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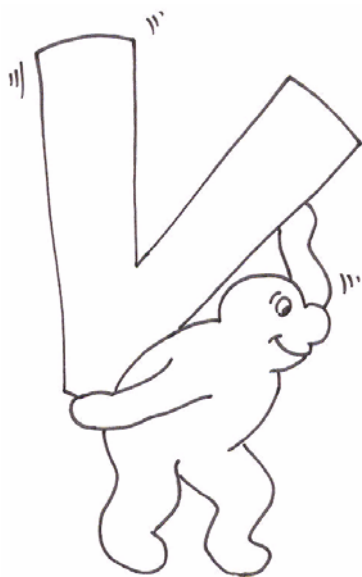
Realising the Potential of Volunteers

A Resource for Supported Accommodation Services

Developed by

ACROD WA

Acknowledgements

Note: Direct quotes from volunteers and service providers have been used in the resource as examples. In some cases names have been changed and omitted to protect the confidentiality and anonymity of participants.

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Foreword

This resource has been developed for accommodation services working in the disability sector to assist them in establishing innovative and effective strategies for the utilisation of volunteers. It aims to highlight the value volunteers add to service provision and to provide some foundation to guide the development of best practice(s).

To ensure the resource is useful and relevant to the needs of services and their clients it was developed through consultation with service providers and volunteers. Where possible it includes case studies to illustrate models of good practice in action.

It was developed by ACROD with funding from the Disability Services Commission and was compiled by Dr Deirdre Davies of Just 4 Research.

The resource was developed in response to recommendations from the *Accommodation Blueprint 2003-2008* issued by the Accommodation Blueprint Steering Committee. The Committee was established in May 2002 to develop a blueprint for accommodation support for the coming 5 years. The aim was to develop a plan to respond to the accommodation support needs of people with disabilities. The development of the blueprint involved consultation with people with disabilities, their families and service providers.

The *Accommodation Blueprint 2003-2008* made 60 recommendations. In section 7 of the report it was highlighted that volunteers 'play a significant role in the provision of community services' and that there is potential to increase their role in accommodation support programmes; in particular recreation and community activities. The Accommodation Blueprint Steering Committee therefore recommended that:

> *The importance of volunteers is acknowledged and further work is undertaken regarding their potential contribution to enhance accommodation support options, particularly in regard to the inclusion and participation of people with disabilities in the community.*

The aim then of this resource is to assist accommodation services in meeting this recommendation.

It will be made available as an electronic resource on the ACROD website and revised to ensure it remains relevant and up-to-date. In this way it is envisaged that the resource will be a 'living' document and will continue to develop through feedback from service providers.

What does it mean to volunteer?

According to the Oxford Dictionary volunteering means to undertake something or offer one's services without compulsion and voluntary work means to work without pay.

Volunteering Australia defines formal volunteering as an activity which occurs in not-for-profit organisations and is:

- of benefit to the community and the volunteer;

- undertaken of the volunteer's own free will and without coercion;

- for no financial payment; and

- in volunteer designated positions only.

However, to volunteer can mean a lot more than these definitions imply. You only need to speak to volunteers…

Volunteering means:

Keeping your employment skills up-to-date

I like to keep my hand in and keep abreast of any changes and policy developments. Volunteering helps me keep up-to-date in case I want to go back into the paid workforce. (Erin is a stay at home mum for now)

Personal growth and increasing self confidence

My advocacy work gives me so much I don't think I have the words to describe it. There are so many surprises… the pleasure of discovering things about yourself that you didn't know. Like finding out you can be a problem solver. (Erin)

Making a difference in someone's life

Visiting someone over 20 years means you get to know them pretty well. When I get asked to be part of their care review it feels good to be able to make a difference… I can draw attention to things, expand and explain them. (Geoff)

Friendship

When I first started I guess there was a sense of duty but over time our relationship has grown on trust so that friendship is part of it now. Jenny has become so important to all the family and I can tell my husband gets a real kick out of the bantering conversations he has with Jenny. (Erin)

Widening your own social network

I guess I just like meeting new people and talking to people… It's not necessarily about making new friendships but just meeting people and feeling like life is still good. I would miss the social involvement if I didn't do it. (Ian)

Having some fun

It's fun! You see my children are all grown up and I haven't any grandchildren so my volunteer work with children gives me contact with little ones. I just enjoy it. (Penny)

<u>Feeling part of something</u>

I started to do volunteer work when my mother died. My dad had died a few years earlier and then my mum became ill so I cared for her until she passed away. I felt really lost and unsure about what to do after mum died… a friend suggested I do some volunteering as a way to get back on my feet and meet people and I'm still doing it. (Anne)

<u>Giving back to the community</u>

I get real satisfaction from giving back to the community and knowing that at 74 years old I'm still making a contribution. (Ian)

I thank God I have the ability and skills to be able to encourage and share time with people. I'm a people man and just care about people. (Geoff)

<u>Learning new things and having new experiences</u>

I used to have a very poor understanding about ageing. My knowledge about it has increased so much through my volunteer work. It really has helped me to understand people more. (Anne)

<u>Getting valuable work experience</u>

The back up training I have received has been fabulous. I've done a first aid course, assertiveness training and a course on improving my communication skills. (Anne)

<u>Getting to participate in things you want to do</u>

Volunteer work has to be something you have an inkling for… I had 13 years looking after horses. It was absolutely brilliant. The volunteer work I do with Riding for the Disabled has meant I've been able to go back to caring for horses as well as working with people… seeing the gratification on their faces! (Anthony)

Getting to know and understand what volunteers value about their volunteering role and what motivates them to give their time, skills and energy can be the key to unlocking the best way to getting them involved and keeping them.

1   Who does volunteer?

The Australian Bureau of Statistics estimates that in 2000 32% of people over the age of 18 years of age had participated in voluntary work in the previous 12 months; that is a total of 4,395,600 volunteers. This denotes an increase from 24% in 1995. Increases in volunteering rates were particularly noticeable for the 18-24 (17% to 27%) and 55-64 (24% to 33%) years groups.

The 2000 statistics also indicate that volunteers contributed 704.1 million hours of voluntary work, representing an average of 1.4 hours a week.

Busting the Myths

Women are much more likely to volunteer than men.

Actually the difference between rates of volunteering for men and women is quite small with overall statistics showing that 33% of women participate in voluntary work compared to 31% of men. However, it's a bit more complex than that with research also showing that rates of volunteering are slightly higher for men than women in older age groups and among partners with dependent children.

Men employed full-time also had a slightly higher rate of volunteering (34%) than women employed on the same basis (31%).

It is perhaps more useful to think about the different types of volunteer work that men and women become involved in. Men are more likely to participate in sporting clubs and recreational activities. Women are more likely to get involved in social support and community welfare activities.

So when looking for someone who is interested in accompanying a person to a football match then it may be easier to find a male volunteer.

(Source: ABS, *4441.0 Voluntary Work, Australia*, 2001)

Volunteering is something older retired people do, not young people.

When looked at in total number of hours of voluntary work, 2000 statistics showed people not in the labour force contributed slightly more hours (265.2 million hours a year) than people who were employed full-time (260.7 million hours a year) or part-time (154.1 million hours).

But when looked at as a proportion across age groups the story is again more complex.

The graph shows us that a larger proportion of people between 35 and 45 years of age participated in volunteering and people between 18 and 24 are only slightly less

Volunteer rate by age
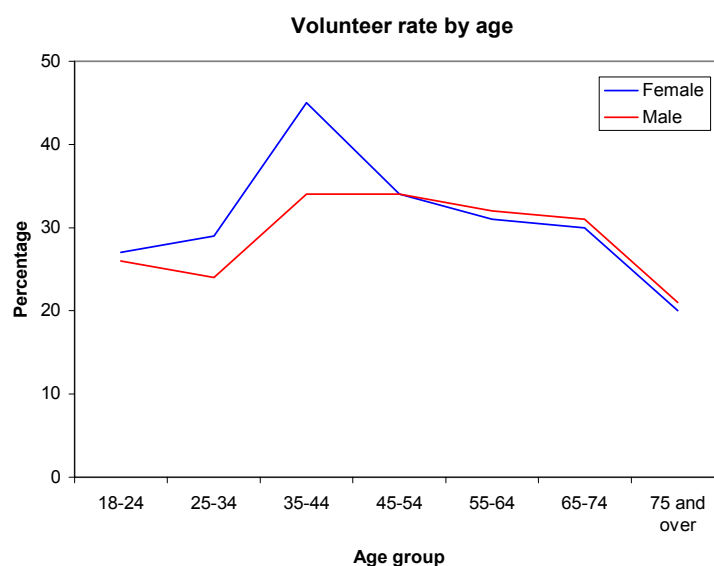
likely to contribute to the volunteer workforce than people over 55 years of age. (Source: ABS, *4441.0 Voluntary Work, Australia*, 2001)

More recent reports continue to show a strong level of volunteering across age groups.

In the words of Evelyn, a volunteer referral officer

Volunteers are ageless!

Most people are more willing to volunteer for sporting clubs and recreational programmes than for community or welfare organisations.

2000 data from the Australian Bureau of Statistics reveals this is a misplaced perception. Together community/welfare organisations (26%) and sport/recreation organisations (21%) were shown to accrue almost half of all volunteer hours; with community/welfare organisations receiving a slightly higher percentage of those hours.

However, as already noted men are more likely to participate in sporting or recreational organisations and women in community/welfare organisations.

(Source: ABS, *4441.0 Voluntary Work, Australia*, 2001)

Some Current Trends

Understanding the trends in volunteering can help inform how to go about recruiting volunteers, where to start looking for them and the best way to involve them.

Baby Boomers: As the Baby Boomer generation begins to reach retirement age many will be searching for opportunities to give back to their community. They will also be part of the 'healthy ageing' generation with a growing emphasis on 'life long learning' and a recognition that volunteering can be an important and positive way to keep contributing in later life.

As a cohort they will bring many skills and will often be retiring professionals. A key to attracting their time will be to ensure they feel their volunteer work is worthwhile and interesting and their skills are being used and recognised.

Useful resource

Booming Recruiting: An Action Research Project (2004), Department for Community Development and Office of Seniors Interests and Volunteering.

Available www.volunteering.communitydevelopment.wa.gov.au.

Busy lifestyles, family and changing work patterns: Finding large amounts of scheduled time can be difficult with work and family commitments and requires a more flexible approach to volunteering such as job sharing, short term commitments and flexible hours.   Family volunteering is an innovative response to these constraints that allows people to volunteer their time and spend time with their family.

<u>Virtual volunteering</u>:   With increasing use of the internet and increased computer 'literacy' volunteering can be something people do without leaving home.   The internet can provide innovative ways to recruit volunteers and to involve them in the work of an organisation.   Whilst there may be some challenges relating to duty of care and computer access, virtual volunteers present opportunities for developing friendships through email 'pen pals' and chat rooms.

Don't forget the old fashioned telephone

One story

Pat lives in supported accommodation in Perth and has an intellectual disability.   She has no contact with her family but has a 'telephone friend' who rings her regularly to have a chat.   Her friend doesn't live in Perth and used to live next door to Pat's family.   She knew Pat when she was younger.   Pat looks forward to her calls and feels special that she has her own phone calls and someone who is interested in her day.   The fabric of Pat's life is enriched by a simple phone call.

For more information here are some useful resources

*Snapshot 2004: Volunteering Report Card* (2004), Volunteering Australia available on-line www.volunteeringaustralia.org/publications.

http://www.volunteeringaustralia.org/research_stats.html

2   Is it worth the effort? The value of volunteers

There is no disputing that to effectively include volunteers in an organisation requires some resources and effort. Sometimes it can seem difficult to justify the time and to set aside resources in the budget for developing a volunteer programme. As such it can be worth looking at the value volunteers can add to the quality of services an organisation brings to consumers.
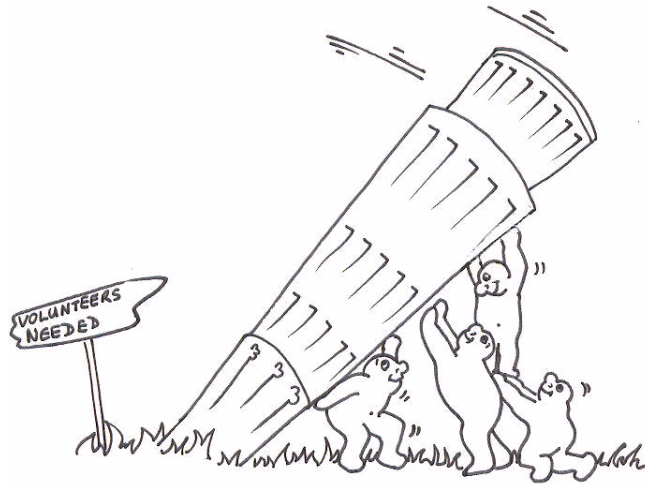
Calculating the financial value volunteers provide to an organisation.

According to Ironmonger (2000) volunteering contributes an estimated $42 billion a year to the Australian economy. (in Warburton, J. & Oppenheimer, M. (2000) *Volunteers and Volunteering*. Federation Press: Sydney).

Volunteering WA estimates that in 2000 West Australian volunteers provided $8.4 billion worth of hours. This is based on 70.8 million hours of voluntary work at $12 per hour.

Here are some models for translating national and state estimations into meaningful figures for an individual organisation.

The VIVA ratio: The United Kingdom has developed a model for financially calculating the value of volunteers called the Volunteer Investment and Value Audit (VIVA).   This model puts a value on the resources used to support volunteers (management staff costs, training, recruitment, insurance and administration) in relation to the value of volunteer time.   As such it quantifies the economic investment organisations make into their volunteers.

The VIVA ratio is calculated by dividing the value of volunteer time by organisational investments.   This method is very useful in producing audit data for individual organisations.

Market price: This method attempts to provide a more accurate reflection of the labour productivity of volunteers by counting the outputs and pricing these outputs at market prices of comparable goods or services (e.g. the real cost of a care worker taking someone on an outing for the afternoon including capital costs such as car costs). The "value added" by the unpaid volunteer is then obtained by deducting the costs of the purchased services or goods.

For example, Ironmonger (2000) estimated the gross value of volunteering activity using a dollar value of $17.10 per hour. This amount includes labour and capital costs, that is the use of volunteers vehicles and running costs are included in the value of volunteer time.

<u>Time value:</u> This is a simple model which values the time spent in unpaid voluntary work at a 'comparable' level of wages. This is done by

- the "opportunity cost" of the time the persons involved in unpaid work could have obtained if they had spent the time in paid work;

- the "specialist wage" that would be needed to pay a specialist from the market to do the activity; or

- the "generalist wage" that a general staff position would be paid to do the unpaid work.

The "net" opportunity cost values unpaid work at the after tax wage rate less work-related expenses plus income by way of employer cost of superannuation and fringe benefits.

Sources

Soupourmas, F & Ironmonger, D. (2002) *Giving Time: The economic and social value of volunteering.* Department of Human Services, Victoria. Available on line at www.dhs.vic.gov.au/pdpd/pdfs/givingtime.pdf

Flick, M., Bittman, M. & Doyle, J. (2000) [revised 2002] *The Community's Most Valuable [hidden] Asset – Volunteering in Australia.* Department of Family and Community Services. Available on line at www.sprc.unsw.edu.au

Calculating the value to personal and social wellbeing.

Harder to quantify but perhaps of even more value to people living in supported accommodation and the wider community is the value volunteers can make to a person's quality of life.
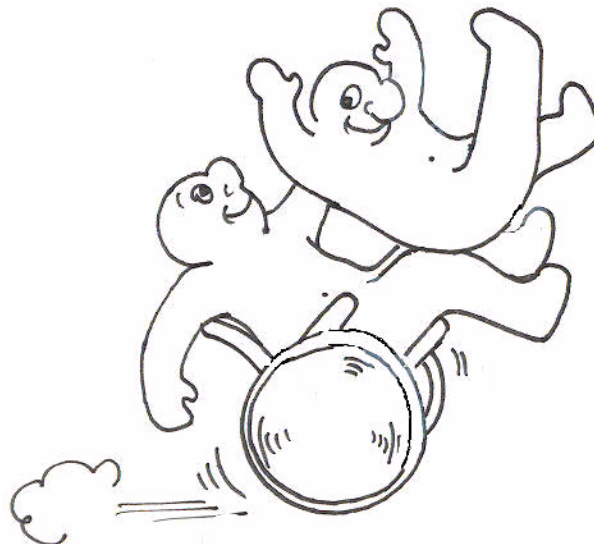
The social engagement that volunteers bring can be instrumental in putting into practice policies and standards of inclusion and participation.

The diagram below attempts to depict the social gains that can be achieved through the use of volunteers and to link those to the wider benefits that an organisation can experience in the longer term.

The Organisation

The Consumer

Improved sense of wellbeing

Less frustration

personal one on- one time

Friendships

Improved social skills

Improved interactions with clients

Less trips to the GP

Opportunity to get more physical activity

Opportunity to try new things

Happier workplace

Improved physical health

A full life

Decreased medical costs

Opportunity to meet new people

Opportunity to join a group or club

Decreased sense of exclusion

Opportunity to develop new skills

Opportunity to be part of the community

Happier

More time to spend with other clients

Increased staff retention

Decreased boredom

Opportunity to increase social network

Increase in confidence

Better mental health

Lower staff recruitment costs

Livelier workplace

Improved person centred planning

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How organisations can realise the potential of volunteers

There are recognised challenges associated with the recruitment and use of volunteers. These can be different for each organisation and each consumer group. We offer some ideas and strategies that can assist in overcoming the challenges and realise the full value that volunteers bring to an organisation.

### 1 Create a plan and put it into policy

To better realise the potential volunteers have for improving service provision it is best to plan ahead. Getting it right from the beginning will facilitate a successful volunteering programme and is the first step towards implementing principles of best practice.

A key step to developing a successful volunteer programme is to make volunteer management a priority and designating one person with the responsibility of that management.

There are a number of 'tool kits' available to assist organisations wishing to build an active volunteer base.

- Volunteering WA has developed a comprehensive manual which can be purchased and is available as a reference through their library.

- Rio Tinto and the Department for Sport and Recreation in partnership have developed a Volunteer Management 'Tool Kit'. It is targeted at sporting clubs and organisations but has a range of generic templates and general information useful to any organisation with volunteers. Modules are available on line at http://www.dsr.wa.gov.au/clubs/volunteers/rio.asp.

The following diagram is an adaptation of the Rio Tinto Volunteer Management Plan and at a glance provides a basic framework for planning.
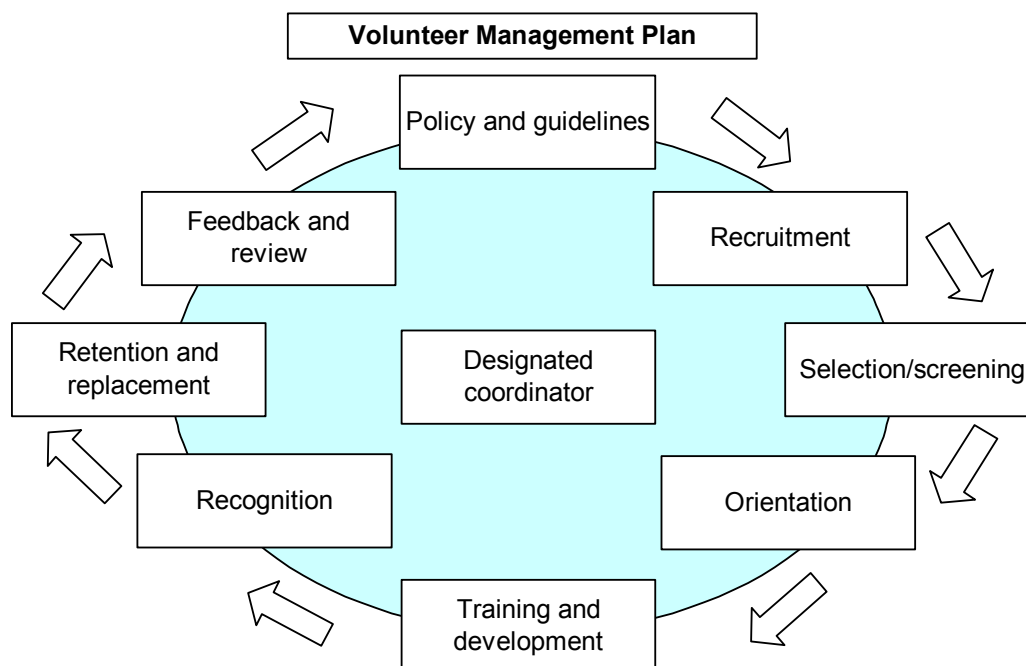
1.1 What is in a volunteer policy and why have one?

Putting in place comprehensive policy guidelines helps to ensure an organisation's plan is implemented in a coordinated, consistent and equitable manner. A clear policy statement will:

- Sets out the values and philosophy of an organisation.

- Provide a guide to the rules, responsibilities and expectations of behavioural standards.

- Address the interaction between volunteers and the organisation.

- Clarify volunteer management processes and priorities.

At a more detailed level, a volunteer management policy will cover the following aspects.

- Definition of the policy and rationale for policy.

- Clarification on the lines of responsibility for policy development and volunteer management e.g. volunteer coordination role, record management etc.

- Outline the policy development, implementation and evaluation and review processes.

- Rights and responsibilities of volunteers and the organisation.

- Clear directions for paid personnel on the role of volunteers in the organisation and the anticipated outcomes for volunteers and consumers through the inclusion of volunteers in the organisations work.

- Guidelines on what are reasonable expectations of volunteers in the organisation.

- Recruitment and matching processes and screening requirements e.g. police clearance process and procedures.

- Code of conduct for volunteers and staff.

- Training commitment and orientation guidelines.

- Information on insurance coverage and insurance responsibilities of the volunteer and organisation.

- Confidentiality and privacy policies.

- Reference to relevant health and safety procedures and issues.

- Reimbursement process and budgeting provision for outings, petrol, etc.

- An outlined grievance process for volunteers and staff.

- Separation or debriefing process for volunteers who 'resign'.

- Outline of how the policy supports and links into the Disability Service Standards.

Good examples and resources to help organisations develop their own policies and guidelines are widely available on line.

http://www.volunteering.org.uk/missions.php?id=285   (Guide for developing a volunteer policy available on line)

http://www.volunteer.ca. (Canadian Code for Volunteer Involvement)

http://www.volunteeringaustralia.org/sheets/universal.html (Universal Declaration for Volunteering)

http://www.volunteeringaustralia.org/sheets/code.html (Volunteer Code of Conduct)

www.drs.wa.gov.au/clubs/volunteers

http://www.ausport.gov.au/clubs/documents/Vols_VolMgmtPol.pdf

Other resources

The National Standards for Involving Volunteers in Not for Profit Organisations: Promotes a model of best practice in volunteer involvement and includes an implementation Guide. It can be purchased from Volunteering Australia.

Template Volunteer Management Policy for Sport Organisations (2003) Prepared by Sport BC on behalf of the Provincial Sport Organizations. Available on line at http://www.sport.bc.ca/Content/Risk%20Management/Screening%20Staff%20and%20Volunteers.asp

(See the section on Links and Resources for more details).

Talk with other services.

Don't forget another useful resource in developing guidelines and policies can be other organisations working in the disability sector. Volunteering WA supports this through the Volunteer Management Network Group which meets every 4-6 weeks.

2   Get informed about risk management and insurance matters

Organisations have a responsibility to ensure the safety and wellbeing of volunteers, consumers, personnel and the organisation itself. Meeting that responsibility must include risk management strategies and planning. Risk management aims to manage potential liabilities by both

- understanding possible risks and putting processes and procedures in place to prevent or reduce the likelihood of an occurrence; and

- putting in place insurance to cover any liabilities should the need occur.

Points to consider

Legal compliance does not equal risk management.

Insurance is only part of a risk management plan.

Prevention of harm or loss is the best form of risk management.

Organisations will have different kinds of risks and different levels of risk. The first step is to clearly understand what the risks are through a risk assessment.

Risk management plans only work if put into action through active promotion, training and organisational practices.

An effective risk management plan can build confidence by ensuring volunteers feel able to fulfil their volunteering role.

Key resources

Volunteering WA has resources to help organisations to identify their risks and to put in place a risk management plan. From time to time they also conduct special seminars on risk management.

See section on Links and Resources for full contact details.

Department of Sport and Recreation has developed a *Risk Management Kit* to provide practical assistance to organisations in handling risk management issues. It is available on line at www.dsr.wa.gov.au.

Some key risk management issues

Formal screening process for all volunteer recruits: The process for selecting volunteers is much the same as recruiting paid staff. Consideration needs to be given to personal references including referees and police clearances to ensure the person is of 'good character'.

It is not generally advisable to accept a previous police clearance as it can be out of date.

To assist registered not-for-profit organisations the WA Police Service and the Volunteering Secretariat of the Office for Seniors Interests and Volunteering have established a joint initiative to allow organisations to gain volunteer police checks for $10 per person. The check does not provide details of convictions.

Organisations make the request for police checks directly to the WA Police Service but should first gain a written authorisation from potential volunteers to access offender history information. There should also be processes in place to ensure the organisation treats these checks in a confidential manner.

To register for this service or for more information contact the Volunteering Secretariat by emailing volunteering@dcd.wa.gov.au.

If a National Police Certificate is necessary then a further application must be made at a police station and will entail a full fee payment.

For further information or clarification it is advisable to consult the organisations' own legal advisers.

Further resources

The Department for Community Development has also issued an up date on information about police clearances for volunteers which is available on line at http://community.wa.gov.au/NR/rdonlyres/570CD755-25F9-40B4-84D4-E20EF588EF5B/0/DCDInsNationalPoliceClearanceUpdateJune2005.pdf

This document offers a useful diagram to clarify the police clearance process.

Watch this space

ACROD/COFA is developing a police certificate resource manual for West Australian disability service providers. The manual will be available at www.ideaswa.net/managersresources and will provide industry guidelines for disability service providers.

Comprehensive orientation programme and training for volunteers: Occupational Health and Safety policies and procedures for paid staff are as applicable to volunteers.

Providing the necessary information and skills to volunteers to ensure the health and safety of volunteers and consumers is adequately addressed is an important step in risk management. Aspects that may require to be covered could include correct procedures for lifting, wheelchair use, guidelines on pedestrian practices, the roles and responsibilities of paid staff and volunteers etc.

Insurance cover: Insurance needs in relation to volunteers will vary greatly and it is advisable to consult with your organisation's policy holder.

In Western Australia, the Volunteers (Protection from Liability) Act 2002 (the Act) protects volunteers (excluding emergency services) from incurring civil liability when doing community work. Liability is transferred to the community organisation that organised the work done by the volunteer. It is therefore the responsibility of each organisation to ensure that they have adequate insurance cover to protect their volunteers and assets.

A copy of the Act is available at http://www.slp.wa.gov.au/.

Further information is also available at www.volunteering.communitydevelopment.wa.gov.au/policies.html

Volunteering WA recommend organisations support their volunteers' wellbeing by holding the following insurance cover.

- Public Liability Insurance

- Volunteer Personal Accident Insurance

Volunteering Australia, Volunteering WA and Aon Risk Services (AON) have worked to develop a national package for community organisations to cover volunteer workers for accident and liability. This package is called Volunteers 'Vital' Pack. Whilst many organisations have adopted the package some have also negotiated other similar arrangements with the insurance industry. Neither Volunteering Australia nor Volunteering WA gains financially from these brokered schemes. (Source: http://www.volunteer.org.au/recruit_section/insurance.html)

Some other insurance risks that may need to be considered:

- Personal property.

- Loss of property through theft or vandalism.

- Third Party Motor Vehicle.

- Inclusions and exclusions in current insurance policies. For example, age limits.

- Volunteer Insurance Packages and possible savings to overall insurance costs.

- Availability of State insurance cover.

Watch This Space

In the 2004 *Revisiting the Vision* report, the cost of public liability is recognised as a major barrier for organisations wishing to involve volunteers. The report states as a sub goal that the West Australian Government will continue to identify and develop ways to reduce the cost.
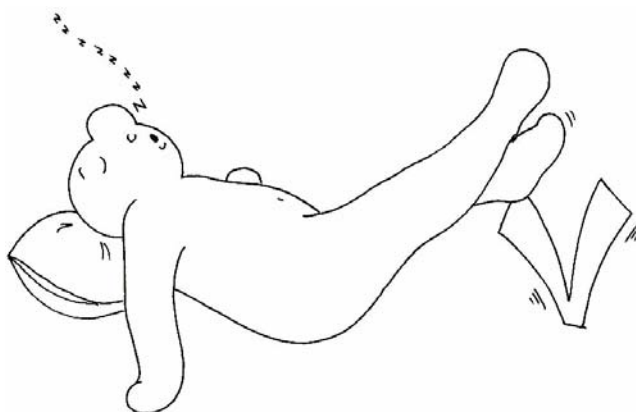
Employees as volunteers: Employees working as volunteers in the organisation that employs them can present issues that do not preclude them from doing voluntary work for the organisation but which need to be made clear and be addressed. For example, policies providing guidance on appropriate boundaries between paid staff and consumers, consideration of staff burnout, guidance on the change in role from paid staff member to volunteer.

One experience

We often have staff who also give their time as volunteers. Generally it is fine but I remember an occasion when one of our care staff took up a voluntary position in the marketing section. This created a bit of tension for her because there were small but important differences in the goals and values between her caring role and the marketing department. It needed open dialogue between all parties to make it clear that we were fundamentally all aligned and that we shared a common purpose.

<u>Regular follow up with volunteers, staff and consumers</u>: An ongoing contact and review system can be a simple method of ensuring that all stakeholders feel supported and can help to prevent or restrict possible negative outcomes. This can easily be achieved through informal conversations or spot checks.

When putting a strategy such as this in place it is important to let everyone in the organisation know that ongoing checks and follow up are part of the organisations regular procedures.

Useful resources

Running the Risk: Risk Management Tool for Volunteer Involving Organisations (2003) Volunteering Australia. Available on line at www.volunteeringaustralia.org.

This document outlines a 4 step process to develop and implement a risk management plan and contains useful templates and tools to assist organisations to conduct their own risk audit and to develop their own risk management plan.

Can You Risk It? An introduction to risk management for community organisations. A risk management initiative of the Government of Western Australia. (2003) Risk Management Services RiskCover Insurance Commission of WA.

This document provides a 5 step process to risk management. It is available on line at http://www.dsr.wa.gov.au/general/riskit.asp

Volunteering WA has online information on insurance and gives a comprehensive list of the issues that need to be considered when looking at insurance. It is available at

http://www.volunteer.org.au/recruit_section/insurance.html

3   Develop a recruitment plan and strategies

Recruitment starts with some crucial background planning and questions.

Has the organisation established a volunteer management plan and policies?

Has the organisation produced information ready to provide to potential volunteers to answer their enquiries?

Why are volunteers needed?

What role can they take?

Are there clear job descriptions?

How many are needed?

What types of activities do the people you support want to be involved in?

Has the organisation established an application and screening process?

Understanding why people do not volunteer can help you to build in strategies to address the reasons. Some of the reasons people choose not to volunteer include:

- Lack of information about what volunteer positions are available.

- Misunderstanding about what volunteering means.

- Not enough time.

- Fear of commitment.

- Undervaluing, or failing to recognise, their skills.

- Cultural diversity.

- Concerns about the type of care that would be required from them and emotional commitment.
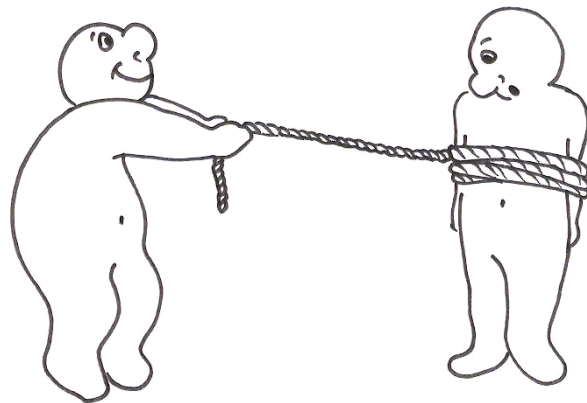
It can help if concerns are addressed from the outset of recruitment. By highlighting that training and support will be provided to volunteers and that a lack of experience with the client group or uncertainty about what will be required of them can be overcome.

NOTE: The challenges in working with people who have high support needs or challenging behaviours could be overwhelming for some potential volunteers. This can present difficulties in recruitment and retention.

Strategies can be developed to anticipate this, for example provide a 'myth buster' information sheet that clarifies what high support needs mean and what constitutes challenging behaviour.

Dispel any misconceptions about the kinds of activities volunteers would be involved in to support high support need individuals and highlight the type of training that would be given. Point out that only paid staff are involved in certain duties.

Explain that care will be taken to match an appropriate mentor with volunteers and what support systems are provided to volunteers.

3.1 Recruitment methods

There are numerous strategies that can be used to recruit volunteers. This list of ideas was provided by service providers.

Advertising

Advertising through different avenues including

- community news papers and the West Australian ('good news' articles can be effective);

- community radio;

- fliers to community groups e.g. religious affiliated groups, interest groups such as craft groups and garden clubs**;

- library or public notice boards in shopping centres, community centres etc.; and

- a sign in the window 'Volunteers Wanted' or 'Do You Want to Volunteer?'

How can you make your advertisement stand out from the others?

Appeal to people's sense of curiosity by asking for particular attributes, life experience, professional skills, or special interests and hobbies.

Use volunteer recognition and acknowledgements as a form of advertising.

Find a catchy phrase.

Two examples: Spot the difference	
Leisure Progamme Volunteer needed Assisting people with intellectual disability on group outings.	Are you a mouse or a LION?....... Lions wanted!! Our mixed Lions Club is active in the area around Melville. Devote as little or as much time as you wish. Come for dinner to learn more!!!

NOTE:**Indicates this strategy was viewed by service providers to be particularly useful.

Volunteering recruitment and referral agencies

There are a range of services now available to help volunteers and organisations to link up including

- Volunteering Resource Centres (see section on Links and Resources for details of centres); and

- Internet sites e.g. (contact details in Section on Links and Resources)
  - Seek Volunteering.
  - Volunteering WA.
  - GoVolunteer.
  - Pro Bono Volunteer Match.

A Fact

The internet: With the increasing use of the internet people are using the web to search for volunteering opportunities. According to Volunteering Australia 1,200 people a day are searching on-line for volunteer work around Australia.

Volunteering Australia's volunteer-matching website, www.govolunteer.com.au has 36,000 people each month looking for ways to give their time.

Promotion of the organisation and the role of volunteers

Raise the profile of your organisation through

- volunteer drives;
- information kits for volunteers;
- attendance at community events and festivals; and
- presentations at schools and other local groups and organisations.

Think about the ways to promote volunteering that highlight what the volunteer will gain. For example, change the language to include a sense of how they can increase their skills and where appropriate the skills that people with disabilities may have to pass on to volunteers.

Highlight the long term friendships that can be built with other volunteers and with the people they help to support.

Promote volunteering as a way to become socially involved and break down feelings of social isolation that can result from long term unemployment, recent retirement or redundancy.

Think about ways of promoting your organisation and the work you do by providing information folders or a simple flier or speaking to local groups to help break down the uncertainty that some people may feel about volunteering.

An information kit or folder could include:

- Details about the organisation, such as its mission, values, purpose and history.
- Management chart for the organisation, indicating lines of communication.
- The types of volunteer positions available.
- The nature of volunteer work.
- The amount of time the work will require.
- Application form.

- Experience and skills required.

- Information about any training sessions.

- Instructions on how, when, where and to whom applications should be made, including name(s) and contact details.

Source: *Working with Volunteers and Managing Volunteer Programs in Health Care Settings* (April 2003) Volunteering Australia and the National Health and Medical Research Council.

Get involved in the local community

Keeping in touch with community activities and groups in your local areas and neighbourhood is one way of identifying opportunities. There are often small formal and informal groups looking for ways to become involved in community work. Most local communities have local community 'heroes' who can provide strong allies.

Imagine Kwinana's Story

Imagine Kwinana is a community led group which looks for ways to support and build capacity within the community and has always had a strong interest in supporting people with disabilities.

The group has for several years held community working-bees twice a year to carry out basic garden maintenance for older members of the Town. Volunteers are recruited from the community and are broken into smaller groups with a delegated supervisor from the Imagine Kwinana Committee. They go out in their smaller working groups and work till lunch time. At lunch the groups all meet up for a sausage sizzle provided by the Kwinana Crime Prevention group.

To ensure the day is an inclusive day Imaging Kwinana contacts carers and service providers to identify if there are people with disabilities living in the Town who would like to be part of the morning's work and community celebration in the afternoon. On each occasion they have included people with different disabilities and have found inventive ways to involve them. Because each working group has a supervisor they are also able to ensure the person with a disability has a contact point and someone to support them if they need it.


Contact people who may want to gain employment skills

- TAFE and University students**. This can be through placements relating to student courses and/or by organisations actively seeking people through different departments for 'skills specific' needs. Some universities also have a Volunteer Coordinator.

- Voluntary Work Initiative: Volunteering Australia is contracted by the Department of Employment and Workplace Relations to deliver the Voluntary Work Initiative throughout Australia. Volunteering Australia provides local referral, information, and support services through the nationwide network of volunteer centres and other service delivery agencies (see section on Links and Resources for contact details).

- Commonwealth Rehabilitation Scheme: Voluntary work placements are often sought to assist clients to build new skills and/or regain previous skill levels and as such they can be a possible contact for finding volunteers.

NOTE:**Indicates this strategy was viewed by service providers to be particularly useful.

Corporate volunteering

The corporate and public sectors are increasingly looking for ways to support the community and taking a role in community development. Many organisations, in particular larger organisations, have designated community programmes and include community support as part of their strategic planning. There are also more informal activities such as 'casual dress days' or 'loud shirt days' for fund raising.
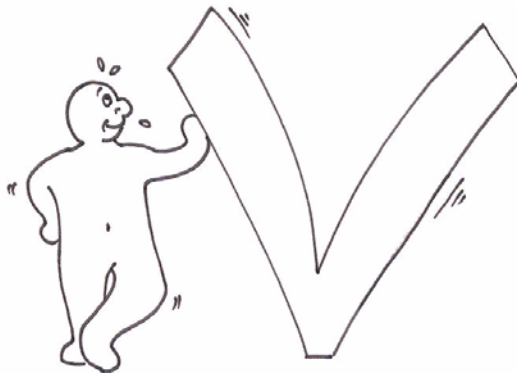
This shift has created opportunities for the not-for-profit sector looking for volunteers through the Employee Volunteering Programs (EVP) by which companies facilitate employee volunteer activities in community based non-profit organisations and groups.

To become involved and gain the benefits offered by EVP it is important to keep up to date with the types of activities and partnerships that are occurring. The following resource provides a comprehensive discussion and examples of the range of EVP activities already happening.

Guide to Employee Volunteering: An evolving resource for WA public sector agencies (2004) Volunteering Secretariat. Office for Seniors Interest & Volunteering. Department for Community Development. Available on line at www.volunteeringcommunitydevelopment

Employee Volunteering and Corporate Responsibility: A guide to employee volunteering (2005) Volunteering Secretariat. Office for Seniors Interest & Volunteering. Department for Community Development.

Available on line at www.volunteeringcommunitydevelopment

Word-of-mouth:** Word of mouth has been shown time and time again to be one of the most effective ways of recruiting volunteers.

ABS found that in 2000 over half of those who first became involved in voluntary work in the last 10 years were either asked to volunteer by someone (32%) or they knew someone involved (29%). Volunteers were rarely recruited through the media; only 4% became involved in volunteering in response to a media report or an advertisement.

As such, encouraging staff and volunteers to talk about their work and to invite others to become involved can be the most fruitful strategy in your recruitment 'tool kit'.

Find creative ways to bring people to your organisation for example put on an afternoon tea and have a 'bring a friend day'. Invite volunteer family members at volunteering acknowledgement events.

NOTE:**Indicates this strategy was viewed by service providers to be particularly useful.

The power of word-of-mouth

The 'lunch' group started out as a group of women who liked to meet once a fortnight to have lunch and enjoy each others company.

Sarah, a member of the 'lunch' group, was speaking with another friend named Dianne about the voluntary work Dianne does with children with disabilities. By the end of the conversation Sarah had decided to join Dianne on her next visit. She enjoyed her time with the children and was full of the details about her volunteer experience at the next 'lunch' group.

That was several years ago. Since then the 'lunch' group has taken on a different purpose and lots of new activities as a group of volunteers. They go out into their community in search of ways that the group can get involved and have raised funding for small organisations, worked with children with disabilities, and worked with babies born with drug dependency.

Points to consider

Remember to think about what volunteering means to volunteers and tap into the different reasons for volunteering and the different outcomes people look for from their volunteering.

Include photos and stories about you volunteers in any materials you publish about your organisation.

Use training as a marketing tool.

Use data in presentations and publications that give details on how volunteers add value to your organisation. Clearly link the economic and social impacts of volunteering.

Ask your volunteers if they have any ideas on recruitment.

Ensure that all recruitment strategies inform potential volunteers that there is a screening process so they can be prepared.

Have a clear plan and the resources available to support new volunteers especially after a 'volunteer drive'.

Here are some useful resources that give great recruitment ideas.

Booming Recruiting: An action research project. (2004) Office for Seniors Interests and Volunteering. Conducted by Dr J. Esmond.

Available on line at
http://www.volunteering.communitydevelopment.wa.gov.au

McCurley, S. & Vineyard, S. (1988). *101 Tips for Volunteer Recruitment*. Illinois: Heritage Arts Publishing. This book is available from Volunteer WA library.

Blackman, S. (1999) *Recruiting Male Volunteers: A Guide Based on Exploratory Research*. Washington: Corporation for National Service. http://www.nationalservice.org

4   Develop Screening Processes

Screening potential volunteers

- Improves safety and represents best practice in risk management.

- Identifies the skills volunteers have and assists in matching them more effectively to a role within the organisation.
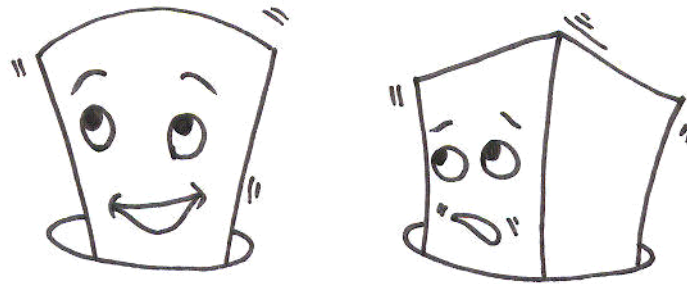
- Screening also helps to ensure the volunteer is placed in a role that they feel happy with.

4.1   Interviewing potential volunteers

To meet best practice principles volunteer screening should involve an interview. Interviews are a two way process and so provide an opportunity for both parties to find out more about each other.

Remember to reassure the potential volunteer from the outset that it is not a competitive selection process but that the interview is to establish if it is the right thing for both parties.

Things to be covered in an interview include:

- Establishment of the purpose of the meeting and check personal details are correctly recorded.

- Outline of the organisations purpose, values, activities, client group and the role of volunteers in the organisation.

- Provision of opportunities for the potential volunteer to ask questions.

- Consideration of personality and character through character references, speaking about the applicant's personal background, asking about any concerns they might have in relation to volunteering.

- 100 point identification check to ensure that the person being screened is the correct person.

- Skills identification and work experience.

- Identification of current interests and reasons for wanting to volunteer.

- Understanding of the organisations client group.

- Availability and discussion on the time commitment required.

- A 'position description'. This may be a template which is then modified according to each circumstance. Providing a basic position description can help

to clarify from the outset the responsibilities of volunteers and the expectations of the organisation.

- Risk assessment (see section 2 for details on police checks).

An important outcome from the interview is to know what skills and hidden talents the potential volunteer brings with them and to then find ways to make the most of their skills

Remain open minded and do not assume all volunteers want to work directly with consumers and do not judge people if they do not want to. Find a role that best suits them and perhaps frees up staff time to increase their ability to do something interesting with consumers

Good resources

Guidelines for public sector agencies working with volunteers available on line at
http://www.dpc.wa.gov.au/psmd/pubs/psrd/volunteer/index.html

Volunteering Canada has developed a 10 step screening process to assist organisations to develop their own screening plan. The Department of Sport and Recreation provides an outline of the steps at
http://www.dsr.wa.gov.au/clubs/volunteers/volunteer_screening.asp

Templates available on line

Volunteer application form can ensure all aspects are addressed and that important information is collected. However, application forms can also be a barrier that stops people applying. Fore example people with poor eyesight and people who speak English as a second language may feel less comfortable filling in a form.

Application forms do not need to be overly complex. Don't ask questions you don't need to know the answer to. Application forms might include questions on:

- Contact information.

- Screening details (medical exam, police records check etc.).

- Time availability.

- Qualifications including first aid certificates and non-accredited training they may have participated in through previous employment and volunteering positions.

Good resources for application templates

http://www.health.wa.gov.au/volunteers/management/

http://www.dsr.wa.gov.au/clubs/volunteers/volunteers_resources.asp

Referee checklist can help to make telephone discussions with referees go smoothly and ensure all the relevant questions are asked. Having specific questions to ask referees can also help to assess the suitability of applicants.

The degree to which references may need to be followed up could vary in accordance to the volunteering role they are applying for. A risk assessment can help to clarify this.

A referee check will include:

- Your name, the organisation's name and purpose of the call.

- Assurances of confidentiality.

- The capacity in which the referee knows the potential volunteer.

It may also include questions about:

- The applicants best qualities.

- Their ability to get on with people.

- What the referee believes the applicant can bring to a volunteering position.

Written job description which clearly describes the basic elements the potential volunteer needs to know. Aspects that may be covered include:

- The purpose of the position.

- Type of activities to be carried out.

- Hours required or to be agreed upon.

- Skills required.

- Supervisor or mentors name.

- Reimbursement agreement for expenses.

Resources for referee check list and job description templates

http://www.dsr.wa.gov.au/clubs/volunteers/volunteers_resources.asp

http://www.volunteering.org.uk/docs/veinfo/sample%20agreement.pdf

100 point identification check list is used to ensure the potential volunteer's identity is correct and involves sighting identifying documents such as passport, birth certificate, credit cards, employment identification such as an ID card. Volunteering Australia provides an information sheet on 100 point identification checks and a template that is available on line at http://www.nvsc.org.au/information.html.

## 5   Develop orientation and training for volunteers

Providing volunteers with effective and appropriate training

- builds confidence;

- supports the wellbeing of volunteers;

- increases skills and capacity where required; and

- ultimately improves the quality of services.

Volunteer training begins with a strong orientation and induction programme.

An orientation programme will give clear, unambiguous and comprehensive instructions and guidelines on

- their role and job description;

- their rights and responsibilities;

- practical information e.g. toilets, parking, staff introductions;

- the organisation's expectations;

- the responsibilities of the organisation;

- the Disability Service Standards;

- acculturation to the mission, vision and values of the organisation;

- matters of health and safety; and

- confidentiality issues.
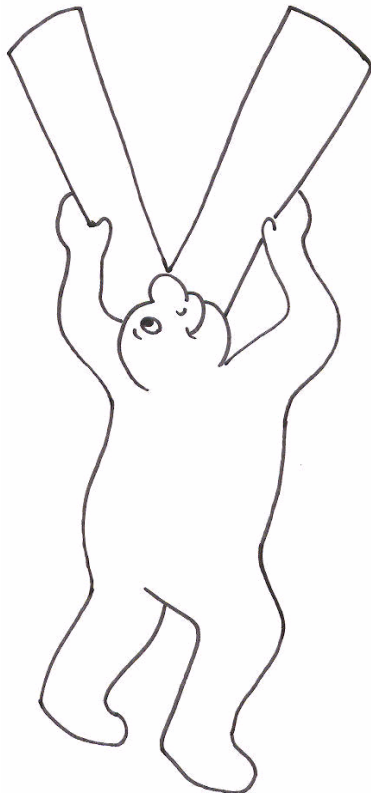
Orientation of volunteers should also cover some details about the people they will be working with and aim to alleviate any anxieties people might have; this may be most important if it is the volunteer's first introduction to a person who has a significant disability.

How to deliver an effective orientation programme will depend on each organisation and the resources available. It can be as simple as a one-on-one interview and 'guided tour' with a staff manager or a designated volunteer coordinator or be a more extended programme based on a group orientation day or mentoring system.

Regardless of the method used to conduct an orientation programme it will require consistency and a shared view across the organisation. Volunteer handbooks, information kits or fact sheets can be one way of ensuring all volunteers receive the information they need.

A volunteer check list with the essential points to be covered can be a simple way to maintain continuity by ensuring all staff knows what is required.

A great idea

Build a resource manual for the use of everybody in the organisation including support workers, consumers, and volunteers to provide general information on places to go, interesting activities available locally, cheap venues, disability access, public toilet facilities in the area, cycle and footpath maps, key services in the local area, important phone numbers, etc and general information to assist volunteers.

Start by sharing what information exists within the organisation and then collect information from other sources such as local councils, community groups, religiously affiliated groups, volunteers, etc.

The need for more specific or specialised volunteer training will depend on

- the skills and capacities of individual volunteers;
- the type of volunteer work to be undertaken;
- the support needs of the consumer group; and
- the needs of the organisation.

Some identified training needs for volunteers include:

- Interpersonal and communication skills.
- Working in a team with different people.
- How to say 'no' through boundary setting and understanding their own limits.
- Negotiation and conflict management skills.
- Building relationships that empower and build capacity in the person they are supporting through their volunteer work.
- Customer service.
- Practical skills such as correct methods for assisting someone out of a chair, wheelchair use, pedestrian safety, managing challenging behaviours, etc.
- Strategies and procedures to appropriately respond to emergency situations such as epileptic seizures, diabetic episodes, etc.

Where to get more information and resources:

Volunteer training is often conducted 'in-house' however there is also a range of accredited training available. For comprehensive details on training options in Western Australia and the issues surrounding accredited and non-accredited volunteer training see *The Volunteering Training Scene in Western Australia: A resource guide for agencies* (December 2003) available on line at

www.volunteering.communitydevelopment.wa.gov.au/publications.html

Training resources that organisations can adapt and utilise are also available free of charge on line from the National Volunteer Skills Centre at http://nvsc.org.au/skillssupport.htm

The Activ Foundation Library also has a range of training material. The library catalogue is available on line at www.activ.asn.au

Volunteering WA conduct free, informal introductory sessions to familiarise potential volunteers with the concept of volunteering, the benefits, opportunities, and rights and responsibilities. This may be of value as part of an orientation programme. For details go to www.volunteering.org.au.

It is also possible to utilise general training tools and programmes from other avenues, for example

- *Staying on Your Feet Programme* for seniors developed by the Office of Seniors Interests and Volunteering includes useful hints that can assist volunteers to better support people with mobility issues.

- Local university libraries have many books on how to improve interpersonal and communication skills that can be used for teaching purposes.

Watch this space

ACROD/COFA is developing a training resource for West Australian disability service providers. The resource will be available at www.ideaswa.net/trainingresources and will provide information on training resources and a training calendar.

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6   Create a volunteer friendly organisation

To effectively recruit and retain volunteers, organisations must provide an atmosphere where volunteers feel welcomed and valued and then project that to prospective volunteers in the community.

A positive volunteer culture must percolate through an organisation from upper management to staff, clients, volunteers and all other stakeholders.

Strategies to create a volunteer friendly organisation must therefore target all aspects of the organisation. This starts with the active implementation of clear policies and guidelines (see Section 1). But there are also many simple strategies that can make volunteers feel they are welcome.

Remember best practice does not have to be complicated or difficult. It can often be based in common sense and good manners.

Some simple points to consider

Welcome volunteers and acknowledge their arrival and departure.

Have a designated point of contact for volunteers.

Have a diary or schedule so all staff know when volunteers are expected.

Plan ahead so that volunteers have a valued role when they arrive and are not left bored or without a clear purpose.

Ensure there is a formal system of reimbursement for any expenses that volunteers incur.

Consider establishing a 'debriefing' session to proactively learn from volunteers when they resign, why they are resigning.

Celebrate National Volunteer Day and other national and international events within the organisation, e.g. hold an afternoon tea.

Ask a volunteer if they have no objection to being entered into a national

volunteer award; even if they say 'no' they will at least know you thought of them.

Refer to the efforts of volunteers in newsletters, reports, board meetings, annual general meetings, etc.

Include volunteers in organisational charts.

Get to know your volunteers and their needs through informal phone calls and/or feedback sessions.

Care for the wellbeing of volunteers and guard against burn out.

Create open channels of communication between the organisation and volunteers.

Provide feedback forums where volunteers can ask questions, discuss problems and complaints and present improvement ideas. It can also be a way to find out if volunteers are satisfied with their placements.

It is worthwhile to planning processes to invite volunteers to be part of any review of volunteering programmes. They can add the benefit of another perspective.

Put in place an ongoing volunteer management system.

Management and information systems are an important means by which to build and maintain an organisations volunteer programme. Records on present and past volunteers that provide contact details, birth dates, interview records, training undertaken, skill set, certificates and awards received etc. can help to ensure information is not lost over time and through staff turnover.

Volunteering WA has developed an electronic management programme called VIRA which is available for sale on disc.

Have clear demarcations between paid staff work and volunteer work.

It is necessary to be aware of what your volunteers are doing and to ensure they are not exploited as 'paid working members' of the organisations. Be clear about what the appropriate level of involvement for volunteers is and don't cross the line or let it become blurred.

One story

There has been the odd occasion where I've seen volunteers being put upon… sometimes staff forget their volunteers are not paid employees. There've been times when I've had to be very firm and say I'm not going to do that because that's not my role. (Ian)

Keep volunteers informed and included in organisational activities.

Include volunteers in any changes to the organisation by ensuring they are made aware of any staffing changes; especially if it is a coordinator or manager. Having a succession plan and meetings with volunteers through times of transition can help to maintain your volunteer team.

Create a symbiotic relationship between the organisation and volunteers

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One volunteers thoughts

Speak and listen to your volunteers. Build the relationship between volunteers and the organisation based on a consultative basis. Make them feel part of a team and that they have a role in that team. Volunteers give a lot of themselves and often are there to stand up for the rights of others and are loyal. We need to respect that and honour it. (Erin)

Volunteers can also be an invaluable resource in person centred planning; especially if they have been working with a client for many years.

One story

I have been taking out Paul for about 20 years now. We just get out and about for hours. He can't communicate verbally or through sign language but I know he likes being near the sea because he smiles when we get there.

I guess because I've got to know him his sister asks me to be part of Paul's care review. It's good to feel I can make a difference and expand on some of the details of Paul's life. It makes <u>me</u> feel appreciated and makes me feel that Paul and my relationship is being valued. (Geoff)

Improve the capacity of people to give their time.

Be flexible to assist people to fit volunteering into their lives. For example, separate volunteer roles into smaller time commitments to suit individual needs, encourage people to think about short term volunteering, evenings and afternoons and family volunteering.

If people can only participate once a month let them know that it still makes a difference; they may find ways to increase their time once they feel comfortable.

Organisations must also be careful not to rely totally on the availability of volunteers at set times. Unexpected things can come up and volunteers may need to change their plans.

Think about what the organisation can give back to volunteers.

To help build a symbiotic relationship it can be worthwhile to think about ways to give something useful to volunteers. Some examples can include:

- Providing references.

- Arranging discounts at local restaurants or grocery stores.

- Providing opportunities for volunteers to meet and socialise to increase their own social networks within the organisation.

- Providing training, preferably through an accreditation process so that newly-acquired skills will be recognised by other groups and services.

I volunteer with two people living in different supported accommodation homes. When I return after an outing with my client staff from one accommodation service always offer me a cuppa.

I don't always take it but it's always nice to be invited to sit awhile and have someone else make me a cup of tea.

I also get to chat with some of the other residents and staff and so it is quite pleasant. (Geoff)

Watch this space

ACROD is currently coordinating the development of a companion card for people with disabilities who require a companion and this would allow the companion to enter certain venues free. Volunteers would be eligible companions.

Acknowledge volunteers and show them the organisation values their efforts.

Volunteering brings its own rewards and in many cases volunteers say they do not want or need recognition or rewards for their efforts. However, to know their work is valued and that they are seen as part of an organisation can help to build loyalty and show respect.

Recognition and acknowledgement should be ongoing but it does not have to be complicated. It can be as informal as a birthday card, Christmas card or a simple thankyou. It can be formal certificates and awards.

Not all volunteers want the same kinds of recognition so it's important to get to know your volunteers so your acknowledgments are appropriate to each individual.

The Department of Sport and Recreation suggests the following guidelines for volunteer recognition

- *Be immediate – recognise volunteer effort as soon after it is given*

- *Be specific – give personal recognition*

- *Be consistent – recognise everyone's achievements; avoid showing favouritism*

- *Be sincere – mean what you say*

- *Be enthusiastic – being positive and up-beat will build enthusiasm in others*

Source: http://www.dsr.wa.gov.au/clubs/volunteers/volunteers_recognition.asp

In some instances an organisation may wish to give financial recognition such as retail vouchers. To ensure that these are not subject to income tax it is advisable to contact the Australian Taxation Office directly (www.ato.gov.au).

For general information and a summary of ATO guidelines *Non-profit Organisations and Volunteers* (2004) you can go to

http://www.volunteeringaustralia.org/documents/VolunteersandTaxInformationSheet.pdf

Or

http://www.volunteering.com.au/tools_and_resources/policies/volunteers_taxation.asp

Good resources for ideas on recognition

http://www.nvsc.org.au/information.html

http://www.dsr.wa.gov.au/clubs/volunteers

Value the skills and knowledge volunteers bring with them.

Manage placement and matching of volunteers to optimise the use of their skills and interests. Also look carefully at the needs of your consumers and understand what they might want from a volunteer.

Some volunteers' views

Volunteers need to feel their time is being put to good use. (Ian)

I have met volunteers with amazing qualifications who are highly intelligent and who are really motivated to give back to their community. It is really sad when you see organisations overlook all that and not let them have input. You never know they may have far better ways to reinvent the wheel if you listen. (Erin)

7   Invest in your volunteer programme

Developing an active volunteering programme requires a considered and an ongoing investment by organisations. To ensure this happens requires organisations to consider volunteering recruitment and management at the level of strategic planning and budgetary planning. This can be more easily achieved when organisations have a clear view on the value volunteers bring to the organisations' service delivery (see section 2 for details on measuring the value of volunteers).

To top up budget allocations for funding volunteering programmes it may be necessary to seek alternative sources of funding.

Here are some ideas on where to look.

Local Councils often have community funding programmes that your organisation may be eligible to apply for. Many also hold annual events and awards to support the efforts of volunteers in the community and these can present acknowledgement opportunities for volunteers working in your organisation.

Corporate volunteering and community programmes are an emerging source for funding and volunteers. Many larger companies will have funding set aside in their strategic planning to support local communities and community organisations. The social or recreation club of larger organisations can also be a possible avenue for fund raising through staff events or 'loud shirt days', 'silly hat days' and 'crazy tie' days.

(see section 3.1 for details and resources on Corporate and Employee Volunteering)

The Grants Directory is an online source of information about grants and other assistance programs provided by the State and Commonwealth Governments and private sector organisations for communities and local governments in regional and metropolitan Western Australia. It provides information on which groups can apply for assistance, how much funding is available and how groups should apply for funding. Grants applicable to supported accommodation services can be found in the section on Community Amenity and Community Development.

The directory is available on line at http://grantsdirectory.dlgrd.wa.gov.au/

Other resources

www.grantsearch.com

www.philanthropy.org.au

Volunteering in Australia also provides a set of useful tips for more effective funding submissions. It is on line at

http://www.volunteeringaustralia.org/sheets/funding.html

Useful links and resources

The following provides a list of some of key links and resources available to assist organisations in relation to volunteering matters. There are also many specific links identified within the body of the document.

Volunteering Australia: This is the national peak body for volunteering in Australia. They provide advice on policy and best practice on matters relating to volunteering, promote volunteering, develop and review national standards, conduct and facilitate research on volunteering in Australia. The web site provides links to interstate volunteering peak bodies.

Volunteering Australia also provides opportunities for volunteer involvement through the Voluntary Work Initiative and GoVolunteer.

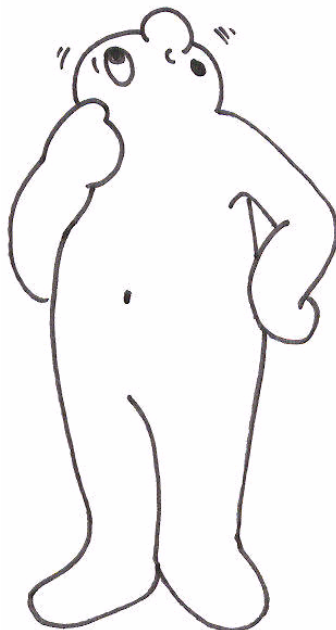Contact details: Suite 2/Level 3, 11 Queens Road, Melbourne Victoria 3004.

Tel (03) 9820 4100. Fax (03) 9820 1206. E-mail: volaus@volunteeringaustralia.org

Home Page: www.volunteeringaustralia.org

Go Volunteer Australia: This is a free service for advertising for volunteers and for volunteers to search for volunteering opportunities in their local area.

Web site: http://www.govolunteer.com.au

National Volunteer Skills Centre (NVSC): The purpose of the centre is to build the knowledge and skills of volunteers and managers of volunteers across Australia to enhance the volunteer contribution to the Australian community; and to build the sector's body of knowledge and not for profit organisations' capacity to involve volunteers effectively.

The NVSC achieves this by supporting volunteer involving organisations and volunteers to develop their skills, meet their training needs and enhance their knowledge of issues affecting volunteering. It has a library service and ordering system to assist interstate users.

Contact details: National Volunteer Skills Centre, Suite 2, Level 3, 11 Queens Road, Melbourne Victoria 3004.

Tel: 1800 008 252. Fax: (03) 9820 1206. E-mail: nvsc@volunteeringaustralia.org

Web site: http://www.nvsc.org.au/index1.html

Volunteering Western Australia: This is the peak body in Western Australia for volunteering. It provides a voice to Government and also to the national body Volunteering Australia. Their primary mission is to promote the concept of volunteering and to provide a range of resources, services, information and support to the community at large. Their services include Information and Referral, Education and Support, and Research and Development. They also have a library that is open to members and to non-members as a reference library.

Contact details: City West Lotteries House, 2 Delhi Street, West Perth 6005.

Telephone: 61-08-9420 7288. General enquiries: community@volunteer.org.au

Home Page: http://www.volunteer.org.au

Western Australian Volunteer Resource Centres: There are 8 Volunteer Resource Centres operating in the metropolitan area, 11 in country areas and 1 on Christmas Island.

The larger centres provide support, training and information to organisations using volunteers in their area and provide a referral service linking volunteers in the local community with organisations looking for volunteers.

In smaller towns where volunteer opportunities are generally more readily known, Centres work to support agencies, promote volunteering and recognition of volunteers and act as a centre for information in the town.

The following provides contact details on Volunteer Resource Centres across Western Australia. However, it is advised that you check with Volunteering Western Australia to ensure details have not changed or that new Centres have not been established in your area.

Albany Volunteer Resource Centre	22 Collie Street ALBANY WA 6330	Telephone: (08) 9841 3588 Fax: (08) 9842 1660 Email: volinfo@omninet.net.au
Armadale Volunteer Resource Centre	City of Armadale, Locked Bag 2, ARMADALE WA 6992	Telephone: (08) 9399 0629 Fax: (08) 9399 0184 Email: pfranklin@armadale.wa.gov.au
Busselton-Dunsborough Volunteers	PO Box 1163 BUSSELTON WA 6280	Telephone: (08) 9754 2047 Fax: (08) 9754 2047 Email: volunteers@westnet.com.au
City of Cockburn Volunteer Resource Centre	PO Box 1215 BIBRA LAKE DC WA 6965	Telephone: (08) 9411 3490 Fax:

		(08) 9411 3416 Email: igeorgas@cockburn.wa.gov.au
Esperance Volunteer Resource Centre	PO Box 2273 ESPERANCE WA 6450	Telephone: (08) 9072 0346 Fax: (08) 9072 0346 Email: evrc@esperance.wa.gov.au
Fremantle Volunteer Resource Centre	24 High Street FREMANTLE WA 6160.	Telephone: (08) 9433 0549 Fax: (08) 9433 0545 Email: fvc@fremantle.wa.gov.au
Geraldton Centacare Family Services	PO Box 2717 GERALDTON WA 6531	Telephone: (08) 9921 1433 Fax: 9921 4358 Email: cvs@centacare.wn.com.au Website Address: www.volunteer.org.au/geraldton/
Hedland Volunteer Resource Centre	PO Box 41 PORT HEDLAND WA 6721	Telephone: (08) 9140 1552 Fax: 9172 1565 Email: hvrc@porthedland.wa.gov.au
City of Joondalup Volunteer Resource Centre	C/- VWA Lotteries House 2 Delhi Street WEST PERTH WA 6005	Telephone: (08) 9400 4734 Fax: 9420 7289 Email: jrea@volunteer.org.au
Kalgoorlie Boulder Volunteer Centre	PO Box 4292 KALGOORLIE WA 6005	Telephone: (08) 9022 3197 Fax: (08) 9022 3570 Mobile: 0429 904 292 Email: volunteers@kbvc.org.au Website Address: www.kbvc.org.au
Kwinana Volunteer Resource Centre	PO Box 21 KWINANA WA 6966	Telephone: (08) 9439 0425 Fax:

		(08) 9439 4499 Email: claire.willans@kwinana.wa.gov.au
Manjimup Volunteer Resource Centre	PO Box 145 MANJIMUP WA 6258	Telephone: (08) 9777 2774 Fax: (08) 9777 2774 Mobile: 0427 724 077 Email: manjivrc@westnet.com.au
Melville Volunteer Resource Centre	City of Melville Locked Bag 1 BOORAGOON WA 6954	Telephone: (08) 9364 0153 Email: jvisic@melville.wa.gov.au Email for Volunteer Enquiries: mvrc@melville.wa.gov.au
Nannup Volunteer Resource Centre	Nannup Telecentre Lot 31 Warren Road NANNUP WA 6275	Telephone: (08) 9756 3022 Fax: (08) 9756 3090 Email: nannuptc@comswest.net.au
Narrogin Volunteer and Community Resource Centre	PO Box 188 NARROGIN WA 6312	Telephone: (08) 9881 1944 Fax: (08) 9881 3092 Email: libngn@treko.net.au
Nedlands Volunteer Referral Service	97 Waratah Ave DALKEITH WA 6009	Telephone: (08) 9386 6326 Fax: (08) 9386 3990 Email: jcutten@nedlands.wa.gov.au Volunteer Enquiries: Nedvolservice@nedland.wa.gov.au
Swan Volunteer Referral Centre	45 Helena Street MIDLAND WA 6056	Telephone: (08) 9250 6421 Fax: (08) 9274 4430 Email: ajames@swan.wa.gov.au
Peel Volunteer Resource Centre	Suite 1, Lotteries House, 7 Anzac Place	Telephone: (08) 9581 1187 Fax:

	MANDURAH WA 6210	(08) 9586 1187 Email: Pvrc@southwest.com.au
Volunteer South West	Lotteries House 99 Victoria Street BUNBURY WA 6230	Telephone: (08) 9791 3214 Fax: (08) 9791 7060 Email: Volunteer.south.west@bigpond.com
Wickepin District Resource Telecentre/Wickepin Volunteer Resource Centre	PO Box 131 WICKEPIN WA 6370	Telephone: (08) 9888 1500 Fax: (08) 9888 1588 Email: Wickepin@westnet.com.au
Volunteer Christmas Island At Christmas Island Neighbourhood Centre	PO Box 303 Christmas Island WA 6798	Telephone: (08) 9164 7247 Fax: (08) 9164 7247 Email: carol@cinc.org.cx
Volunteering WA	City West Lotteries House 2 Delhi Street, WEST PERTH WA 6005	Telephone: (08) 9420 7288 Fax: (08) 9420 7289 Email: community@volunteer.org.au Website address: www.volunteer.org.au

Seek Volunteer: This is a free service to approved non-profit organisations. It is a non-profit initiative designed to bring volunteers and the organisations that seek volunteers together.

Web site: http://www.volunteer.com.au

Pro Bono Australia's Volunteer Match: This is a specialised service matching Skilled Professional Volunteers and Not for Profit organisations. The matching service is provided free of charge.

Web site: http://www.volunteermatch.com.au

Department of Sport and Recreation: The Department has a comprehensive range of resources and tools to assist sporting organisations in the management of volunteers. Whilst not targeted at supported accommodation services many of the basic templates (e.g. certificates of appreciation, interview schedules and screening checklist) offer very good examples that can be adapted.

Web site: http://www.dsr.wa.gov.au/clubs/volunteers

The Volunteering Secretariat: It is situated within the Department for Community Development. Its role is to implement the Western Australian Government's Valuing Volunteers policy initiatives and to ensure the coordination of the volunteering sector.

Web site: http://www.volunteering.communitydevelopment.wa.gov.au/aboutus.html

Volunteer Canada: This is the peak body in Canada promoting the role and value of volunteering. It offers information and a range of resources on line.

Web site: http://www.volunteer.ca

Volunteering England: This is the national volunteer development organisation for England. They work across the voluntary, public and private sectors to raise the profile of volunteering.

Web site: http://www.volunteering.org.uk/index.htm

Volunteer Development Scotland – Centre for Excellence: This site offers a range of resources including a self learning interactive training programme for volunteer management.

Web site: www.vds.org.uk

Other resources

Department of the Premier and Cabinet Public Sector Management: This site provides a comprehensive set of guidelines for public sector agencies working with volunteers. The document covers legislative and policy issues, development of partnerships and the relationship between volunteers and organisations. It is available on line at http://www.dpc.wa.gov.au/psmd/pubs/psrd/volunteer/index.html

Working with Volunteers and Managing Volunteer Programs in Health Care Settings (April 2003) Volunteering Australia and the National Health and Medical Research Council. Available on line at http://www.nhmrc.gov.au/publications/pdf/nh48.pdf.

Esmond, J. (2004) *COUNT ME IN! 501 Ideas on Retaining, Recruiting, Recognising & Rewarding Volunteers*. Newseason Publications: Perth. Due for release in August

Esmond, J. (2001) *Count Me In! 501 Ideas on Recruiting Volunteers*. Newseason Publications: Perth.

*To order copies of both books you can contact Judy Esmond at mtdjudy@iinet.net.au or judy@mtd4u.com

www.mtd4u.com: Click on 'resources' for further resources including research reports on volunteering BOOMNET, From Boomnet to Boomnot and Volunteer Motivation – these are all free downloads.

The following documents are available on line at
http://community.wa.gov.au/Communities/Volunteers/

Valuing Volunteering: A Shared Vision Western Australian (2002) Volunteering Reference Group. Volunteering Secretariat. Office of Seniors Interests and Volunteering.

Revisiting the Vision 2004: Valuing Volunteering – A Shared Vision. Volunteering Secretariat, Department for Community Development, Perth, Western Australia.