

# simplifying **Volunteerism**



As easy as 1, 2, 3

## 1. Contact Us

[info@volunteeringredlands.org.au](mailto:info@volunteeringredlands.org.au)  
07 3086 0000  
[www.volunteeringredlands.org.au](http://www.volunteeringredlands.org.au)

## 2. Complete a Members Form

Our team will provide you with the different options of membership

## 3. Post your Volunteer Position

Our team will assist you to post your positions available on line. This will allow our database of volunteers to apply for the job and in turn Volunteering Redlands will assess and if compatible, refer the volunteer to you.

## BECOMING A MEMBER OF VOLUNTEERING REDLANDS

Volunteering Redlands is an arm of STAR Community Services – a community based organisation operating in the Redland City.

### How does it work?

Volunteers register through the website, their interest including a profile with qualifications, compliance requirements etc. This will be a very simple process and for those that do not have computers this process will be done for them simply by contacting our team at Volunteering Redlands. Every volunteer will go through an orientation / induction period prior to offering their services.

The website will list the members positions available, our members range from sporting clubs to events, schools, home care etc. If a volunteer is interested in any positions listed they will be managed through VR interview process.

Volunteering Redlands provide a wide range of services to our members, including Supporting Volunteer Management, Education and Training, Referrals, Recruitment, Events & Transport Services

Our purpose is to strengthen the Redlands community through support and promotion of sustainable and equitable volunteering. We connect with the community by achieving excellence in volunteering for the mutual benefit of individuals and our wider community.

Volunteering Redlands, auspice by STAR Community Services, is driven by a management committee which links with major stakeholders – Our Community





Volunteering  
redlands

## Services Guide

### AIM

Volunteering Redlands is a branch of STAR Community Services, a community based organisation that operates in the Redland City. At Volunteering Redlands we represent the interests of volunteers and community groups that utilise the services of volunteers. Volunteering Redlands is funded by Star Community Services and grant applications. We operate as a community based non-profit organisation managed mostly by volunteers.

### FOCUS

At Volunteering Redlands our focus is to:

- Assist individuals to contribute or participate in community activities and events through volunteering.
- Achieve excellence in volunteering through a professional volunteering management program with inductions.
- Supporting partnerships with local government, community groups and corporate institutions, on related issues with volunteering.
- Offer a wide range of services to community groups including supporting volunteer management, education and training, referrals, recruitment, events and transport services.

### Projects and Partnerships:

Contact: Nectaria Chronopoulos, Chairperson ([Officemanager@starct.org.au](mailto:Officemanager@starct.org.au))

 07 3086 0000

### Volunteering Services; Training and Education:

Contact: Deborah Tearle, *Volunteer Services Coordinator*, [info@volunteeringredlands.org.au](mailto:info@volunteeringredlands.org.au)

### Membership Services:

Contact: Deborah Tearle, *Membership Services Coordinator*, [info@volunteeringredlands.org.au](mailto:info@volunteeringredlands.org.au)

## Service Agreement

THIS AGREEMENT is made on the         /         /

BETWEEN: Volunteering Redlands

AND:

(organisation seeking membership)

This agreement is as follows:

### **1. *Category of organisation***

The organisation agrees

- It is a community NFP organisation
- If requested, it will give to Volunteering Redlands proof that it is a community NFP organisation

### **2. *Definitions***

In this agreement

“community organisation” means any of the following that organises the performance of community work by volunteers

- A trustee acting in the capacity of trustee
- A church or other religious group
- A local government
- Any public authority constituted under an Act
- A Not For Profit

“Community work” means work that is not for private financial gain and that is done for a charitable, benevolent, philanthropic, sporting, recreational, educational or cultural purpose.

“Volunteer” means a person who does community work on a non-payment basis

### **3. *Insurance Policies***

The organisation agrees

- It will keep current public liability insurance and personal accident insurance for volunteer workers
- It will provide Volunteering Redlands, annually, of their renewal of insurance policies

### **4. *Independent Organisation***

The organisation agrees

- It is an independent organisation responsible for its own actions and not an agent of Volunteering Redlands
- It does not have any authority to bind or represent Volunteering Redlands

## **5. What Volunteering Redlands is, and is not, responsible for**

- Volunteering Redlands agrees it is responsible for providing the following information to potential volunteers
  - The details shown on the “Organisation Profile” and the Job Description Form
- The organisation agrees that Volunteering Redlands is not responsible for:
  - Checking or validating the information given to Volunteering Redlands by a potential volunteer about the volunteer’s attributes and skills
  - Deciding if a prospective volunteer has the appropriate attributes and skills or is a fit and proper person to be engaged in work by the organisation
  - Conduct of volunteers whilst at the workplace
  - Supervising the work, monitoring the conduct and ensuring the health, safety and welfare of a volunteer working at the organisation’s workplace.

## **6. What the organisation is responsible for**

- Deciding if a potential volunteer has the appropriate attributes and skills and is a fit and proper person to be engaged in work by the organisation
- Supervising the work, monitoring the conduct and ensuring the health, safety and welfare of a volunteer working at the organisation’s workplace
- Entering into an appropriate agreement with a potential volunteer before the volunteer starts work at the organisation’s workplace
- Identifying if the volunteer has any previous injuries that may affect them from carrying out their duties as a volunteer

## **7. Circulating details about organisations and volunteer jobs on website/media outlets**

- The organisation agrees that Volunteering Redlands may list available volunteer jobs on Volunteering Redlands website [www.volunteeringredlands.org.au](http://www.volunteeringredlands.org.au) or any other media outlet that Volunteering Redlands considers i.e. Volunteering Queensland.

## **8. Marketing, Advertising, Graphics and Communication:**

- The organisation agrees that Volunteering Redlands has the ability to market and advertise on behalf of its members

## **9. Complying with code of practice and having regard to national standards**

- The organisation agrees to
  - comply with the Code of Practice for Organisations involving Volunteers
  - have due regard to the National Standards for Involving Volunteers in Not-for-Profit Organisations

## 10. Advising Volunteering Redlands about outcomes of referrals with potential volunteers

- The organisation agrees to advise Volunteering Redland by email or phone, within a reasonable period of time, when a potential volunteer who has been referred by Volunteering Redlands, starts work with the organisation.

## 11. Signatures

I am an authorised person to sign for, and on behalf of, the organisation:

Signature..... Position.....

Name..... Date.....

---

# Code of Practice

## Organisations Involving Volunteers

This code has been endorsed by Volunteering Australia

- In order to enhance the volunteers' experience, and comply with legislation and duty of care, an organisation which involves volunteers agrees to:
- Interview and engage volunteer staff in accordance with anti-discrimination and equal opportunity legislation.
- Provide volunteer staff with orientation and training.
- Provide volunteer staff with a healthy and safe workplace.
- Not place volunteer staff in roles that were previously held by paid staff or have been identified as paid jobs.
- Differentiate between paid and unpaid roles.
- Define volunteer roles, and develop clear job descriptions.
- Provide appropriate levels of support and management for volunteer staff.
- Provide volunteers with a copy of policies pertaining to volunteer staff.
- Ensure volunteers are not required to take up additional work during industrial dispute or paid staff shortage.

- Provide all staff with information on grievance and disciplinary policies and procedures.
- Acknowledge the rights of volunteer staff.
- Not ask a volunteer to work in a voluntary capacity for more than 16 hours per week.
- Ensure that the work of volunteer staff complements but does not undermine the work of paid staff.
- Offer volunteer staff the opportunity for professional development.
- Reimburse volunteer staff for approved out of pocket expenses incurred on behalf of the organisation.
- Treat volunteer staff as valuable team members, and advise them of the opportunities to participate in agency decisions.
- Acknowledge the contributions of volunteer staff.
- Ensure that all voluntary work is undertaken on a voluntary basis and without coercion.
- Offer volunteers work opportunities appropriate to their skills, experience, and aspirations.
- Maintain written policies and implement procedures to ensure the safety and well-being of volunteers, including maintaining appropriate current volunteer Personal Accident Insurance and Public Liability Insurance which includes volunteer workers (refer to Fact Sheet: Insurance for Organisations Involving Volunteers for further information).
- Maintain policies and implement procedures in compliance with all legislation pertaining to volunteer workers. In particular, the *Work Health and Safety Act 2011*, *Anti-Discrimination Act 1991*, *Privacy Amendment (Private Sector) Act 2000*, and any other legislation that is relevant to volunteer workers.

Ensure the tasks and activities undertaken by volunteers benefit the community and that volunteers do not derive financial gain for themselves.



## Membership Form

Organisation

Name: \_\_\_\_\_

Organisation's Incorporation No: \_\_\_\_\_

Is it a *Home and Community Care* funded organisation?      Yes      No

Address: \_\_\_\_\_

Postal Address: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Position held: \_\_\_\_\_

Phone: \_\_\_\_\_      Mobile: \_\_\_\_\_

Email: \_\_\_\_\_

Website: \_\_\_\_\_

What is the main focus of your service (please circle one only)

- |                          |                     |                         |
|--------------------------|---------------------|-------------------------|
| Family Support           | Youth               | Drug & Alcohol Services |
| Arts/Culture/Heritage    | Education/Mentoring | Emergency & Disaster    |
| Environment/Conservation | Health              | Indigenous              |
| Migrant                  | Senior & Aged Care  | Community Services      |
| Sport/Recreation         | Disability Services | Veteran & Ex Services   |
| Other                    |                     |                         |

**Licenses and Approvals**

As part of our risk management protocol, we require you to provide the following information.

Do you have current Public Liability Insurance?

Volunteer Personal Accident Insurance?

YES

NO

YES

NO

**Organisational Profile**

*(We understand that not all “not for profit” groups have the below systems in place but we would appreciate you providing as much information as possible to increase suitable matching of volunteers to your organisation.)*

**Organisation's purpose and goals** e.g. Vision or Mission Statement: (Please attach)

.....

**Services Provided:** Limit to 100 words (Please attach)

.....

**Does your organisation have Voluntary Work Approval from Centrelink?** .....  
(If not, a Centrelink Request Form is included in the pack, if you qualify)

**Provide details on the following training processes for volunteers:**

.....

.....



How do you provide Orientation/Induction for volunteers?

How do you provide regular Workplace Health and Safety training?

How are volunteers trained in Standard Operating Procedures?

How do you train volunteers with regard to your Organisation Manual?

How do you train volunteers to comply with your Code of Ethics/Behaviour?

Under the guidelines of National Standards for involving volunteers how do you recognise and support your volunteers? (please tick)

Include volunteers in office social events

Include volunteers in planning sessions

Provide appreciation rewards

Regular evaluation/appraisals and feedback

Other

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

Provide travel reimbursement

Provide references (if applicable)

Provide Position Descriptions

Have volunteers in team leader positions

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

**Please tick your preferred membership option**

**A. Membership Fee:** \$50 per year (plus GST)

**Conditions of membership:**

1. Membership fees will be **invoiced** upon application for membership
2. Membership fees are not refundable (except if membership is rejected)
3. All membership fees include GST
4. Membership is subject to approval by the Management Committee of Volunteering Redlands in order to establish that the purpose of the applying organisation in no way conflicts with the objectives of Volunteering Redlands. The Committee reserves the right to make the final decision on admission to membership.

**FREE Services**

Promotion of volunteer roles on the website	FREE
Promotion of events on the website	FREE
Attendance to information sessions	FREE
Nomination for volunteer recognition awards	FREE
Use of a 20 seat training room (including data communication)	FREE

**OR**

**B. FREE Membership:**

**Conditions of membership:**

1. Free membership is based on a fee for services, see below the list of fees and services available
2. Membership is subject to approval by the Management Committee of Volunteering Redlands in order to establish that the purpose of the applying organisation in no way conflicts with the objectives of Volunteering Redlands. The Committee reserves the right to make the final decision on admission to membership.

**Fee For Services**

Promotion of volunteer roles on the website	\$10 per episode
Promotion of events on the website	FREE
Attendance to information sessions	\$10 per person
Nomination for volunteer recognition awards	FREE
Use of a 20 seat training room (including data communication)	\$50 per day

Representative's signature: \_\_\_\_\_ Date: \_\_\_\_\_

Representative's Name: \_\_\_\_\_ Position: \_\_\_\_\_

*Volunteering Redlands, strengthening the Redlands Community through support and promotion of sustainable and equitable volunteering*