



**KYNETON COMMUNITY
& LEARNING CENTRE INC**

**VOLUNTEER INFORMATION
AND AGREEMENT**

WELCOME TO THE VOLUNTEER TEAM AT KYNETON COMMUNITY & LEARNING CENTRE INC

The Centre provides opportunities for volunteers to be involved and appreciates their assistance to carry out day to day operational activities and assist staff to provide programs.

This information booklet is designed to be of practical assistance for volunteers in their understanding of the general expectations of volunteers in the workplace.

Volunteer work can provide an opportunity to: participate in a new area, develop new skills and face challenges, create pathways to employment and contribute to building quality programs and activities for community benefit.

We wish you well and hope your experience with the Centre will be rewarding.

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ABOUT THE KYNETON COMMUNITY & LEARNING CENTRE INC (KC&LC)

BRIEF HISTORY & OVERVIEW

The Kyneton Community & Learning Centre is a not-for-profit community organisation situated in Kyneton, which is part of the Macedon Ranges Shire. The Centre was established in 1988 by local community representatives with assistance from of the Department of Human Services and the Kyneton Shire Council.

The Centre provides a range of programs and services and aims to respond to the changing needs of the local community. The Centre is an organisation with a strong community focus that aims to be accessible to all members of the community and provide a range of services, programs and community based adult education and training. Current programs and services are outlined in the Term Program Brochure.

KC&LC is managed by a Committee of Management which is responsible for the overall governance and development of the Centre. The Committee is made up of stakeholders including community members who have governance skills and/or an interest in developing the Centre to continue to achieve effective community development outcomes.

Staff and volunteers work towards the broad strategic directions, and within the vision and values of the organisation. A copy of the current Strategic Plan can be found on the notice board or provided by the Administration staff on request.

Staff are employed on a part time basis to manage the operation of the Centre and coordinate the implementation of the Strategic and Business Plans specific to their scope of their roles. Volunteers, assist in the day to day activities of the Centre in a variety of ways, from administrative tasks to running groups, assisting in classroom activities and childcare programs, general maintenance, community lunches, maintaining the edible community garden and more.

HOW THE CENTRE IS FUNDED

Funding from the State Department of Human Services is provided through the Neighbourhood House Co-ordination Program to manage the day-to-day operation of the Centre and provide services and programs responsive to community needs. It receives funding from the Adult Community & Further Education Board and Higher Education and Skills Group from the Department of Education and Training to subsidise pre-accredited and accredited training for eligible students. The Macedon Ranges Shire provides a small annual operational grant and other forms of support are provided for specific programs and projects. More information can be found in the Annual General Meeting Report.

HOW TO VOLUNTEER

Once you have made contact with Kyneton Community & Learning Centre, your enquiry will generally be referred to the Volunteer Coordinator or Centre Manager.

They will arrange an informal chat with you about your area/s of interest. The area of involvement will be negotiated with you based on your past experience and where your interests lie, along with the needs of the Centre at the time.

Some areas of volunteering may need specific skills or further training that the Centre may be able to assist with and due to the nature of some programs, a Criminal Records Check and/or Working With Children Check may be required.

Think carefully about the kind of job that will be worthwhile and challenging for you. Consider if you want to use existing skills or develop new ones. Decline work that is not acceptable to you and be clear about your practical needs such as out-of-pocket expenses, and time limitations. Make sure that you can see value for the community in the job you are doing. Be prepared to consider changes in your volunteer work to accommodate others needs and be open to developing new skills. As your volunteering experience grows you may consider other areas where you may be able to help.

A job description or clear guidelines should be available for each area of the Centre. Some are still being developed and you may be able to assist with this.

Volunteer positions at KC&LC include:

Committee of Management
Group or Activity Organiser
Voluntary Tutor
Class room Assistant or Mentor
Admin Assistant
Child Care Assistant

General Maintenance
Gardening
Cleaning
Welcoming Group
Catering
Community Lunch

WHO ARE THE VOLUNTEERS?

Volunteers are normally community members with a concern for the well-being of others who want to give back to their community through the work conducted through the Community & Learning Centre. They come from all walks of life and give up their time freely to help support and extend the work of the Centre.

They have varied experience either in the workforce or in community and personal life. Volunteers may be students, retired workers, professionals, business people, parents, those wishing to gain skills or experience in the workforce.

All volunteer efforts regardless of level of experience are valued by paid staff and the Committee, and the benefit to the local community is immeasurable.

INSURANCE

KC&LC has insurance through the State Government to cover all paid staff and volunteers in the normal course of their duties. Please inquire for further details.

POLICIES & PROCEDURES

Policies and procedures are provided to give guidance to staff and volunteers at the Centre. It is through these guidelines that the Centre is able to:

- Maintain quality of service and a consistent, friendly and community focused approach
- Work within the vision, objectives and guiding principles of the Centre
- Ensure a fair approach to all who enter the premises of the Kyneton Community and Learning Centre
- Ensure the safety and wellbeing of staff, volunteers and those who use the services
- Be clear about their own and other's roles and responsibilities

For a better understanding of the policies of the Kyneton Community and Learning Centre and how it operates please ask in the office for a copy of the Policy Manual. Please Note: Specific procedures or guidelines may be recommended for each area of involvement or role at the Centre.

POLICE CHECKS AND WORKING WITH CHILDREN CHECKS

Police and working with children checks will need to be completed for working as a volunteer in some of the roles at the Centre. Check with the Volunteer Co-ordinator or the Centre Manager for more information. If either of these are needed for your volunteer role, the Centre will cover the cost and will provide the necessary paperwork..

Interview and selection Criteria

During the interview, new volunteers will be asked to provide accurate details and information relating to work history, medical information and contact details. Providing a work history assists the Centre to understand your strengths, areas of expertise, knowledge and specified skills. Personal information will be stored confidentially with access provided for program staff who will need to contact you and provide oversight of your health and well-being while working as a volunteer.

A participation form will need to be completed, signed and approved.

Orientation or induction

Induction to the Centre will usually occur on the first day. You will be provided with a tour of the work environment as well as meeting other staff and volunteers. Areas specific to the Centre building or offsite location will include, where relevant: kitchen facilities, office, computer room, toilets, parking facilities, location for safety of personal belongings. Any occupational health and safety information will also be provided.

Committee of Management

All Committee members are volunteers who provide their time to ensure good governance, management and development of the centre. To become a member of the Committee the first step is to contact the Centre office who will pass your details on to the Secretary of the Committee of Management. All Committee members must firstly become a member of the Association of the Kyneton Community & Learning Centre and either be elected at the Annual General Meeting (AGM) or appointed by the Committee of Management as per the Rules of Association.

The Committee has a number of sub-committees set up in which volunteers and staff members are involved as applicable to the work being conducted.

SOME GUIDELINES FOR VOLUNTEERS

Anti-discrimination

Kyneton Community and Learning Centre aims to provide an environment where all people are treated with respect and dignity at all times; regardless of age, culture, gender, colour, race, nationality, ability or disability, income or social status, parental status, religious or political inclinations, sexuality or level of education. The Centre will provide assistance and training to staff and volunteers to avoid discrimination and ensure the rights of all people are respected.

Responsibility

Volunteers are non-paid members of the centre and do not replace paid workers nor constitute a threat to job security of paid workers. It is your responsibility to be as reliable as paid workers in their attitude and commitment. Your work is a responsibility which involves time, a readiness to learn and be involved, a preparedness for supervision and assessment and a giving of your own ideas and support for the people you are working with.

Time

Use your limited time wisely, being ready to start on time, and taking responsibility for early notification to the appropriate person if you are unable to attend or will be late.

Confidentiality

Do respect the privilege of knowing confidential information about people with whom you are working, groups who use the Centre and other organisations. Be trustworthy and loyal to those with whom you have involvement. If information about others or aspects of the organization are shared with you, be sure that it stays in the workplace and is not discussed in an inappropriate manner.

Privacy laws do not permit us to give out personal information such as phone numbers or addresses without the consent of the person concerned. If someone asks for a staff, volunteer or student's phone number, or address ask for the inquirer's contact phone number and pass it on to your supervisor or the person referred to who can return the call themselves.

A confidentiality and privacy clause is included as part of the Volunteer Agreement page at the end of the document.

Teamwork

See yourself as part of a team and do your part by supporting those you work with, accepting help and supervision from staff and being prepared to provide feedback and suggestions to the staff at an appropriate time. Be impartial in your relations with the staff and other volunteers. Always take responsibility to ask staff about anything you don't understand and remember that the staff is people with stresses and needs too.

Training and professional development

Be positive about orientation and job training. Make a real commitment to contribute and attend regularly. Don't expect yourself to know everything or be an expert in the area you're involved in and keep in mind that everyone is learning! Be aware of other relevant training, seminars, meetings and media programs or articles that will help you develop more understanding for your work.

Gatherings are held approximately once per term where all volunteers can share a morning tea or lunch together and gain more information and training relating to their role or the Centre.

Personal attitudes and behaviour

Recognise your own worth as a person and respect those around you regardless of ethnic, cultural, religious, lifestyle or personality differences. Do aim to develop self-awareness and be clear about your own expectations. Provide a supportive climate by being approachable, optimistic and encouraging of others. Avoid becoming over involved with people's problems – be aware of your role boundaries and being part of a professional organisation. As for guidance if needed. Be accepting and flexible so that you allow others room to take on new work tasks and develop skills. Learn to listen to others, compromise and negotiate changes in your role if required.

Volunteer Rights

Unlike paid staff, volunteers are not covered by awards or work-place agreements. Volunteers however do have rights, some which are enshrined in legislation and some which could be considered the moral obligations of an organisation involving volunteers. Volunteering Australia promotes the following as the basic rights of a volunteer.

- Also To say “no” if you feel you are being exploited
- To work in a healthy and safe environment (as defined by the Occupational Health and Safety Act)
- To be interviewed and employed in accordance with equal opportunity and anti- discrimination legislation
- To be provided with a job description and agreed working hours
- To be adequately covered by insurance
- To be given accurate and truthful information about the organisation for which you are working
- To be reimbursed for out of pocket expenses incurred on behalf of the organisation for which you are working & which have been previously approved
- To be given a copy of the organisations volunteer policy and any other policy that affects their work
- Not to fill a position previously held by a paid worker
- Not to do the work of paid staff during industrial disputes
- To have access to a grievance procedure
- To be provided with orientation to the organisation
- To have your confidential and personal information dealt with in accordance with the principles of the Privacy Act 1988
- To be provided with sufficient training to do your job and to enhance your volunteering and life skills
- To be listened to
- To know whom you are accountable to
- To be informed and consulted on matters which directly or indirectly affect you and your work.

be aware of the needs of others around you in the workplace and ensure that as much as possible, your behaviour is not distracting them from achieving their work tasks.

As a volunteer you have the right to check that:

- The purpose of the organisation matches your own values and beliefs
- Your role is clear and specific
- The organisation can provide you with written information about its purpose and activities
- You are satisfied that the funds of the organisation are expended in accordance with its mission

Volunteer Responsibilities

As a volunteer you need to:

- Be reliable;
- Respect confidentiality;
- Be accountable;
- Be committed to the organisation;
- Carry out the specified position description;
- Undertake training as requested;
- Ask for support when you need it;
- Give notice before you leave the organisation;
- Value and support other team members;
- Carry out the work you have agreed to do responsibly and ethically.

RESPONSIBILITIES OF THE KYNETON COMMUNITY & LEARNING CENTRE INC.

KC&LC will:

- Interview and employ 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;
- Provide appropriate and adequate insurance coverage for volunteer staff;
- 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 and facilitate a co-operative relationship between each group;
- 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;
- 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.

References: Adapted from: www.volunteeringaustralia.org/sheets/code.html & Victorian Volunteer Portal: www.volunteer.vic.gov.au

Job Description

KC&LC will provide a job description to all volunteers. This is to ensure that they are not exploited and that their role and responsibilities are clearly defined.

GRIEVANCE PROCEDURE

Sometimes things may not go the way you want or you may feel that something that is happening is wrong. You as a volunteer have a right to say how you feel. Because the Centre, promotes a positive working environment and positive working relationships within this environment they have set out the following Grievance procedure.

If a conflict develops between volunteers and/or staff members, it is recommended that the two people try and solve this by using the steps set out below.

Step 1. Talk to the person involved calmly and rationally and try to resolve the problem through reasonable discussion. Try to be clear about what is concerning you and you may have some ideas about what could be done to alleviate your concerns.

Step 2. If things don't get better talk to your supervisor and let them clearly know that you are concerned or feeling uncomfortable about an issue and would like assistance with it being resolved. If it's a serious matter you may also want to seek assistance from the Centre Co-ordinator who will be able to discuss some options about how the matter can be resolved.

Step 3. If the matter is still unresolved then you have the right to write a letter to the chairperson or secretary of the Committee of Management. Any decision made by the Committee of Management will be made in writing.

(Aside from matters about Health & Safety it is expected that the above process is commenced within seven days)

Step 4. If things are still unresolved then the matter may be referred to an appropriate person for mediation, or reference group for a decision. It is expected that whatever decision is made at this point will be accepted, ending the matter.

Please Note:

Until the matter is resolved work shall continue as usual before the grievance happened.

It is essential for the reasons of trust, confidentiality, teamwork and professional profile that the people in dispute not discuss their issues outside of the grievance procedure.

The full grievance procedure is available in the centre policy manual at reception.

(Note: All policies and procedures documents are updated annually)

Code of Ethics

The Committee and Staff of the KC&LC have a responsibility to manage the Centre in the best interests of the community. They are asked to demonstrate professional ethical behaviour in their dealings with those who use the Centre and with each other. It is asked that the Staff (paid and unpaid) publicly and privately support the Centre and each other along with respecting the strengths and weaknesses of others.

A full Code of Ethics is available in the KC&LC Policy and Procedure Manual at reception.

Health and Safety

The centre is committed to providing and maintaining a safe and healthy working environment for all staff (paid and volunteers) and anyone entering the premises at all times. An OH & S Committee has been assigned to the centre to ensure that all recommendations are followed, instilled and up dated accordingly. All workers at the Centre are asked to assist the Centre to provide a safe environment for all. If you are aware of any possible risks to the health and well being of those who use or work at the Centre please notify your supervisor or the office staff as soon as possible. A full Health and Safety Policy is available upon request from reception.

Emergency Procedures

These are posted around the Centre and in the office. Please take time to read the emergency evacuation procedures and know what to do in the event of an emergency incident.

If you are aware of an incident that is potentially life threatening, notify your immediate supervisor or the office staff immediately.

Smoking

Due to health and safety reasons, the Centre is a smoke free zone. Smokers are provided with ashtrays outside the buildings in designated area/s. Please use ashtrays for cigarette butts so that we can care for our environment and for the health and safety the children who attend the Centre facilities (cigarette butts are highly toxic). Please be careful not to smoke in the area designated for Child Care Programs or in the toilets.

Ash trays are placed outside the front of the building and in the designated area between the main building and the portable building.

Children

Children are not to be left unattended, unless formal arrangements for their care have been made with childcare workers. In some roles it may be inappropriate to have your children present, please check with your supervisor or the Volunteer Co-ordinator.

Incidents/Accidents

All incidents or accidents are to be reported in the incident book at the office. Please speak to your supervisor or Co-ordinator about this so they know an incident has occurred and can take any further steps necessary to report or follow up on the incident. An incident can include any abusive behaviour or threat or an injury that occurred to staff/volunteer or service user. It can also include any incidents that could have potentially led to an accident.

Feeling Overworked or if you have

If you are reluctant to do any task for any reason even if you are just uncomfortable with it, then please speak to your supervisor or Co-ordinator. If you feel as though you have too much work or responsibility, please tell your Coordinator or supervisor.

Lateness Inability to attend for duty

As the Centre relies on volunteers and may have work assigned for you, if you are going to be late for a shift or can't make it into the Centre for any reason, please call and let someone know and provide as much notice as possible.

Leaving the Kyneton Community & Learning Centre.

As a courtesy it is simply asked that you let your coordinator know ahead of time that you are leaving. Two weeks notice is good if possible, if not then as soon as possible.

The health and safety of people who work at or use the Centre is a priority. Volunteers who breach the code of conduct or who jeopardize the Centre operations or health or safety of others will enter into a discipline process. Serious breaches may incur the termination of the voluntary position.

Setting up your own Group or Class at KC&LC

The Kyneton Community and Learning Centre welcomes ideas for new groups and programs. The Centre has a commitment to working in partnership with the community to meet local needs and aspirations. Should you have an idea or wish to start up a new group or activity we'd love to hear about it! Make a time to speak with your program supervisor or the Centre Manager to discuss the initiative.

FEEDBACK

We would like to improve our service to you so we have included this short evaluation of this manual. Please take the time to answer the following questions. Remember all identifying information will be kept anonymous.

Did you find this manual helpful?

Yes

No

Why? / Why Not? Please tell us how it could be improved:

What would you like to have seen more of?

What would you like to have seen less of?

Do you think that this manual might come in handy for future reference?

YES

NO

THANKYOU for your time in completing this form!

VOLUNTEER EXPRESSION OF INTEREST

Welcome to the Kyneton Community & Learning Centre. Please tell us a little about your interests so we can keep you informed about relevant activities, and provide you with opportunities to participate in the Centre in areas of interest or expertise.

Name _____ Phone _____

Email _____ Mobile _____

Address _____

My Interests are: _____

I have experience/skills in: _____

I would like to develop experience/ skills in (optional):

I would be available on the following day/s as specified below.

Day/s: _____ Time/s _____

I would like to take part in:

- | | |
|---|---|
| <input type="checkbox"/> Gardening or minor maintenance | <input type="checkbox"/> Classroom |
| <input type="checkbox"/> Newsletter/Brochure Production/publicity | <input type="checkbox"/> Child Care |
| <input type="checkbox"/> Catering | <input type="checkbox"/> Reception/welcoming |
| <input type="checkbox"/> Data entry/word processing | <input type="checkbox"/> Running a group/activity |
| <input type="checkbox"/> School holiday activity | <input type="checkbox"/> Fund Raising/Grant Writing |
| <input type="checkbox"/> Community lunch (various roles) | <input type="checkbox"/> Other |

Contact Me Now Contact Me Next Year

Contact Me In A Few Months Don't Contact Me

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KYNETON COMMUNITY
& LEARNING CENTRE INC

CONFIDENTIAL MEDICAL FORM

NAME _____ TELEPHONE: _____

EMAIL: _____ MOBILE: _____

ADDRESS: _____

_____ POSTCODE: _____

DOCTOR: _____ TELEPHONE _____

In an emergency contact the following:

NAME: _____ TELEPHONE: _____

ADDRESS: _____

MEDICARE NUMBER: _____

AMBULANCE SUBSCRIPTION: _____

Allergies or relevant medical history

Treatment _____

(Signature needed for authorisation to seek ambulance, medical or hospital services. Cost of ambulance or medical/hospital expenses to be borne by staff member or volunteer)

SIGNATURE: _____

DATE: _____

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**KYNETON COMMUNITY
& LEARNING CENTRE INC**

VOLUNTEER AGREEMENT

Thank you for agreeing to be involved in the work of the Kyneton Community & Learning Centre! Committee and Staff appreciate your willingness to assist with achieving the strategic directions of the Centre and most importantly to assist with strengthening our local community.

(This form is to be completed once the Volunteers co-ordinator or centre manager has met with you to discuss your involvement)

AGREEMENT

Area/s of involvement:

Reports to (supervisor):

I agree to work within the mission, values, code of ethics (conduct, grievance procedures, and policies of the Kyneton Community & Learning Centre. I will follow the information and procedures set out in the volunteer information.

I will show respect to participants, Committee Members, staff and other volunteers at the Centre and maintain strict confidentiality and privacy of all information gained in the process of carrying out my work at the Centre.

Where I am unsure or need further information I will make a time to ask my supervisor or the administration officer for further information to resolve any issues I may encounter.

Volunteer name: _____

Signature: _____ Date: _____

KC&LC nominated representative: _____

Signature: _____ Date: _____