

# Lily the Volunteer:

An introduction to volunteering for  
CALD communities



# Introduction overview

## Overview of presentation

- What is volunteering?
- Areas of volunteering
- Volunteer rights & responsibilities
- Selecting a volunteer role
- Volunteer organisations
- What next?



## What is a volunteer?

**Volunteering is an important aspect of the Australian culture.**

There are processes and policies that need to be followed before someone is accepted as a formal volunteer.

Let's go through some background information about volunteering and what is required in the application process.



# What is volunteering?

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

Volunteering includes a wide range of activities. Formal – within organisations or informal. It is not paid work



## Activity 1: Definitions and Principles of Volunteering



# What is volunteering?

## Why Volunteer?

Volunteering provides benefits to society and benefits to the volunteer

Look at the hand out about reasons why people volunteer. Sort into two groups:

- Good for Society
- Good for the volunteer



### Activity 2: Reasons why people volunteer



## Areas of volunteering

### Soup Kitchen



Help to serve food to people in need.



## Areas of volunteering

### Op-Shop volunteering



Collecting, sorting and selling donated goods in charity stores.





## Areas of volunteering

### Helping in community organisation's offices



Answer phones, do bookkeeping or filing for charities and not for profits.





## Areas of volunteering

### Helping with the environment



Taking part in tree planting.



## Areas of volunteering

### Elderly support



Help older people with their shopping, or take them out for a walk. Visit and talk with them at home or in aged care centres



## Areas of volunteering

### Helping with animals



Helping hurt animals and homeless animals.



## Areas of volunteering

### Tutoring



Helping people to learn how to use computers, mobile phones and tablets or helping in a homework club.





## Areas of volunteering

### Volunteering in Sports



Helping with local sports groups.



## Areas of Volunteering

**Volunteers usually assist with the programs of not-for-profit organisations and charities.**

Next we will be looking at the different areas of volunteering and what kinds of roles might be available.



### **Activity 3: Areas of volunteering**



# Volunteer rights and responsibilities

## Volunteer Rights:

- to have a healthy and safe environment
- to be covered by insurance
- to have a position description and agreed hours
- to be provided with orientation and training
- to be interviewed with equal opportunity



### Activity 4: Rights and responsibilities

## Volunteer Responsibilities:

- to commit, be punctual and reliable
- notify your supervisor if you can not attend
- to do the duties as set out in the position description
- agree to the organisation policies
- respect and support all team members
- report potential





# Volunteer rights and responsibilities

## Generally, you can expect:

- to receive satisfaction from the role you are doing
- to receive assistance and training if required
- to be a respected and valued member of the team
- to receive feedback on your performance
- to have policies and processes to follow



### Activity 5: What you can expect



## Selecting a volunteer role

### **Volunteer resource centres support all aspects of volunteering in their community.**

They have a database of volunteer opportunities and can talk to you about your skills and interests. They can suggest community organisations that you might like to engage with.

### **Some Volunteer organisations advertise their positions online.**

You can apply directly to those advertisements.

Read the position description and make sure you understand what you have applied for and think about the questions you need to ask.

Visit: *govolunteer.com.au* and follow the search process.



## Selecting a volunteer role

### The recruitment process:

- Apply
- Interview
- Police Checks/Working with Children Checks
- Training and orientation
- Engage
- Review



#### Activity 6: The recruitment process



# Volunteer Organisations

## Volunteer organisations

Big Volunteer Involving Organisations may have a Manager, a Volunteer Coordinator and a Supervisor.

Small Volunteer Involving Organisations may have only one person doing all the roles.

Some of the Managers, Coordinators and Supervisors you meet may also be volunteers.



# Volunteer Organisations

## A Manager/Coordinator/ Supervisor of Volunteers will:

- interview you
- explain the volunteer position
- assist you with applying for police checks/WWC check
- organise orientation and training
- help volunteers to get started
- be available for on-going support
- review volunteer performance and provide feedback

The Manager/Coordinator/  
Supervisor of Volunteers is responsible for the delivery of the program so will want to help volunteers do their role well.



## What Next?

### What we have learnt:

- why people volunteer
- what types of roles volunteers can do
- how to find out about volunteer opportunities and that
- there are policies and procedures to follow.

In the next five units we will follow a volunteer, Lily, as she explores, chooses, applies for and becomes a volunteer.

She has thought about her skills, her interests and her availability. She is now ready to look for a volunteer role.

