



**Peel Volunteer  
Resource Centre**

## **ABOUT US**

Volunteer Resource Centres can assist community groups with referral of potential volunteers and a range of support services for your volunteer management program. There is no charge for membership of the Peel Volunteer Resource Centre and your organisation is under no obligation to accept volunteers referred to you. Once a referral is made, it is up to the organisation and the potential volunteer whether the person becomes a volunteer.

Organisations are **required** to carry Volunteer Personal Accident and Public Liability insurance cover for volunteers. The Peel Volunteer Resource Centre supports and encourages all members to meet *Volunteering Australia's National Standards* for involving volunteers in not for profit organisations.

As a member you are entitled to have as many **Volunteer Positions** that you require entered onto our Database Register. All positions listed will be available through the National - Seek / Go Volunteer websites. If you require volunteers please fill out the Volunteer Position Form and return it to us (photocopy this form and use as many times as you wish). We will begin recruiting and referring volunteers for you as soon as your membership has been approved by our Board of Management.

We can assist you with any matters relating to volunteer management and will keep you up to date with information on volunteering through email and our website. Workshops on volunteer related issues are offered throughout the year. Should you require any further information please do not hesitate to contact:

**Vicki Pollard - Manager** [manager@peelvolunteer.org.au](mailto:manager@peelvolunteer.org.au)

**Peel Volunteer Resource Centre** on 9581 1187

[www.peelvolunteer.org.au](http://www.peelvolunteer.org.au)

**OPEN 8.30am – 4.00pm Monday to Friday  
CLOSED on Wednesdays**

*V Pollard*

**Vicki-Marie Pollard  
Manager**



## Peel Volunteer Resource Centre

### ***ABOUT US -***

#### ***Information and Contact Details for Peel Volunteer Resource Centre***

<b>Manager</b>	Vicki-Marie Pollard
<b>Administration Managers</b>	Meg Turner and Lesley Howard-Carter
<b>Volunteer Referral Officers</b>	Susan Lloyd Tina Davis Carol Brown

<b>Address</b>	Suite 12, Mandurah Lotteries House 7 Anzac Place MANDURAH WA 6210
<b>Telephone</b>	(08) 9581 1187
<b>Facsimilie</b>	(08) 9586 1187
<b>E-mail</b>	<a href="mailto:manager@peelvolunteer.org.au">manager@peelvolunteer.org.au</a> <a href="mailto:admin@peelvolunteer.org.au">admin@peelvolunteer.org.au</a>

**Peel Volunteer Resource Centre is  
OPEN 8.30am – 4.00pm Monday to Friday  
CLOSED Wednesday from 12.00pm**

## **REGION**

Peel Volunteer Resource Centre provides service for the Peel Region which encompasses the City of Mandurah, Shires of Murray, Boddington, Waroona, Serpentine-Jarrahdale.

## **FUNDING**

The Peel Volunteer Resource Centre receives funding from the following sources:

- Department of Prime Minister & Cabinet - Volunteer Management Program
- Department for Communities
- City of Mandurah
- Fee for service contracts - PVRC is contracted by Juniper Communities to deliver the Home Visiting Program for the Mandurah and Rockingham region.

## **TRAINING**

Peel Volunteer Resource Centre provides basic training for volunteers about their rights and responsibilities and what to expect when they are linked with their organisation. Training for Volunteer Coordinators is provided and members will be notified. One to one training and information for volunteer coordinators is always available.

## **VOLUNTEERING AUSTRALIA NATIONAL STANDARDS**

*The Peel Volunteer Resource Centre actively promotes the 8 National Standards for Involving Volunteers in Not for Profit Organisations as being Best Practice.*

*These Standards are as follows:*

- Leadership and management
- Commitment to volunteer involvement
- Volunteer roles
- Recruitment and selection
- Support and development
- Workplace safety and wellbeing
- Volunteer recognition
- Quality management and continuous improvement

## **SO WHAT HAPPENS ONCE YOU LODGE YOUR MEMBERSHIP FORM AND POSITION DESCRIPTONS?**

- Your application for membership goes to our Board of Management for approval.
- We list your positions and inform people who come to the Volunteer Centre about your need for volunteers.
- If someone expresses interest, we telephone you whilst they are at the Centre or we will give the potential volunteer your contact details for them to contact you. If you are not available, we will leave a message for you to contact the potential volunteer.
- Please let us know if you have enough referrals and do not want your positions listed. You can take them on and off as you need volunteers. You can also change your positions at any time.
- If you have any problems, please just pick up the phone and call us on 9581 1187.

## **RIGHTS AND RESPONSIBILITIES OF VOLUNTEERS**

### ***Volunteers have a responsibility to***

- Participate in a co-operative team effort to achieve the goals of the organisation
- Adhere to policies and procedures of the organisation
- Fulfill the negotiated commitment to the agency
- Be reliable and dependable
- Respect the confidentiality of the agency and client(s)
- Give advance notice when changing circumstances will affect their capacity to volunteer
- Be non-judgmental and respect the privacy and dignity of others
- Undertake training as required
- Be willing to accept positive and negative feedback related to performance

***In undertaking these responsibilities, volunteers have a right to***

- To be interviewed and employed in accordance with Equal Opportunity requirements
- Adequate orientation and training for their volunteer role
- A statement which clearly outlines their duties (job description)
- Information about the agency's policies, procedures and objectives
- Work in a safe environment
- Receive support and guidance to complete authorised tasks appropriately
- To have confidential and provide information safeguarded within the provisions of the privacy act
- Adequate insurance cover
- Voice queries, concerns and complaints to their supervisor and have access to grievance procedures
- Negotiated assistance with out-of-pocket expenses for authorised volunteer tasks
- Participate in evaluation of their performance as a volunteer
- Say 'No' to requests they feel they would not be able to complete or wish to participate in

**RIGHTS AND RESPONSIBILITIES OF AGENCIES**

***Agencies have a responsibility to***

- Develop a policy statement regarding volunteer involvement. Volunteer roles should not replace paid workers or be designed to simply provide cost savings. The role should offer a different aspect of service than a paid employee.
- Understand the philosophy of volunteerism and the rights of volunteers
- Appoint a person (paid or unpaid) to organize volunteer involvement
- Provide ongoing support and training for volunteers
- Ensure that appropriate out-of-pocket expenses are negotiated for authorised tasks
- Provide adequate insurance cover for authorised volunteer involvement
- Provide ongoing information and recognition to enhance volunteer participation
- Provide opportunities for regular feedback and evaluation

***Agencies have a right*** to expect reliability, responsibility and adherence to policies and procedures from people who choose to volunteer their services

## INSURANCE

### What Policies your Organisation should consider?

As people become more litigation conscious, the potential to be sued for a volunteer's injury or negligent action increases and with it the prospect of large uninsured financial payouts. Both Product/Public Liability and Voluntary Workers Personal Accident insurance policies must be held by organisations which are members of the Peel Volunteer Resource Centre. Certificates of Currency are requested by the Centre to keep on file.

- **Product and Public Liability Insurance**

This insurance covers liability for damage or injury to third parties occurring as a result of an accident arising out of the activities of the insured.

- **Voluntary Workers – Personal Accident**

This cover is to insure your volunteers whilst carrying out voluntary work on behalf of your organisation and covers accidental injury or death.

- **Association Liability Insurance**

This cover provides for loss resulting from claims made against an organisation for breach of professional duty arising out of negligent acts, errors or omissions in the conduct for their particular professional activity. This type of insurance would be applicable for volunteers who are members of an organisation's Board of Management.

There are a number of insurance brokers who can provide these types of insurance policies. Whilst PVRC does not recommend any particular broker, there are some commonly used brokers for the Charitable, Not for Profit, Voluntary Organisations and Organisations who involve Volunteers and details of these may be obtained from PVRC.

## WORKING WITH CHILDREN CHECK & NATIONAL POLICE CHECK

Once it is established that a person is in child-related work and no exemption applies, they are legally required to apply for a WWC Check. The WWC Check is different to the National Police Check, and employees or volunteers may be required to get both. This is because the WWC Check is only concerned with offences that could indicate a child may be harmed.

For example, where a position also involves working with money as well as children, a conviction for theft may be of interest to the employer. It is only the National Police Check which will inform them of this conviction.

Therefore, employers should ensure that other measures are in place to assess a person's suitability for the job, including interviews, thorough reference checks and if necessary a National Police Check.

Below are more examples of how a WWC Check and National Police Check are different:

- A WWC Check is valid for 3 years, and can be used during this time to work in any category of child-related work. Unlike the National Police Check, which is only current on the day it is issued, a WWC Check can be updated if a person's criminal record changes during the 3 years until its expiry.  
Juvenile records and criminal charges, as well as all convictions, are assessed as part of a WWC Check.
- A WWC Check is compulsory for people in child-related work including those who have never had to have a criminal record check before. It has set obligations and penalties for non-compliance.

*This is an excerpt taken from the Working With Children Check website, [www.checkwwc.wa.gov.au](http://www.checkwwc.wa.gov.au). Please go to the website if you require any further information.*

## APPLICATION FOR MEMBERSHIP

Use tab button to move between fields

Name of Organisation	
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Postal Address			
Suburb		Postcode	

### Contact Person for Volunteer Management

Name		Position	
Contact times		Phone	
Email		Mobile	

### Purpose of the Organisation

Details of your Organisation			
Are you a "Not for Profit" Community Organisation ?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	

### Insurance Information – Please Attach copies of Certificates of Currency for both Policies

<b>Personal Accident</b>	Insurer		
Policy Number		Expiry Date	
<b>Public Liability</b>	Insurer		
Policy Number		Expiry Date	

### Insurance Declaration:

An organisation listing volunteering opportunities with Peel Volunteer Resource Centre agrees that it is an independent organisation responsible for its own actions, including maintenance of insurances, and that it is not an agent of Peel Volunteer Resource Centre and will not hold itself out as such. The organisation further acknowledges and agrees that it is solely responsible for the operations or conduct of its volunteers or of any affiliate organisation(s) using this listing service and that it will indemnify and hold harmless Peel Volunteer Resource Centre in the event of any breach of this declaration. Peel Volunteer Resource Centre reserves the right to request member and position listing organisations to produce evidence of required insurances at any time. In addition, organisations agree to immediately inform Peel Volunteer Resource Centre of any changes in the status of required insurance coverage.

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

**Current Public Liability/Personal Accident insurance is required to receive referrals**

Please forward via email to [admin@peelvolunteer.org.au](mailto:admin@peelvolunteer.org.au) or fax 08 9586 1187  
Suite 12, Mandurah Lotteries House 7 Anzac Place MANDURAH WA 6210 Tel 08 9581 1187  
**Monday - Friday 8.30am – 4.00pm Closed Wednesday from 12.00pm**

## VOLUNTEER POSITION FORM

Use tab button to move between fields

<b>Agency name</b>			
<b>Address of position</b>			
<b>Street address</b>			
<b>Suburb</b>		<b>Postcode</b>	

### Who do we contact to make a referral?

<b>Name</b>		<b>Position</b>	
<b>Contact times</b>		<b>Phone</b>	
<b>Email</b>		<b>Mobile</b>	

### Volunteer position title

<b>Title</b>			
<b>Duties/ responsibilities</b> (list tasks involved)			
<b>Requirements</b> (qualifications, experience, skills)			
<b>Police Check</b>		<b>WWC Check</b>	
<b>Drivers Licence</b>		<b>Heavy lifting</b>	

### Positions details (click the mouse on the boxes you wish to tick)

<b>Days required</b>	<b>Weekdays</b>			<b>Weekend</b>		
<b>Time required</b>	Eg 10.30am–2.00					
<b>Age range</b>	<b>From</b>		<b>To</b>		<b>Check your insurance cover</b>	
<b>Duration</b>	<b>Long term</b>	<input type="checkbox"/>	<b>Short term</b>	<input type="checkbox"/>	<b>One off</b>	<input type="checkbox"/>
<b>Public transport</b>						
<b>Re-imburement</b>						
<b>Training</b>						
<b>Environment</b>	<b>With others</b>	<input type="checkbox"/>	<b>Alone</b>	<input type="checkbox"/>	<b>Alone &amp; with others</b>	<input type="checkbox"/>
<b>No. of Vols Required</b>		<b>Urgent Position</b>	<input type="checkbox"/>	<b>W/Chair access</b>	<input type="checkbox"/>	

### Tick if a referral from any of the volunteer groups below would be suitable.

School Community Service programs (e.g. 20 hrs over 2 - 5 months)	<input type="checkbox"/>
Adults available for short term (e.g. Uni & TAFE Students, Visitors)	<input type="checkbox"/>
Person with a disability requiring possible tailoring of position	<input type="checkbox"/>
Groups (e.g. families, clubs, church groups, employee volunteering)	<input type="checkbox"/>

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