

# Welcome to your volunteering guide

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

## WHERE TO START?

Sometimes people 'fall into' volunteering, but most of the time people make a **conscious decision** to volunteer and then face the **challenge** of how to start.

### DECIDE

Decide what you want to contribute to your community

### APPLY

Apply for your chosen positions using the correct channels

### THINK

Think about how you can contribute. Can volunteering help?

### LOOK



[volunteeringvictoria.org.au](http://volunteeringvictoria.org.au)

[govolunteer.com.au](http://govolunteer.com.au)

[volunteer.com.au](http://volunteer.com.au)

## VOLUNTEERING... IT'S GOOD FOR YOU.

96% of volunteers say that it makes them happier



**BUILDS PERSONAL RESILIENCE**



**INCREASES SOCIAL INCLUSION**



**GROWS SENSE OF PURPOSE**



**PATHWAY TO EMPLOYMENT**



**REDUCES SOCIAL DISADVANTAGE**



**BUILDS COMMUNITIES**



**LOWERS STRESS**



**REDUCES ISOLATION & LONELINESS**



**BOOSTS SKILLS**



**GROWS NETWORKS & FRIENDSHIPS**



**INCREASES HEALTH & WELLBEING**



**WIN/WIN RIGHT?!**

## BENEFITS



Share your **knowledge** with others.



Gain personal **fulfilment**.



Increase your **confidence**.



Maintain and develop **skills**.



Make a difference in your **community**.



Have **fun**.

# VOLUNTEERING

## THINGS YOU SHOULD KNOW

“Organisations have a duty of care to **protect volunteers** from harm”

Unlike paid staff, volunteers are not covered by industrial awards.

### VOLUNTEERS' RIGHTS

- Access to relevant information
- Meaningful votes
- Clear position descriptions
- Recognition as a valued team member
- Appropriate training
- Consultation on things that affect them and their role
- Leadership and management
- Reasonable workload
- Induction and orientation

- Support and supervision
- Insurance cover and protection
- Volunteer agreements
- Reimbursement of **agreed** expenses
- Right to privacy
- A safe workplace
- To be respected
- Clear grievance and complaint process
- Opportunity to provide feedback

### VOLUNTEERS' RESPONSIBILITIES

- Be punctual and reliable
- Notify organisation of changes to availability
- Abide by all policies and procedures
- Deal with complaints appropriately
- Meet their volunteering commitments
- Maintain confidentiality
- Undertake training
- Work safely

- Respect the rights and privacy of others
- Adhere to the volunteer position description
- Support others and ask for support if needed
- Give notice before leaving
- Undergo relevant checks eg working with children check
- Act accordingly to the organisation's values
- Do your best!

### ABOUT VOLUNTEERING VICTORIA

Volunteering Victoria is the state peak body for volunteering. Our vision is for resilient communities and empowered and active citizens through volunteering

We help volunteers to find suitable positions. We also provide information and advice on volunteering issues.



We are a member-based, not-for-profit, non-government charity.

### WE PROVIDE

TRAINING

ADVOCACY

MENTORING

RESOURCES

POLICY DEVELOPMENT

CORPORATE VOLUNTEERING

NETWORK SUPPORT

REPRESENTATION

ADVICE

CONSULTING

RESEARCH

### VOLUNTEER SUPPORT SERVICES

Volunteering Victoria offers an information & referral service for volunteers. We are one of many Volunteer Support Organisations (VSOs) across the state. VSOs provide:



**INFORMATION**  
about available volunteer roles



**DISCUSSION**  
on your background, experiences, interest and commitment



**ADVICE**  
on where to start



**TRAINING**



**FIND YOUR LOCAL VSO**  
Visit the Volunteering Victoria website to find your local VSO



**REFERRALS**