



## **Volunteer Management Information Kit**

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# About South East Volunteers

## Vision

Connected community through volunteering and services.

## Mission

We partner with the community in the pursuit, provision and growth of volunteering opportunities and social support.

We provide a sense of social interaction and safety for vulnerable members of the community.

We mould a service which local residents view as belonging to them and enhancing their lifestyles.

## BRIEF HISTORY

South East Volunteers Inc (formerly Monash Volunteer Resource Centre Inc) commenced operation in March 1985 as Waverley Volunteer Outreach, in an office in the Waverley Community Health Centre, staffed entirely by volunteers. From that small beginning, South East Volunteers Inc (SEV) now operates with a CEO, staff and volunteers. Monash Council provides the excellent premises currently occupied at 5 Myrtle Street, Glen Waverley and we currently have an outreach office in Dandenong.

South East Volunteers is a not-for-profit, independently managed, community based organization. The centre subscribes to a code of ethics and standards of practice underpinned by Social Justice principles as prescribed by the Home and Community Care Commonwealth\State joint Initiative, and the Australian Council for Volunteering key document, the "Principles of Volunteering".

# The Universal Declaration on Volunteering

Volunteering is a fundamental building block of civil society. It brings to life the noblest aspirations of humankind – the pursuit of peace, freedom, opportunity, safety, and justice for all people.

In this era of globalization and continuous change, the world is becoming smaller, more interdependent, and more complex. Volunteering – either through individual or group action – is a way in which:

- human values of community, caring, and serving can be sustained and strengthened;
- individuals can exercise their rights and responsibilities as members of communities, while learning and growing throughout their lives, realizing their full human potential; and,
- connections can be made across differences that push us apart so that we can live together in healthy, sustainable communities, working together to provide innovative solutions to our shared challenges and to shape our collective destinies.

At the dawn of the new millennium, volunteering is an essential element of all societies. It turns into practical, effective action the declaration of the United Nations that “We, the Peoples” have the power to change the world.

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This Declaration supports the right of every woman, man and child to associate freely and to volunteer regardless of their cultural and ethnic origin, religion, age, gender, and physical, social or economic condition. All people in the world should have the right to freely offer their time, talent, and energy to others and to their communities through individual and collective action, without expectation of financial reward.

We seek the development of volunteering that:

- elicits the involvement of the entire community in identifying and addressing its problems;
- encourages and enables youth to make leadership through service a continuing part of their lives;
- provides a voice for those who cannot speak for themselves;
- enables others to participate as volunteers;
- complements but does not substitute for responsible action by other sectors and the efforts of paid workers;
- enables people to acquire new knowledge and skills and to fully develop their personal potential, self-reliance and creativity;
- promotes family, community, national and global solidarity.

We believe that volunteers and the organizations and communities that they serve have a shared responsibility to:

- create environments in which volunteers have meaningful work that helps to achieve agreed upon results;

- define the criteria for volunteer participation, including the conditions under which the organization and the volunteer may end their commitment, and develop policies to guide volunteer activity;
- provide appropriate protections against risks for volunteers and those they serve;
- provide volunteers with appropriate training, regular evaluation, and recognition;
- ensure access for all by removing physical, economic, social, and cultural barriers to their participation.

\*\*\*\*\*

Taking into account basic human rights as expressed in the United Nations Declaration on Human Rights, the principles of volunteering and the responsibilities of volunteers and the organizations in which they are involved, we call on:

**All volunteers** to proclaim their belief in volunteer action as a creative and mediating force that:

- builds healthy, sustainable communities that respect the dignity of all people;
- empowers people to exercise their rights as human beings and, thus, to improve their lives;
- helps solve social, cultural, economic and environmental problems; and,
- builds a more humane and just society through worldwide cooperation.

**The leaders** of:

- **all** sectors to join together to create strong, visible, and effective local and national “volunteer centres” as the primary leadership organizations for volunteering;
- **government** to ensure the rights of all people to volunteer, to remove any legal barriers to participation, to engage volunteers in its work, and to provide resources to NGOs (Non Government Organisations) to promote and support the effective mobilization and management of volunteers;
- **business** to encourage and facilitate the involvement of its workers in the community as volunteers and to commit human and financial resources to develop the infrastructure needed to support volunteering;
- **the media** to tell the stories of volunteers and to provide information that encourages and assists people to volunteer;
- **education** to encourage and assist people of all ages to volunteer, creating opportunities for them to reflect on and learn from their service;
- **religion** to affirm volunteering as an appropriate response to the spiritual call to all people to serve;
- **NGOs** to create organizational environments that are friendly to volunteers and to commit the human and financial resources that are required to effectively engage volunteers.

**The United Nations** to:

- declare this to be the “Decade of Volunteers and Civil Society” in recognition of the need to strengthen the institutions of free societies; and,
- recognize the “red V” as the universal symbol for volunteering.

The International Association for Volunteer Effort (IAVE) challenges volunteers and leaders of all sectors throughout the world to unite as partners to promote and support effective volunteering, accessible to all, as a symbol of solidarity among all peoples and nations. IAVE invites the global volunteer community to study, discuss, endorse and bring into being this Universal Declaration on Volunteering.

*Adopted by the international board of directors of IAVE – The International Association for Volunteer Effort at its 16th World Volunteer Conference, Amsterdam, The Netherlands, January 2001, the International Year of Volunteers.*

### **Definition & Principles of formal volunteering**

[http://www.volunteeringaustralia.org/wp-content/files\\_mf/1377052340VADefinitionandprinciplesofVolunteering.pdf](http://www.volunteeringaustralia.org/wp-content/files_mf/1377052340VADefinitionandprinciplesofVolunteering.pdf)

# Who Volunteers in Australia

(source Australia Bureau of Statistics – Nov 2011)

The importance of voluntary work to national life is increasingly being recognised. Voluntary work meets needs and expands opportunities for democratic participation, personal development and recreation within a community and helps to develop and reinforce social networks and cohesion.

In the General Social Survey (GSS) a volunteer is defined as someone who, in the previous 12 months, willingly gave unpaid help, in the form of time, service or skills, through an organisation or group. Some people do unpaid work under some form of compulsion because of employment (for example, work for the dole) or as part of study commitments. Such work is excluded from ABS measures of volunteering.

In 2010, 6.1 million people (36% of the Australian population aged 18 years and over) participated in voluntary work, with women (38%) more likely to volunteer than men (34%). The 2010 overall volunteer rate was up slightly from 34% in 2006, however this increase was not statistically significant (Table 1).

An additional 335,200 people reported doing unpaid work for an organisation or group in the previous 12 months only because of employment or study commitments. As the GSS was not designed to specifically seek information about this unpaid work, the results for this type of activity may not represent the full extent of such work in the adult population.

Full Summary of Findings can be located on the ABS website - <http://www.abs.gov.au/AUSSTATS/abs@.nsf/Latestproducts/4441.0Main%20Features22010?opendocument>

## Volunteering Facts

For up to dates facts and statistics about volunteering in Victoria visit Volunteering Victoria

<http://volunteeringvictoria.org.au/volunteering-facts/>

**Principles of Volunteering** - [http://www.volunteeringaustralia.org/wp-content/files\\_mf/1377052429VATheIntentofthePrinciplesofVolunteering.pdf](http://www.volunteeringaustralia.org/wp-content/files_mf/1377052429VATheIntentofthePrinciplesofVolunteering.pdf)

## Volunteer Rights

Unlike paid staff, volunteers are not covered by awards or work-place agreements. Volunteers however do have rights, some which are incorporated in legislation and some which could be considered the moral obligations of an organisation involving volunteers. Volunteering Australia promotes the following as the basic rights of a volunteer.

### Volunteers have the right:

- to work in a healthy and safe environment (refer various Occupational Health and Safety Act[s]);
- to be interviewed and engaged 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 they are working;
- to be reimbursed for out of pocket expenses;
- to be given a copy of the organisation's volunteer policy and any other policy that affects their 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 their 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 their job.

## Volunteer Responsibilities

### Volunteers need to:

- be reliable
- respect confidentiality
- carry out the specified tasks defined in the job description
- be accountable
- be committed to the organisation
- undertake training as requested
- ask for support when they need it
- give notice before they leave the organisation
- value and support other team members
- carry out the work they have agreed to do responsibly and ethically



- notify the organisation as soon as possible of absences
- adhere to the organisation's policies and procedures

For additional information see - <http://www.volunteer.vic.gov.au/information-for-volunteers/volunteer-rights-and-responsibilities>

## National Standards

Volunteering Australia has developed the National Standards for Involving Volunteers in Not-for-Profit Organisations (National Standards) through a consultation process with volunteer-involving organisations and volunteers, and aim to promote a model of best practice in the management of volunteers.

The National Standards 2<sup>nd</sup> edition is currently available as a FREE download from the Volunteering Australia website. This is a 2001 publication and is the most recent available document. The National Standards are supported by an Implementation Guide and Workbook which must be purchased from our Volunteering SA-NT state peak counterpart.

Areas covered by the National Standards are:

- Policies and procedures
- Management responsibilities
- Recruitment
- Work and the workplace
- Training and development
- Service delivery
- Documentation
- Continuous improvement

National Standards FREE download - <http://www.volunteeringaustralia.org/policy-and-best-practise/national-standards-and-supporting-material/>

# What is a Volunteer Resource Centre

A Volunteer Resource Centre is a not-for-profit, independently managed, community based organisation which subscribes to a code of ethics, standards of practice and the Australian Council for Volunteering "Principles of Volunteering".

*The core business of a volunteer resource centre is to:*

- Resource and support people to make informed choices about volunteer work;
- Maintain relevant, up to date information on volunteer services;
- Refer, as opposed to recommend, volunteers to a wide range of not-for-profit organisations and projects across all sectors of the community;
- Raise the profile of volunteering in organisations, governments and the community by promoting the principles of volunteering;
- Work with other volunteer resource centres across Australia to maintain common standards of practice;
- Maintain sufficient resources to provide the required services to volunteers and the community; and,
- To work with other CSOs to promote best practice standards for volunteer involvement and management.

## Code of Ethics for VRCs

Volunteer Resource Centres which are accredited members of Volunteering Australia agree to a code of ethics such that:

- Volunteers are given sufficient information and support in order to make informed choices about volunteering;
- The principles of volunteering are actively promoted and adhered to;
- Volunteers are referred to not-for-profit organisations and projects only;
- Volunteers are not referred directly to individuals;
- A volunteer is not knowingly referred to a job that directly replaces a paid position;
- Volunteers are not referred to an organisation involved in an industrial dispute;
- Confidentiality is maintained.

# Volunteer Policy

South East Volunteers (SEV) promotes the principle that volunteering is always a matter of free choice and that volunteering is not a substitute for paid work. SEV provides volunteer support to non profit organisations in the community through the referral of individuals wishing to offer their services as volunteers.

We promote to potential volunteers that the Volunteer Community Service Organisation (CSO) will:

1. Empower volunteers to meet their own needs.
2. Offer volunteers work opportunities appropriate to their skills, experience and aspirations (where possible).
3. Provide volunteers with clear duty statements and arrange orientation to their work, and will encourage participating agencies to provide appropriate duty statements and orientation for volunteer positions at their CSO.
4. Offer training and support for volunteers to help them achieve personal and work goals. Training may be arranged with other agencies to which volunteers are referred.
5. Where possible, offer reimbursement or other compensation to cover out-of-pocket expenses. This may need to be negotiated with other agencies to which volunteers are referred.
6. Implement procedures to safeguard volunteer safety and well being and consult with other agencies regarding these issues.
7. Recognise volunteers as valuable members of the team and provide them with opportunities to participate in relevant CSO decisions.
8. Provide mechanisms to acknowledge the contributions made by volunteers.

# Legislation That Applies to CSO's and Volunteers

There are some key legislation that applies to volunteers and CSOs alike and it is important that your organisation is aware of them and has their own policies in place to ensure that you adhere to this legislation.

## **Privacy & Confidentiality**

CSOs must adhere to the requirements of legislative bodies and guidelines, including any/all amendments to the Privacy Act 1988 and the Australian Privacy Principles included in the Privacy Act.

The Federal Privacy Act 1988 - <http://www.oaic.gov.au/privacy/privacy-act/the-privacy-act>

The Victorian Information Privacy Act 2000 - [http://www.legislation.vic.gov.au/Domino/Web\\_Notes/LDMS/PubStatbook.nsf/f932b66241ecf1b7ca256e92000e23be/4BE13AE4A4C3973ECA256E5B00213F50/\\$FILE/00-098a.pdf](http://www.legislation.vic.gov.au/Domino/Web_Notes/LDMS/PubStatbook.nsf/f932b66241ecf1b7ca256e92000e23be/4BE13AE4A4C3973ECA256E5B00213F50/$FILE/00-098a.pdf)

The Victorian Health Records Act - <http://www.health.vic.gov.au/healthrecords/>

## **Occupational Health & Safety**

Volunteers are covered by the Victorian *Occupational Health and Safety Act, 2004*. The employer has a duty to ensure that no activity of his/her business puts the health or safety of people other than employees at risk. Every organisation has a legal responsibility to ensure that all staff and volunteers work in a safe and healthy environment in accordance with the OH&S Act 2004 (Vic).

[http://www.legislation.vic.gov.au/Domino/Web\\_Notes/LDMS/PubStatbook.nsf/f932b66241ecf1b7ca256e92000e23be/750e0d9e0b2b387fca256f71001fa7be/\\$FILE/04-107A.pdf](http://www.legislation.vic.gov.au/Domino/Web_Notes/LDMS/PubStatbook.nsf/f932b66241ecf1b7ca256e92000e23be/750e0d9e0b2b387fca256f71001fa7be/$FILE/04-107A.pdf)

## **Equal Employment Opportunity & Anti Discrimination**

Discrimination is treating, or proposing to treat, someone unfavourably because of a personal characteristic protected by law. The *Equal Opportunity Act 2010* sets out 18 personal characteristics that make discrimination in employment against the law. For additional information see -

<http://www.humanrightscommission.vic.gov.au/index.php/volunteers-and-equal-opportunity>

FAQ - Volunteers and the Equal Opportunity ACT 2010 -

[https://www.google.com/url?q=http://www.humanrightscommission.vic.gov.au/index.php/our-resources-and-publications/know-your-responsibilities-brochures/item/download/1744\\_7619160952bbe41dda5d847c057279d9&sa=U&ei=FKz](https://www.google.com/url?q=http://www.humanrightscommission.vic.gov.au/index.php/our-resources-and-publications/know-your-responsibilities-brochures/item/download/1744_7619160952bbe41dda5d847c057279d9&sa=U&ei=FKz)

[rVJWaB4O7mQWgmoCoDQ&ved=0CAkQFjAD&client=internal-uds-cse&usq=AFQjCNFJ2hE0BDul2NyiBzZ4iix441LwWg](https://www.google.com/search?q=rVJWaB4O7mQWgmoCoDQ&ved=0CAkQFjAD&client=internal-uds-cse&usq=AFQjCNFJ2hE0BDul2NyiBzZ4iix441LwWg)

## **Sexual Harassment**

Under the *Equal Opportunity Act 2010* volunteers and unpaid workers are protected from sexual harassment in the same way as paid staff. The law may also protect volunteers from discrimination in certain circumstances.

Volunteer and equal opportunity fact sheets and FAQs can be accessed by the Human Rights Commission to assist you in developing effective policies -

<http://www.humanrightscommission.vic.gov.au/index.php/our-resources-and-publications/know-your-responsibilities-brochures/item/132-volunteers-and-the-equal-opportunity-act-2010-information-for-organisations-sep-2011>

## **Bullying**

A CSO and its staff have a responsibility to ensure volunteers are not exposed to bullying and must not engage in this behaviour. Each organisation needs to have a policy in place to address these issues if they come up. There are fact sheets available on the Australian Human Rights Commission website.

<http://www.humanrightscommission.vic.gov.au/index.php/bullying>

# Volunteer Recruitment

Screening volunteers is an important step in the recruitment process. It enables organisations to establish the suitability of potential volunteers for the roles and tasks they are expected to carry out. As well as assessing the general suitability of an applicant for volunteer positions, screening assists in **risk management**. Effective risk management helps protect organisations against financial loss, the risk of criminal or civil legal action and/or damage to their reputations

## Risk management

**Risk Management Tool for Managers** - [http://volunteeringaustralia.org/wp-content/files\\_mf/1377053059VAManagersrunningtherisk.pdf](http://volunteeringaustralia.org/wp-content/files_mf/1377053059VAManagersrunningtherisk.pdf)

**Risk Management FAQ** - <http://volunteeringvictoria.org.au/wp-content/uploads/2012/05/Risk-Management-May-2013.pdf>

**Sample Risk Management policy** - <http://www.clubhelp.org.au/sites/default/files/pdf/Governance/Example%20of%20risk%20management%20plan.pdf>

## Recruitment processes

It should be clear to prospective volunteers from the outset that they will be required to undergo a screening process and that a volunteer role will not be automatically offered. When conducted openly, screening procedures send a positive message to potential volunteers – that the organization is professional in its approach to volunteer management. The screening process may also act as a deterrent to some applicants who pose a risk to organizations.

## The screening process

Screening is one of the most important steps your organisation can take to ensure a safe, enjoyable environment to help manage risk.

- Create comprehensive job descriptions for volunteer roles (*see Job Descriptions*)
- Use application forms including requests for character references.
- *Check character references by telephone. Have questions prepared to ask the referees. Be prepared to have open and frank conversations with referees.*
- Determine in advance what the screening process might reveal that would make an applicant unsuitable for a volunteer role.
  - *Have a process in place to notify unsuitable applicants.*

## Screening and the Volunteer Recruitment Process -

[http://www.volunteeringaustralia.org/wp-content/files\\_mf/1377052837VAManagersscreeningandthevolunteerrecruitmentprocess.pdf](http://www.volunteeringaustralia.org/wp-content/files_mf/1377052837VAManagersscreeningandthevolunteerrecruitmentprocess.pdf)

**Screening Checklist** - <http://volunteeringvictoria.org.au/wp-content/uploads/2014/11/Screening2.docx>

Forms of checks must include:

- *Proof of Identity*  
Sighting of original documentary evidence of identity, e.g. birth certificate, current passport or driver's licence. At least two documents must be sighted and particulars cross-checked.
- *Qualifications*  
Original documents must be sighted. Overseas documentation can be verified through the National Office of Overseas Skills Recognition [NOOSRI, PO Box 9880, Canberra City, ACT 2601. Telephone: 1800 020 086
- *Referee Checks*  
Thorough referee checks must be carried out for any person who is to be employed. A minimum of two referees are to be contacted personally. The individual's permission to contact referees should be gained before making any approach to the nominated referee.
- *Work History*  
It is important to check that a person's job application discloses a complete work history. This is to ensure that the applicant has not been dismissed from a position because of any misconduct [this is to be checked with referees]. If there are unexplained gaps in the work history, or there is some concern that the applicant has not disclosed a prior job, then this must be investigated and discussed with the applicant.
- *Police Checks*  
The Police Check does not involve an assessment by a government agency. It is only a list of offences at a point in time. Some organisations need the list to help them assess a person's suitability for other kinds of work, e.g. an accountant or treasurer, where they would be looking for any fraud offences.

For more information about applying for a Police Check, go to [Victoria Police](#).

# Identifying a Volunteer Job

## Should we ask a volunteer to take on this job?

Deciding whether a job is volunteer or paid is always a difficult decision for organisations. The issues are quite complex, especially when the service is new, undergoing change or losing funding. Below are a few questions you might ask yourself when determining whether the role should be filled by paid or volunteer staff.

- Is the volunteer sought solely in order to save money on a salary?
- Has the role ever been carried out by paid workers within the organisation?
- Is the role carried out by paid workers in other organisations?
- Is the role covered by an industrial award?
- Has the organisation considered its legal obligations of duty of care?
- Is the organisation able to cover volunteer staff by adequate insurance?
- Is the suggested role or task(s) unpopular with paid staff ?
- Can the role be performed in less than sixteen hours per week?
- Do we have the resources and time to recruit, select, train and support volunteer staff?
- Would the placement of a volunteer in this role add value to the organisation?
- Would a volunteer offer a different relationship to the organisation's customers than a person who is paid?
- Does the suggested volunteer role have intrinsic value and can it offer something to a volunteer?



## Writing a Job Description for a Volunteer Role

Defining and managing the work of volunteers is fundamental to good practice in volunteer involvement and a core part of Standard 4 of the National Standards for involving volunteers in not-for-profit organisations. Written position descriptions allow managers and volunteers to document the nature of the agreed work. Despite the advantages of written position descriptions, the National Survey of Volunteers conducted by Volunteering Australia in 2006 revealed that 42% of volunteers surveyed do not have a written position description for their role. The survey also found that volunteers without job descriptions were more likely to report feeling unsupported in their work, inadequately trained and without opportunities to participate in decisions that affect them and their work. They were more likely to (experience) uncertainty, conflict or confusion between paid workers and volunteers in their organisation.

A good position description clarifies the responsibilities and support arrangements for a volunteer. It helps volunteers to be clear about what is expected of them and feel confident in their role. A position description also outlines how the role fits in with relation to the broader goals of the organisation. A good position description is not simply a list of tasks that the volunteer will undertake, and does not need to contain reams of information about your organisation.

In order to write a position description you first need to go through the process of role design, so you will be able to determine the responsibilities of a particular role and the range of skills, knowledge, personal qualities and time commitment required by a volunteer to successfully undertake the role. By clarifying the parameters which the volunteer is expected to work within, it also delineates the distinction between volunteer and paid roles. The position description is the basis from which recruitment can begin, but it can also be the outcome of a process of negotiation with a volunteer. Consider the document as a flexible work in progress that evolves over time to match the skills and interests of an individual volunteer, but that stays within the parameters of a role that plays an integral part in the organisation's mission.

For more information, refer to Volunteering Australia's *Toolkit for Designing Volunteer Roles and Position Descriptions* on their Website. It is a valuable resource for scoping out what you need for your organisation and for your volunteers.

<http://www.volunteeringaustralia.org/policy-and-best-practise/best-practise/>

The table below gives you a starting point for your position description and some ideas of what should be included:

<b>Position title</b>	Role titles help to shape the volunteer’s understanding of their role. Perhaps managerial or generic titles should be avoided in preference for job titles which connect the role to a specific program or mission of the organisation. A good job title should not only capture the purpose of the role, it should also inspire the imagination of a prospective volunteer. For example, Business Plan Writer could be renamed Business Plan Writer – Childhood Literacy Program.
<b>Key responsibilities</b>	Remember to express the work components in terms of responsibilities, and use outcome-focused language. Consider the following:  What is it that the volunteer is expected to achieve in their role – the overall objective and on a day-to-day basis?  What degree of responsibility will they assume? Will they be expected to guide or manage others?  Describe how they will be working with other volunteers and paid staff. Which roles will they be interacting with most?
<b>Skills, experience and attributes</b>	What skills, knowledge and attributes will be needed to undertake the responsibilities? What qualities did previous incumbents bring to the role which enhanced their ability to do the job well? Are there any qualifications or certificates that the volunteer needs? While knowledge and skills are acquired from experience, training can compensate for a lack of skills in certain areas. What training are you willing to provide? Can other volunteers or paid staff pass on training and knowledge? Try not to overstate the skills required for a role and distinguish the skills that are essential from ones that are desirable (and are likely to be acquired over time as the volunteer undertakes the role, or from training). Through the interview process ascertain a volunteer’s willingness to learn or be trained on the job. If you are looking to recruit someone for a specialised project such as designing a website research similar roles on job-seeking websites to see how they define the necessary skills and knowledge.
<b>Supervision and support (Reports to)</b>	Who will be responsible for supervising the volunteer? What is their role? If it is a volunteer role as well, can you identify a paid staff member who has ultimate responsibility for them? How closely will they be supervised? Will they be expected to supervise other volunteers? If so, what will be the limits of their responsibilities and accountability? Will they be responsible for training, disciplining or dismissing those they supervise?
<b>Benefits for the volunteer</b>	Benefits may be tangible (such as free accredited training) or intangible such as helping a particular cause, the development of certain skills, opportunity for social interaction, or increased community awareness. If you are trying to target a specific type of volunteer, think of what their motivations might be for volunteering.

	Anticipate any barriers to volunteer involvement such as language difficulties, accessibility issues, time restraints and location. What can you offer prospective volunteers which helps overcome these barriers? Targeting corporate volunteers: Add a section titled Benefits to the company. A prospective volunteer will usually need to gain their manager's approval for the role. Can the approval of additional volunteering time be justified by the company on the basis that it will significantly enhance an employee's skills? If so, which skills?
<b>Date of position description review</b>	Consider your review processes. When will the position description be reviewed? Who is involved? What is the objective of this process? What input will the volunteer have into this process?
<b>Signature of Volunteer</b>	By signing off, the volunteer acknowledges that they understand what is required of them and they agreed to the terms and requirements of the role.

(Source – Volunteering Australia – *Toolkit for Designing Volunteer Roles and Position Descriptions* - 2007)

# Training Volunteers

According to the National Standards – “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.”

## **Getting Started**

Responsible organisations ensure their staff are properly trained. When developing a volunteer program, an organisation must take into consideration the time and costs associated with training volunteers.

The need for training varies, of course, according to the complexity of the work the volunteers will be doing. Some organisations may need only to provide an orientation program, whilst for others more extensive training may be needed.

## **Position Analysis**

A simple way to determine the training requirements of a volunteer position, in the first instance, is to conduct a position analysis.

- Step 1.*        Develop a list of tasks you would like the volunteer to undertake
- Step 2*        Develop a description of how each task should be performed
- Step 3:*       Outline the required quality level for the above tasks
- Step 4:*       Write the volunteer job description

## **Three stages in volunteer training**

Having completed a position analysis for each volunteer position, an organisation may then design a training plan. The training plan should cover three stages of volunteer training.

- Stage 1*        *Orientation.*  
Orientation acts as an introduction to the organisation and its staff.
- Stage 2:*       *Pre-placement training.*  
Pre-placement training should cover the skills needed to commence volunteer duties. The information gained in the position analysis will be particularly useful at this stage.
- Stage 3:*       *Continuing education or professional development.*  
This is training provided to established volunteers. The organisation might carry out a training needs analysis (TNA) surveying the volunteers, paid staff and clients [if relevant] to determine the training topics which will enhance the work of the volunteers.

## External Sources of Training

There are some excellent sources of FREE training for your volunteers (and for Volunteer Managers). Just a few are:

### **Volunteer Resource Centres**

Your nearest Volunteer Resource Centre will have a variety of workshops for your volunteers and for you. They usually run for about 2 hours, but there are workshops that can be ½ to 1 full day.

### **Local Council**

Depending on the council, many of them run Skills Development Workshops. Check out the council closest to your organisation for available programs.

### **HACC Training**

Home And Community Care of Victoria have contracted Chisholm Institute to run a variety of workshops and all day training courses, free of charge, for staff, managers and volunteers who work in a HACC funded program. They run these courses in a variety of regional areas around Victoria. For the dates and venues available, go to their website - <https://hacc.chisholm.edu.au/Training>

### **Volunteering Victoria**

Volunteering Victoria is our peak body and is a great source of information and training in the state. There is a charge for training conducted by Volunteering Victoria, but they do keep it to a minimum. [www.volunteeringvictoria.org.au](http://www.volunteeringvictoria.org.au)

# Insurance

## Insurance Cover

Appropriate and comprehensive insurance cover is vital for any organisation involving volunteers. It is the way in which an organisation protects its own interests and those of its paid and volunteer staff and clients and customers. There are a number of forms of insurance, some of which may be essential to your organisation or circumstances. It is incumbent on the organisation to minimize risk through proper health and safety practices, documented procedures, training and management practices.

**You must have Public Liability & Volunteer Insurance before Volunteer Resource Centres can refer volunteers.**

## When arranging insurance

*Determine who is to be insured, for example:*

- The Organisation
- Directors [Board or committee of management members]
- Members
- Volunteers/unpaid workers
- Consultants
- Paid staff
- Others

Develop a list of who is involved in your organisation's activities and if it is necessary or desirable for them to be covered by insurance. You may wish to get advice from an insurance broker in the first instance. However, do some thinking first, and when looking at the insurance proposal take into account:

- The insuring clauses and exclusions
- The jurisdiction of the coverage
- The activities which are being insured
- The reporting obligations
- Excess and cost

## Types of insurance

*Types of insurance to consider are:*

### 1. Professional Indemnity

Cover which indemnifies paid or volunteer staff who give wrongful advice on behalf of an organisation, which leads to injury, damage or financial loss to a third party.

## **2. Personal Accident for Volunteers**

This should provide cover for income protection and death benefits to all volunteer staff of the named insured in the event of an accident incurred while performing their voluntary work or travelling to and from the volunteer program.

## **3. Directors' and Officers' Liability**

Cover to indemnify directors and executive officers against a third party claim for any wrongful act which is an error, misstatement, misleading statement, omission, neglect or breach of duty made, committed or attempted by an insured person.

## **4. Public Liability**

This cover indemnifies the organisation against legal liability for personal injury and/or property damage claims made by third parties as a result of an accident occurring in connection with the business.

## **5. Burglary**

Covers theft of furniture or equipment. Items should be insured for replacement value, not current value. Update values on an annual basis. Definitions of burglary and theft should be clarified.

## **6. Money**

Separate insurance to cover loss or theft of monies kept on premises.

## **7. Contents/Special inclusions**

This covers an organisation for theft or damage to special equipment which it may own, e.g. computers, data bases, photocopiers, cameras, etc. Special conditions may apply for equipment which can be easily moved or is housed in a public area, an example of which may be the requirement to bolt computer equipment to a desk.

## **8. Fire**

This cover is for either contents damaged or destroyed by fire or for building damage.

## **9. Responsibility of the Organisation**

The organisation is responsible for maintaining accurate personal records of volunteer staff. Daily records of attendance should also be kept. If an accident or incident occurs, it should, as a matter of precaution, be documented. Many organisations find it convenient to keep an accident report book. If the accident or incident is deemed reportable, it should be communicated to the insurance company. Most insurance companies will automatically supply you with an Incident Report Form, if not, you should consider developing your own.

## **10. Where to purchase insurance**

If you are funded by the Department of Human Services, Victoria, you may be eligible for cover under Victorian Managed Insurance (VMIA). AON also has a Volunteers Vital Pack which is designed for organisations involving volunteers. You can also check with an Insurance Broker to investigate cover that will be appropriate for your organisation.

# The Checks

## Police Checks

Police checks are one tool for assessing an applicant's suitability for a volunteer role. As a volunteer you may be asked to undergo a check for one or more of the following reasons:

- Legislative requirement. Some volunteers (often working with children) are required by law to undergo police checks.
- Funding requirement. Some government departments require volunteers to undergo police checks to satisfy conditions for funding organisations.
- Duty of care. Organisations need to do all that is reasonable to avoid harm to clients, volunteers and the organisation. Failure to do so results in liability for any harm. Risks to organisations that might be best managed through incorporating police checks include potential for abuses of vulnerable client populations and financial risks associated with volunteers handling money without supervision.
- Some insurers require police checks for staff and volunteers as a condition of providing insurance.
- Depending on your funding body requirements, a police check will need to be renewed and documented (i.e. HACCC requires every 3 years)

CrimCheck™ provides an affordable and quick police checking service. Cost for volunteers is \$15.50 and for paid staff the cost is \$35.00. They are located in Blackburn, VIC and can be contacted on 9955 0300 or via email on [support@crimcheck.org.au](mailto:support@crimcheck.org.au)

## International Police Checks

Depending on your funding bodies (DHS in Victoria for instance) international police record checks or references are required when the applicant has resided overseas for 12 months or more in the last ten years.

In some countries it is referred to as a Penal Clearance Certificate and it must be obtained from the country of origin or the country where you spent 12 months or more. You can obtain the contact details for the country required from the Australian Department of Immigration Website -

<http://www.citizenship.gov.au/applying/files/character/>



## **Working with Children Checks**

The Working with Children (WWC) check helps protect children from physical and sexual harm.

It does this by screening people's criminal records and professional conduct and preventing those who pose an unjustifiable risk to children from working with or caring for them.

If you are doing or intending to do **child-related work** and do not qualify for an exemption, you need a WWC check. To ascertain if a WWC is required, go to <http://www.workingwithchildren.vic.gov.au> and click on [Who needs a Check?](#)

WWC for volunteers is free of charge, for paid staff it is \$105.90 and needs to be renewed every 5 years. Applications can be filled out online, printed off and lodged at the local Post Office.

*(Source: Working with Children – Department of Justice)*

# Volunteering on a Visa

There are a number of visas granted to people from overseas that allow them to engage in volunteering. You can obtain more info from the Department of Immigration & Border Protection website – [www.immi.gov.au/visas](http://www.immi.gov.au/visas) , however below is a brief outline:

## **Tourist Visa (subclass 676) or Visitor’s Visa (subclass 600)**

You might be able to do some volunteer work ONLY (no paid work), but only if an Australian resident would not otherwise be paid to do the work (you can be reimbursed for out-of-pocket expenses such as meals and accommodation).

## **Working Holiday Visa (subclass 417)**

This visa would allow holders to volunteer as well as:

- stay in Australia for up to 12 months
- work in Australia for up to six months with each employer
- study for up to four months
- leave and re-enter Australia any number of times while the visa is valid.

## **Student Visas**

Once the course has commenced you are permitted to work a maximum of 40 hours per fortnight when your course is **in session**, and unlimited hours when your course is **not in session**.

- Work that is a formal registered part of your course is not included in the limit of 40 hours per fortnight.
- If you are doing voluntary, unpaid work, it is not included in the limit of 40 hours per fortnight if it:
  - is of benefit to the community
  - is for a non-profit organisation
  - would not otherwise be undertaken in return for wages by an Australian resident (that is, it is a designated volunteer position), and
  - is genuinely voluntary (that is, no remuneration, either in cash or kind is received—board and lodging is acceptable).

## **Bridging Visas & Asylum Seekers**

There are a number of Bridging Visas, which are essentially temporary visas while the visa holder awaits the outcome of applications for permanent visas. The conditions change periodically, depending on the visa. It is better if you contact the Department of Immigration & Border Protection via their website [www.immi.gov.au](http://www.immi.gov.au) or phone 131 881 to ascertain if your potential volunteer is able to volunteer.

# Recognition of Volunteers

When volunteers are recruited to your organisation it makes the utmost sense to make every effort to retain them. It is a costly proposition to recruit and train replacement volunteers. Moreover, the time lost in recruiting replacement volunteers can result in lengthy periods where an organisation may not be able to deliver the additional quality of service that a volunteer may bring to the organization

One important way of encouraging your volunteers to remain with your organisation is to give them adequate recognition. Recognition, to be effective, should be consistent and ongoing. Volunteers can quickly lose motivation if they feel that their work is not valued.

Volunteer managers should be aware that the way volunteer efforts are recognised is of importance. This is because one volunteer may regard one type of recognition as valuable whilst another volunteer may feel it has little worth. If a Volunteer Manager is aware of the volunteer's motivation in working for the organisation then this will provide a good indication for the type of recognition that the volunteer is seeking. For example if a volunteer is hoping to obtain paid employment, they will value opportunities to receive training and obtain a certificate of training recognition or they may value a referee for their resume.

In many cases volunteers that are motivated by helping the community will see their work as reward and will only require support from their volunteer organisation. The support of paid staff and the Volunteer Manager can be shown in many ways. The enthusiasm of paid staff to the aims of the volunteer program is very important because it will naturally engender within the organisation the recognition that volunteers are important.

Some ways that volunteer organisations may give recognition to their volunteers are:

- adequately orientate volunteers;
- volunteer coordinators are readily accessible to volunteers;
- encourage volunteer participation in team planning;
- encourage volunteer participation in planning that effects their work;
- give additional responsibility;
- provide training;
- enable volunteers to 'grow' on the job;
- include volunteers in special events;
- include volunteers in coffee breaks;
- recommend volunteers to prospective employers;
- maintain Occupational Health and Safety standards;
- take the time to explain and listen to volunteer's ideas and concerns;
- recognise and accommodate personal needs and problems;
- celebrate achievements and efforts;

- keep volunteers informed via newsletter;
- provide letters of reference;
- send birthday and Christmas cards;
- allocate notice board space to applaud volunteer achievement;
- organise awards with certificates or plaques or medals;
- honour volunteers on International Volunteers Day, December 5th, with a planned activity such as afternoon tea or lunch;
- celebrate National Volunteer Week.

The Volunteering Australia Website has a great document with some very economical ways to recognise your volunteers – *101 Ways to Recognise Volunteers*.

<http://volunteeringaustralia.org/wp-content/uploads/VA-Managers-101-Ways-to-Recognise-Your-Volunteers.pdf>

## History of National Volunteer Week & International Volunteer Day

### National Volunteer Week

The need for a national volunteer week to celebrate volunteering was determined in 1988 by the fledgling Australian Association for Volunteering. The inaugural National Volunteer Week, as it was so designated, took place in December 1989 and was the first collaborative effort to promote volunteering nationally.

The dates and themes for National Volunteer Week are determined by the national peak body for volunteering, Volunteering Australia [VA]. The annual theme is to be used for both National Volunteer Week and International Volunteer Day.

**National Volunteer Week is in May.** It runs from the Monday after Mothers Day through to the following Sunday and has been designated as a week for promotion and recruitment and recognising the achievements of volunteers.

### International Volunteer Day

**December 5th** was declared as International Volunteer Day by the United Nations General Assembly in 1985. The first International Volunteer Day was celebrated in 1986 by dozens of countries. Activities ranged from clean-up campaigns, round table conferences, competitions and exhibitions.

In Australia, International Volunteer Day has been designated as a day for the recognition of volunteer involvement, a day on which organisations can thank their volunteer staff.

## State Peak Bodies

### Volunteering Australia

Level 2, 202 City Walk  
Canberra ACT  
T: 02 6251 4060  
F: 02 6251 4161  
E: [marketing@volunteeringaustralia.org](mailto:marketing@volunteeringaustralia.org)  
W: [www.volunteeringaustralia.org](http://www.volunteeringaustralia.org)

### New South Wales

**The Centre for Volunteering**  
Level 3, 40 Gloucester Street,  
The Rocks, NSW 2000  
T: 02 9261 3600  
F: 02 9261 4033  
E: [info@volunteering.com.au](mailto:info@volunteering.com.au)  
W: [www.volunteering.com.au](http://www.volunteering.com.au)

### Queensland

**Volunteering Queensland**  
Level 6, 333 Adelaide Street,  
Brisbane, QLD 4000  
T: 07 3002 7600  
F: 07 3229 2392  
E: [reception@volunteeringqld.org.au](mailto:reception@volunteeringqld.org.au)  
W: [www.volunteeringqld.org.au](http://www.volunteeringqld.org.au)

### South Australia & NT

**Volunteering SA&NT**  
Level 5, 182 Victoria Square  
Adelaide, SA 5000  
T: 08 8221 7177  
F: 08 8221 7188  
E: [reception@volunteeringsa-nt.org.au](mailto:reception@volunteeringsa-nt.org.au)  
W: [www.volunteeringsa.org.au](http://www.volunteeringsa.org.au)

### Darwin Office

Unit 11/21 Cabenagh Street, (The Metro),  
Darwin, NT 0800  
T: 08 8981 0027  
F: 08 8981 0067  
E: [admin@volunteeringterritory.org.au](mailto:admin@volunteeringterritory.org.au)

### Tasmania

**Volunteering Tasmania Inc**  
95-97 Campbell Street,  
Hobart, TAS 7000  
T: 03 6231 5550  
E: [admin@volunteeringtas.org.au](mailto:admin@volunteeringtas.org.au)  
W: [www.volunteeringtas.org.au](http://www.volunteeringtas.org.au)

### Victoria

**Volunteering Victoria**  
Level 2, 491 King Street  
Melbourne, VIC 3003  
T: 03 8327 8500  
F: 03 8327 8599  
E: [info@volunteeringvictoria.org.au](mailto:info@volunteeringvictoria.org.au)  
W: [www.volunteeringvictoria.org.au](http://www.volunteeringvictoria.org.au)

### Western Australia

**Volunteering WA**  
City West Lotteries House,  
2 Delhi Street  
West Perth, WA 6004  
T: 08 9482 4333  
F: 08 9482 4334  
E: [info@volunteeringwa.org.au](mailto:info@volunteeringwa.org.au)  
W: [www.volunteeringwa.org.au](http://www.volunteeringwa.org.au)

# Victorian Volunteer Resource Centres

## **Alburn Wodonga Volunteer Resource Bureau**

596 Hume Street  
Albury NSW 2640  
Tel: 02 6021 0990  
E: [manager@vrb.org.au](mailto:manager@vrb.org.au)  
W: [www.vrb.org.au](http://www.vrb.org.au)

## **Bendigo Volunteer Resource Centre**

Bendigo Library  
259 Hargreaves Street,  
Bendigo, VIC 3550  
T: 03 5441 1404  
F: 03 5441 1536  
E: [manager@bgovolunteers.org.au](mailto:manager@bgovolunteers.org.au)  
W: [www.bgovolunteers.org.au](http://www.bgovolunteers.org.au)

## **Boroondara Volunteer Resource Centre**

8 Inglesby Road,  
Camberwell, VIC 3124  
T: 03 9278 4550  
E: [bvrc@boroondara.vic.gov.au](mailto:bvrc@boroondara.vic.gov.au)  
W: [www.bvrc.org.au](http://www.bvrc.org.au)

## **Volunteering Glen Eira**

1134 Glenhuntly Road  
Glen Huntly, VIC 3163  
T: 03 9571 7644  
F: 03 9571 7933  
E: [Communityinfo@gleneira.vic.gov.au](mailto:Communityinfo@gleneira.vic.gov.au)  
W: [www.cige.org.au/879](http://www.cige.org.au/879)

## **Darebin Volunteer & Resource Centre**

285-287 High Street  
Preston VIC 3072  
T: 03 9480 8200  
F: 03 9495 2200  
E: [info@divrs.org.au](mailto:info@divrs.org.au)  
W: [www.divrs.org.au](http://www.divrs.org.au)

## **Eastern Volunteer Resource Centre**

Suite 1a, 36 New Street  
Ringwood, VIC 3134  
T: 03 9870 7822  
F: 03 9879 4200  
E: [info@easternvolunteers.org.au](mailto:info@easternvolunteers.org.au)  
W: [www.easternvolunteers.org.au](http://www.easternvolunteers.org.au)

## **Frankston Volunteer Resource Centre**

Frankston Library  
60 Playne Street  
Frankston VIC 3199  
T: 03 9770 6492  
E: [manager@frankstonvolunteer.org.au](mailto:manager@frankstonvolunteer.org.au)  
W: [www.frankstonvolunteer.org.au](http://www.frankstonvolunteer.org.au)

## **Hume Gateway**

Hume Global Learning Centre  
1093 Pascoe Vale Road  
Broadmeadows VIC 3047  
T: 03 9356 6999  
E: [gateway@hume.vic.gov.au](mailto:gateway@hume.vic.gov.au)  
W: [www.hume.vic.gov.au](http://www.hume.vic.gov.au)

## **South East Volunteers Inc.**

5 Myrtle Street  
Glen Waverley, VIC 3150  
T: 03 9562 0414  
F: 03 9562 0411  
E: [info@sev.org.au](mailto:info@sev.org.au)  
W: [www.sev.org.au](http://www.sev.org.au)

## **Mitchell Community Skills Bank**

113 High Street,  
Broadford, VIC 3658  
T: 03 5734 6349  
E:  
[mitchellcommunityskillsbank@mitchells  
hire.vic.gov.au](mailto:mitchellcommunityskillsbank@mitchells<br/>hire.vic.gov.au)  
W:  
[www.mitchellshire.vic.gov.au/community  
-services/volunteering](http://www.mitchellshire.vic.gov.au/community<br/>-services/volunteering)

**The Centre for Continuing Education**

Chisolm Street,  
Wangaratta, VIC 3677  
T: 03 5721 0200  
F: 03 5721 9994  
E: [csb@thecentre.vic.edu.au](mailto:csb@thecentre.vic.edu.au)  
W: [www.nevictoria.skillsbank.com.au](http://www.nevictoria.skillsbank.com.au)

**Volunteers of Banyule**

80 Hawdon Street,  
Heidelberg, VIC 3084  
T: 03 9458 3777  
F: 03 9458 4111  
E: [office@volunteersofbanyule.org.au](mailto:office@volunteersofbanyule.org.au)  
W: [www.volunteersofbanyule.org.au](http://www.volunteersofbanyule.org.au)

**Volunteering Ballarat- United Way**

Level 1, 92 Bridge Mall,  
Ballarat, VIC 3353  
T: 03 5331 5555  
F: 03 5331 8618  
E: [info@unitedwayballarat.com.au](mailto:info@unitedwayballarat.com.au)  
W: [www.unitedwayballarat.com.au](http://www.unitedwayballarat.com.au)

**Volunteering Geelong**

190 Myers Street  
Geelong, VIC 3220  
T: 03 5221 1377  
F: 03 5221 1499  
E: [info@volunteeringgeelong.org.au](mailto:info@volunteeringgeelong.org.au)  
W: [www.volunteeringgeelong.org.au](http://www.volunteeringgeelong.org.au)

**Volunteer for Knox**

c/o Coonara Community House  
22 Willow Road,  
Upper Ferntree Gully, VIC 3156  
T: 0429 968 822  
E: [office@volunteerforknox.com.au](mailto:office@volunteerforknox.com.au)  
W: [www.volunteerforknox.com.au](http://www.volunteerforknox.com.au)

**Volunteering in Manningham**

Ste 4, Level 1, 687 Doncaster Road  
Doncaster, VIC, 3108  
T: 03 9856 1546  
F: 03 9856 1599  
E: [vimsupport@doncare.org.au](mailto:vimsupport@doncare.org.au)  
W: [www.vim.org.au](http://www.vim.org.au)

**Volunteering Mornington Peninsula**

Private Bag 1000  
Rosebud VIC  
Tel: 5950 1638  
E: [vmp@mornpen.vic.gov.au](mailto:vmp@mornpen.vic.gov.au)  
W: [www.volmornpen.vic.gov.au](http://www.volmornpen.vic.gov.au)

**Volunteers of Nillumbik**

Eltham Library (1<sup>st</sup> Mon)  
Diamond Creek CC (2<sup>nd</sup> Mon)  
Allwood House, Hurtsbridge (3<sup>rd</sup> Mon)  
Tel: 0400 052 172  
E: [escott@volunteersofbanyule.org.au](mailto:escott@volunteersofbanyule.org.au)

**Volunteer West**

123 Queen Street,  
Altona, VIC 3018  
T: 03 9398 1233  
F: 03 9398 1299  
E: [info@volunteerwest.org.au](mailto:info@volunteerwest.org.au)  
W: [www.volunteerwest.org.au](http://www.volunteerwest.org.au)

**Volunteering Warrnambool**

Archie Graham Centre,  
118-130 Timor Street  
Warrnambool, VIC 3280  
T: 03 5559 4914  
F: 03 5559 4917  
E: [volunteers@warrnambool.vic.gov.au](mailto:volunteers@warrnambool.vic.gov.au)  
W: [www.warrnambool.vic.gov.au](http://www.warrnambool.vic.gov.au)

**Whittlesea Volunteer Resource Service**

Shop 111 Epping Plaza, Corner of  
Cooper & High Streets

Epping, VIC 3076

T: 03 9401 6666

E:

[pfualau@whittleseacommunityconnections.org.au](mailto:pfualau@whittleseacommunityconnections.org.au)

W:

[www.whittleseacommunityconnections.org.au](http://www.whittleseacommunityconnections.org.au)

**Volunteering Western Victoria**

20 Firebrace Street,

Horsham, VIC 3400

T: 03 5382 5607

F: 03 5382 5711

E: [info@wimmeravolunteers.org.au](mailto:info@wimmeravolunteers.org.au)

W: [www.vwv.com.au](http://www.vwv.com.au)



# References & Resources

## Sources of information in this document:

Volunteering Australia (VA)  
Volunteering Victoria (VV)  
Australian Bureau of Statistics (ABS)  
International Association for Volunteer Effort (IAVE)  
Department of Immigration and Border Protection

## Resources

Volunteering Australia [www.volunteeringaustralia.org](http://www.volunteeringaustralia.org)  
Source of draft policies, fact sheets, standards and research Australia wide

Volunteering Victoria [www.volunteeringvictoria.org.au](http://www.volunteeringvictoria.org.au)  
State & Australia wide news, updates, training, networks

United Nations Online Volunteering [www.onlinevolunteering.org](http://www.onlinevolunteering.org)  
The **UNV Online Volunteering service** connects volunteers with organisations working for sustainable human development. **Volunteers** contribute their skills **online** to help organisations address development challenges.

Go Volunteer [www.govolunteer.com.au](http://www.govolunteer.com.au)  
A portal to upload volunteer jobs and your organisation's profile to attract volunteers. Go Volunteer is also uploaded on to Seek Volunteer – which is viewed and utilised by Australia CSOs. This service is free of charge.

Victoria Volunteer Portal [www.volunteer.vic.gov.au](http://www.volunteer.vic.gov.au)  
This portal is Victoria specific, also free of charge and offers Volunteers and Managers of Volunteers resources and opportunities to promote their skills and services.

CrimCheck [www.crimcheck.org.au](http://www.crimcheck.org.au)  
Provides an economical and extremely fast method of doing a police check for staff and volunteers.

## Some other useful links:

Department of Planning & Development	<a href="http://www.dpcd.vic.gov.au">www.dpcd.vic.gov.au</a>
Link to Victorian Councils	<a href="http://www.vic.gov.au">www.vic.gov.au</a>
Department of Social Services	<a href="http://www.dss.gov.au">www.dss.gov.au</a>
Department of Health	<a href="http://www.health.gov.au">www.health.gov.au</a>
Grants Victoria	<a href="http://www.vic.gov.au/grants.html">www.vic.gov.au/grants.html</a>
Australian Charities & Not-for-Profits Commission	<a href="http://www.acnc.gov.au">www.acnc.gov.au</a>
Probono	<a href="http://www.probonoaustralia.com.au">www.probonoaustralia.com.au</a>
Justice Connect	<a href="http://www.justiceconnect.org.au">www.justiceconnect.org.au</a>
Worksafe Victoria	<a href="http://www.worksafe.vic.gov.au">www.worksafe.vic.gov.au</a>
Fairwork Commission	<a href="http://www.fwc.gov.au">www.fwc.gov.au</a>
HACC Training	<a href="http://www.hacc.chisholm.edu.au/">www.hacc.chisholm.edu.au/</a>
Community Service Job Search	<a href="http://www.probonoaustralia.com.au">www.probonoaustralia.com.au</a>
VMIA	<a href="http://www.vmia.vic.gov.au">www.vmia.vic.gov.au</a>
AON	<a href="http://www.aon.com.au/australia/not-for-profit-insurance/files/volunteers-vital-pack-brochure.pdf">www.aon.com.au/australia/not-for-profit-insurance/files/volunteers-vital-pack-brochure.pdf</a>

