



Volunteering S.A. Inc.

Be an effective Volunteer



Government of South Australia
Office for Volunteers

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TIME: Start on time Allow NO MORE than 10 minutes (**TOTAL ELAPSED TIME 10 MINS**)

ACTIVITY: Ice Breaker HANDOUT: N/A

Introduce yourself (your name should already be on the Board) – very brief!! Set the example!!

Welcome INCLUDING brief Traditional welcome.

Housekeeping Toilets, Coffee, Break time - 15 mins at half time.

Note taking - Handouts will include all reference such as website/texts etc.

Time Management “for the benefit of the whole group”

Introductions and Ice Breaker

Say who you are, your organisation, what you want from today and explain the main reason why you are a volunteer.

Objectives

- To examine volunteering practices and principles
- To consider the scope of volunteering in Australia and the importance of National Standards
- To become aware of the infrastructure and support underpinning the volunteer sector
- To identify relevant organisational structures, policies and procedures
- To become aware of the legislative framework underlying volunteer work

Universal Declaration on Volunteering

“All people in the world should have the right to freely offer their **time, talent and energy to others and their communities** through individual and collective action, without expectation of financial reward.”

Adopted IAVE Netherlands 2001

Definition of Volunteering

Formal volunteering is an activity which takes place in not-for-profit organisations or projects and is:

A service given of one's own free will without coercion

For no financial payment

To benefit the community and the volunteer

In designated volunteer positions only

Informal volunteering occurs outside an organisational setting

Principles of Volunteering

If you were asked to define the main principles relevant to volunteering what you would include?

Discuss in small groups and devise own list.

Handout - discuss any differences-do you think anything is missing? Add any extras agreed upon.

Motivation

Brainstorm as a group:

Why and where do people volunteer?

Why is this useful to know?

Does people's motivation change over time?

How could an organisation keep people motivated?

Whiteboard answers- discuss and lead into following slides

Volunteering Quiz

Circle the answers you think are correct.

1. Each year how many Australians over 18 volunteer?
(a) 2.2 million (b) 3.3 million (c) 4.4 million (d) 5.5 million
2. What is the approximate annual value of volunteering in Australia?
(a) \$12 billion (b) \$27 billion (c) \$36 billion (d) \$45 billion
3. How many hours do Australian volunteers work each year?
(a) 150 million (b) 400 million (c) 500 million (d) 630 million
4. How much money do Australians donate to volunteer involving organizations each year?
(a) \$600 million (b) \$1.8 billion (c) \$2.3 billion (d) \$3 billion
5. The not-for-profit sector is how many times bigger than Local Government?
(a) 2 (b) 3 (c) 4 (d) 5

Answers: c,d,b,d,c. Take jellybeans or Smarties

Areas of Volunteer Involvement

Health and Welfare

Community Service

Sport

Recreation

Religion

Arts

Emergency Services

Environment and Heritage

Education

(Add up to date stats if available)

Benefits of Volunteering

Who benefits from volunteering and what are those benefits?

Consider:

Organisations

Clients

Community

Volunteers

Ask participants to work in 4 different groups and identify the benefits for each of the groups. Write on post it notes and stick on butchers paper on wall

Mutual Expectations

What do you think volunteers can expect from an organisation?

Discuss and note with person next to you.

What do you think are the expectations that an organisation has of its volunteers?

Discuss and note with person next to you.

“Mutual Expectations”

Volunteer Skills Development

What are some of the skills volunteers can learn?

What do volunteers have to know?

What do volunteers need to know?

How can they learn these things?

Participants suggest the answers to these questions through working in twos or threes. Access to Training is relevant so .. Handout training schedules and details of relevant TAFE courses

National Standards

Where do we come across standards in our daily lives?

Why would “standards” be important in an organisation that involves volunteers?

Standards that apply to Volunteer Involving Organisations...

Structures in Organisations

Mission and vision statements

Strategic and business plans
(mainly as it relates to the volunteer
service/program and volunteer role/s)

Structure of the organisation including lines of
communication, roles, responsibilities and
authority

**Where would you find all of these in your
organisation?**

Share ideas in groups of 2 or 3. Look at some samples. Have some Annual Reports avail. as well.

Structures for Volunteers

- ✓ Aim/s of volunteer involvement in the organisation
- ✓ Support structures/mechanisms for volunteers
- ✓ Recruitment & employment procedures of volunteer staff
- ✓ Volunteer involvement, appropriate roles and job & person descriptions
- ✓ Orientation, education & training for volunteers
- ✓ Recognition of volunteer contribution to the organisation

Have some examples available. Ask participants if they have seen these in their organisation?? If some of them have, find out where they located them? If necessary pair up those who have seen these with those who haven't/

In the situation that no participants know about these – have them brainstorm where they might find them and also pass around a couple of examples.

Examples of job descriptions and proforma

Code of Conduct

What is it?

Why have it?

What obligations as a volunteer do you have to the organisation?

What responsibilities does the organisation have to you?

Introduce the concept of a Code of Conduct– can also refer back to Mutual Expectations handout

Boundaries

Able to Say “No”

‘Friendly’ not ‘friends’

Stick to what is in guidelines/policies

Stick to job description

Responsibility

Time

Sharing Information

Debrief

Legislative requirements

Brainstorm with the person sitting next to you, any laws you think may apply to you as a volunteer

What do you need to know about them?

We are now going to have a look at a few of them and how they might affect your work as a volunteer

Use the brainstorm idea and whiteboard answers- encourage people to guess – fill in any gaps

Relevant Legislation

Volunteer Protection Act

Pre-employment reference audits/checks

Privacy Act and Confidentiality

Harassment/bullying

Equal opportunity

Discrimination

OHS&W and Risk management

Insurance and liability

Industrial policy relating to volunteer work

Possible Handout copy of Volunteer protection Act- many copies already at VSA.
Make sure there is a brief discussion of each item.

Police checks and references

Designed to protect staff as well as clients

Ensures that society's most vulnerable are
protected

Gives peace of mind to staff, management and
family members

Make sure you are up to date on current process and price of police checks.

Before revealing content of slide, ask part why they think we have police checks or references – keep it brief – most will know

Privacy Act and Confidentiality

Definition: **CONFIDENTIAL**

classified, *colloquial* hush hush, intimate, off the record, personal, private, restricted, secret, suppressed, top secret

Personal, private, trusted

Oxford Paperback Dictionary and Thesaurus

Confidentiality

Relates specifically to the protection of private information acquired through work

It involves protecting and actively promoting the dignity and privacy of the people involved

Information regarding clients should only be discussed with the program coordinator when there is concern

If in doubt ask - the program coordinator directly

Workbook: "Possible concerns for client safety" AND "Emergency Situations"

Breach of confidentiality

What is it?

Gossiping

Revealing information that you have not asked permission to disclose

Revealing information you know people would prefer to be kept confidential

Revealing information to people other than those to whom you have been authorised to disclose it

Case studies

2 Case studies in workbook- Don and Mrs Clinton; Mrs Jones story. Give to participants in 2 groups and allow time for discussion of questions and feedback (approx 10 mins)

Confidentiality for Volunteers

Volunteers owe a duty of care not to disclose confidential information unless:

- ✓ The disclosure is made under the compulsion of law
- ✓ Interests of the client require disclosure
- ✓ There is a duty to the public to disclose
- ✓ The disclosure is made with consent of those involved

Examples for each dot point . Mandatory reporting of child abuse;
medication;
serious crime;
you have been told who can be informed and how

Workplace Safety Laws

Harassment/bullying

Equal opportunity

Discrimination

OHS&W and Risk management

Insurance and liability

Industrial policy relating to volunteer work

Policy Orientation

What policies to look for

Where could you look?

Further training

We are going to look at some of the most relevant
for volunteers

Policies and procedures

Out of pocket reimbursement of expenses

Use of motor vehicles

Grievance and disciplinary processes

Work relationship/roles of volunteer and paid staff

Diversity – volunteer & paid staff, clients,
stakeholders

Communication - organisational strategies,
mechanisms, policy and procedure)

Duty of care for self and others

Discussion of each dot point. Use some examples to illustrate - from own VRC resource folders

Also distribute future training schedules local and state

Duty of care

To take reasonable care to avoid injury to another person or damage property as a result of any action or inaction

We have a duty not to be careless or negligent and we have a duty to report to authorities any person we observe or suspect is being careless, negligent or abusive

People working in a supporting or caring role are obligated to display compassion and kindness in providing services to clients

What do people think is meant by "Duty of Care"?

Abuse

What have we heard about abusive behaviour in institutions?

What are some of the possible forms of abuse that could happen to the vulnerable in our society?

Why do volunteers need to know about this?

See workbook on ABUSE

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Check this is what people experienced

Evaluation

**Please complete an evaluation form and leave
it with the trainer before you leave
😊 THANK YOU 😊**



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TIME: 5 minutes (TOTAL ELAPSED TIME 2HR 50 MINS)

ACTIVITY: Evaluation Sheet

HANDOUT: N/A

Contacts for the future include organisations that have engaged well with young people. Networking can begin. Look to orgs like the Red Cross, or local councils. On a more formal level enrol in more training