



2019

Volunteering Illawarra Membership Package



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Volunteering Illawarra is a Community Services initiative of Wollongong City Council, funded by the Federal Governments



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Volunteering Illawarra

Volunteering Illawarra's vision is to be a regional centre of excellence that promotes volunteering and the value of volunteers in the community. The project exists to work cooperatively with the community, government agencies and other service providers to improve recruitment and matching services in the Wollongong, Shellharbour and Kiama local government areas.

Objectives

- Promotion of volunteering within the LGA
- Provision of education and training
- Ensuring compliance with the National Standards for Volunteer Involvement
- 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

Mission

- To promote volunteering to local communities
- To provide recruitment and referral services for volunteers
- To provide Corporate Volunteering Opportunities to business and organisation who embrace the National Governments Corporate Social Responsibility platform
- To provide training and support for volunteers, including management committee volunteers
- To assist non-profit organisations in need of volunteers with referrals, education, information and/or resources
- To provide a range of choices of volunteer work across a range of different organisations for volunteers
- To adhere to the Volunteering Australia "Principles of Volunteering", Definition of Formal Volunteering and the National Volunteering Standards

Volunteering Illawarra Service Principles

Volunteering Illawarra shall endeavor to provide its services in accordance with the following principles:

- Client organisations, potential volunteers and registered volunteers are the focus of the Project
- The project exists to work cooperatively with the community, government agencies and other service providers to improve recruitment and matching services in the Wollongong, Shellharbour and Kiama local government areas
- To ensure that Volunteering standards and principles are championed

- To provide training and advocacy to member organisation and Volunteers
- Each volunteer:
 - Ø Is an individual with different needs determined by their age, gender, cultural background and life circumstances
 - Ø Has the right to make choices in their lives
 - Ø has the right to dignity, respect, privacy and confidentiality
 - Ø has the right to access services on a non-discriminatory basis
 - Ø has the right to expect uniform quality in the day to day delivery of services

Membership Information

Volunteering Illawarra is committed to the provision of membership services to not-for-profit organisations within the community and offers three individual membership packages to cater to individual organisation needs and requirements.

Membership Packages

All levels of membership, where Volunteering Illawarra is requested to refer potential Volunteers, will be subject to provision of evidence of Volunteer Accident and Public Liability Insurance. Volunteering Illawarra has a duty of care to Volunteers to ensure that they will be covered by appropriate insurance prior to referring them to a voluntary workplace.

Volunteering Illawarra offers three individual membership package levels, ensuring that organisations wishing to become members of the Service can select a membership package appropriate to their individual organisational needs.

Full Membership

Full membership conditions apply to the whole organisation and are not restricted by Local Government Area boundaries. This allows organisations with multiple branches/locations to purchase a single membership package.

The Full Membership Packages includes the following services and benefits:

Services

- Volunteer Referral Services
- Skilled Volunteer Recruitment
- 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
 - Information and direction on state and national trend 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
 - Strategic planning
 - Work Health & Safety.

Training Membership

Volunteering Illawarra is committed to improving its own operations through building a diverse range of services, inclusive of non-accredited training packages.

Volunteering Illawarra's Training Membership provides organisations with subsidised training on all offered courses in the Training Calendar.

Volunteering Illawarra will support member organisation's receiving a Training Membership through the provision of the following activities:

- Undertaking training needs analysis with member organisations
- Design and delivery of relevant training, based on the training needs analysis to member organisations and volunteers
- Provision of consultancy services to member organisations
- Promotion of training packages to organisations based within the Wollongong Local Government Area.

Special Interest Membership

The Special Interest Membership provides organisations with individual services to meet the needs of the business. The Special Interest Membership allows organisations who do not require a Full and/or Training membership with the ability to benefit from the services Volunteer Illawarra offers.

Services include:

- Volunteer Referral Service
- Skilled Volunteer Recruitment
- Professional Project Based Volunteers
- Volunteering Expo
- Project Volunteering Promotion Package (Corporate Volunteering)
- Networking Event Package (1 representative- 10 events)
- Supporter/Affiliate Membership
- Community Development Training
- One-Off Events

Training Conditions (face to face delivery)

A seven day cancellation policy is in place for the cancellation of scheduled training sessions by member organisations. Non-attendance or failure to cancel training within the 7 day period will incur a training fee. Consideration will be given to the fee incurred by the Coordinator if special circumstances apply.

In-house training can be offered where Volunteering Illawarra has the capacity to do so.

Popular courses include:

- WH&S + Safe Home Visiting Induction for Volunteers
- Roles & Responsibilities of Management Committees
- WH&S – What do the changes mean for me? (*training for volunteer managers/coordinators*)
- Risk Assessments
- Positive Working Relationships
- Grief and Loss
- Volunteer Applied Management Practice.

A complete list of training offered by Volunteering Illawarra is available on our website and is updated regularly. Training services are only offered to full member organisations at a cost of \$500 per course (this includes training materials).

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.

Access to Services

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

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 and Safety.

Volunteering Illawarra reserves the right to refuse service to persons where the organisation reasonably believes that the person has been forced to volunteer and/or may pose a risk to the safety or wellbeing of other clients, organisations, potential and registered volunteers, team members or themselves.

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
- The cost of providing the service
- Frequency of service provision over the past 12 months to any organisation.

Becoming a Volunteering Illawarra Member

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

- Complete the 2019 Membership Application and tick the appropriate membership level.
- Complete the Job Description form for any position you would like us to advertise (if applicable) or you have current vacancies.
- For all membership types, please ensure that all insurance details are completed as requested i.e. insurance company, policy number and expiry date. 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

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)

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.

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 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 not for profit organisations 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

TAILORED MEMBERSHIP PROGRAM DETAILS		
Networking Event Package (1 representative – 10 events)	The <i>Networking Event</i> package is available to anyone including individuals, not-for-profit organisation as well as for-profit organisations. This is suitable for those only wanting to attend the full yearly schedule of networking events.	Fee: \$30
Supporter/Affiliate (non-transferable)	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. Full Membership and Tailored Membership Program services and activities ARE NOT AVAILABLE in this package.	Fee: \$20
Community Development Training	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!	Fee : \$70
One-off Events	Available to organisations in the case of holding a one-off event during a calendar year.	FREE

ORGANISATION 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 16 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 2019

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: 28 February 2019

Please tick	FULL MEMBERSHIP (this includes all components of the Special Interest Memberships)	AMOUNT	GST	TOTAL AMOUNT
<input checked="" type="checkbox"/>	Not for Profit Organisation - Small	\$90.91	\$9.09	\$100.00
<input checked="" type="checkbox"/>	Not for Profit Organisation - Small to Medium	\$272.73	\$27.27	\$300.00
<input checked="" type="checkbox"/>	Not for Profit Organisation – Medium to Large	\$454.55	\$45.45	\$500.00
<input checked="" type="checkbox"/>	Not for Profit Organisation - Large	\$636.36	\$63.64	\$700.00
<input checked="" type="checkbox"/>	NFP Not for Profit Organisation - Major	\$818.18	\$81.82	\$900.00
<input checked="" 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 checked="" type="checkbox"/>	Volunteer Referral Services	\$63.64	\$6.36	\$70.00
<input checked="" type="checkbox"/>	Skilled Volunteer Recruitment (UoW) – available for not for profit organisations only	\$45.45	\$4.55	\$50.00
<input checked="" type="checkbox"/>	Professional Project-based volunteers	\$45.45	\$4.55	\$50.00
<input checked="" type="checkbox"/>	Volunteering Expo	\$27.27	\$2.73	\$30.00
<input checked="" type="checkbox"/>	Project Volunteering Promotion Package (corporate volunteering)	\$45.45	\$4.55	\$50.00
<input checked="" type="checkbox"/>	Networking Event Package (1 representative – 10 events)	\$27.27	\$2.73	\$30.00
<input checked="" type="checkbox"/>	Support/Affiliate (non-transferable)	\$18.18	\$1.82	\$20.00
<input checked="" type="checkbox"/>	Training Fees	\$63.64	\$6.36	\$70.00
<input checked="" type="checkbox"/>	One-off Events (1 per calendar year)	NO CHARGE		
			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



VOLUNTEERING ILLAWARRA JOB DESCRIPTION FORM

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 benefits:

.....

Training:

.....



VOLUNTEERING ILLAWARRA JOB DESCRIPTION FORM

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 16 hours per week in the one role.)

POSSIBLE SKILLS/DUTIES REQUIRED FOR A VOLUNTEER ROLE

OFFICE/ADMINISTRATION ROLE

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

MANAGEMENT COMMITTEE ROLES

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

AGED AND DISABILITY CARE

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

MENS SHED

Setting up tables etc. **q** Carpentry skills **q**

ONE-TO-ONE SUPPORT

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

TRANSPORT

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

EMERGENCY SERVICES

Rescue **q** Radio operation **q** Other **q**

HOSPITALITY

Food preparation **q** Serving **q** Cleaning/washing up **q**
 Other **q**

RETAIL

Sorting/hanging clothes **q** Labelling **q** Customer service **q**
 Cash register operation **q** Other **q**

YOUTH AND CHILDREN

Tutoring **q** Mentoring **q** Assisting with outings **q**
 Supervising **q** Other **q**

EVENTS

Events assistant **q** Other **q**

MUSEUM/EXHIBITION CENTRES

Guide **q** Other **q**

Policies Regarding Use of Volunteering Illawarra Services

Legislation

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. 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.

Insurance

To protect the health, safety and wellbeing of volunteers undertaking volunteering roles, all member organisations wishing to engage volunteers through the Volunteering Illawarra Service must possess current insurance policies, inclusive of both Volunteer Accident and Public Liability Insurance. Volunteering Illawarra requires a copy of these documents prior to volunteer referrals commencing. Updated currency certificate are required to be provided to Volunteering Illawarra prior to the current policy expiring.

Volunteer Hours

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.

Volunteer Recognition

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.

Reporting

Volunteering Illawarra records organisational details on DEX for reporting requirements as is required under its funding agreements. Organisations will be required to provide consent/not consent prior to these details being recorded.

Provision of Volunteering Illawarra Services

Volunteering Illawarra is committed to achieving best practice in its operations, this includes ensuring that in matching Volunteers and member organisations, the needs, preferences and interests of both the Volunteer and the member organisations are taken into account.

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 and the voluntary positions you have available within your organisation.

Volunteering Illawarra places a high importance on the quality of the potential volunteer referral process to ensure:

- Eligibility criteria for service provisions are met
- Member organisations, potential and registered Volunteer requirements are identified and reviewed as required

Advertising Your Volunteer Position

Volunteering Illawarra requests that member organisations complete a volunteer job description form to assist in the successful recruitment of Volunteers. The volunteer job description form is used to capture information about individual volunteer vacancies within each organisation, details of the volunteer duties, duration of the volunteer position (single event, ongoing), desired/essential skills or attributes of the volunteer position and whether the completion of a National Police Record History Check is required.

Volunteering Illawarra has enclosed a copy of the job description form at the end of this package to assist you to develop your volunteer position descriptions. Please complete a separate form for each different volunteer position available within your organisation and return to the Volunteering Illawarra office. It is important to note that volunteer positions should not replace those of paid employees and that organisations act in accordance with the National Standards for Volunteer Involvement recommendation that volunteers should not be required to work more than 16 hours per week in any volunteer role.

Matching Policy and Procedures

Volunteering Illawarra is committed to an open, equitable and transparent matching process to ensure that all Volunteers have equal opportunities to work in member organisations and that member organisations have equitable access to Volunteers. Within that context, Volunteering Illawarra will aim to meet the needs, preferences and interests of Volunteers for particular organisational settings or types of volunteering work and to meet the needs and preferences of member organisations for Volunteers with particular skills, characteristics or interests.

All potential volunteers undergo a personal interview with a Volunteering Illawarra member of staff to identify suitability, prior to being referred to a member organisation.

Volunteer Placement

If the potential Volunteer is deemed suitable for Volunteer work with a member organisation, Volunteering Illawarra will review current Volunteer vacancies available with member organisations and determine suitability of the position with the potential Volunteer. If the Volunteer agrees that the vacant position will be of interest to them and they would be suitable for the position Volunteering Illawarra will contact the member organisation to ensure that the vacancy is still current.

Following confirmation of the vacancy with the member organisation, the following process will be undertaken:

- Referral and applicable Volunteer details will be provided to the member organisation
- Referral details will be provided to the Volunteer
- The member organisation will contact the Volunteer and arrange a suitable time for an interview to be conducted. This interview will be conducted by the member organisation and need not involve Volunteering Illawarra

Individual documented consent will be obtained from the volunteering by Volunteering Illawarra, prior to the release of the volunteer's information to the member organisation.

- ✓ Following referral of the potential Volunteer to member organisations, it is the responsibility of the member organisation, upon acceptance of the Volunteer to undertake reference checks and a National Police Check (if deemed necessary and applicable to the Volunteer role).

Feedback Policy

Volunteering Illawarra respects each person's rights, as individuals, volunteers, member organisations or members of the community to give compliments, complaints & suggestions and welcomes such feedback as opportunities for service improvement.

Complaints will be treated confidentially and will not be discussed with anyone who does not have a genuine responsibility for resolving the issue.

The Volunteering Illawarra Service will respect people's choice to voice their concerns regarding the provision of services to them. All concerns raised will be dealt with in a timely manner to ensure that the Service is able to resolve the issue(s) promptly.

Feedback Procedure

Step 1

Individuals, member organisations and volunteers are encouraged to raise their concerns with the person concerned in the first instance, if they feel comfortable in doing this

Step 2

If Individuals, member organisations or volunteers are not satisfied with the outcome of Step 1 or are not comfortable discussing the issue with the person concerned, they should contact the Volunteering Illawarra Office and speak with a Team Member. The Team Member will provide the complainant with the following options:

Individuals, member organisations and volunteers can complete a Feedback Form

Individuals, member organisations and volunteers can write a formal complaint letter and send it through to the Service

Individuals, member organisations and volunteers may speak to the Coordinator of the Service regarding their feedback/complaint

If the Individual, member organisation or volunteer wishes to speak to the Coordinator of the Service, the Coordinator will complete the Feedback Form on behalf of the complainant.

Step 3

The Coordinator will respond within three (3) working days to the Individual, member organisation or Volunteers feedback/complaint to provide advice as to how the matter will be investigated

Step 4

The Coordinator develops an action plan to resolve the issue (this may include a change in procedure or process, Team Member disciplinary action or more information being provided to the complainant)

Step 5

The Coordinator contacts the complainant and provides information and discusses a proposed solution with the complainant. If the complainant is happy with the resolution, the details are document on the Feedback Form and Register and the feedback/complaint closed

Step 6

If the complainant is not happy with the resolution or process, the feedback/complaint will be passed onto the Manager- Library and Community Services for their review and resolution, if the matter can still not be resolved it will be transferred to the Governance Body- Wollongong City Council Grievance Office for review and resolution

- ✓ Member organisations are invited to provide feedback on services to Volunteering Illawarra at any time. A copy of Volunteering Illawarra's Feedback Record Form is attached below in the event you would like to provide feedback on Volunteering Illawarra's services.

APPENDIX A

 Volunteering Illawarra Standard 2 Commitment to Volunteer Involvement Document VI2.07-1-1 Feedback Record Form
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Circle appropriate: COMPLIMENT COMPLAINT SUGGESTION

Date: _____ Received by: _____

Made via (circle) Telephone Letter (attached) Email In Person

Subject: _____

Name of Person	
Address	
Phone	
Client Details (if different from Person providing feedback)	
Details of Compliment/Complaint/Suggestion:	

