

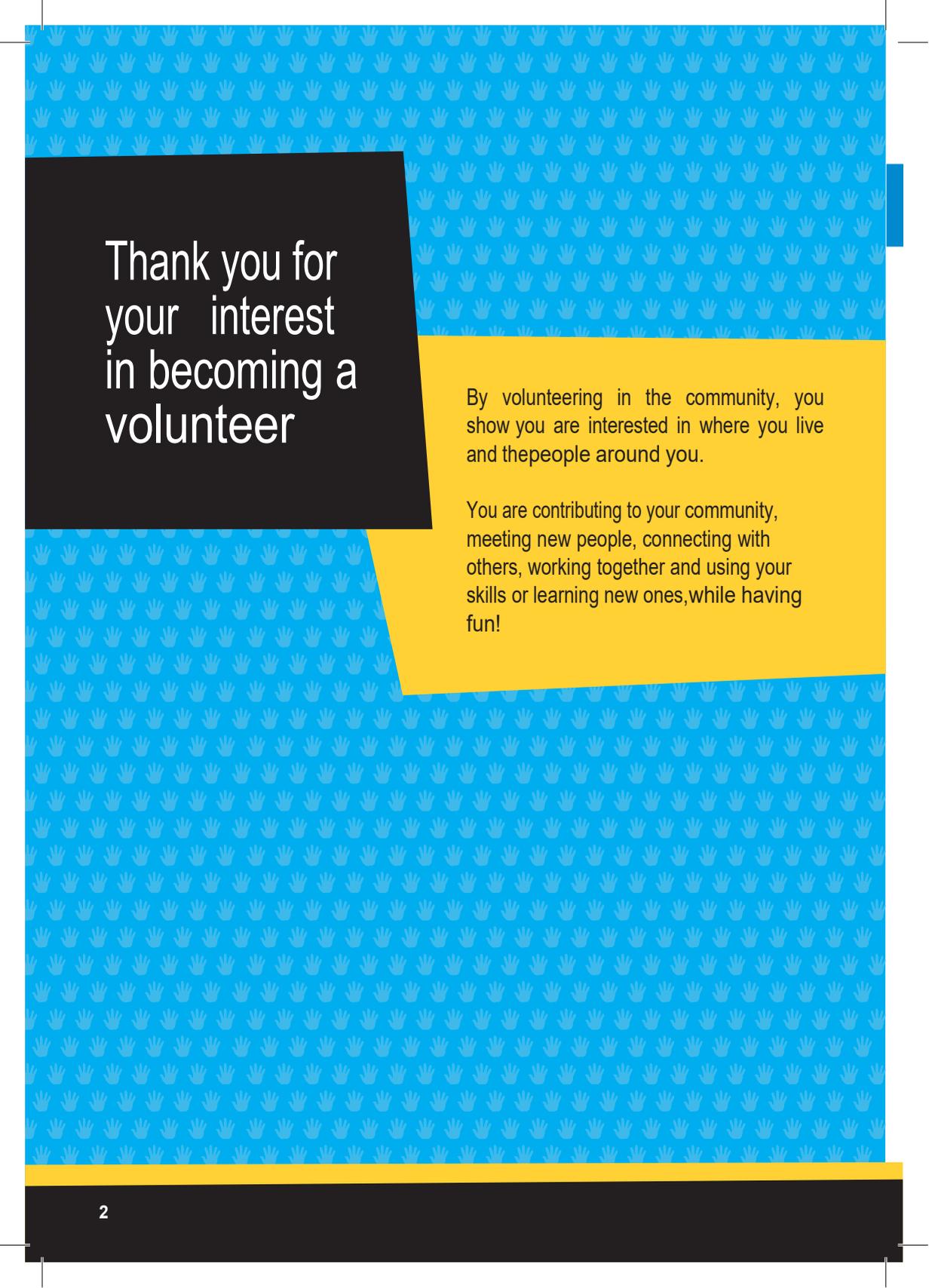


City of
Melville



Volunteer Handbook

Information for Volunteers
Volunteer Melville!



Thank you for your interest in becoming a volunteer

By volunteering in the community, you show you are interested in where you live and the people around you.

You are contributing to your community, meeting new people, connecting with others, working together and using your skills or learning new ones, while having fun!

Volunteer Melville!

Volunteer Melville! is a community service of the City of Melville supported. We are a member of the Volunteer Resource Centre Network WA and Volunteering WA.

We provide support, information and resources for volunteers, potential volunteers and community organisations involving volunteers.

Our philosophy is that volunteers and potential volunteers are a valuable community resource. Our role is to link this resource - the talents, skills, passions and abilities of our community members, with other community assets - our community groups, our schools and our business community, to help build a strong, healthy and sustainable community.

The City of Melville is committed to 'best practice' in the management of volunteers and has developed a *Volunteer Management Plan* based on the *National Standards for Involving Volunteers in Not for Profit Organisations* as set out by Volunteering Australia. The information in this booklet will answer some of the questions you may have about volunteering in the City of Melville, however we are here and happy to assist if you have any further queries.

Volunteer Melville! can assist you on your way to finding a volunteer role that is just right for you.

Happy volunteering!



What is volunteering?

Volunteering is time willingly given for the common good and without financial gain. (Volunteering Australia, 2015).

The term 'volunteering' covers a wide diversity of activities in Australian society. It includes formal volunteering that takes place within organisations (including institutions and agencies) in a structured way and informal volunteering, acts that take place outside the context of a formal organisation.

The principles of volunteering

Volunteer Melville! requires all members organisations to adopt the National Standards' principles when involving volunteers.

- Volunteer involvement should be a considered and planned part of an organisation's strategic development, aligning with the organisation's strategic aims and incorporated into its evaluation framework.
- Effective volunteer involvement requires organisational leadership, and a culture and structure that supports and values the role of volunteers.
- Volunteers have rights, which include the right to work in a safe and supportive environment with appropriate infrastructure and effective management practices.
- Volunteers have responsibilities, which include acting responsibly, being accountable for their actions to the organisation, and respecting the organisation's values and practices.

(National Standards for Volunteering Involvement , 2015)

Why volunteer?

How do you make sure that volunteering is a great experience for you? It is important to understand what you want from volunteering or your 'motivation' to get involved.

Some of the reasons or motivations for other people to volunteer are:

- 'Volunteering is an opportunity for me to give something back to my community.'
- 'Volunteering gives me a chance to share my skills and learn new skills.'
- 'Volunteering helped me to build on my skills and experience when I was looking for a new job.'
- 'I like to meet new people and be around like minded people and volunteering is great way to do that.'
- 'Volunteering keeps my mind active and sharp – they say 'use it or lose it'.'
- 'Volunteering gives a sense of purpose to my day, I feel like I have made a difference.'

Understanding your motivation to volunteer will help you to find the best place to volunteer and the most satisfying volunteer role for you.

- What is your motivation to volunteer?
- What is important to you?
- What do you care about?
- What is it that you love to do?
- What are you really good at?
- What would you like to explore or get better at?
- How much time do you have?

Values guide the way we act, what we do and our judgement of what is important in life. It is important that your personal and professional values fit well with the mission and activities of an organisation where you choose to volunteer.



The first steps to volunteering

Once you have found the volunteer position you think will be right for you, the next step is to make contact with the Volunteer Manager to discuss the volunteering opportunity. At this point you can ask any initial questions you may have. The Volunteer Manager may ask you to come in for an appointment. If you make an appointment, your first responsibility is to keep that appointment or contact the organisation if you change your mind or just can't make it.

Before you start, you should check that:

- The organisation is a legitimate volunteer involving organisation;
- The purpose of the organisation matches your own values and beliefs;
- The organisation carries public liability and volunteer personal accident insurance;
- Your role is clear and specific; and
- The organisation can provide you with written information about its purposes and activities

Are you ready to volunteer?

Volunteering is a two-way relationship, of mutual obligation and mutual benefit. In your volunteer work you have rights and organisations involving volunteers agree to uphold these rights. Not for profit organisations have expectations of their paid staff and volunteer staff, so be sure that you know and understand these expectations.

Can you meet these expectations?

- To be dependable, punctual and responsible – notify the agency if unable to attend;
- To undertake relevant orientation, training, support and supervision;
- To maintain confidentiality and be non-judgemental;
- To work in accordance with health and safety regulations;
- To work in accordance with instructions and the policies and procedures of the organisation; and
- To respect the rights, privacy and dignity of clients and colleagues.

The first steps to volunteering

The following list is the basis of your rights as a volunteer:

- To work in a healthy and safe environment (refer various Occupational Health and Safety Act[s]);
- To be interviewed and employed in accordance with equal opportunity and anti-discrimination legislation.
- To be adequately covered by insurance.
- To be given accurate and truthful information about the organisation for which you are working.
- To be reimbursed for out of pocket expenses incurred on behalf of the organisation for which you are working;
- To be given a copy of the organisations volunteer policy and any other policy that affects your work.
- Not to fill a position previously held by a paid worker;
- Not to do the work of paid staff during industrial disputes.
- To have a job description and agreed working hours;
- To have access to a grievance procedure.
- To be provided with orientation to the organisation;
- To have your confidential and personal information dealt with in accordance with the principles of the Privacy Act 1988; and
- To be provided with sufficient training to do your job.

(Volunteering Australia 2015)



Zonta Community Appeal 2020



The meeting

The initial meeting will help you to find out more and decide if you want to take on the volunteer work. Be prepared and punctual for your meeting with the Volunteer Manager, this is your chance to find out more about the organisation and the volunteer work and for them to find out about you. This checklist has some ideas for questions.

Questions checklist

- Is the organisation a not for profit organisation?
- Do the purpose and activities of the organisation match my values and beliefs?
- What is the role of the organisation in the community?
- What are the duties and responsibilities of this role?
You may ask for a written position description.
- What are the specific duties and responsibilities of the volunteer work?
You may ask for a written position description.
- What time commitment is required? Does it fit with my commitments?
- Does the organisation require a minimum commitment? Some organisations require volunteers to commit to a minimum period, for example six months.
- What training will I be required to attend?
- Does the organisation have personal accident insurance for volunteers?
- What does the volunteer insurance cover and what doesn't this insurance cover?

This meeting will also give the Volunteer Manager the opportunity to consider your suitability for the volunteer position.

It is important that both of you are happy with the decision.



Frequently asked questions

Are volunteers covered by insurance?

If you are referred to a formal volunteer position you should be covered by:

- Public Liability Insurance and
- Volunteer Personal Accident Insurance to cover volunteers for any out-of-pocket expenses following accidental injury, disability or death while carrying out your work on behalf of the organisation. This type of insurance would normally cover loss of income.

Some agencies also hold other types of insurance, such as Professional Indemnity and Directors' and Officers' Liability Insurance.

We recommend that you confirm the insurance cover with the Volunteer Manager at your first meeting.

What kind of support and training can I expect?

You can usually expect to participate in orientation, training and learning opportunities that will familiarise you with the service and role you have chosen.

There may be opportunities for training courses or workshops and some agencies may provide certificates to add to your portfolio.

Talk to your contact person at your initial agency interview about these issues. Determine the days and times you will be required and who you will be report to.

What is expected of volunteers in terms of trust?

Volunteers are sometimes placed in a position of trust and responsibility that may include working with adults and young people who are vulnerable. It is imperative that volunteers do not disclose any information about people they work with and appreciate and respect the vulnerability or frailty of the individuals.

These guidelines may help you identify when confidentiality is being compromised:

Would you feel compromised if information about you were disclosed to someone else without your permission?

- Could the person be identified from what you are saying about them?
- Does the information you are giving disclose issues about the person's health, finances, sexuality, legal issues or their family?
- Always consider how you would feel if you were being discussed.
- Are you telling something heard first hand or something heard from someone else?

Frequently asked questions

Are volunteers reimbursed for expenses?

Many community organisations reimburse volunteers for out-of-pocket expenses such as mileage costs if using their own vehicle or phone calls made on behalf of the agency.

This will depend on the financial circumstances of the community organisations. Please check these details at your initial meeting with the organisation.

Do I need a police check and/or references?

This will depend on the type of volunteer work. Some community organisations require a National Police Check or Working With Children Check, particularly if you will be working with vulnerable people or handling money, and you may be asked to pay for this. Some agencies will reimburse the cost of the required check(s) after a qualifying period as a volunteer.

You may be asked to provide the names references (not a family member) so the agency can learn more about you.

Additional details regarding required checks and references are available from your contact person at the organisation.

What happens if I have any problems?

We hope your volunteer experience is an enjoyable and rewarding one but if any problems do arise with clients, staff or other volunteers, please talk it over with your Volunteer Manager.

Your concerns will be dealt with in confidence and advice and support will be offered.

Volunteer Melville! are also available and we are happy to discuss any concerns you may have.

What happens if I want to retire from volunteering or try something different?

That's ok! Maybe it is time to move on to something else or perhaps your circumstances, your work schedule or your family commitments have changed.

If you want to retire from your current volunteering role, please ensure you give enough notice to your supervisor so they can arrange a replacement.

If you would like to try a new volunteer opportunity, please contact Volunteer Melville!.

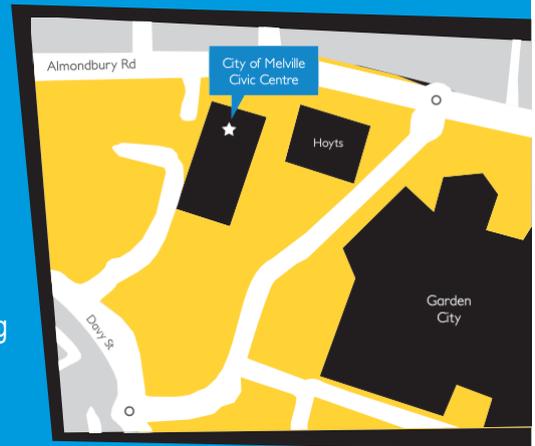
Contact us

Phone: 1300 635 845 or 9364 0666
during business hours
(8.30am - 5.00pm)

Email: volunteering@melville.wa.gov.au

Web: www.melvillecity.com.au/volunteering

Location: City of Melville Civic Centre,
10 Almondbury Road,
Booragoon, Western Australia



Links to further information

Volunteering WA: www.volunteeringwa.org.au

Volunteering Australia: www.volunteeringaustralia.org

Go Volunteer: www.govolunteer.com.au

Seek Volunteer: www.volunteer.com.au

Transport/Access: www.transperth.wa.gov.au



Acknowledgments

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- Greg Louganis



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Please call **1300 635 845** and quote the publication name.