

WELCOME TO HOLDSWORTH COMMUNITY CENTRE & SERVICES

Thank you for your interest in volunteering! Volunteers provide invaluable assistance and are a crucial part of our Centre. As volunteers are often on the 'front lines', you also assist us with keeping in touch with the community. Therefore, we value the ideas and input of volunteers and encourage you to offer suggestions and feedback relating to programs and clients.

There are a number of things you may want to know:

1. What is the role of the Centre and what other services are available?

The Centre provides many of the practical community services in the Woollahra Local Government Area. A brochure outlining these accompanies this document. The various Program Coordinators will be happy to talk to you about what their service provides.

2. To whom am I responsible for my work at the Centre?

You are responsible in the first instance, and directly, to the Program Coordinator you are working with. For general inquiries please refer to the Volunteer Coordinator.

3. Am I insured for any accident that may occur while I am working on the Centre's behalf?

In the event of an accident occurring to a client while you are working with them, the Centre carries Public Liability Insurance covering all its activities and programs. If you have an accident and are injured in any way, the Centre also has Volunteer Insurance.

For volunteers who use their cars for their work (eg: to transport clients), it is essential that you have a current comprehensive insurance policy. Please ask for a copy of the Centre's current Volunteer Vehicle Policy to inform yourself about what coverage it offers in the event of an accident.

The Volunteer Coordinator will assist you to confirm with your insurer that your policy will cover you if you are going to be using your car for volunteer work.

If you have an accident or a near miss of any kind (eg: injury) in the course of your work it is important that you tell your Program Coordinator immediately. You will need to fill out an accident/incident report as soon as possible. Your Coordinator will help you to do this.

4. Can I be reimbursed for any expenses I may incur?

Volunteers will be reimbursed for agreed expenses incurred as part of their volunteer work for the Centre, consistent with the current Centre policy at the time. In order to make a claim you will need to complete an Expense Claim form and attach all receipts. If you are using your car, please keep a log record of the kilometres you drive and attach a copy to your expense claim form. Expense Claim forms and Vehicle Log forms are provided by the Volunteer Coordinator.

5. Will there be opportunities for employment and training?

Volunteering is an excellent way to gain experience in community services. Apart from its value in providing hands-on experience and insight into the area, it also means that when casual employment opportunities arise you may be able to apply for them.

You will receive an orientation to the Centre from the Volunteer Coordinator, as well as program specific training from your Program Coordinator. You may also take relevant external training offered through the Centre, a training Calendar will be posted out each month. Ask the Volunteer Coordinator or your Program Coordinator for information about training opportunities.

6. What should I do in a crisis (eg: the person I am to visit or collect for program/ transport does not answer when I call)?

These (extremely rare!) occurrences remain the Centre's responsibility. You should phone the Centre or your Program Coordinator and they will assist and advise you.

7. What happens if I am not happy with the job that I am doing?

If you are not happy with your volunteer role, or if you are having any problems, you need to tell your Program Coordinator or the Volunteer Coordinator and s/he will help you sort things out. If you are not happy with your Coordinator and wish to make a complaint then you can ring the Centre Director on 9302 3690.

8. Our requirements

The Centre is required to conduct police checks and complete a prohibited employment declaration for all our employees and volunteers under the terms of our various government funding agreements. If you won't be working with children, the clearance is still necessary, as children are often on our property, and volunteers may need to visit the centre for various reasons.

You will start in the position at a suitable time negotiated with yourself and the Program Coordinator, unless you are working unsupervised in which case we will need to wait until your police check has been cleared. We will aim to get you started in your new volunteer job as soon as possible after this.

It is also a requirement for all employees and volunteers to observe our confidentiality policies and procedures. Of course, this applies to your personal information as well.

If you have any questions about the volunteer application form, or need assistance in filling it out, please ring the **Volunteer Coordinator on 9302 3670**.

You will be contacted as soon as possible after we have received your completed form, to arrange an interview with the Volunteer Coordinator and Program Coordinator.

Once we have a better idea of your interests and skills, and you have agreed to accept a volunteer position with us, you will be given a Centre induction by the Volunteer Coordinator and program induction by the Program Coordinator.

You will also be given information about any training that you might have to complete before commencing work with us.

