

# New Volunteer Introductory Training Presentation

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# Volunteer Central Vic

- Volunteer resource service with two Volunteer Resource Centre locations
- Provides a matching and referral service for volunteers looking for roles
- Comprehensive and current listings of available volunteer roles across each region
- Support, training and resources for volunteers
- Advice, coaching and resources for volunteer managers
- Support and information for organisations with volunteers
- Annual recognition events to celebrate the efforts of volunteers

# Definition of Volunteering

“Volunteering is time willingly given for the common good and without financial gain.”

There are four types of volunteering:

1. Formal volunteering
2. Informal volunteering
3. Episodic volunteering
4. Spontaneous volunteering.

Note: Community service and work experience (e.g. court order, New Start payments etc.) may sit alongside volunteering, however there are usually contractual obligations involved.

# Benefits of Volunteering

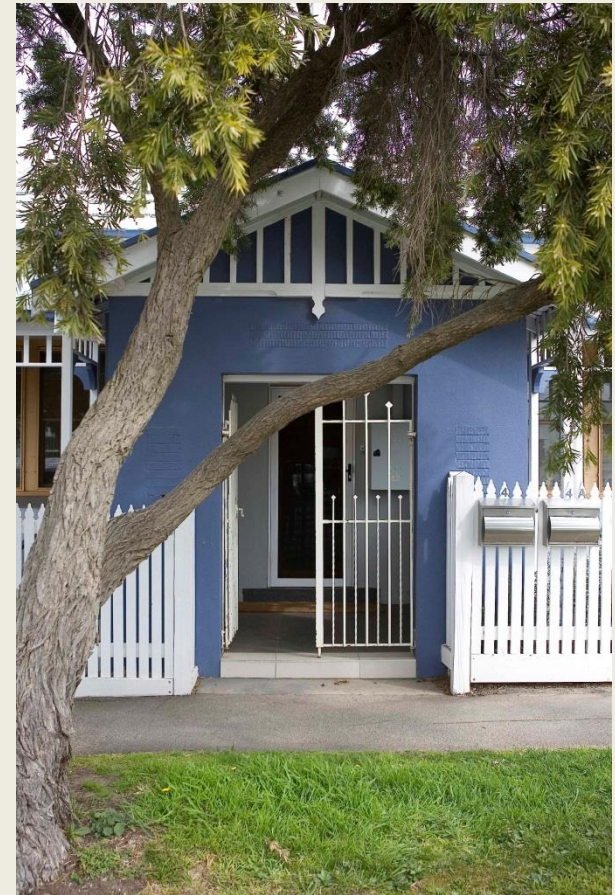
There are many reasons people choose to volunteer:

- Meet new people and make new friends
- Give back to, or get involved in the community
- Experience new challenges
- Raise awareness of and support important community issues
- Experience different cultures
- Develop professional networks
- Find a training or employment pathway
- Learn new skills or gain experience in a variety of roles.

# Your Rights as a Volunteer

As a volunteer you have the right to:

- A healthy and safe work environment
- To be covered by insurance (check with any new organisation to make sure you are insured)
- Orientation or induction
- Information about the organisation including policies and procedures
- A role description or agreement, which outlines the expected tasks and agreed hours
- Training and supervision
- Reimbursement for out of pocket expenses
- Confidentiality
- Speak up if you are uncomfortable or feel exploited
- Be informed and consulted about your role



Volunteer Central Vic office in Kyneton

# Your Responsibilities as a Volunteer

Volunteers are expected to:

- Be punctual and reliable
- Maintain confidentiality
- Work within the scope of their role description
- Be accountable
- Provide notice of availability
- Observe the policies and procedures of the organisation
- Undertake training as required
- Seek support when needed and provide support to other team members.

# Charter of Human Rights & Responsibilities Act

“It is unlawful for a public authority to act in a way that is incompatible with a human right or in making a decision, to fail to give proper consideration to a relevant human right.”

These responsibilities are imposed on all public authorities and their employees. There are additional laws that govern:

- Bullying
- Harassment
- Sexual Harassment
- Discrimination
- Equal Opportunity
- Victimisation
- Racial and Religious Vilification

There is no room in the workplace for any of the above behaviours and a breach of these may result in a person being held personally liable for unlawful conduct.

# Recruitment Process

The usual recruitment process for volunteers follows these steps in most cases.

- Expression of Interest/volunteer application/resume
- Interview
- Background checks:
  - Police Check
  - Identity and reference check
  - Working with Children Check
  - Volunteer Agreement
  - Orientation & Induction
  - Welcome Letter
  - Probation Period (at some organisations)



# The Volunteer Role

Most volunteering roles should have a role description, which includes:

- Role title
- Brief description
- Work area and location
- Responsibilities
- Accountability and extent of authority
- Skills and experience required

# A volunteer should not...

- Be filling a position previously held by a paid worker
- Be doing the work of paid staff during an industrial dispute
- Be treated in a manner that is discriminatory

# Insurance

An organisation is responsible for providing appropriate insurance cover to protect volunteers and volunteer members of community management committees.

For example:

- Personal Accident Insurance / Volunteer Insurance
- Public Liability Insurance

Volunteers don't fall under the Work Cover scheme so check with your organisation to make certain you are insured.

# Occupational Health and Safety

Organisations have obligations under the Health and Safety Act 2004 to provide a healthy and safe environment. This includes information and training to perform your volunteer role.

As a volunteer, you have a duty to:

- Follow health and safety policies and procedures
- Use appropriate personal protective equipment
- Report any injuries or hazards in the workplace

# Privacy

All volunteers have the right to their personal information being securely managed. The organisation should have a Privacy Policy to ensure compliance with:

- Information collection, storage and usage
- Records management
- Access to personal information.

If you feel your personal information is not being handled appropriately, you can contact The Office of the Victorian Information Commissioner (OVIC) on 1300 006 842.

# Confidentiality

- Privileged information
- Client information
- Intellectual property
- Conflict of interest



# Grievance Procedure

A grievance procedure is a mechanism for volunteers to raise issues of concern with their supervisor, to enable resolution.

Issues may include but are not limited to:

- Safety
- Conditions of volunteering
- Training
- Conflict with others

# Ending the Volunteer Relationship

- When can I stop volunteering?
- Can I be asked to stop volunteering?

Volunteers can end the volunteer relationship at any time during the volunteer lifecycle, whether it be during recruitment, a month of service or ten years of service. You may be asked to complete an exit interview once you have stopped volunteering.

A volunteer organisation may also end the relationship with a volunteer at any time, except during the resolution of a grievance that the volunteer has raised.



# So Now What?

**Consider these points to begin your volunteer journey.**

- What type of volunteering?
- What kind of things do you enjoy doing?
- What skills do you have?
- What are your hobbies?
- Are there any causes or organisations close to your heart?

At Volunteer Central Vic we can help match you to the right volunteer role, within your local community. Just get in touch and we can help right away!

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Visit our website to see the latest volunteer roles in your area  
[www.volunteercentralvic.com.au](http://www.volunteercentralvic.com.au)

# Completed

## Volunteer Ready Training Presentation

You have now completed our introductory online Volunteer Ready Training presentation.

For or support finding a local volunteer role, email us at:  
[info@volunteercentralvic.com.au](mailto:info@volunteercentralvic.com.au)

If you would like to view current open volunteer positions head to our website: [www.volunteercentralvic.com.au](http://www.volunteercentralvic.com.au)