

ABOUT US

Information and Contact Details for Peel Volunteer Resource Centre

Manager (Mon-Thurs)	Vicki-Marie Pollard
Admin Assistant	Nicole Blackwell
Volunteer Referral Officers	Jen Cheryl Julie Leta Liz
Address	Suite 12 Mandurah Lotteries House 7 Anzac Place MANDURAH WA 6210
Telephone	(08) 9581 1187
Website	www.peelvolunteer.org.au
E-mail	manager@peelvolunteer.org.au admin@peelvolunteer.org.au

**Peel Volunteer Resource Centre operates
9.00am – 3.30pm Monday, Tuesday, Wednesday & Thursday
CLOSED on Friday**

REGION

Peel Volunteer Resource Centre provides service for the Peel Region, which encompasses the City of Mandurah, Shires of Murray, Boddington, Waroona & Serpentine-Jarrahdale

FUNDING

The Peel Volunteer Resource Centre receives funding from the following sources:

- Volunteering WA - Volunteer Management Activity
- Department of Communities – Volunteer Development Service
- City of Mandurah

TRAINING

Peel Volunteer Resource Centre provides basic training for volunteers about their rights and responsibilities and what to expect when they are linked with their organisation.

Training for Volunteer Coordinators is provided, and members will be notified when training is upcoming.

One to one training and information for volunteer coordinators is always available.

VOLUNTEERING AUSTRALIA

NATIONAL STANDARDS FOR VOLUNTEER INVOLVEMENT

The Peel Volunteer Resource Centre actively promotes the 8 National Standards for Volunteer Involving Organisations as being Best Practice

These Standards are as follows:

- Leadership and management
- Commitment to volunteer involvement
- Volunteer roles
- Recruitment and selection
- Support and Development
- Workplace safety and wellbeing
- Volunteer recognition
- Quality management and continuous improvement

SO, WHAT HAPPENS ONCE YOU LODGE YOUR MEMBERSHIP FORM AND POSITION DESCRIPTONS?

- Your application for membership is approved by the Manager and then ratified by our Board of Management.
- We list your positions in our office on Seek and GoVolunteer and inform people who come to the Peel Volunteer Resource Centre about your need for volunteers.
- If someone expresses interest, we may telephone you whilst they are at the Centre, or we will give the potential volunteer your contact details for them to contact you. If you are not available, we will leave a message for you to contact the potential volunteer
- Please let us know if you have enough referrals and do not want your positions listed. You can take them on and off as you need volunteers. You can also change your positions at any time.
- If you have any concerns or issues, please just pick up the phone and call us on 9581 1187

RIGHTS AND RESPONSIBILITIES OF VOLUNTEERS

Volunteers have a responsibility to

- Participate in a co-operative team effort to achieve the goals of the organisation
- Adhere to policies and procedures of the organisation
- Fulfill the negotiated commitment to the agency
- Be reliable and dependable
- Respect the confidentiality of the agency and client(s)
- Give advance notice when changing circumstances will affect their capacity to volunteer
- Be non-judgmental and respect the privacy and dignity of others
- Undertake training as required
- Be willing to accept positive and negative feedback related to performance

In undertaking these responsibilities, volunteers have a right to

- Be interviewed and employed in accordance with Equal Opportunity requirements
- Adequate orientation and training for their volunteer role
- A statement which clearly outlines their duties (job description)
- Information about the agency's policies, procedures, and objectives
- Work in a safe environment
- Receive support and guidance to complete authorised tasks appropriately
- Have confidential and privacy information safeguards within the provisions of the privacy act.
- Adequate insurance cover
- Voice queries, concerns and complaints to their supervisor and have access to grievance procedures
- Negotiated assistance with out-of-pocket expenses for authorised volunteer tasks
- Participate in evaluation of their performance as a volunteer
- Say 'No' to requests they feel they would not be able to complete or wish to participate in

RIGHTS AND RESPONSIBILITIES OF AGENCIES

Agencies have a responsibility to

- Develop a policy statement regarding volunteer involvement. Volunteer roles should not replace paid workers or be designed to simply provide cost savings. The role should offer a different aspect of service than a paid employee
- Understand the philosophy of volunteerism and the rights of volunteers
- Appoint a person (paid or unpaid) to organize volunteer involvement
- Provide ongoing support and training for volunteers
- Ensure that appropriate out-of-pocket expenses are negotiated for authorised tasks
- Provide adequate insurance cover for authorised volunteer involvement
- Provide ongoing information and recognition to enhance volunteer participation
- Provide opportunities for regular feedback and evaluation

Agencies have a right to expect reliability, responsibility and adherence to policies and procedures from people who choose to volunteer their services

INSURANCE

What Policies your Organisation should consider?

As people become more litigation conscious, the potential to be sued for a volunteer's injury or negligent action increases and with it the prospect of large uninsured financial payouts.

Both Product /Public Liability and Voluntary Workers Personal Accident insurance policies **must be** held by organisations which are members of the Peel Volunteer Resource Centre.

Certificates of Currency are requested by the centre to keep on file

- **Product and Public Liability Insurance**
This insurance covers liability for damage or injury to third parties occurring as a result of an accident arising out of the activities of the insured
- **Voluntary Workers – Personal Accident**
This cover is to ensure your volunteers whilst carrying out voluntary work on behalf of your organisation and covers accidental injury or death
- **Association Liability Insurance**
This cover provides for loss resulting from claims made against an organisation for breach of professional duty arising out of negligent acts, errors or omissions in the conduct for their particular professional activity. This type of insurance would be applicable for volunteers who are members of an organisation's Board of Management

There are several insurance brokers who can provide these types of insurance policies. Whilst Peel Volunteer Resource Centre does not recommend any broker, there are some commonly used brokers for the Charitable, Not for Profit, Voluntary Organisations and Organisations who involve Volunteers and details of these may be obtained from Peel Volunteer Resource Centre.

WORKING WITH CHILDREN CHECK & NATIONAL POLICE CHECK

Once it is established that a person is in child-related work and no exemption applies, they are legally required to apply for a WWC Check. The WWC Check is different to the National Police Check, and employees or volunteers may be required to get both. This is because the WWC Check is only concerned with offences that could indicate a child may be harmed.

For example, where a position also involves working with money as well as children, a conviction for theft may be of interest to the employer. It is only the National Police Check which will inform them of this conviction.

Therefore, employers should ensure that other measures are in place to assess a person's suitability for the job, including interviews, thorough reference checks and if necessary, a National Police Check.

Below are more examples of how a WWC Check and National Police Check are different:

- A WWC Check is valid for 3 years and can be used during this time to work in any category of child-related work. Unlike the National Police Check, which is only current on the day it is issued, a WWC Check can be updated if a person's criminal record changes during the 3 years until its expiry.
Juvenile records and criminal charges, as well as all convictions, are assessed as part of a WWC Check.
- A WWC Check is compulsory for people in child-related work including those who have never had to have a criminal record check before. It has set obligations and penalties for non-compliance.

*This is an excerpt taken from the Working With Children Check website, www.checkwwc.wa.gov.au
Please go to the website if you require any further information.*

APPLICATION FOR MEMBERSHIP

Use tab button to move between fields

Name of Organisation			
Organisations ABN		Are you Incorporated?	
Postal Address			
Suburb		Postcode	

Contact Person for Volunteer Management

Name		Position	
Contact times		Phone	
Email		Mobile	

Purpose of the Organisation - Essential

Details of your Organisation			
Are you a "Not for Profit" Community Organisation ?	Yes	<input type="checkbox"/>	No <input type="checkbox"/>

Insurance Information – Please Attach copies of Certificates of Currency for both Policies

Personal Accident	Insurer		
Policy Number		Expiry Date	
Public Liability	Insurer		
Policy Number		Expiry Date	

Insurance Declaration:

An organisation listing volunteering opportunities with Peel Volunteer Resource Centre agrees that it is an independent organisation responsible for its own actions, including maintenance of insurances, and that it is not an agent of Peel Volunteer Resource Centre and will not hold itself out as such. The organisation further acknowledges and agrees that it is solely responsible for the operations or conduct of its volunteers or of any affiliate organisation(s) using this listing service and that it will indemnify and hold harmless Peel Volunteer Resource Centre in the event of any breach of this declaration. Peel Volunteer Resource Centre reserves the right to request member and position listing organisations to produce evidence of required insurances at any time. In addition, organisations agree to immediately inform Peel Volunteer Resource Centre of any changes in the status of required insurance coverage.

 Name

Date

Signature

Current Public Liability / Personal Accident insurance is required to receive referrals

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 Suite 12 Mandurah Lotteries House 7 Anzac Place MANDURAH WA 6210 Tel 08 9581 1187
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VOLUNTEER POSITION FORM

Use tab button to move between fields

Agency name			
Street address			
Suburb		Postcode	

Who do we contact to make a referral?

Position Suitability (see a		Position	
Contact times		Phone	
Email		Mobile	

Volunteer position title

Title			
Duties/ responsibilities (list tasks involved)			
Requirements (qualifications, experience, skills)			
Police Check		WWC Check	
Drivers Licence		Heavy lifting	

Positions details (click the mouse on the boxes you wish to tick)

Days required	Weekdays			Weekend		
Time required	Eg 10.30am–2.00					
Age range	From		To		Check your insurance cover	
Duration	Long term	<input type="checkbox"/>	Short term	<input type="checkbox"/>	One off	<input type="checkbox"/>
Public transport						
Re-imburement						
Training						
Environment	With others	<input type="checkbox"/>	Alone	<input type="checkbox"/>	Alone & with others	<input type="checkbox"/>
No. of Vols Required		Urgent Position		<input type="checkbox"/>	W/Chair access	<input type="checkbox"/>

Position Suitability (see attached info sheet)	Yes	No		Yes	No
Centrelink Approved Volunteering	<input type="checkbox"/>	<input type="checkbox"/>	Youth/School Volunteers (14-18)	<input type="checkbox"/>	<input type="checkbox"/>
Large Group Volunteering (10+)	<input type="checkbox"/>	<input type="checkbox"/>	Disaster Recovery	<input type="checkbox"/>	<input type="checkbox"/>
Volunteers with a high level of Disability	<input type="checkbox"/>	<input type="checkbox"/>	Family Volunteering	<input type="checkbox"/>	<input type="checkbox"/>
Volunteers with limited English	<input type="checkbox"/>	<input type="checkbox"/>	Skilled Volunteer	<input type="checkbox"/>	<input type="checkbox"/>
Travelling/Short term volunteers	<input type="checkbox"/>	<input type="checkbox"/>	Virtual Volunteering	<input type="checkbox"/>	<input type="checkbox"/>

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Information Sheet for Position Suitability

Suitable for

Centrelink Approved Volunteering

This indicates that the volunteer involving organisation is Centrelink-approved, and this position is suitable for a Centrelink volunteer.

Youth/school volunteers (14-18)

The position is suitable for younger volunteers. Please check insurance cover, and be aware that additional supervision will be required.

Large group volunteering (10+)

The position is a group volunteering position, and can cope with a large number of volunteers (at least 10) on a single day.

Group volunteering positions need to be well organised, with all equipment provided, and may require additional administration (such as a job hazard analysis).

Please contact your local VRC / state peak if you have any questions about group volunteering.

Disaster Recovery

This covers both emergency response and disaster recovery positions- anything dealing with a crisis (Fires, floods, etc). Many of these positions will only be activated during an emergency, and they will be advertised on specialist websites while assistance is required.

Volunteers with a disability

This indicates that the position can accommodate volunteers who have additional support needs. Generally these positions will need a high level of supervision, and specialist staff training may be required.

Family Volunteering

Family group volunteering is arranged to involve the entire family. Since under-18s will be involved (and potentially very young children), you should verify insurance cover.

Volunteers with limited English

Some volunteers may take on volunteer roles to help improve their English language skills. Positions flagged here are roles that do not require a high level of English, but they should also provide some opportunity to use and practice language skills.

Skilled Volunteer

This position requires a volunteer with a specific qualification and/or skill set. For example: a lawyer, an accountant, an electrician and so on.

The position must require and utilise that specific skill at a high level of proficiency.

Do not select this option unless the position requires qualifications/skills.

Please enter the details of what skills are required in the requirements field.

Travelling/short term volunteers

These positions are suitable for volunteers who will only stay a short length of time. In general, it is project based volunteering that people can complete before moving on. Small heritage and restoration projects often fall into this category.

Virtual Volunteering

The position can be done entirely from any location the volunteer likes- from home, from work, etc. This would usually be an online or telephone-based position.