



27 July 2011

Volunteering Illawarra 2011/12 Membership – (Our Ref : CCLS:VI.PK/jm – CCL-160.80.009)

Please find enclosed the materials for the 2011/12 Volunteering Illawarra (VI) membership. Those familiar with VI will remember that there are four (4) levels of membership:

- § Bronze – volunteer referral only
- § Silver – training only
- § Gold – referral and training / governance
- § Platinum (three-year membership) – referral and training / governance.

Gold and Platinum memberships also include support and assistance for Management Committees / Boards in areas such as ...

- governance
- insurance
- training
- recruitment
- standard industrial matters
- liability
- funding, and
- strategic planning.

The close-off date for VI membership is Wednesday 31 August 2011. After this date, training costs will be at non-membership rates and referrals to your organisation will cease until membership details (including required insurance) have been received. No extensions will be considered. A Certificate of Membership is available on request.

Thank you for your interest in volunteering and your continued partnership with Volunteering Illawarra. Please contact me should you require further information.

Yours faithfully

Attestation:

Issue of this letter is authorised by

Paul Kaiserfeld

Coordinator - Sector Development and Volunteering

Volunteering Illawarra

Wollongong City Council

Direct Line (02) 4227 7772

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 Department of the Prime Minister and Cabinet and the Office of Communities New South Wales



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, Kiama and Shellharbour LGAs 	<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 and Shoalhaven LGAs 	<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><u>PLUS</u></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, Kiama and Shellharbour LGAs

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

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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, it 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 and Hygiene
 - Occupational Health and Safety Induction / Safe Home Visiting
 - Volunteer Applied Management Practices (V.A.M.P.), and
 - Grief and Loss for Volunteers.
- § A maximum of 10 free places per training calendar (2 calendars per year) 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 may waive this fee.
- § 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 Silver, Gold and Platinum members and \$400.00 for Bronze or non-members.
- § 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.

GOLD Membership

- § Bronze membership referral service
- § Silver membership 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.
- § This service is available to non-members (including Bronze and Silver) and will be provided 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
- § Professional assistance for Management Committees in areas such as ...
- governance
 - insurance
 - training
 - recruitment
 - standard industrial matters
 - liability
 - funding, and
 - 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 than 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 and duties
- § Any desirable/essential skills or attributes, and
- § 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 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 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 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 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.

Please note that 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 Membership Application Form 2011-12, 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 If you are requesting either Bronze, Gold or Platinum membership, 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 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.

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.

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, and
- 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 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, Cultural and Library 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

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 the complaint and asked for its feedback on the complaints procedure.

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.



MEMBERSHIP APPLICATION – 2011/12

Membership Type: Bronze Silver Gold Platinum

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

Organisational Contact Person Details

Name			
Position			
Telephone		Fax	
Mobile			
Email			

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Insurance Details

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	

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

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 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 of appropriate insurance coverage in place.

Name:

Title:

Signature:

Date:



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

TAX INVOICE

VOLUNTEERING ILLAWARRA MEMBERSHIP 2011/12

Name of Organisation:

Date:

Due Date: **31 August 2011**

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

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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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)