

STEP INTO VOLUNTEERING



welcome to volunteering



Swan Volunteer Resource Centre

volunteering overview

about the swan volunteer resource centre

The City of Swan Volunteer Resource Centre is a gateway to all things volunteering. The Centre is operated through a partnership between the City of Swan and the Department of Local Government and Communities.

We provide:

- A free referral service to enquiring volunteers
- A free support resource to volunteer involving organisations in the City of Swan
- A range of activities and resources that promote, educate and encourage volunteering in the community.



Volunteering is when you choose to give your skills and time for the benefit of the community. In doing this, you should:

- Feel the benefits yourself
- Work for no financial gain
- Work in a specifically assigned volunteer role

Why volunteer?

The top three drivers for volunteering are:

1. To help others or the community
2. To give something back
3. Personal satisfaction

Screening and selection

You may be asked to:

- Fill out application forms
- Go for an interview

- Provide referees
- Get a Police / Working with Children Check

Some other reasons for volunteering include

- Try something new
- Improve your level of health and vitality
- Work for social change
- Have fun
- Learn new skills
- Meet new people
- Help others
- Gain work experience
- Improve your resume
- Network
- Support a cause
- Practice a language
- Become part of the community
- Make a difference

what can I do?

There are many opportunities for you to help others, use your skills, gain new ones and become involved with some fantastic groups to make an important social, cultural, environmental and economic contribution in our community.

Here are some examples:



ACCOUNTING & FINANCE



IT & WEB DEVELOPMENT



AGED CARE



LIBRARY SERVICES



EDUCATION & TRAINING



SECOND LANGUAGE



ENVIRONMENT & SUSTAINABILITY



SPORT & RECREATION



ART, CRAFT & PHOTOGRAPHY



MARKETING, MEDIA & COMMUNICATIONS



CHILDCARE



MEDIATION & ADVOCACY



FOOD PREPARATION & SERVICE



TRADES & MAINTENANCE



FUNDRAISING & EVENTS



TUTORING & MENTORING



COMPANIONSHIP & SOCIAL SUPPORT



MUSIC & ENTERTAINMENT



COUNSELLING & HELPLINES



RESEARCH, POLICY & ANALYSIS



GARDEN MAINTENANCE



WORKING WITH ANIMALS



GOVERNANCE, BOARD & COMMITTEE



WRITING AND EDITING



DISABILITY SUPPORT



RETAIL & SALES



DRIVING & TRANSPORTATION



SAFETY & EMERGENCY SERVICES



INFORMATION, TOUR GUIDES & HERITAGE

plus so much more!

How do I find the **right** role?

Below are some options to help you find the volunteer role most suited to your skills and interests.

Talk with someone

Make an appointment with one of our experienced Referral Officers. They will help you find just the right volunteer role; one that suits your skills, interests, motivation and your availability. To make an appointment you can contact:

The Swan Volunteer Resource Centre
9278 9690
swan.volunteers@swan.wa.gov.au

Attend a Step Into Volunteering Session

This is an informal, no obligation introduction to volunteering presented by the Swan Volunteer Resource Centre. Sessions are held bi-monthly at the Old Midland Court House (or as advertised) at 10:00am for one hour.

Apply online

You may wish to search and apply for available positions online...

www.seek.com.au
www.govolunteer.com.au
www.volunteer.org.au

All positions advertised are with recognised volunteer-involving organisations and you can search for opportunities by location, organisation type and keyword (e.g. environment, clerical, animals, sport, etc.)

If you choose to apply on line and you do not hear anything from the organisation within a week of application please contact us at the Volunteer Resource Centre and we will gladly follow up on your behalf.

Let the **jobs** come to you!

Discover more opportunities with the organisations and causes you love by creating your own **Volunteer Profile** for free. You can set up your profile on any of the above websites. This will save your volunteering preferences, and you can keep track of shortlisted volunteering opportunities that catch your eye.

Want more options?

Here are a few other methods to finding the right volunteer role for you:

- Read community notice boards
- Look in your **local newspaper**. Often there are articles about volunteering, and calls for volunteers and available opportunities may be featured in community service advertisements
- Contact your local **neighbourhood house or community centre** and ask for information about their volunteer opportunities or information about other volunteer-involving organisations in the area
- If you are interested in a **specific cause** you might like to search on the web for organisations that address or respond to issues related to that cause, such as:
 - Health** - you might like to phone a local hospital or community health centre
 - Education** - enquire at schools, kindergartens, universities etc.
 - Environment** - enquire at your local council and other local environmental bodies
 - Sport and recreation** - enquire at your local council for a list of local sporting clubs, visit state sporting organisation websites
 - Arts/culture** - enquire at local museums, libraries and galleries.

Don't forget to ask about Insurance

(Personal Accident, Public Liability, and Professional Indemnity)



Some points to consider when looking for a volunteer opportunity

Volunteering is a two-way relationship of mutual obligation and mutual benefit. In your volunteering work you have rights. Organisations involving volunteers agree to uphold these rights. Volunteer-involving organisations have expectations of their paid and volunteer staff.

Be sure you know and understand these expectations.

Volunteer rights

Unlike paid staff, volunteers are not covered by awards or workplace agreements. Some volunteer rights are covered by legislation and others are simply considered moral obligations and good practice. Volunteering Australia promotes the following as the basic rights of a volunteer.

As a volunteer you have the right to:

- Work in a healthy and safe environment
- Be adequately covered by insurance
- Be interviewed and engaged in accordance with equal opportunity and anti-discrimination legislation
- Have a job description and agreed working hours
- Have access to a grievance procedure
- Be given accurate and truthful information about the organisation for which you are working
- Be provided with orientation to the organisation
- Be provided with sufficient training to do your job
- Be given a copy of the organisation's volunteer policy and any other policy that affects your work
- Be reimbursed for out of pocket expenses
- Not fill a position previously held by a paid worker
- Not do the work of paid staff during industrial disputes
- Have your confidential and personal information dealt with in accordance with the principles of the Privacy Act 1988

volunteer responsibilities



While you might not have a formal contract with the organisation, just as the organisation must ensure your rights, you must fulfil your responsibilities to the organisation.

This will involve:

- Following policies and procedures of the organisation such as: accounting for finances, recording information, protecting privacy, following anti-harassment or grievance procedures
- Being loyal to the organisation
- Accepting direction
- Respecting and maintaining privacy and confidentiality
- Maintaining safe work practices in accordance with health and safety
- Speaking up regarding important issues or concerns regarding regulations that apply to the organisation
- Carrying out your agreed duties in the agreed timeframe
- Being dependable and reliable
- Working the hours agreed
- Being accountable and accepting evaluation and feedback
- Complying with the legal and organisational requirements of your volunteer position

Moving forward

Communication

Communication is the key to finding the right role and the ongoing enjoyment of your volunteer experience. Once you have applied for a role and been accepted for interview, be open and honest about your expectations and your limitations.

Interview

The initial meeting you have with the organisation will help you find out more about the role and allow the organisation to determine your suitability.

At this meeting:

- Be prepared - do some research about the organisation and have any questions you want to ask ready
- Turn up on time
- Bring along your resume and any supporting material that contributes towards your application
- Expect to be asked for a Police Clearance and a Working with Children clearance if you are going to be working closely with children. The cost of this is often covered by the organisation but you should ask if this is the case

Is this the role for me?

Some questions you may wish to consider before accepting a role:

- Does the purpose and activities of the organisation match my values and beliefs?
- What is the role of the organisation in the community?
- What are the specific duties and responsibilities of this role? Am I happy with these expectations? Is there a Position Description?
- What time commitment is required? Does it fit with my commitments?
- Does the organisation require a minimum commitment? Can I realistically meet this commitment?
- Does the organisation have all the necessary insurances to effectively cover me? What is the cover and am I happy with this? Insurances would be Personal Accident, Public Liability and Professional Indemnity.

Definitions and principles of volunteering

Definition of formal volunteering

Volunteering is time willingly given for the common good and without financial gain

It should be:

- Of benefit to the community and the volunteer
- Of the volunteer's own free will and without coercion
- For no financial payment
- In designated volunteer positions only

Principles of volunteering

- Volunteering benefits the community and the volunteer
- Volunteer work is unpaid
- Volunteering is always a matter of choice
- Volunteering is not compulsorily undertaken to receive pensions or government allowances
- Volunteering is a legitimate way in which citizens can participate in the activities of their community
- Volunteering is a vehicle for individuals or groups to address human, environmental and social needs
- Volunteering is not a substitute for paid work
- Volunteers do not replace paid workers nor constitute a threat to the job security of paid workers
- Volunteering respects the rights, dignity and culture of others
- Volunteering promotes human rights and equality.



What if I am not satisfied with my volunteer position?

We can provide guidance with volunteer placements and activities that match your skills and/or your aspirations.

Both you and the organisation have the right to say no. If you are not sure if the position is what you want, please explain this to the organisation. They also have the right to decline to offer you the position.

We are happy to refer you to another agency if you are unhappy with your current volunteer position.

“Never doubt that a small group of thoughtful committed citizens can change the world...
It’s the only thing that ever has”.

Mary Mead

volunteering on a Visa

If you are in Australia on a Visa, you will need to check that it is legal for you to volunteer in Australia. Generally, if you have the right to work in Australia, you have the right to Volunteer. However, the only way to know for sure is to check with the Department of Immigration. **Telephone 131 881.**

Notes:



Volunteering is WA's largest industry by employment

Professional, scientific and technical services



\$8.5 billion

Mining



\$12.5 billion

Volunteering



\$17.5 billion

(Source: Economic, Social and Cultural Value of Volunteering WA 2014)

Value of Volunteering to the WA Economy

The Economic, Social and Cultural Value of volunteering to WA is worth

\$39 Billion



Volunteer Time value is \$32.53/hour



The average number of hours donated per person is 16 hours per month, which is more than

315,000,000 hours per year.

4 out of 5

WA residents Volunteer their time either formally or informally in the community. (Source: Economic, Social and Cultural Value of Volunteering WA 2014).



Interesting Fact Volunteering creates new jobs. In 2014

7,500

Tourists visited WA to volunteer

Volunteers stayed an average 40.2 nights to carry out their volunteering. Whereas other tourists only stayed an average of 7.7 nights.



What do **Volunteers** say about their volunteering?

"Volunteering... it keeps me in touch with my community and what other people's lives are like." (Malcolm, age 66)

"I never knew there were so many opportunities." (Phoebe, age 48)

"Stimulating, challenging and sometimes tiring, but always rewarding." (Ian, age 34)

"It's just what you do, it's fun and you meet such lovely people." (Ceandra, age 29)

"Volunteering is all about doing what you want to do and really enjoying the hours spent doing it." (Nancy, age 66)

Founded on the values of solidarity and mutual trust, volunteerism transcends all cultural, linguistic and geographic boundaries. By giving their time and skills without expectation of material reward, volunteers themselves are uplifted by a singular sense of purpose.



Government of **Western Australia**
Department of Local Government and Communities

Secretary-General Ban Ki-moon (December 5, 2012)

Volunteering is a fundamental building block of civil society. It brings to life the noblest aspirations of humankind - the pursuit of peace, freedom, opportunity, safety, and justice for all people.

**The Universal Declaration on Volunteering,
(International Association of Volunteer Effort)
January 16, 2001**

Funded by the City of Swan in partnership with the Department of Local Government and Communities.

