

VOLUNTEERING ILLAWARRA 2017 MEMBERSHIP



81-83 Burelli Street, Wollongong (cnr. Church & Burelli Streets – Church Street entrance)
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Volunteering Illawarra is a Community Services initiative of Wollongong City Council, funded by the State and Federal Governments

WELCOME TO VOLUNTEERING ILLAWARRA

Thank you for your interest in applying for membership with Volunteering Illawarra (VI). Following is a description of VI membership levels and services provided.

FULL MEMBERSHIP (this includes all components of our Tailored Membership Program)
Not for Profit Organisation - Small (total annual income : \$0 - \$300K)
Not for Profit Organisation - Small to Medium (total annual income : \$301K - \$800K)
Not for Profit Organisation – Medium to Large (total annual income : \$801K - \$1.5M)
Not for Profit Organisation - Large (total annual income : \$1.5M - \$3M)
NFP Not for Profit Organisation - Major (total annual income : over 3M)
Government Organisations including Departments and Local Councils/ Universities/TAFEs

TAILORED MEMBERSHIP PROGRAM (see over for descriptions of each special interest membership)
Volunteer Referral Services
Skilled Volunteer Recruitment
Professional volunteers to support organisational projects
Exhibitors stand at Volunteering Illawarra’s Annual <i>Volunteering Expo</i>
Project Volunteering Promotion Package
Networking Event Package (1 representative – 10 events)
Support/Affiliate (non-transferable)
Community Development Training Program

TAILORED MEMBERSHIP PROGRAM DETAILS		
Volunteer Referral Service	<p>The <i>Volunteer Referral Service</i> package is available to not-for-profit organisations only. (Unlimited usage during membership period.)</p> <p>This is suitable for organisations that require the Volunteer Referral Service only. This package allows any NFP organisation to recruit volunteers for its organisation and subscription to any newsletters.</p>	Fee: \$70
Skilled Volunteer Recruitment	<p>The <i>Skilled Volunteer Recruitment</i> package is available to not-for-profit organisations only.</p> <p>Access the UoW Community Partnership program to enhance and grow your business.</p> <p>This is suitable for organisations that need help to recruit one specialised/skilled volunteer role, eg a board member.</p>	Fee: \$50
Professional Project-Based Volunteers	<p>Recruitment of volunteers to assist organisations requiring specialised skilled volunteers to complete a “one off” project. Examples include solicitors, HR professionals, corporate managers and IT professionals.</p> <p>NB: Maximum of 3 projects per year.</p>	Fee: \$50
Volunteering Expo	<p>Discounted rates for NFO attending the annual <i>Volunteering Expo</i>. This is suitable for organisations who wish to mass recruit at the event and increase networks.</p>	Fee: \$30
Project Volunteering Promotion Package (Corporate Volunteering)	<p>The <i>Project Volunteering</i> package is available to not-for-profit organisations only.</p> <p>This is suitable for organisations that want to source group volunteers (including corporate groups) to assist with a one-off event. VI will list the event on the group volunteering opportunity list and provide minimal administration support to match a group to the event.</p>	Fee: \$50
Networking Event Package (1 representative – 10 events)	<p>The <i>Networking Event</i> package is available to anyone including individuals, not-for-profit organisation as well as for-profit organisations.</p> <p>This is suitable for those only wanting to attend the full yearly schedule of networking events.</p>	Fee: \$30
Supporter/Affiliate (non-transferable)	<p>The <i>Supporter/Affiliate</i> membership is available to not-for-profit organisations and for-profit organisations that want to be kept up to date on volunteering news/updates/ information including subscription to any newsletters and other notifications where applicable.</p> <p>Full Membership and Tailored Membership Program services and activities ARE NOT AVAILABLE in this package.</p>	Fee: \$20
Community Development Training	<p>Allows NFP staff and volunteers to access the <i>Community Development Training Program</i>. On average there is a 30% discount per course and 50% discount for “In-House” training – includes elearning!</p>	Fee : \$70

MEMBERSHIP CONDITIONS

FULL MEMBERSHIP

Unlike previous years, full membership applies to the whole organisation and is not restricted by local government area boundaries. This means that only one membership is needed per organisation, even in the case of multiple branches/locations.

Services

- Volunteer Referral Services
- Skilled Volunteer Recruitment (UoW) – available for not for profit organisations only
- Professional Project-based volunteers
- Volunteering Expo
- Project Volunteering Promotion Package (corporate volunteering)
- Networking Event Package (1 representative – 10 events)
- Training Fees

Benefits

§ List & referral service

§ Discounted training service

§ Volunteer Management assistance can be provided in the following areas:

- Program Policy review and development
- codes of conduct
- grievance and appraisal processes
- volunteer job description development and/or review
- guidance and assistance on volunteer recruitment and retention, and
- information and direction on state and national trends or issues in relation to volunteer practices and procedures.

§ Governance training for management committee members

§ Sector Development support and training for management committees in areas such as:

- governance
- insurance
- recruitment
- standard industrial matters
- liability
- funding, and
- Strategic planning.
- Work Health & Safety

In the case of face to face delivery, additional benefits include -

- 10 “free” training places for generic course
- WH&S + Safe Home Visiting for Volunteers
- 3 R’s of Volunteer Management (Recruit / Retain / Resource)
- Roles & Responsibilities of Management Committees

Unlike previous memberships, organisations DO NOT need to nominate staff / volunteers in order to receive the “free” training. VI will automatically credit the “free” training when you register.

Typically, this will save an organisation approximately \$400 a year in training fees.

Full membership also entitles the organisation to one free “fee for service” or “in-house” generic training course per annum (saving of \$600 per course).

TRAINING MEMBERSHIP

- § Member organisations are entitled to a maximum of 10 free places per annum for generic courses (see above) in the Community Development & Training Calendar.
- § Member organisations receive discounted training typically 50% off the cost on all offered courses in the Community Development & Training Calendar (ie member rates)
- § Member organisations are entitled to one free “fee for service” or “In House” generic training course per annum (saving of \$500 per course).

SPECIAL INTEREST MEMBERSHIP

This membership is for organisations that do not require Full and/or Training membership, however could still benefit from the services Volunteer Illawarra offers.

For more detailed descriptions of all Special Interest memberships, please see the table on page 2 of this document. Organisations can select as many Special Interest Membership Options as they wish, however it is suggested that you contact Volunteering Illawarra if you are considering more than three (3) options so we can discuss the best package for the specific needs of the organisation.

TRAINING CONDITIONS (face to face delivery)

- § A seven day cancellation policy is in place. Non-attendance or failure to cancel training within the 7 day period will incur a training fee. If special circumstances apply, the Coordinator may waive this fee.
- § In-house training can be offered where Volunteering Illawarra has the capacity to do so. Courses include:
 - WHS + Safe Home Visiting for Volunteers **
 - 3 R's of Volunteer Management (Recruit / Retain / Resource) **
 - Roles & Responsibilities of Management Committees **
 - WHS – What do the changes mean for me?
 - Risk Assessments
 - VAMP
 - Professionalism of Volunteer Management
 - Insurance – Getting to know what you don't know
 - Grant writing workshop
 - Role of Sub-committees.

This training will only be offered to member organisations. Cost is \$500 per course including training materials.

****** *These courses form part of the generic training courses, for further explanation. A cost will only apply if any of these courses have already been accessed during any calendar year.*

§ Any other in-house training requested, which is not generic training, will be offered where Volunteering Illawarra has the capacity to do so. Volunteering Illawarra will endeavour to keep costs minimal, and has the capacity to negotiate very competitive rates with training providers.

A maximum of five (5) persons per organisation can register for training. However, organisations can list person/s on a waiting list and if places are available, Volunteering Illawarra will include these people in the training. Volunteering Illawarra will confirm this with the requesting organisation.

eLearning

Standby for eLearning during 2017! Features will include –

§ Access to online training for volunteers, staff and management committee members

§ Flexible – train when you can, whenever you want

§ A great option if you have large numbers of people requiring training

§ Certificates automatically generated upon successful completion of course

§ The most affordable training option available

Ê more to come.

TIPS AND HINTS

To make the most effective use of our service and to enhance successful matches between potential volunteers and your volunteer roles, we recommend that you provide us with as much detail as possible regarding volunteer job descriptions as well as general background information on your organisation. Prior to listing any volunteer opportunity, essential information required as follows:

- § Any requirement for Police Checks
- § Volunteer roles and duties
- § Any desirable/essential skills or attributes
- § How long the position is needed for and its frequency, and
- § Any form of reimbursement for out-of-pocket expenses.

It is also important that VI is promptly advised of any changes to volunteer positions, especially when these are filled, so that records can be updated as necessary.

ADVERTISING YOUR VOLUNTEER JOB

We enclose a job description form that may assist you in developing your volunteer position descriptions. Please complete a separate form for each different volunteer position. It is important to note that volunteer positions should not replace those of paid staff, and volunteers should not be required to work more than 15 hours per week in any one role.

It is recommend that, when developing your job descriptions, positions are described in a way to attract the attention of potential volunteer. You will notice that the job description form asks if you would like to advertise the position on GoVolunteer, Australia's first Internet volunteer recruitment website. Registration on this site is free for all non-profit organisations. There are a number of advantages to having your jobs advertised on the website through Volunteering Illawarra.

We are prepared to spend the time to post the jobs initially onto the website and then maintain and update the listings, as positions fill and new jobs become available. We are also happy to handle the email enquiries the web page will generate and act as the first point of contact for interested volunteers.

All potential volunteers, including those who contact us through GoVolunteer, undergo a personal interview with a VI member of staff. When Volunteering Illawarra identifies a potential volunteer for your organisation you will be contacted advising that your details have been given and that the volunteer should be making contact shortly.

IMPORTANT : Volunteering Illawarra does not assess the suitability of the prospective volunteers to undertake your individual volunteer positions. Volunteering Illawarra will screen prospective volunteers to ascertain their suitability to volunteer. It is the responsibility of the organisation to ascertain whether the person is suitable to volunteer at that organisation.

PLEASE NOTE: Volunteering Illawarra is not currently in a position to carry out criminal record checks.

WHAT DO I DO NEXT???

To become a member of Volunteering Illawarra, please follow these steps:

- 1 Complete the 2017 Membership Application and tick the appropriate membership level.
- 2 Complete the Job Description form for any position you would like us to advertise (if applicable or you have current vacancies).
- 3 For all Membership types, please ensure that all insurance details are completed as requested ie. insurer, policy number and expiry date.
- 4 Please enclose a cheque with the indicated amount and mail to Wollongong City Council (Attn: Volunteering Illawarra) Locked Bag 8821 Wollongong 2500.

NB: Please make the cheque payable to Wollongong City Council (Volunteering Illawarra)

Please note that Volunteer Personal Accident Insurance is not Public Liability Insurance, although some policies may include volunteer insurance. If in doubt please contact your insurance provider.

We look forward to working with you. Should you have any queries or require any further information, please do not hesitate to contact Volunteering Illawarra on 4227 71 63.

IMPORTANT POLICIES REGARDING YOUR USE OF OUR SERVICE

Objectives

Volunteering Illawarra's primary objectives are:

- Increased understanding of the principles of volunteering
- An adequate supply of appropriate volunteers across the spectrum of volunteering activity to the community
- Improved volunteer retention rates for organisations
- Improved management practices within organisations that benefit from the services of volunteers
- Best practice in the provision of volunteer services.

Volunteering Illawarra endeavours to ensure that services are available to eligible client organisations, potential and registered volunteers and/or people living in the Wollongong, Shellharbour and Kiama Local Government Area. *Volunteering Illawarra* strives to ensure that these services are provided without discrimination.

Volunteering Illawarra does reserve the right to refuse service to persons where the organisation reasonably believes the person may pose a risk to the safety or wellbeing of other clients, organisations, potential and registered volunteers, team members or themselves.

No person shall be excluded from access to the service on the grounds of their gender, marital status, religious or cultural beliefs, political affiliation, particular disability, ethnic background, age, sexuality, financial circumstances, geographical location.

Volunteers are entitled to appropriate placement in meaningful work that has an intrinsic reward, considering their needs, preferences and state of health.

Volunteers are entitled to the same working environment as paid workers, including the statutory requirements of Equal Employment Opportunity, Anti-Discrimination, and Work Health & Safety.

Volunteers should not work more than a maximum of 15 hours per week in any one organisation. Working more hours than this could be considered to constitute the work of a paid, part-time person.

Whilst volunteers can enhance and extend the roles of paid staff, voluntary work should not displace or undermine paid work. Volunteer programs should not be seen merely as a more cost-effective alternative to adequately funded services.

Volunteers should not be utilised where there is an industrial dispute in progress, or asked to cross picket lines, without prior consultation with the parties involved.

Evidence of Volunteer Accident Insurance, Public Liability Insurance must be provided to *Volunteering Illawarra* before volunteer referrals can commence.

Volunteers working for your organisation should be required to record their working hours by signing on and off, which provides the organisation with data on the number of volunteer hours contributed by volunteers and evidence of their undertaking volunteer work in case of accident or injury.

Every volunteer has the right to receive feedback on their performance on a regular basis.

Volunteers receive regular recognition for their contribution to the organisation. Recognition events can be planned to coincide with National Volunteer Week (usually the second week of May each year) and International Volunteers' Day on 5 December each year.

Prioritising Requests for Service

The resources of *Volunteering Illawarra* are not sufficient to meet the needs of all people and organisations that request services. The following factors (not in any order of priority) will be used to determine relative need and allocation of services:

- training resources available
- staff availability
- geographical area/isolation
- the difference the service will make to the local government area or region, and
- the cost of providing the service.
- Frequency of service provision over the past 12 months to any organisation

Complaints Policy

Service users have the right to complain and the right to be heard if they are unhappy. For a grievance or complaint to be dealt with effectively, it is preferred that complaints are not made anonymously. *Volunteering Illawarra* service users have a right to complain about the service they are receiving without fear of retribution and can expect complaints to be dealt with promptly.

All *Volunteering Illawarra* service users are to be informed either in writing or verbally about the complaints policy.

All complaints are to be fully documented by an authorised team member and should be summarised within the Coordinator's reports to management.

Person/s affected by the complaint should be fully informed of all facts and given the opportunity to put their case.

Volunteering Illawarra Grievance Procedure

Step 1

Service users are encouraged to raise grievance with the team member, volunteer or client organisations concerned in the first instance if they feel comfortable about doing so.

Step 2

If the service user is not satisfied with the outcome of Step 1, or is not happy to discuss the issue with the team member concerned, the service user should contact the *Volunteering Illawarra Coordinator*, or use an advocate who will be able to negotiate on the service user's behalf.

Step 3

If the issue is still not satisfactorily resolved, the service user should raise the issue with the Manager Community Support and Enterprises, Wollongong City Council.

Step 4

If the issue is still not satisfactorily resolved, the service user should raise the issue with the Manager Community, Library & Community Services, Wollongong City Council.

Step 5

If after approaching the above people, the issue is still not resolved, the service user can lodge a complaint with -

The NSW Ombudsman

Level 24, 580 George Street

Sydney NSW 2000

Phone: 02 9286 1000 : Fax 02 9283 2911 Toll free (outside Sydney metro): 1800 451 524

Complaints: [ONLINE COMPLAINT FORM](#)

Web: www.ombo.nsw.gov.au

Email: nswombo@ombo.nsw.gov.au

Step 6

The service users should be informed of the outcome of the complaint and asked for its feedback on the complaints procedure.

Confidentiality of Complaints

As far as possible, information regarding complaints shall be kept confidential amongst team members and other individuals directly concerned with its resolution. A client organisation's or volunteer's permission should be obtained prior to any information being given to other parties, which it may be desirable to involve, in order to satisfactorily resolve a complaint.



JOB DESCRIPTION

Use this form to register a voluntary job vacancy with Volunteering Illawarra

Organisation name:

Department/Program name:

Job title:

Type: Ongoing One-off/special event Short term Urgent To be advertised

Contact name:

Address:

City/Suburb: Postcode:

Phone: Email:

Job location (if different):

Volunteer duties:

.....

.....

Volunteer benefit:

.....

.....

Training:

.....

Skills/Interest Required for Task

Skill 1:

Skill level 1: Interest Only Skilled Qualified

Skill 2:

Skill level 2: Interest Only Skilled Qualified

Other skill information:

List any personal qualities which may assist volunteers in the job.

.....

Are volunteers required to undergo criminal record checks prior to commencement? Yes/No

Details of public transport in proximity of the job (include bus route numbers if known)

.....

Does your service have disabled access/facilities? Yes/No

Start Date: End Date:

Day(s):

Times:

Maximum hours: Minimum hours:

Number of volunteers required:

(NOTE: Each volunteer should not work more than 15 hours per week in the one role.)

POSSIBLE SKILLS/DUTIES REQUIRED FOR A VOLUNTEER ROLE

OFFICE/ADMINISTRATION ROLE

Filing/faxing General office duties Answering the phone
 Receptionist duties Taking enquiries Computer skills
 Specific programs

MANAGEMENT COMMITTEE ROLES

Member of committee Minute taking Deal with correspondence
 Arranging speakers Treasurer duties Chairperson duties

AGED AND DISABILITY CARE

Social day care Craft Social activities
 Games Help with setting up Help with morning tea prep
 Help with lunch prep One-on-one assistance Help with cleaning up
 Assist on outings

MENS SHED

Setting up tables etc. Carpentry skills

ONE-TO-ONE SUPPORT

Visit clients in their homes Provide companionship Accompany client on outings
 Visit clients in residential units Read and/or chat to residents Assist client participate on community activity

TRANSPORT

Assist clients on/off bus Look after clients on bus Assist with activities at the centre
 Drive bus Drive organisation's car Drive own car
 Deliver means to clients

OUTDOOR/HANDYPERSON

Light gardening Mowing Bush regeneration
 Planting/weeding Handy person tasks

EMERGENCY SERVICES

Rescue Radio operation Other

HOSPITALITY

Food preparation Serving Cleaning/washing up
Other

RETAIL

Sorting/hanging clothes Labelling Customer service
Cash register operation Other

YOUTH AND CHILDREN

Tutoring Mentoring Assisting with outings
Supervising Other

EVENTS

Events assistant Other

MUSEUM/EXHIBITION CENTRES

Guide Other

YOUR CONTACT DETAILS

NAME OF ORGANISATION		
ADDRESS		POSTCODE
POSTAL ADDRESS (if different from above)		
TELEPHONE		FAX
EMAIL		
ABN		

Management Committee Contact Details

CHAIRPERSON	Name	Contact no.
	Email	

SECRETARY	Name	Contact no.
	Email	

Organisational Contact Person Details

NAME		
POSITION		
TELEPHONE		FAX
MOBILE		
EMAIL		

INSURANCE DETAILS

In this section please indicate your insurance details. Please do not send copies of documents as we are no longer required to view them.

Public Liability Insurance

Name of Insurer	
Policy Number	
Expiry Date	

Voluntary Workers Insurance

Name of Insurer	
Policy Number	
Expiry Date	

Organisation Service Specifications

What service/s does your organisation provide? (please attach relevant brochures or service paraphernalia)

.....

.....

.....

.....

Is your organisation classed as a non-profit organisation? Yes/No

Do you wish to advertise your volunteer positions on the GoVolunteer Website? Yes / No

Is your organisation close to public transport? Yes / No
If yes, please detail the type and location of public transport.

.....

Does your organisation have disabled access/facilities? Yes / No
If yes, please provide details.

.....

Does your organisation reimburse volunteers for any out of pocket expenses? Yes / No
If yes, please indicate which of the following:

- Travel
- Lunch
- Training
- Other

Are volunteers required to do any of the following prior to starting (*tick relevant*)?

- Criminal Record Checks
- Prohibited Employment Declaration
- Training
- Induction Process

Volunteering Illawarra does not have the capacity to conduct any of the above; this information is important for volunteer recruitment only.

Volunteering Illawarra Disclaimer

A function of Volunteering Illawarra (VI) is the volunteer referral service. Volunteering Illawarra assists Non for Profit Community Groups to list volunteering positions with VI. People interested in volunteering will be referred to organisations of their choice. Although VI conducts a short interview with potential volunteers, this is not a screening process. Should any matters arise, and with the consent of the potential volunteer, VI will pass this information onto the organisation nominated by the volunteer.

Volunteering Illawarra will not refer volunteers to volunteer positions if any of the following apply:

- The volunteer position was a paid position in the past.
- The volunteer position is more than 15 hours per week.

- There is no intrinsic reward for the volunteer position.
- The volunteer position is subject to an industrial dispute.
- There is no evidence in place of appropriate insurance coverage.

Name:

Title:

Signature:

Date:

TAX INVOICE

VOLUNTEERING ILLAWARRA MEMBERSHIP 2017

Wollongong City Council
 c/- Volunteering Illawarra
 Locked Bag 8821
 WOLLONGONG NSW 2500
 ABN 63 139 525 939

Phone: (02) 4227 7163 Fax (02) 4227 7771
volunteering@wollongong.nsw.gov.au

Name of Organisation:

.....

Date:

Due Date: 9 February 2017

Please tick	FULL MEMBERSHIP (this includes all components of the Special Interest Memberships)	AMOUNT	GST	TOTAL AMOUNT
<input type="checkbox"/>	Not for Profit Organisation - Small	\$90.91	\$9.09	\$100.00
<input type="checkbox"/>	Not for Profit Organisation - Small to Medium	\$272.73	\$27.27	\$300.00
<input type="checkbox"/>	Not for Profit Organisation – Medium to Large	\$454.55	\$45.45	\$500.00
<input type="checkbox"/>	Not for Profit Organisation - Large	\$636.36	\$63.64	\$700.00
<input type="checkbox"/>	NFP Not for Profit Organisation - Major	\$818.18	\$81.82	\$900.00
<input type="checkbox"/>	Government Organisations including Departments and Local Councils/ Universities/TAFEs	\$818.18	\$81.82	\$900.00
			TOTAL	

Please tick	TYPES OF SPECIAL INTEREST MEMBERSHIP (see over for descriptions of each special interest membership)	AMOUNT	GST	TOTAL AMOUNT
<input type="checkbox"/>	Volunteer Referral Services	\$63.64	\$6.36	\$70.00
<input type="checkbox"/>	Skilled Volunteer Recruitment (UoW) – available for not for profit organisations only	\$45.45	\$4.55	\$50.00
<input type="checkbox"/>	Professional Project-based volunteers	\$45.45	\$4.55	\$50.00
<input type="checkbox"/>	Volunteering Expo	\$27.27	\$2.73	\$30.00
<input type="checkbox"/>	Project Volunteering Promotion Package (corporate volunteering)	\$45.45	\$4.55	\$50.00
<input type="checkbox"/>	Networking Event Package (1 representative – 10 events)	\$27.27	\$2.73	\$30.00
<input type="checkbox"/>	Support/Affiliate (non-transferable)	\$18.18	\$1.82	\$20.00
<input type="checkbox"/>	Training Fees	\$63.64	\$6.36	\$70.00
			TOTAL	

Please complete the above section and return invoice, completed Organisation Registration and remittance to Wollongong City Council – Attn: Volunteering Illawarra at the above address.

Office Use: FINANCE please credit Account No. RA.5027501