interest.

16 Policies and Procedures

Organisations need to develop policies and procedures that encourage and enable people with a disability to contribute as volunteers.

Volunteering policy and procedures usually sit amongst the organisations' broader policy and procedures documents and will need to include references to occupational health and safety and code of conduct.

Policy and procedure documents usually demonstrate a clear and logical process, and should demonstrate compliance with various standards.

Volunteering policy and procedure documents can contain references (or online links) to the forms used in a volunteering program, for example, consent forms and induction checklists.

Appendix 8 – page 46 of this manual provides an example of an organisational Policy and Procedure for volunteering. Organisations can use the example Policy and Procedures provided and amend it to suit an organisation.

17 Privacy

It is important to remember that all people have the right to privacy. People coming in contact with other people will hear and see many things while completing their designated duties – whether in paid or volunteer work.

It is important to ensure that:

- The dignity and privacy of each person is protected at all times.
- Details of clients and their families, including name, address, telephone number and all aspects of the person's financial, medical, physical and mental status are not spoken about to anyone.
- Always ask permission before revealing information about a person you work with, during the course of your duties.
- All care is taken when receiving information, that the information is not accidentally disclosed to other people who may be present at the time.

Privacy rights include:

- Only directly relevant personal information will be collected.
- When collecting personal information the person involved will be informed:
 - as soon as possible;
 - of the purpose for the collection of the information;
 - whether the information is required by law; and
 - of anyone to whom the information will be given.
- Only relevant, up to date and complete personal information will be kept.
- Information records will be protected against loss, unauthorised access, modification or disclosure.
- Personal information no longer relevant will be destroyed.

18 Discrimination

It is against the law to discriminate against a person on the grounds of their ethnic background, age, gender, sexuality, religious belief, and health or disability issues related to the task at hand.

Discrimination takes two forms: direct and indirect. Both are against the law. Direct discrimination is treatment that is obviously unfair. Indirect discrimination is rules, policies or practices that are the 'same' for everyone but has an unfair effect on a particular group.

Harassment

Harassment is a form of discrimination and is defined as unwelcomed or unreciprocated behaviour that makes an employee, volunteer or customer feel belittled, intimidated, offended or apprehensive. It is against the law to discriminate in relation to voluntary employment, paid employment and delivery of services.

Disability discrimination

Disability discrimination is unfair treatment or harassment of a person who has a disability, someone thinks they have a disability or because of a person's association with a person with a disability. Disability includes physical, intellectual and psychiatric disabilities, learning and emotional disorders and any organism capable of causing disease (such as HIV).

It may not be unlawful to discriminate on the ground of disability if the person, (due to his or her disability), would be unable to carry out allocated requirements of the particular job. For example:

- Direct discrimination: refusing to employ a person on the basis that they have an intellectual disability and cannot read, when reading is not an essential part of the job.
- Indirect discrimination: to require all employees to have a level of physical fitness/ability that is not necessary to do the particular job.

19 Reimbursement of Expenses

It is important for organisations to have a policy on the reimbursement of volunteers' out-of-pocket expenses. More than any other issue, out-of-pocket expenses can be a source of conflict or concern in volunteer programs. These problems can arise when organisations fail to have a clear policy on the matter and fail to communicate that policy to their volunteers.

Your organisation's policy on out-of-pocket expenses will depend on the circumstances of your volunteer program. For some agencies, your budget will be limited, however as a guiding principle, it's important to stress that volunteers shouldn't have to incur costs in order to volunteer. The following is an example of a policy statement on out-of-pocket expenses.

Example of Policy Statement:

- Volunteers will be reimbursed for out-of-pocket expenses incurred when undertaking authorised activities on behalf of the organisation.
- Volunteers may be reimbursed for the use of public transport to or from approved activities, such as meetings and training.
- The use of private vehicles for approved activities will be reimbursed at the rate of \$ __. __ per kilometre.
- Reimbursement will be made only where prior approval has been given and where relevant receipts and/or other documentation are produced.

As with all areas of volunteer policy, the success of your policy on out-of-pocket expenses will depend largely on how well you make volunteers aware of it, along with the procedures and guidelines they need to follow in order to claim reimbursement.

Like all policies, it's important to revise and update your policy on reimbursement regularly, including any specific rates of reimbursement for things like distance travelled.

The Australian Tax Office produces a guide, *Volunteers and Tax*, to help individuals and not-for-profit (NFP) organisations that deal with volunteers. The guide explains the tax treatment of transactions that commonly occur between NFP's and their volunteers. For more information visit:

<http://www.ato.gov.au/nonprofit/content.asp?doc=/content/8729.htm>

20 Insurance

As volunteers are not paid employees, they are not covered by Work Cover. Volunteering Australia recommends that volunteers are appropriately insured by the not-for-profit organisation to undertake work required of them.

The most common types of insurance cover are:

Public liability

To cover an organisation for its legal liability to third parties for personal injury or property damage caused by an occurrence in connection with the insured organisations business activities.

Personal accident insurance

To cover volunteers for any out of pocket expenses following accidental injury, disability or death while carrying out their work on behalf of the organisation.

The type of insurance would usually cover loss of income.

Professional indemnity insurance

To compensate the organisation for loss incurred through a claim made against the organisation for breach of professional duty arising from negligence, errors, omissions, defamation, loss of records or documents, dishonest acts etc. by volunteer or paid staff.

Motor vehicle comprehensive insurance

To cover vehicles owned or driven by volunteers, for loss or damage to the vehicle or third party property

21 Support Agencies and Websites

Able Australia

616 Riversdale Road,
Camberwell Vic 3124
Ph: 1300 225 369

www.ableaustralia.org.au

Australian Hearing Service

Suite 14
Level 2 Offices
Centro Box Hill
17 Market St
Box Hill 3128
Ph: (03) 9890 0606

www.hearing.com.au

Brainlink

54 Railway Road
Blackburn 3130
Ph: 1800 677 579

www.brainlink.org.au

Disability Services Division

Level 8, 50 Lonsdale Street
Melbourne 3000
Ph: 1300 650 172

www.dhs.vic.gov.au/disability

Interchange

Suite 6 Ashley House
75 Ashley Street
Braybrook 3019
Ph: (03) 9396 1118
1300 300 436

Inclusion Melbourne

67 Sutherland Road
Armadale, VIC 3143
Ph: 9509 4266

www.inclusionmelbourne.org.au

Monash Volunteer Resource Centre

5 Myrtle Street
Glen Waverley 3150
Ph: (03) 9562 0414
Fax: (03) 9562 0411

AQA Victoria

440 Heidelberg Road
Fairfield 3078
Ph: (03) 9489 0777

www.aqavic.org.au

Better Hearing Australia (Vic)

5 High Street (Corner of Alfred Street)
Prahran 3181
Ph: 1300 242 842

(03) 9510 1577

TTY: (03) 9510 3499

www.betterhearing.org.au

Brain Injury Matters

Ph: (03) 9639 7222

www.bim.org.au

Guide Dogs Victoria

Chandler Highway
Kew 3101
Ph: (03) 9854 4444

www.guidedogsvictoria.com.au

National Disability Services Victoria

10/369 Royal Parade
Parkville 3052
Ph: (03) 8341 4300

www.nds.org.au

Mental Illness Fellowship

276 Heidelberg Road
Fairfield 3070
Ph: (03) 8486 4222

www.mifellowship.org

Independence Australia

208 Wellington Street
Collingwood 3066
Ph: 1300 704 456

www.independanceaustralia.com

Psychiatric Disability Services of Victoria

(VICSERV) Inc.
Level 2, 22 Horne Street
Elsternwick 3185
Ph: (03) 9519 7000
www.vicserv.org.au

The Bouverie Centre

8 Gardiner Street
Brunswick 3056
Ph: (03) 9385 5100
<http://www.bouverie.org.au/>

Victorias Mental Health Services

Department of Human Services
Mental Health Branch
GPO Box 4541
Melbourne 3001
Ph: (03) 9096 0000
www.health.vic.gov.au/mentalhealth

Volunteering Victoria

Suite 2, Level 3
11 Queens Road
Melbourne 3004
Ph: (03) 8327 8500
www.volunteeringvictoria.org.au

Scope

830 Whitehorse Road
Box Hill 3128
Ph: (03) 9843 3000
www.scopevic.org.au

Victorian Deaf Society

Level 4, 340 Albert Street
East Melbourne 3002
Ph: (03) 9473 1111
www.vicdeaf.com.au

Vision Australia

454 Glenferrie Road
Kooyong 3144
Ph: 1300 84 74 66
www.visionaustralia.org

Yooralla

Ground Floor, 244 Flinders Street
Melbourne 3000
Ph: (03) 03 9666 4500
www.yooralla.com.au

Helpful Websites

- www.ato.gov.au
- www.betterhealth.vic.gov.au
- www.crimcheck.org.au
- www.dhs.vic.gov.au/disabilty
- www.disabilityconsultants.org.au
- www.govolunteer.com.au
- www.humanrights.org.au/index.htm
- www.justice.vic.gov.au/wps/wcm/connect/Working+With+Children/Home/
- www.police.vic.gov.au
- www.sane.org.au
- www.worksafe.gov.au/work/regulatory/dutycare.htm

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Volunteer Rights and Responsibilities Form (Example)

Volunteer Rights and Responsibilities Form

(Insert name of organisation) supports the Universal Statement of Volunteer Rights and Responsibilities.

The rights of the volunteer are:

To contribute, belong, learn and grow.

- To have respect and support from their supervisor and co-workers.
- To discuss any problems or grievances with their supervisor.
- To do meaningful, satisfying work.
- To work in a safe environment.
- To receive appropriate training and regular evaluation.
- To feel free to say 'no' to tasks beyond the job description.
- To receive formal recognition for volunteer effort.

As a volunteer you will be expected to:

Work under the direction of the supervisor/manager.

- Represent (insert name of organisation) in a positive, professional and competent manner.
- Respect the rights and confidentiality of staff, volunteers and clients.
- Respect and treat all staff, volunteers and clients with dignity.
- Exercise a duty of care at all times by using common-sense and reasonable caution in any activities undertaken as a (insert name of organisation) volunteer.
- Inform the coordinator of any difficulties with my role as a volunteer.
- Notify the coordinator of any accident or incident that occurred on the job
- Inform the coordinator if I wish to stop being involved in a particular activity.
- Notify the coordinator if intending to cease involvement temporarily or permanently.
- Refer complaints to management for investigation
- Participate in training programs required for my volunteer duties.

I agree to accept the conditions outlined and understand that my role as a (insert name of organisation) volunteer may be discontinued if I am unable to meet these conditions.

Signed:
(Volunteer)

Signed:
(Manager/ Volunteer Coordinator)

Date:

Volunteer Orientation Checklist (Example)

Orientation of new volunteers to their workplace is the responsibility of the immediate supervisor. This checklist is designed to assist with ensuring that volunteers receive a consistent induction when commencing their volunteering duties and to ensure that a formal review is conducted with volunteers after the expiry of their probation period (12 weeks).

Please complete all documentation and return to the Volunteer Coordinator.

Location: _____

Name of Volunteer: _____

Task	Date	Signed Staff
Did the volunteer attend a (Insert name of organisation) Orientation Session? <i>(please select one)</i> YES NO		
If no, please provide volunteer with Employee and Volunteer Handbook.		
Volunteer to read and sign 'Volunteer Rights and Responsibilities' form and return to Manager within 2 weeks of commencement date.		
Provide volunteer with current Position Description for their role		
Does Volunteer require photo to be taken for ID badge? <i>(please select one)</i> YES NO		
Notify volunteer of correct clothing and footwear prior to attending		
Parking Availability		
Welcome and Introduction of Staff, Clients and Volunteers		
Can this volunteer be mentored or partnered with a more experienced volunteer? <i>(please select one)</i> YES NO		
Orientation to the office building: <ul style="list-style-type: none"> • Hours of opening • Entrance /Exits/ Toilets • Fire Extinguishers • Building Emergency Procedures/Evacuation 		

Task	Date	Signed Staff
Safety considerations : <ul style="list-style-type: none"> • Volunteer to seek direction from residential staff to ensure current status of resident is known. • Staff to inform volunteer of resident's needs prior to interacting with the resident. • Guidelines on shopping for residents. • Discuss professional boundaries. • Volunteer to inform the Divisional Therapist if alternations to the agreed visiting time. 		
Manual Handling guidelines: <ul style="list-style-type: none"> • Volunteer has been given instruction in wheelchair management, and transferring of clients or residents. 		
Food Handling procedures: <ul style="list-style-type: none"> • Food Sign In process • Prior to shopping for a resident, notify the Activity Support Worker or Supervisor 		
Hazard Reporting/Continuous Improvement		
Volunteer Sign In Book		
Volunteer Review Form completed by Volunteer upon expiry of probation period (12 weeks).		

Volunteer Signature: _____

Staff Signature: _____

Volunteer Evaluation Resource

Volunteer Training Feedback

How do you feel about the volunteer training?

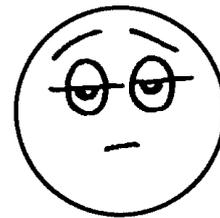
Circle the face that shows how you feel.



Bored



Exhausted



Don't Care



Happy



Disappointed



Interested

Do you want to say anything about the training?

.....

.....

.....

Volunteer Evaluation Form (Example 1)

How do you rate the volunteer orientation session?	
Either	Yes No
• I was made to feel welcome	<input type="checkbox"/> <input type="checkbox"/>
• I was introduced to all relevant staff members	<input type="checkbox"/> <input type="checkbox"/>
• My orientation seemed well planned and delivered	<input type="checkbox"/> <input type="checkbox"/>
• The Volunteer Policy was thoroughly explained	<input type="checkbox"/> <input type="checkbox"/>
• I understand the organisation's philosophy and mission	<input type="checkbox"/> <input type="checkbox"/>
• I was sufficiently informed about the organisation to enable me to work within its mission	<input type="checkbox"/> <input type="checkbox"/>
• I was given a tour of the organisation where I will be volunteering	<input type="checkbox"/> <input type="checkbox"/>
• All procedures were satisfactorily explained to me	<input type="checkbox"/> <input type="checkbox"/>
• I was able to review my job description with a staff member	<input type="checkbox"/> <input type="checkbox"/>
• I was given sufficient information about the structure of the organisation	<input type="checkbox"/> <input type="checkbox"/>
• I was provided with adequate material and resources	<input type="checkbox"/> <input type="checkbox"/>
• The emergency procedures were explained to me	<input type="checkbox"/> <input type="checkbox"/>
• The grievance and disciplinary policy was explained to me	<input type="checkbox"/> <input type="checkbox"/>
• I was sufficiently informed about the confidentiality and duty of care	<input type="checkbox"/> <input type="checkbox"/>

Please answer the following questions:

Would you like more information?

.....

.....

.....

Do you have any concerns?

.....

.....

.....

Name:..... (Anonymous will be accepted)

Thank you for your feedback.

Volunteer Evaluation Form (Example 2)

Name of Volunteer: _____ Position: _____

Name of Supervisor: _____ Date: _____

Location: _____

Aim:

- To give and receive feedback in relation to volunteering roles or activities.
- To identify opportunities for training and development.
- To provide an opportunity for (Insert name of Organisation) Volunteer Services enhancement.
- To highlight goals achieved and opportunities for volunteer recognition.

- 1. Do you feel valued and appropriately utilised in your volunteer role?**
- 2. How are you supported in your volunteer role?**
- 3. What do you enjoy in your volunteer role?**
- 4. What don't you enjoy in your volunteer role?**
- 5. Could you recommend any additional training which would benefit you role?**
- 6. Would you like to change your volunteer role?**
- 7. Would you like to discuss other volunteer opportunities within (insert name of organisation)?**
- 8. What suggestions would you have which would enhance (insert name of organisation) volunteer services?**

Volunteer Review Form (Example)

Name of Volunteer: _____ Position: _____

Name of Supervisor: _____ Date: _____

Location: _____

Aim:

- To give and receive feedback in relation to volunteering roles or activities
- To identify opportunities for training and development.
- To provide an opportunity for (Insert name of Organisation) Volunteer Services enhancement.
- To highlight goals achieved and opportunities for volunteer recognition.

Customer Service - Discuss general customer service/client or resident satisfaction.

Team Work - How do you enjoy working with the team?

Job role – Is the role statement reflective of the actual responsibilities of the position?

Volunteer goals and achievements – Discuss the goals and achievements of the volunteer. Were there any goals not achieved? Are there ways for those goals to be achieved in the future? What goals would the volunteer like to achieve in the future?

Training and Development – Can the volunteer identify any areas where they feel they would benefit in their role from additional training? Are there any training opportunities that they are interested in pursuing?

Volunteer role satisfaction – Can you tell us what you find most satisfying and enjoyable about doing volunteer work with (Insert name of volunteer)? Do you have any feedback or suggestions about your volunteer role within the organisation?

Volunteer Comments:

Supervisor Comments/Feedback:

Training needs identified:

Volunteer Program Evaluation (Example)

Program Evaluation Checklist - Questions to Ask

- What are the aims of the activity to be evaluated? (eg. volunteer activity level, event participant satisfaction/knowledge etc.)
- What will the evaluation achieve? (what outcomes are wanted/expected from the evaluation?)
- Who will be involved in the evaluation process?
- How much time is needed to implement the evaluation process?
- How will volunteers be informed of the outcome of the evaluations?
- What resources are required to undertake the evaluation?
- Which evaluation methods will be used? (interviews, group discussion, appraisal forms, questionnaires)
- How easy or complicated is the evaluation process?
- Which evaluation process(es) will be most suitable to determine the activities effectiveness?
- Will the volunteers involved be happy with these processes?
- Does it provide adequate recognition of the work they have been doing?
- How will the evaluation information be utilised?
- Who will be interested in the outcomes of this evaluation?

Evaluation Approaches

What to evaluate:

- Planning: to be strategic and include the program's rationale, operations and finances
- Work Environment or culture: includes relationships, teamwork, communication, consultation, satisfaction, met/unmet needs of stakeholders
- Administration and reporting across the volunteer program.
- Work: roles, job descriptions, allocation of work, work performance, feedback
- Recruitment: information available, established process.
- Matching, screening and selection of volunteers for the program
- The transition process: including agreements, and orientation of volunteers
- Development and training
- Volunteer leadership: includes all people who have responsibility for working with volunteers in the areas of delegation and involvement
- Support and supervision for volunteers in the program
- Feedback and involvement
- Valuing and recognising volunteers and their involvement
- Exit practices: resignation (or dismissal) of volunteers.

Questions to consider in review of the volunteer program may include:

- Are there a variety of approaches available?
- Are they accessible?
- Are processes consistent and consistently utilised?
- Are they fair and equitable?
- Are they appropriate?
- Are they relevant and effective?
- Are they practical and realistic?

Evaluation Quick Scan - National Standards

Following are the eight National Standards for Involving Volunteers. Consider how your volunteer program is doing against each standard.

Policies and Procedures

An organisation that involves volunteers shall define and document its policies and procedures for volunteer involvement and ensure that these are understood, implemented and maintained at all levels of the organisation where volunteers are involved.

- My program is strong in this area?
- My program requires some work in this area?
- My program requires significant work in this area?

Comments

Management Responsibilities

An organisation that involves volunteers shall ensure that volunteers are managed within a defined system and by capable personnel with the authority and resources to achieve the organisation's policy goals.

- My program is strong in this area?
- My program requires some work in this area?
- My program requires significant work in this area?

Comments

Recruitment, Selection and Orientation

An organisation that involves volunteers shall plan and have clearly documented volunteer recruitment, selection, and orientation policies and procedures that are consistent with non-discriminatory practices and guidelines.

- My program is strong in this area?
- My program requires some work in this area?
- My program requires significant work in this area?

Comments

Work and the Workplace

An organisation that involves volunteers shall clearly specify and control the work of volunteers and ensure that their place of work is conducive to preserving their health, safety and general well being.

- My program is strong in this area?
- My program requires some work in this area?
- My program requires significant work in this area?

Comments

Training and Development

An organisation that involves volunteers shall ensure that volunteers obtain the knowledge, skills, feedback on work, and the recognition needed to effectively carry out their responsibilities.

- My program is strong in this area?
- My program requires some work in this area?
- My program requires significant work in this area?

Comments

Service Delivery

An organisation that involves volunteers shall ensure that appropriate processes and procedures are established and followed for the effective planning, control, and review of all activities relating to the delivery of services by volunteers.

- My program is strong in this area?
- My program requires some work in this area?
- My program requires significant work in this area?

Comments

Documentation and Records

An organisation that involves volunteers shall establish a system and have defined procedures to control all documentation and personnel records that relate to the management of volunteers.

- My program is strong in this area?
- My program requires some work in this area?
- My program requires significant work in this area?

Comments

Continuous Improvement

An organisation that involves volunteers shall plan and continually review its volunteer management system to ensure that opportunities to improve the quality of the system are identified and actively pursued.

- My program is strong in this area?
- My program requires some work in this area?
- My program requires significant work in this area?

Comments

Generic Interview Structure/Focus Group Outline

Interview/Focus group with: _____

Number of participants: _____ Date: _____

Program name: _____

Select the questions you will use before the interview/focus group. Add your own as well. As an indication, it takes about one hour to cover 10 questions well – the time will vary depending on the size of the group and the participants involved.

- What was the experience like for participants?
- What was the experience like for other stakeholders (eg: clients)?
- What was the experience like for the community?

Comments

Focus Group Questions

- Were the volunteer program objectives achieved? How were they achieved?
- Were they achieved for all involved?
- What were the outstanding achievements of the volunteer program?
- What have been the key strengths of the volunteer program?
- What have been the key weaknesses of the volunteer program?
- How well has the program been managed?
- How well have the program volunteer management processes been managed (eg. recruitment, selection, training, support, recognition of volunteers)?
- How well have the program processes been managed (eg. promotion, organisation, delivery of events)?
- What were the impacts for the participants?
- What were the impacts for the community?
- How has the program made a difference for individuals?
- How has the program made a difference for partnership organisations?
- How has the program made a difference for the community?
- What unanticipated outcomes occurred (positive or negative)?
- What lessons have been learnt?

Comments

Volunteer Policy and Procedures (Example)

Policies and Procedures

This section summarises the relevant policies and procedures of (Insert name of organisation here).

Code of Conduct for volunteers

You must at all times adhere to the following code of conduct:

- Maintain the confidentiality regarding any information and respect the privacy of (Insert name of organisation here) staff, consumers and volunteers.
- Promote the aims, values and goals of (Insert name of organisation here).
- Respect the rights of others.
- Value the diversity of others, including people from culturally and linguistically diverse backgrounds and people with disabilities.
- Present a positive and professional image of (Insert name of volunteers here) and the services provided.
- Respect the skills and knowledge of other staff and volunteers.
- Adopt a team approach to problem solving and information sharing.
- Participate, whenever possible, in training opportunities provided by (Insert name here) in order to enhance skills and service delivery.
- Ensure that work practices comply at all times with all relevant legislation and organisation policies.
- Work within the parameters of position descriptions.
- You will be provided with a position description which must be signed and returned to your supervisor before commencing your role.

Insurance

You are covered by Personal Accident and Public Liability insurance while carrying out your volunteer role.

Copies of the insurance documents may be obtained from the Finance Manager. All office and event volunteers are required to sign in and out when arriving and leaving.

This follows health and safety regulations, ensures you are covered by insurance and also enables us to recognise the hours contributed by volunteers.

Training/Supervision

You will be provided with all necessary training and supervision to allow you to carry out your volunteer role. You may also be asked to mentor or train another volunteer, if appropriate.

If you feel you need any extra training for your role, please speak to your supervisor.

Reimbursement

(Insert name of organisation here) will reimburse you for expenses incurred when using your own vehicles on official and authorised duties, at a rate that will be periodically reviewed by the Board of Management.

Gifts

As a general rule, staff and volunteers are discouraged from accepting gifts from residents/clients and/or their families. Monetary gifts or any valuable gifts, especially jewellery, must not be accepted. Therefore the following shall apply:

- Small gifts such as sweets, biscuits, flowers or other inexpensive items may be accepted, but should be limited to seasonal festivities, for example Christmas.
- If you are unsure if you may accept a gift, you must consult with your supervisor.

Special Events

From time to time (Insert name of organisation) runs special events. These might include a Fun Run or Business Breakfast. You will be given the opportunity to assist with these events if you are interested, but are not obliged to do so.

Recognition

(Insert name of organisation here) highly appreciates the role that volunteers play within the organisation. Volunteers are celebrated via events such as National Volunteer Week and International Volunteer Day. We provide opportunities to recognise outstanding efforts by individual volunteers.

Termination

(Insert name of organisation here) may at any time end your involvement with us. For example, if the service is no longer required, if you are in breach of policies or if you are not providing the service at the required standard.

You may at any time terminate your involvement with us. We would appreciate it if your notice of resignation could be given to your supervisor as soon as possible.

Occupational Health and Safety and Incident Management

(Name of organisation here) will maintain a safe and healthy environment for its staff, volunteers, clients and visitors.

If you are involved in an incident that results in injury to you or a client, or damage to property, then you must inform your supervisor as soon as feasible.

If you have sustained injuries that require medical treatment, you must consult a medical practitioner and report back to your supervisor as soon as possible.

Your supervisor will inform you of the process for claiming reimbursement for medical expenses.

An accident register and an injuries register will be kept alongside the first aid kit. Staff and volunteers should discuss ideas about risk to health and safety and measures that can be taken to eliminate or reduce those risks.

Grievances

If you have a complaint or grievance, please talk to your supervisor, the Manager of Volunteer Services or the General Manager.

The manager will need to speak to everyone involved in the complaint and a meeting between the people involved may be necessary.

Your complaint will be confidential, if that is your wish. However, it may be necessary to pass on some complaints to the Board of Management at (Insert name of organisation here).

If for some reason you are unhappy with the way in which your complaint is handled, you can discuss the situation with a member of the Board of Management.

Sexual Harassment

(Insert name of organisation here) considers that sexual harassment is an unacceptable form of behaviour which will not be tolerated under any circumstances. We believe that our employees and volunteers have the right to work in an environment which is free from sexual harassment and also have the responsibility to help prevent it.

Sexual Harassment is any verbal or physical conduct that is unwelcome, uninvited and not reciprocated. It has nothing to do with mutual attraction or private, consenting friendships whether sexual or otherwise.

We recognise that comments and behaviour which do not offend one person can offend another. The Management/Board accepts that individuals may react differently and expects this right to be generally respected.

Any behaviour which makes a person feel offended, humiliated, intimidated, frightened or uncomfortable at work is against both our policy and the law.

Any complaint or reports of sexual harassment will be treated quickly, seriously and sympathetically. They will be thoroughly, impartially and confidentially treated.

Privacy

(Insert name of organisation here) will endeavour at all times to operate in compliance with relevant Federal and State Privacy Acts.

The Acts cover all personal information that identifies or could be used to identify an individual. Compliance with these Acts means that personal information can only be collected when it is necessary and relevant for a legitimate function or activity.

We will take all reasonable steps to make you aware of any collection of personal information, the purpose for which it is collected, and to whom we might pass the information. Your personal information will only be disclosed to other service providers if we have your prior permission. You have a right to access your personal information, subject to some exceptions allowed by law. If you would like to do so, please let us know.

This policy will be adhered to in all areas of services provided by the Centre and is to be used in conjunction with policies and procedures relevant to the Centre's operation.

Volunteer Expression of Interest Form (Example)

Expression of Interest

If you would like to volunteer, please tick one of the following boxes below. If you wish, you can tell us a little more about your particular interest or the kind of support you are offering.

I am interested in:

- Volunteering my services
- Fundraising
- Professional advice and services
- Donating money
- Join a board
- Join a sub-committee
- Other

Name:

Phone number (s): ().....

Email:

Easy English Volunteer Registration Form



Volunteer Registration Form

You can volunteer at (Insert name of organisation).

Fill out this form.

How to answer the questions.



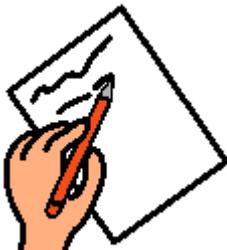
There are 2 ways to answer the questions.

1 Tick the right box. Follow the instructions. Some questions say

- tick 1 box only

or

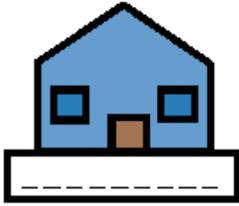
- tick more than 1 box.



2 Write your answer on the line



1. What is your name?



2. What is your address?



3. What is your email address?



4. What is your phone number?



At home



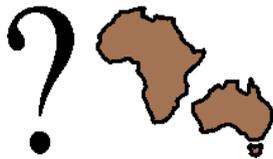
At work



Mobile



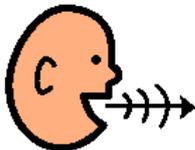
5. What is your birthday?



6. What country were you born in?



7. What is the language you speak most at home?



8. Do you speak any other languages?

Yes

No

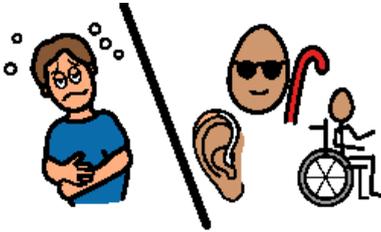
If you said yes, write what other languages you speak.



9. Are you Aboriginal or Torres Strait Islander?

Yes

No



10. Do you have a long term illness or a disability?

Yes

No

If you said yes, we want to know what help

you need. Is your long term illness or disability

Hearing or vision impairment

Physical

Intellectual

Mental illness

You can tick more than 1 box



11. Do you have a job?

Yes

No

If you said yes, is your job

Full time

Part time

Casual

Tick 1 box only

If you said no, are you a

Student

At home

Retired

On Work Cover

On sick leave

Tick 1 box only



12. Do you get Centrelink benefits?

Yes

No



13. Have you done volunteer work before?

Yes

No

If yes, where did you work?



14. Have you done a course or training?

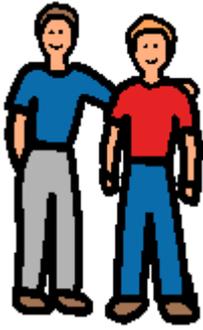
Yes

No

If yes, write the name of the course or training you did.



15. Write your hobbies and interests



16. We need to know more about you. For example, are you a good worker and check the information on this form.

We want to speak to your friend or a person you work with.



Write the

- name
 - address
- and
- phone number

of 2 people we can call or email.



Person 1

Name



Address





Phone



Email



Person 2



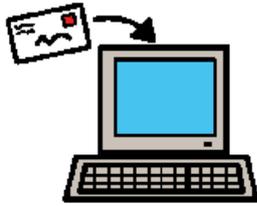
Name



Address



Phone



Email



17. What work would you like to do?

You can tick more than 1 box



Art and Craft



Work with people. For example,

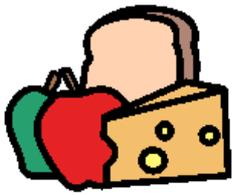
Old people

People with a disability

Kids

Visit people

Help people study



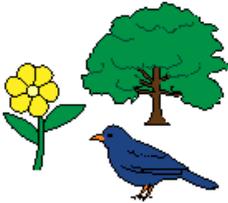
Food. You can

- Cook
- Serve food



Sport. You can

- Help people with exercise
- Help with sport events
- Coach
- Umpire



Work outside. You can

- Garden
- Work with animals



Work inside. For example,

- Office work
- Writing
- Computers
- In a library
- A shop
- Raise money





Get government to make changes



Emergency work



Drive a bus or car



Work at a Visitor Information Centre

18. What day do you want to work?



Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

Sunday

You can tick more than 1 box



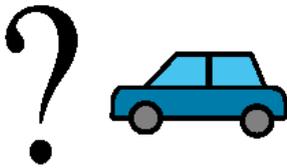
19. Do you want to work in the

Morning

Afternoon

Evening

You can tick more than 1 box



20. Do you have a car?

Yes

No



21. Do you have your full driver's licence?

Yes

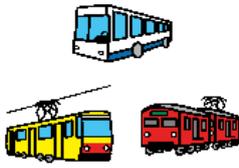
No

If yes, write your licence number



22. Can you get to places by yourself?

For example,



- you can drive
- someone else can drive you

or

- you get public transport

Yes

No



23. Do you have a bus driver's licence?

Yes

No

If yes, write your licence number



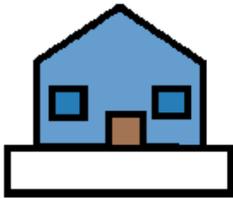
24. Who can we call if there is an emergency?

Next of kin



What is their name?

How do you know them?



What is their address?



What is their phone number?



At home



Mobile



25. How did you find out about Glen Eira volunteers?

The internet. For example,

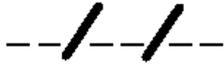
- Seek**
- Go Volunteer**
- Gumtree**
- The newspaper or TV**
- Your library**
- Your university**
- Someone told you**
- An information display**
- Volunteer Resource Centre**
- A brochure**
- Corporate volunteers**

Other - Write your answer on the line below.

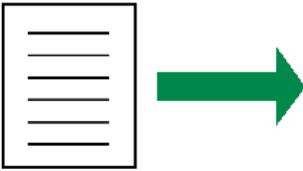
You can tick more than 1 box



Sign your name here



Write the date



Give your form to your Volunteer Coordinator

This part is for the volunteer manager to sign.

You do not need to write here.

Manager signature

Date

Volunteer Application Form (Example)

Volunteer Application Form

General information

Name: (Mr/Mrs/Miss/Ms):

Address: Postcode:

Date of Birth:/...../.....

Phone: (H) () (W) () Mobile:

Volunteer Roles

Past:

Present:

Qualifications/skills/training:

.....

Hobbies/interests:.....

Preferred days/ times:

Emergency contact: name & relationship:

Phone: ()

Medical Information

(Only to be completed if necessary in the event of an accident or illness)

.....

.....

Medication:

Doctor's Name: Phone: ()

Why do you wish to volunteer?

.....

.....

Other Information:

.....

Referees:

1. Name: Relationship:

Phone: ()

2. Name: Relationship:

Phone: ().....

Starting Date: **Department:**

Position: **Support Staff Person:**

Signature of Volunteer: **Date:**

Volunteer Registration Form (Example)

Person Details
Mr / Mrs/ Ms / Miss (Please tick)
Name: _____
Address: _____
Email: _____
Telephone: Home _____ Mobile _____ Business _____
Date of Birth: / / Country of Birth: _____
Primary Language _____ Languages Spoken: _____
Do you identify as: Indigenous <input type="checkbox"/> Cultural and Linguistic Diverse (CALD)
Do you have a medical condition that may affect your volunteer work? Yes <input type="checkbox"/> No <input type="checkbox"/>
If yes, please specify: _____
Are you currently a:
Student <input type="checkbox"/> Home Duties <input type="checkbox"/> Retired <input type="checkbox"/> Work Cover <input type="checkbox"/> Sick Leave <input type="checkbox"/>
Employed:
Full time <input type="checkbox"/> Part time <input type="checkbox"/> Casual <input type="checkbox"/>
Unemployed: <input type="checkbox"/> Do you receive Centrelink benefits? Yes <input type="checkbox"/> No <input type="checkbox"/>
Volunteer Interests / Experience / Skills
<i>The answers to the following questions will provide us with a starting point as to what skills and expertise you bring with you and how you could be of greatest help.</i>
Have you done volunteer work before (paid or unpaid)? Yes <input type="checkbox"/> No <input type="checkbox"/>
If yes, where?

Employment:
Past - _____

Present - _____

What qualifications and training do you have?

Do you have any hobbies or interests?

Referee contact details: Name _____

Address _____

Phone number _____

Name _____

Address _____

Phone number _____

What type of volunteer work would you be interested in? (Please tick box/es)

Visiting / Friendship	<input type="checkbox"/>	Food Preparation / Cooking	<input type="checkbox"/>	Sport / Exercise	<input type="checkbox"/>
Admin / Clerical	<input type="checkbox"/>	Emergency / Safety / Rescue	<input type="checkbox"/>	Providing Information / Visitor Guiding	<input type="checkbox"/>
Arts / Craft / Performing	<input type="checkbox"/>	Food Service	<input type="checkbox"/>	Working with Animals	<input type="checkbox"/>
Campaigning / Lobbying	<input type="checkbox"/>	Fundraising / Retail	<input type="checkbox"/>	Working with the Aged	<input type="checkbox"/>
Coaching / Umpiring	<input type="checkbox"/>	Gardening / Outdoor Activities	<input type="checkbox"/>	Working with Children / Youth	<input type="checkbox"/>
Community Sports Events	<input type="checkbox"/>	IT / Library Service	<input type="checkbox"/>	Writing / Editing / Researching	<input type="checkbox"/>
Disability Support Services	<input type="checkbox"/>	Marketing / PR / Media	<input type="checkbox"/>	Visit / Social Support / Driving	<input type="checkbox"/>
Education / Tutoring / Mentoring	<input type="checkbox"/>	Programs / Activities	<input type="checkbox"/>	Community Relief	<input type="checkbox"/>

Availability

Time available to volunteer: Please tick box / es

	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Am	<input type="checkbox"/>						
Pm	<input type="checkbox"/>						
evening	<input type="checkbox"/>						

Do you have your own transport? Yes No

Is your car fully registered? Yes No

Do you have Comprehensive Insurance or third party Insurance

Do you have a Full Driver's Licence? Yes No Licence Number _____

(If yes, evidence must be provided)

Do you have a Probationary Driver's Licence? Yes No Licence Number _____

(If yes, evidence must be provided)

Do you have access to a car? Yes No

Do you have a Bus Licence? Yes No Licence Number _____
(if yes, evidence must be provided)

Next of Kin

In case of emergency, please list name, address of next of kin:

Name: _____ Relationship to you: _____

Address: _____

Phone Number: Home _____ Mobile _____

How did you hear about us? (please tick box and fill in details where applicable)

- Seek / Go Volunteer
- Gumtree
- Media
- Library
- University
- Exhibition / Information Display _____
- Volunteer Resource Centre _____
- Word of mouth
- Brochure
- Corporate Volunteers

Other: _____

Signature: _____ Manager: _____

Date: _____ Date: _____

Volunteer Recruitment, Orientation and Review Procedure

Organisations that use volunteers should have specific policies and procedures relating to the recruitment of volunteers, orientation of volunteers to the organisation and to their role, and the review of volunteer roles and performance.

The following is a sample recruitment, orientation and review procedure.

1. OUTCOME

To ensure that the recruitment of volunteers will be carried out in compliance with the Victorian Equal Opportunity Legislation and in accordance with (Insert name of organisation) Equal Opportunity Policy & Procedure.

All volunteers will receive an appropriate orientation to their role and also participate in an annual review of their performance.

2. SCOPE

This policy and procedure relates to all (Insert name of organisation) staff and volunteers.

3. RESPONSIBILITY

(Insert name of organisation) Volunteer Co-ordinator/Local Volunteer Co-ordinators – are responsible for recruiting and selecting volunteers and for providing ongoing support to the volunteers and the relevant Program Managers. Volunteer Co-ordinators are also responsible for conducting an annual review for each volunteer.

Program Managers/Co-ordinators – are responsible for orientation of volunteers their day-to-day supervision and on the job training.

4. PROCEDURE

4.1 Recruitment

- Program Managers and Co-ordinators will monitor recruitment needs within individual program areas and direct volunteer vacancies to the (Insert name of organisation) Volunteer Co-ordinator at Head Office. They will provide information about the vacant volunteer position and the skills and attributes required.
- The (Insert name of organisation) Volunteer Co-ordinator and local coordinators of volunteers, e.g. at (Insert name of organisation), will initiate recruitment or will directly monitor recruitment activities for all (Insert name of organisation) Programs operating within their region.
- Volunteers will be recruited to fill identified roles that are broadly described in generic *Position Descriptions*. More detailed tasks about the vacant volunteer position will be available for each specific program.
- All prospective volunteers are required to:
 - be interviewed by the (Insert name of organisation) Volunteer Coordinator or local co-ordinator (follow the Volunteer Enquiry Flowchart)

- complete a Volunteer Service Application Form
 - complete a Police Check form (refer Police Records Check procedure)
 - Sign an Understanding of Volunteer Rights and Responsibilities form
 - have proof of identity (e.g. Driver's Licence, Birth Certificate or Passport), and two referee checks.
- The Volunteer Co-ordinator will discuss (Insert name of organisation) privacy procedures with the volunteer and provide them with a copy of the brochure *Privacy of Your Information Collection Statement -Volunteers*.
 - The Volunteer Co-ordinator will discuss the impact of volunteering on the volunteer's entitlement to benefit payments. (Refer *Volunteer Services Policy*).
 - Appropriate placement of a volunteer can only occur on completion of a successful interview and Police Check.

4.2 Orientation

- Program Managers or Co-ordinators are responsible for providing the volunteer with an orientation to:
 - (INSERT – Name of Organisation)
 - the program and the setting, and
 - the tasks to be undertaken.
- Program Managers or Co-ordinators will also arrange any on-the-job training that the volunteer may need to carry out tasks.
- Volunteers will be provided with an Orientation Kit that includes information about relevant policies and procedures for the particular program.

4.3 Volunteer Review

- The (Insert name of organisation) Volunteer Co-ordinator or the local volunteer co-ordinator will be responsible for conducting an annual review of each volunteer. The review will appraise the performance and identify any further skill or personal development needs of the volunteer.
- Contact may be in person or by telephone, and /or may occur as part of the regular supervision arrangements established for the volunteer.
- The review will focus on the following areas:
 - review of the current tasks undertaken
 - discussion relating to ideas and suggestions the volunteer may have in relation to the tasks performed
 - identification of strengths and skills that the volunteer has displayed in the performance of their duties
 - identification of any areas of training or skill development that would assist the volunteer in the performance of their duties
 - identification of strategies to achieve desirable skill development
 - areas of performance that could be improved and identification of strategies to help the volunteer to improve their performance, if necessary (mecwacare 2011).

Volunteer Screening Process – telephone call (Example)

Responsibility: Volunteer Co-ordinator.

Process:

- Volunteer Coordinator contacts volunteer applicant via the telephone.
- Initial screening includes:
 - knowledge of organisation's programs and services
 - motivation of volunteer interest
 - accessibility to programs and services.
- Information relating to organisation's services and programs may be posted or organisation Web page is noted.
- A time and location is established for the volunteer interview.
- Inform the volunteer applicant of the interview process including:
 - mandatory police check
 - two referees' names and telephone contacts
 - one evidence of identity: Driver's Licence/ Birth Certificate/ Passport
 - matching the volunteer interest and skills to the volunteer vacancy
 - potential duration of time between interview and possible placement (3-4 weeks)
 - confirm appointment.

Reference materials:

Equal Opportunity Legislation

Volunteer, Recruitment, Orientation and Review Procedure

Volunteer Services Policy.

Volunteer Screening Process: Interview (Example)

Responsibility: Volunteer Coordinator.

Process:

Complete *Volunteer Application Form*, *Consent to Check and Release National Police Record Form*, *Rights and Responsibilities Form*.

1. Conducting the interview

- Thank the volunteer applicant for attending the interview.
- Introduce applicant to other persons present.
- Does the volunteer have questions relating to the organisation?
- In what are you currently involved?
- What attracted you to volunteering?
- What attracted you to the organisation?
- Tell us what you would like to achieve in your volunteering experience.
- Discuss applicant's interests and skills.
- What work environment do you enjoy: working with others or on your own?
- What are three accomplishments you are most proud of?
- Review, explain and sign the *Volunteer Application Form*.
- Review and sign the *Consent to Check and Release National Police Record Form*.
- Review and sign the *Volunteer Rights and Responsibilities Form*.
- Does the volunteer applicant have any additional questions?
- Reinforce to the volunteer that the process may require 3 to 4 weeks until placement.
- Thank the volunteer for attending the interview.

2. Concluding a satisfactory interview

- a) Request a cheque from Finance and Administration for Police Check fees.
- b) Post cheque and *Consent to Check and Release National Police Record form* to :
Public Enquiry Service
Victoria Police
PO Box 418
Melbourne Vic. 8005
- c) Enter volunteer information on Volunteer Database
- d) File *Volunteer Application Form* in secure locked cabinet.

Relevant documents:

Volunteer Application Form

Consent to Check and Release National Police Record Form

Volunteer Rights and Responsibilities Form

Reference materials:

Equal Opportunity Legislation.

Volunteer Telephone Reference Check (Example)

Volunteer telephone reference check	
Name of applicant:	_____
Referee contacted:	_____
Phone number:	_____
<i>Introduce yourself and (Insert name of organisation). A potential volunteer, <u>give their name</u> has applied to become a volunteer with (Insert name of organisation) in the role of (<u>describe activities the volunteer will perform</u>).</i>	
How long have you known (<i>name the prospective volunteer</i>)?	
What capacity do you know (<i>name the prospective volunteer</i>)?	
Could you please indicate how you would see him/ her fitting into such a volunteer position?	
Does he/she work well with others?	
What strengths would he/she bring to this volunteer position?	
What may be their limitations in this volunteer position?	
Would you have any reason not to recommend him/ her for this volunteer role?	
Name:	_____ Signed: _____
Date completed:	_____

Volunteer Welcome Letter

Date

Name
Address
SUBURB, STATE, POSTCODE

Dear (Insert name),

Welcome to (Insert name of organisation).

Thank you for choosing (name of organisation) as your volunteer option.
Your gift of time will contribute to the mission of (name of organisation), which is as follows:

Mission:

“Making a positive difference with optimal choice to live and age well”

Our volunteers assist in providing a wide range of services, programs and activities throughout our facilities.

You will be orientated and inducted into the organisation upon commencement and further training opportunities will be offered. An invitation to the staff and volunteer orientation sessions is enclosed with this letter. Please nominate your preference and return in the reply paid envelope.

Your volunteering duties will be located at the (INSERT LOCATION) and your supervisor is (INSERT SUPERVISORS NAME). (INSERT SUPERVISORS NAME) will provide guidance and support in your volunteering duties.

Please contact (INSERT SUPERVISORS NAME) on (PHONE NUMBER) with any queries you may have.

Once again, thank you for contributing your time and energy to (Insert name of organisation).

With kind regards,

(Insert name)
Volunteer Coordinator

Volunteer Non Acceptance Letter (Example)

(Insert name of Organisation)

(Insert address)

Dear (Insert name),

Thank you for your interest in volunteering with (name of organisation).

Unfortunately, your application does not match with the current vacancy. Therefore, we regret we are unable to offer you a volunteer placement in the position you are seeking.

Once again, thank you for thinking of (name of organisation) and we wish you luck in finding a satisfying volunteering position.

Yours sincerely

(Insert name of Coordinator)

Volunteer Coordinator

Volunteer Resignation Thank-you Letter (Example)

(Insert name)

(Insert address)

Dear (Insert name),

Thank you for your volunteer gift of time with (Insert name of program/organisation).

Your time and energy contributed to the service since (Insert commencement date of volunteering) has assisted (Insert name of organisation) ongoing program development and (Insert name of organisation) Mission:

“Making a positive difference with optimal choice to live and age well.”

Thank you for choosing (Insert name of organisation) as your volunteering option. Volunteers, like you, enrich our community.

Yours sincerely

(Insert Name)

Chief Executive

Volunteer duty statement template (Example)

Volunteer Duty Statement

The(organisation) values volunteer work undertaken by their volunteers. Volunteers have an important role and they undertake their agreed duties in an efficient, responsible and safe manner. Every volunteer at the(organisation) will have a duty statement, which enables the volunteer, their mentor and the organisation to understand clearly the duties of each of all staff and volunteers at(organisation). Duty statements are to be reviewed on a regular basis.

Volunteer Position Title

..... (description of position)
(e.g. Kitchen hand, driver etc)

This position is part time position ofhours per week. Initially the position has a 30 day probation period.

Purpose of Position

To provide assistance with:

.....
.....
.....

Responsible to:

Volunteers are responsible to the coordinator of the organisation.

Duties:

-
-

Essential:

Volunteers must:

- Be able to work as part of a team
- Follow the instructions of their Coordinator
- Be aware of Occupational and Safety
- Attend and relevant training

Review Date:

Volunteer Position Description (Example 1)

Position:	Office Administration Volunteer
Reports to:	Senior HR Manager
Responsibility:	To work alongside Head office employees and other volunteers to assist with general administration duties to assist <i>(Insert name of organisation)</i> to provide quality care services.
About <i>(Insert name of organisation)</i> :	<p><i>(Insert name of organisation)</i> is a leading not for profit organisation with a reputation for excellence.</p> <p><i>(Insert name of organisation)</i> has provided care to the community for 51 years, offering residential aged care, respite care, in-home support, and disability and nursing services, providing optimal choice for people of all ages, irrespective of financial, religious, cultural or lifestyle background.</p> <p><i>(Insert name of organisation)</i> cares for over 6,000 people each week across Victoria through a highly integrated service network operated by more than 800 employees and 300 volunteers.</p> <p><i>(Insert name of organisation)</i> actively encourages and supports continuous improvement, innovation and safe service delivery.</p>
Duties:	<ul style="list-style-type: none"> • To assist with general office tasks as mutually agreed • Prepare information packs • Mail outs • Photocopying • Filing • Maintain confidentiality • Maintain databases
Personal Qualities:	<ul style="list-style-type: none"> • A genuine desire to assist and be involved in a rewarding area of community service • All volunteers must embrace and demonstrate the <i>(Insert name of organisation)</i> values in their work with <i>(Insert name of organisation)</i>.
Training:	<ul style="list-style-type: none"> • Volunteers receive an orientation and on-the-job training • Ongoing training as identified
Commitment:	Once a commitment is made a volunteer is expected to attend on the day and at the time negotiated. Please contact your supervisor if you are unable to attend.

Review of Position: Volunteers participate in a review after their 12 week probationary period and annually with the Volunteer Co-ordinator or program supervisor.

Please contact the HR Advisor if you would like to change your volunteer role.

I have read, understand and accept the above role statement.

Volunteer Name: _____

Volunteer Signature: _____ **Date:** _____

Volunteer Position Description (Example 2)

Volunteer Role at an Opportunity Shop	
<p>In the (Insert organisation) Opportunity Shop volunteers work alongside trained staff greeting and assisting customers, stocking and tidying shelves and keeping the shop clean and tidy.</p> <p>Funds raised from (Insert organisation) Opportunity Shops assist (Insert organisation) provide programs and services in the community.</p>	
Position:	(Insert organisation) Opportunity Shop Volunteer
Reports to:	(Insert organisation) Shop Manager
Responsibility:	Work closely with shop Manager/Coordinator to ensure the (Insert organisation) Shops reflect the values of (Insert organisation) (Insert organisation) volunteers are encouraged to have input and add value to the operation of the shops in accordance with (Insert organisation) operating principles.
About (Insert organisation):	<p>(Insert organisation) is a leading not for profit organisation with a reputation for excellence.</p> <p>(Insert organization) has provided care to the community for more than 50 years, offering residential aged care, respite care, in-home support, disability and nursing services, providing optimal choice for people of all ages, irrespective of financial, religious, cultural or lifestyle background.</p> <p>(Insert organization) cares for over 6,000 people each week across Victoria through a highly integrated service network operated by more than 800 employees and 300 volunteers.</p> <p>(Insert organization) actively encourages and supports continuous improvement, innovation and safe service delivery.</p>
Duties:	<ul style="list-style-type: none"> • Support the fundraising activities of (Insert organisation) • Be a positive ambassador for (Insert organisation) • Attend to customer needs and requests • Attend to sales • Assist staff as requested • Maintain a safe, clean and tidy environment • To adhere to (Insert organisation) Occupational Health and Safety policy and procedures
Personal Qualities:	<ul style="list-style-type: none"> • A genuine desire to assist and be involved in a rewarding area of community service • A willingness to provide assistance to others • All Volunteers must embrace the (Insert organisation) Values and demonstrate them in their work with (Insert organisation) • The ability to support, foster and work in a team environment
Daily Routine:	Volunteers will be provided with shop specific daily routines. These include: tagging and hanging clothing ready for pricing, keeping shop clean and tidy and sorting donations with the manager.

Training:	<ul style="list-style-type: none"> • Volunteers receive an orientation and on-the-job training • On going training as identified • Customer service • Manual Handling training • Dealing with Difficult Customers
Commitment:	<p>Once a commitment is made a volunteer is expected to attend as agreed. Please attend the Shop on the day and at the time negotiated. If you are unable to attend, please contact your supervisor as soon as possible.</p>
Review of Position:	<p>Volunteers participate in a review after their 12 week probationary period and annually with the Volunteer Co-ordinator or program supervisor.</p> <p>Please contact the Volunteer Co-ordinator if you would like to change your volunteer role.</p>
<p><u>VOLUNTEER STATEMENT</u></p> <p>I have read, understand and accept the above role statement.</p> <p>Volunteer Name : _____</p> <p>Volunteer Signature : _____ Date: _____</p>	

FAQ's (Frequently Asked Questions) for volunteers

Volunteers may ask questions about their potential role and about the agency they are volunteering for. The following FAQ's can be given to interested volunteers.

1. What is a not-for-profit organisation?

There are a number of features that identify not-for-profit organisations and differentiate them from 'for profit' businesses.

Features of a-not-for profit organisation include:

- It has a constitution and a set of rules, and a life separate from the people who initiated the organisation.
- It is not subjected to government control even though it may be influenced by government funding.
- Any surplus or profit cannot be distributed to members or shareholders, and must be put back into the organisation.
- If a not-for-profit organisation is wound up, its assets and remaining funds must be distributed in accord with its aims or distributed to similar organisations.
- The involvement of volunteers. It is estimated that the majority of not-for-profit organisations in Australia rely entirely on volunteers.
- Not-for-profit organisations commonly have complex finances, relying on a variety of funding streams such as government funding, membership fees, donations, sponsorships etc.

2. I want to volunteer, where do I go?

Ever thought about volunteering but not sure where to look? Here are some options to help you in finding the best volunteer positions for you.

Websites

Log onto Seek volunteers/GoVolunteer www.govolunteer.com.au. This online tool enables you to search for available volunteer positions. All positions advertised are with not for profit organisations and you can search for opportunities by location, organisation type and position.

If you are interested in a specific cause look online for organisations that address or respond to issues related to that cause.

If you are interested in volunteering in a specific sector, for instance:

- Health – phone a local hospital or community health centre
- Education – enquire at schools, kindergartens, universities etc.
- Sport and recreation – enquire at your local council for a list of local sporting clubs, visit state sporting organisation websites
- Arts/culture – enquire at local museums, libraries and galleries.

Contact Volunteer Resource Centres

Contact your local council. Many local councils produce community directories that include volunteer involving organisations, and may also include details of volunteer opportunities on their website. You could also speak to someone in the council's community services department as they may be able to direct you to local not-for-profit organisations involving volunteers.

Local Paper

Look in your local paper. Often there are articles in the newspapers about volunteering and calls for volunteers. Available opportunities may be featured in community services advertisements.

Local Disability Service

Contact your local disability services. Often services that cater for various needs may have opportunities for volunteers who have a physical, mental, hearing, visual or intellectual impairment to volunteer in some capacity in the organisation.

Neighbourhood and Community Houses

Contact your local Neighbourhood House or community centre and ask for information about their volunteer opportunities or information about other organisations in the area.

3. Is there an age limit for volunteers?

There is no limit that dictates the ages of volunteers. However, organisations should consider a number of issues when developing volunteer roles, to help in deciding whether it is appropriate to include age limits for specific volunteer roles.

Areas of consideration include:

- Risk - some volunteer options will have a certain levels of risk attached to them, which may make them inappropriate for very young volunteers.
- Insurance – there may be an age limit specified in the organisation's volunteer insurance policies.
- Supervision – there may need to be adequate supervision and support available for the position to be appropriate for youth volunteers.
- Government funding – the government funding contract may stipulate that volunteers are within a certain age bracket.

In line with the principles of equity, Volunteering Australia recommends that recruitment of volunteers be in accord with the Age Discrimination Act 2004. For more information visit the Australia Human Rights Commission website: www.humanrights.org.au/index.html

4. How much time do I need to commit?

The time and commitment required to be a volunteer varies from agency to agency and will depend on the volunteer position you choose. The commitment could be as little as one hour a week or as much as two days a week depending on the needs of the agency and on the availability of the volunteer.

5. Are there some special requirements?

All volunteers may be asked to undergo a police check for a criminal record. You would be informed of any legal or training requirements during or prior to an interview.

Prospective volunteers may need to provide the name of a 'professional' referee who we contact with a list of questions for them to answer as opposed to a reference from a family member or friend.

6. Am I covered by insurance?

It is important to ask an organisation if they have insurance to cover you in case of accident or injury as Volunteers are not paid employees and therefore not covered by WorkCover. You should ask your organisation if they have both Public Liability (the policy must mention volunteers) and personal accident insurance for volunteers. Personal Accident and injury insurance cover should provide protection in the event of an accident whilst performing volunteer work.

7. Is training required?

Training and skill requirements vary amongst organisations. Some positions require little formal training and specialist skills, whilst others have greater requirements. Training is generally provided by the agency. Volunteers should not be required to incur any expense for the training they undertake.

8. Will I need to be interviewed?

Once you have selected and contacted the organisation of your choice, you will probably be invited to attend an interview. Organisations conduct interviews so people can find out more about the volunteer job and the organisation can find the right volunteer for the job.

In the interview you should be ready to answer questions about your previous work experience, both paid and voluntary, discuss your skills and qualifications and provide the names of referees.

The Victorian Disability Services Standards

The Victorian Disability Service Standards outline the rights for people with a disability to ensure they receive high quality services that meet their needs and expectations. The Standards under the *Disability Act 2006* set out the expectations of better practice for the delivery of services and supports to people with a disability.

Standard 1: Service Access - Each person with a disability seeking a service has access to a service on the basis of relative need and available resources.

Standard 2: Individual needs - Each person with a disability receives a service which is designed to meet, in the least restrictive way, his or her individual needs and personal goals.

Standard 3: Decision making and choice - each person with a disability has the opportunity to participate as fully as possible in making decisions about the events and activities of his or her daily life in relation to the services he or she receives.

Standard 4: Privacy, dignity and confidentiality - Each consumer's right to privacy, dignity and confidentiality in all aspects of his or her life is recognised and respected

Standard 5: Participation and integration - Each person with a disability is supported and encouraged to participate and be involved in the life of the community

Standard 6: Valued status - Each person with a disability has the opportunity to develop and maintain skills and to participate in activities that enable him or her to achieve valued roles in the community.

Standard 7: Complaints and disputes - Each person with a disability is free to raise and have resolved, any complaints or disputes he or she may have regarding the agency or the service.

Standard 8: Service Management - Each agency adopts sound management practices which maximise outcomes for the person with a disability.

Standard 9: Freedom from abuse and neglect - each person with a disability has the right to be free from physical, sexual, verbal and emotional abuse and neglect.