



21 August 2008

Dear Member

Volunteering Illawarra 2008/09 Membership

Our Ref : CCLS:VI.PK/jm – Membership Applications/Renewals 0809

File Ref. SU 25683

Please find enclosed the materials for the 2008/09 Volunteering Illawarra (VI) membership. Those familiar with VI will remember that there previously existed three types of membership (A – referral only; B – training only; C – referral and training) with the introduction of a three-year membership in 2007/2008.

We believe it important to recognise our members formally therefore we have introduced a slightly different membership schedule. You will notice that there are now four forms of membership:

- Platinum (formerly three year membership)
- Gold (formerly C membership)
- Silver (formerly B membership), and
- Bronze (formerly A membership).

Once you have joined VI you will receive a certificate of membership, which will include your organisation name and membership type.

One further additional change has been to the Gold/Platinum membership, which now includes support and assistance for Management Committees/Boards in areas such as; governance, insurance; training; recruitment; standard industrial matters; liability, funding and strategic planning.

I thank you for your interest in volunteering and your continued partnership with Volunteering Illawarra..

Please contact me should you require further information.

Yours faithfully

Paul Kaiserfeld

Coordinator - Sector Development and Volunteering

Volunteering Illawarra

Wollongong City Council

Direct Line (02) 4227 7163

encls

81-83 Burelli Street, Wollongong (cnr. Church & Burelli Streets – Church Street entrance)
Locked Bag 8821 Wollongong NSW 2500 Ph: 4227 7163 Fax: 4227 7771
e-mail: volunteering@wollongong.nsw.gov.au website: www.volunteeringillawarra.org.au

A Community Services initiative of Wollongong City Council funded and supported by the Commonwealth Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA), NSW Department of Community Services (DOCS) & DADHC Home and Community Care Program



JOB DESCRIPTION

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

Office Use Only
Reg Date: _____
Job No: _____
Org. No. _____
Initials: _____

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: _____

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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)



WELCOME TO VOLUNTEERING ILLAWARRA

Thank you for your interest in our organisation. Following is a description of the benefits of joining Volunteering Illawarra and the range of services which you can access dependant on your membership subscription. All stated costs are GST inclusive.

Bronze	Silver	Gold / Platinum
<p>Cost: Free</p> <ul style="list-style-type: none"> • List volunteer positions • Referral of volunteers • Placing ads on "GoVolunteer" site • Available to organisations in the Wollongong, Shellharbour & Kiama LGA'S • Certificate of membership 	<p>Cost: \$55.00</p> <ul style="list-style-type: none"> • Discounted training for the Community Development & Training Calendar • Free training when attending generic training courses (see conditions) • Heavily discounted "in-house training" for generic training courses (see conditions) • Available to Community based organisations in the Wollongong, Shellharbour, Kiama & Shoalhaven LGA'S • Certificate of membership 	<p>Cost: \$66.00 (Gold) \$110.00 (Platinum 3ys)</p> <ul style="list-style-type: none"> • Access to all Bronze membership benefits • Access to all Silver membership benefits <p>PLUS</p> <ul style="list-style-type: none"> • Personalised Volunteer Management assistance (see conditions) • Assistance with Corporate Volunteering strategies • Subsidised training for Community Management members • Professional assistance in governance and related Management Committee matters • Available to Community based organisations in the Wollongong, Shellharbour & Kiama LGA'S • Certificate of membership

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MEMBERSHIP CONDITIONS

BRONZE Membership

- Participation in training courses as part of the Community Development and Training Calendar will be invoiced at the non-membership rate. This also includes any seminars and events promoted by Volunteering Illawarra which have a focus on education and or skill development.
- Volunteering Illawarra will advertise your volunteer positions where possible on our website, print media and "GoVolunteer" site.
- Information contained in volunteer position descriptions will be at the instruction of the referring organisation.
- Although Volunteering Illawarra will apply best endeavours to fill your volunteering positions, Volunteering Illawarra cannot guarantee that all volunteer positions will be filled.
- Although we interview all potential volunteers prior to referral, this is not a suitability interview, suitability to volunteer remains the sole responsibility of the organisation.
- Volunteering Illawarra is not in a position to carry out Working with Children or other criminal record checks.

SILVER Membership

- Generic training courses are; Kitchen Health & Hygiene; Safe Home Visiting for Volunteers (OHS); V.A.M.P. (Volunteer Applied Management Practice); Grief & Loss for Volunteers.
- A maximum of 10 places per organisation per calendar period (2 x six monthly) is permitted.
- It is the responsibility of the organisation booking training to inform Volunteering Illawarra of their intentions to request free training places. If this is not requested at the time of booking then a training fee will apply.
- 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 can waver these conditions.
- In House training can be offered where Volunteering Illawarra has the capacity to do so. Training aligned with the generic courses will be offered at a rate of \$250.00 for membership B & C, and \$400.00 for non members or membership A only.
- 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. Organisations can list person/s on a waiting list, if places are available Volunteering Illawarra can include these people in the training. Volunteering Illawarra will confirm this with the requesting organisation.

GOLD Membership

- Type A conditions apply
- Type B conditions apply
- 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 trends or issues in relation to volunteer practices and procedures.
- This service is available to non members (including membership A & B) and will be provides on a fee for service basis at a rate of \$60.00 per hour (GST inclusive).
- Assisting in Developing Corporate Volunteering Strategies for your organisation.
- Heavily subsidised training for Management Committee members

New to this membership

- Professional assistance for Management Committees in areas such as; governance, insurance; training; recruitment; standard industrial matters; liability, funding & strategic planning

PLATINUM membership

Platinum membership affords all the benefits of Gold membership; additionally it is for a three year period at a saving of \$88.00.

Local Government Area Boundaries

Organisations that are located in more then one Local Government Area (LGA) are required to take out separate memberships for each LGA.

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. Helpful information can include:

- Police Checks
- Volunteer roles & duties
- Any desirable / essential skills or attributes
- How long the position is needed for and for how often

It is also helpful if you can promptly update us with any changes to volunteer positions, especially when these are filled, so that we can adjust our records as necessary.

ADVERTISING YOUR VOLUNTEER JOB

We enclose a job description form that may assist you to develop 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 asked to work more than 16 hours per week in any one role. We recommend that you consider ways to make the volunteer's role interesting enough to attract the attention of potential volunteers when you are developing your job descriptions.

You will notice that the job description form asks if you would like to advertise the position on Go Volunteer, 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're also happy to handle the e-mail 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 Go Volunteer, undergo a personal interview with a member of our staff. When Volunteering Illawarra identifies a potential volunteer for your organisation we will contact you advising that your details have been given and that the volunteer should be making contact shortly.

Our office is not currently in a position to carry out criminal record checks.

WHAT DO I DO NEXT???

To become a Volunteering Illawarra member please follow the following steps.

- 1 Complete the Membership Application Form 2008–2009, and tick the appropriate membership level.
- 2 Complete the Membership Application Form.
- 3 Complete the Job Description Form for position you would like us to advertise (if applicable or you have current vacancies).
- 4 Volunteering Illawarra no longer requires copies of Volunteer Insurance, Public Liability Insurance or 3rd Party Motor Vehicle Comprehensive Insurance. If you are requesting either Bronze or Gold memberships, please ensure that all insurance details as requested are filled in.
- 5 Please enclose a cheque with the indicated amount and post to **Volunteering Illawarra, Wollongong City Council Locked Bag 8821 Wollongong 2500.**

***NB: Please make the cheque payable to Wollongong City Council –
Attn: Volunteering Illawarra***

Please note that Volunteer Insurance is not Public Liability Insurance, although some policies may include volunteer insurance, if in doubt please contact your insurance broker.

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

Paul Kaiserfeld
Coordinator
Sector Development & Volunteering



MEMBERSHIP APPLICATION – 2008/09

Membership Type: Bronze Silver Gold Platinum

Name of Organisation		
Address		Postcode
Postal Address (if different from above)		
Telephone		
Fax		
Email		
ABN		

Contact Person Details

Name	
Position	
Telephone	
Mobile	
Email	

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Insurance Details

This section is only applicable for organisations taking out A or C membership option.

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

Public Liability Insurance

Name of Insurer	
Policy Number	
Expiry Date	

Voluntary Workers Insurance

Name of Insurer	
Policy Number	
Expiry Date	

Third Party (3rd) Motor Vehicle Comprehensive Insurance

Only include insurance details if volunteers are required to drive a fleet vehicle, not their own vehicle

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-for-Profit Organisation? Yes/No

Please indicate volunteer job locations (if different to address previously stated)

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, at 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 then 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 of appropriate insurance coverage in place.

Name: _____

Title: _____

Signature: _____

Date: _____



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 Occupational Health & Safety.

Volunteers should not work more than a maximum of 16 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.

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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 and in some instances Third Party Comprehensive Motor Vehicle 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 need to 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
- the cost of providing the service

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 their grievance with the team member, volunteer or client organisations concerned in the first instance if they feel comfortable about doing this.

Step 2

If the service user is not satisfied with the outcome of step one, or is not happy to discuss the issue with the team member concerned, they should contact the Volunteering Illawarra Coordinator, or use an advocate who will be able to negotiate on their behalf.

Step 3

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

Step 4

If the issue is still not satisfactorily resolved, the service user should raise the issue with the Manager Community Development and 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 to:

**The NSW Ombudsman
Community Services Division (CSD)
Level 24 580 George Street
SYDNEY NSW 2000**

TELEPHONE: General Enquiries: (02) 9286 1000 Toll Free: 1800 451 524

Step 6

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

Step 7

At anytime during a grievance matter the person can ask for a Copy of the Australian Governments "Employment and Related Services *Code of Practice*". Alternatively they can contact the DEWR (Department of Employment and Workplace Relations) free Customer Service Line on 1800 880 052

External Incidents and Situations

Team members, volunteers and or other interested parties may, through a Volunteering Illawarra service or activity, become aware of an incident or situation of concern which is beyond the operational scope of Volunteering Illawarra. Such situations should be immediately reported to a member of our office team who shall then notify an appropriate agency.

Volunteering Illawarra team members shall not attempt to resolve, mediate or become in any way involved in a dispute, conflict or suspected trauma situation unrelated to our activities, except where a clear and immediate physical danger to a person is apparent.

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.



Wollongong City Council
c/- Volunteering Illawarra
Locked Bag 8821
WOLLONGONG NSW 2500

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

ABN 63 139 525 939

TAX INVOICE

Name of Organisation:

.....

Date:

Due Date:

Quantity	Description	Amount	GST	Total Amount
q	Organisation Membership – Training Only - SILVER	\$50.00	\$5.00	\$55.00
q	Organisation Membership - Volunteer Referral & Training - GOLD	\$60.00	\$6.00	\$66.00
q	Three year membership – PLATINUM	\$100.00	\$10.00	\$110.00

& Please separate and return with your remittance and completed Organisation Registration form to Volunteering Illawarra

Organisation:

Membership Fee: \$ (GST inclusive)

Wollongong City Council managed organisations please transfer to A/c number RA.5027501

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

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