



**Southern Peninsula**  
**Community Support & Information Centre Inc.**  
ABN 84 221 715 977



Thank you for your interest in volunteering with Southern Peninsula Community Support and Information Centre (SPCSIC). This pack contains information about the services provided by SPCSIC and information about volunteering opportunities.

If, after reading this information, you wish to apply for a volunteering position please complete the enclosed Application Form, Code of Ethics and Code of Conduct and send these to SPCSIC using the attached stamped, addressed envelope.

The Volunteer Support Coordinator (VSC) will contact you to arrange a time for an informal discussion about your application.

If you have any questions regarding the application process please don't hesitate to contact the VSC on the details below.

Regards,

Robyn Coughlin  
Volunteer Support Coordinator  
59861285  
[vsc@spcsic.org](mailto:vsc@spcsic.org)

Southern Peninsula Community Support and Information Centre  
878 Point Nepean Road P.O. Box 91, ROSEBUD, 3939  
Phone: 0359 861285 Fax: 0359 822601 Email: [vsc@spcsic.org](mailto:vsc@spcsic.org)



**Southern Peninsula**

**Community Support & Information Centre Inc.**

ABN 84 221 715 977



# Volunteer Application Pack

About Volunteering with SPCSIC	For Your Information
Community Information Worker Job Description	For Your Information
Application Form	Complete and Return
Code of Ethics	Complete and Return
Code of Conduct	Complete and Return



**Southern Peninsula**

**Community Support & Information Centre Inc.**

ABN 84 221 715 977



# About Volunteering with SPCSIC

Southern Peninsula Community Support and Information Centre  
878 Point Nepean Road P.O. Box 91, ROSEBUD, 3939  
Phone: 0359 861285 Fax: 0359 822601 Email: [vsc@spsic.org](mailto:vsc@spsic.org)

Page 3 of 28



# **Volunteer Handbook Contents:**

**Welcome**

**Volunteer Roles & Training**

**Volunteer Rights and Responsibilities**

**General Information**

**Recruitment and Selection**

**Commitment**

**Mentoring**

**Ongoing Training**

**Confidentiality**

**Grievances**

**Insurances**

**Police Checks**

**Working with Children Checks**

**Occupational Health and Safety**

**Emergencies & Incidents**

**Incident Reporting**

**Re-imbusement**



**Southern Peninsula**

**Community Support & Information Centre Inc.**

ABN 84 221 715 977



---

# **Welcome to Southern Peninsula** **Community Support and** **Information Centre**

Thank you for your interest in volunteering.

Volunteers enable us to provide assistance to the community that we would otherwise be unable to attempt. Volunteers also bring a wealth of skills and abilities much appreciated at Southern Peninsula Community Support and Information Centre, and your interest is both welcome and appreciated.

Southern Peninsula Community Support and Information Centre operates under a guiding set of values and ethics, which form the backbone of all service delivery. We thank you for taking the time to understand these ethics prior to making a commitment to Southern Peninsula Community Support and Information Centre.

Our goal is to provide a happy, challenging and fulfilling environment for our volunteers. We look forward to welcoming you to our team.



## Volunteer Roles & Training

There are a range of volunteer roles at SPCSIC which can be matched to your interests and skills.

With the exception of Community Support Worker most roles only require on-the-job training.

### **1. Client contact roles:**

- **Community Information Worker** – General reception and administrative duties
- **Community Support Worker** – Interviewing.

To be a Community Information Worker requires completion of the 50-hour nationally accredited unit of competency, **Assess and Deliver Services to Clients with Complex Needs**. Once you have successfully completed the 36 hours of training, plus 14 hours of placement at a CIC, followed by 50 hours of supervised interviewing, during which you will receive support, guidance and assistance to enable you to carry out the role of a Community Support Worker. This role may include:

- ❖ Interviewing people who need assistance with a range of issues
- ❖ Advocating on behalf of clients where appropriate
- ❖ Sourcing information through the use of a range of information resources which may include databases, the Internet, directories and pamphlets
- ❖ Providing practical assistance, through advocacy and negotiation, filling out forms, referring and making appointments with other services
- ❖ Record keeping and statistical recording
- ❖ Working with others as a team to support the aims and objectives of the agency
- ❖ Keeping informed of agency policies and procedures
- ❖ Attending training sessions organised by the agency or other organisations
- ❖ Keeping up to date with relevant community, state and national issues.



Once you have successfully completed the training requirements you will receive a statement of attainment from the training provider, and after the placement period has concluded you will receive a certificate of accreditation from CISVic. (**Community Information and Support Victoria**)

**2. Non-client contact roles** such as:

- Development and maintenance of information resources
- Statistical collation
- Membership of the Committee of Management
- Centre maintenance and general upkeep assistance



## **Volunteer rights and responsibilities**

### **As a volunteer you have the right:**

- ❖ To receive accurate information about the organisation and its policy and/or philosophy on volunteers.
- ❖ To receive a clearly written, comprehensive job description.
- ❖ To have a reasonable understanding of the lines of accountability.
- ❖ To be seen as belonging – through inclusion at meetings, social functions, etc.
- ❖ To be seen as an individual, deserving of individual support while performing your role.
- ❖ To receive proper training, initially and on an on-going basis.
- ❖ To know who to turn to with problems and difficulties.
- ❖ To have your work valued by the organisation.
- ❖ To regularly receive constructive feedback.
- ❖ To be trusted with confidential information if it is necessary in order to carry out your job.
- ❖ To be safe on the job and to be covered by insurance.
- ❖ To have choice. To be able to negotiate.
- ❖ To be taken seriously and to be able say no.
- ❖ To carry out your role without being exploited.
- ❖ To be informed of the organisations policy on reimbursement or volunteer transportation costs.





**Southern Peninsula  
Community Support & Information Centre Inc.**

ABN 84 221 715 977



- ❖ To be reimbursed for out-of-pocket expenses incurred while on the job.
- ❖ To be consulted on matters which directly or indirectly affect you and your work.



## **Volunteer rights and responsibilities**

**As a volunteer you have the responsibility:**

- ❖ To be reliable.
- ❖ To arrive on time.
- ❖ To notify the appropriate person in the organisation if you are not available, or running late.
- ❖ To agree to the organization's policy on volunteers.
- ❖ To respect confidentiality.
- ❖ To respect the rights of the clients and other workers in the organisation.
- ❖ To have a non-judgemental approach.
- ❖ To represent the interests of the organisation – not yourself.
- ❖ To carry out the specified job description.
- ❖ To give feedback, communicating relevant and important information.
- ❖ To be accountable and to accept evaluation.
- ❖ To be committed to the program.
- ❖ To recognise personal and external limitations on commitment.
- ❖ To acknowledge decisions made by staff.
- ❖ To undertake training and have a good understanding of the organisation.



- 
- ❖ To address areas of conflict with the appropriate staff member – the co-ordinator of volunteers or similar worker.
  - ❖ To ask for support when it is needed.



**Southern Peninsula**

**Community Support & Information Centre Inc.**

ABN 84 221 715 977



## **General Information**

### **Recruitment and Selection**

Any individual wishing to volunteer will complete an application form and have an initial interview with the Manager or Information & Administration Officer/s. A further interview may be arranged if deemed necessary. The interview will discuss the focus of the centre and the ethics and values under which the centre operates. The interview will also look at the areas of interest and skill of the volunteer and look to matching those to the most appropriate area at the centre.

### **Commitment**

Volunteers are asked to be realistic in their commitment of time to the centre. For volunteers wishing to train to be Community Information Workers there is a required commitment of 6 months and a desired commitment of 12 months after completion of training. Volunteers should be aware that training for this position is generally only offered four to six times per year, and often only once per year on the peninsula. This often creates a lag time from the time of volunteering to the time of course commencement.

### **Mentoring**

All new volunteers are attached to a current volunteer who will provide guidance, training and mentoring during the initial period of volunteering until the mentor feels the new volunteer is ready to perform without this guidance. The length of time taken for this mentoring process differs for each new volunteer and is designed to ensure the long term success of the new volunteer.

### **Ongoing Training**

Ongoing training and information sessions are offered to volunteers at the centre up to once a month. It is expected that volunteers attend training opportunities as they arise.



**Southern Peninsula**

**Community Support & Information Centre Inc.**

ABN 84 221 715 977



## **General Information(cont.)**

### **Confidentiality**

Volunteering at the centre means that volunteers may be supplied with confidential information about clients. Because of this all volunteers, regardless of their role, will be required to sign a confidentiality undertaking. It is important to remember at all times that all information regarding clients is strictly confidential and should not be discussed outside of the organisation. However client matters may be discussed with the Manager at any time. Volunteers must ensure that they do not enter into agreements of secrecy with clients that would not allow them to divulge information to the Manager. This is to ensure that both volunteers and clients are protected at all times.

If a volunteer is uncertain about any aspect of confidentiality the Manager or Information & Administration Officer/s should be contacted immediately to provide clarification.

Southern Peninsula Community Support and Information Centre recognises the right of volunteers to have their personal information kept strictly confidential. Volunteers' personal information will be kept in a locked filing cabinet and accessed by authorised personal only.

### **Grievances**

Southern Peninsula Community Support and Information Centre has an official Grievance Policy and Procedure which outlines the procedures and avenues through which staff, volunteers, trainees, trainers and clients can resolve work, training or service provision-related complaints as they arise.

This process involves all complainants, including clients and enables the resolution of issues or concerns that they may have at the earliest opportunity with the Manager, to their satisfaction internally and without feeling they have to refer to external organisations or authorities for assistance.

Southern Peninsula Community Support and Information Centre  
878 Point Nepean Road P.O. Box 91, ROSEBUD, 3939  
Phone: 0359 861285 Fax: 0359 822601 Email: [vsc@spsic.org](mailto:vsc@spsic.org)



**Southern Peninsula**

**Community Support & Information Centre Inc.**

ABN 84 221 715 977



## **General Information(cont.)**

Parties involved in a dispute are encouraged to approach the grievance procedure with an open view, after having made the necessary attempts to resolve problems through discussion and conciliation.

A copy of this policy is provided to all volunteers during their orientation program.

### **Insurance**

All volunteers are covered by insurance whilst volunteering for Southern Peninsula Community Support and Information Centre. Department of Human Services (DHS) provides this coverage through an insurance broker. The insurance includes the following classes:

- Public Liability and Products Liability
- Professional Indemnity
- Directors and Officers Company Reimbursement
- Malpractice Liability
- Personal Accident – Volunteers Only

### **Police Checks**

All staff and volunteers who will be working in a support or interview capacity will be required to undergo a Police Check and to arrange a Working with Children's Check. Any costs associated with obtaining these check for staff or volunteers will be covered by SPCSIC.

### **Working with Children Checks**

All staff and volunteers who will be working in a support or interview capacity with children under the age of 18 years old will also be required to undergo a Working With Children Check. This check is required every five years. Any costs associated with obtaining this check for staff or volunteers will be covered by Southern Peninsula Community Support and Information Centre.

Southern Peninsula Community Support and Information Centre  
878 Point Nepean Road P.O. Box 91, ROSEBUD, 3939  
Phone: 0359 861285 Fax: 0359 822601 Email: [vsc@spsic.org](mailto:vsc@spsic.org)



## **General Information(cont.)**

### **Occupational Health and Safety**

Staff, volunteers, clients and any persons who visit the Centre have a general responsibility and duty to take reasonable care for the health and safety of themselves and others and to co-operate with management in meeting these responsibilities.

All volunteers and staff are required to sign in and out of the book provided. This book ensures that in the case of fire a list of people present in the building is available.

Health and safety will be part of the orientation program for all volunteers.

Volunteers should familiarise themselves with relevant Health and Safety policies.

Any accident or injury, regardless of its severity must be reported to the Manager or Information & Administration Officer/s who will assist volunteers in completing an incident/injury report.

Any concerns regarding health and safety whilst volunteering should be reported to the Manager or Information & Administration Officer/s.

### **Emergencies & Incidents**

Here are some basic steps to go through if you are involved in an incident:

1. stay calm
2. assess the situation – is any one in imminent danger?
3. alert other staff of the situation either verbally or by use of the incident alarm
4. if necessary alert appropriate emergency services (police/fire/ambulance)



**Southern Peninsula**

**Community Support & Information Centre Inc.**

ABN 84 221 715 977



## **General Information(cont.)**

### **Incident Reporting**

Incident report forms are official documents which need to be completed when incidents occur, involving clients, staff members, volunteers or members of the public.

If you are involved in an incident with a client or member of the public or have injured yourself whilst undertaking duties you must report to the Manager or Information & Administration Officer/s immediately and complete an incident report form.

### **Re-imbusement**

To be eligible for reimbursement all out of pocket expenses must be for legitimate Southern Peninsula Community Support and Information Centre business and must be approved in advance by the Manager or Information & Administration Officer/s. Southern Peninsula Community Support and Information Centre will also reimburse costs incurred during approved travel while on Southern Peninsula Community Support and Information Centre business by paid staff and/or volunteers. Approval for travel cost reimbursement should be obtained from the Manager **prior** to the travel being undertaken.





# **COMMUNITY INFORMATION**

# **WORKER**

# **POSITION DESCRIPTION**

## **Preamble:**

Southern Peninsula Community Support and Information Centre is a community based and managed not for profit agency located in Rosebud. Core functions undertaken by the agency include the provision of information, support and referral. Other services provided include legal services, tax assistance, consumer and tenancy services etc. The Centre is managed by a Committee of Management who employs a Manager to be responsible for the day-to-day management of the agency. All services provided are free, confidential and impartial.

## **Key Position Objective:**

To provide information, support and referral services to clients in a confidential and impartial manner, at all times maintaining the clients right to make their own choices and decisions, whilst operating within Agency policies, procedures and standards and the relevant Government legislation, laws and Acts.

## **Duties and Responsibilities:**

### **Interviewing:**

To identify and assess clients' requests/needs personally or by phone, by providing practical support if required (for example, drafting letters, filling out forms), crisis intervention, advocacy and negotiation support as required and as appropriate. To refer clients onto other agencies that can provide assistance and support to best meet their needs.



**Information Provision:**

To provide accurate up-to-date information to clients by accessing agency information resources, for example, Internet databases and/or written material.

**Administrative:**

To accurately record details of enquires handled via case record sheets, statistical collection forms and other information collection forms as required.

To follow established administrative agency procedures as per agency requirements.

To be available for interviewing duties on a regular basis (one session per week).

**Professional Development:**

To maintain an up-to-date knowledge of issues and developments that impact on clients and the broader community.

To attend training sessions as required by the agency.

**Other:**

To have read, understood and agreed to comply with the policies and procedures of the agency.

To have an understanding of the relevant acts, laws and legislation that impact on the role of the interviewer and the agency. This includes the Information Privacy Legislation 2000, and the Occupational Health and Safety Legislation 2004.

To work co-operatively with other staff members providing support and assistance where necessary and appropriate.



### **Selection Criteria:**

#### **Essential:**

- To be able to work co-operatively with other staff
- To demonstrate empathy and a non-judgemental attitude to clients at all times.
- To have good self-management skills.
- To be open, accepting and able to relate to people from various socio-economic levels and cultural backgrounds.
- To be willing to develop new skills as needed.
- To possess literacy and writing skills to an administrative level as required by the agency.
- To attend training sessions as required by the agency.

#### **Desirable:**

- A sense of humour
- To be able to undertake and accept change.
- To be creative and flexible.

#### **Qualifications Required:**

To have undertaken and successfully completed the nationally accredited unit of competency CHCCS6B Assess and Deliver Services to Clients with Complex Needs.

#### **Responsible To:**

The Committee of Management through the Manager/Coordinator.

#### **Hours of Work and Conditions:**

A rostered session as negotiated with Roster staff and the Manager/Coordinator. The position is on a voluntary basis.

#### **Training:**

All staff must attend a minimum of 3 training sessions per year as organised by the agency. Any staff member undertaking or participating in a course of study may request an exemption from attending certain training sessions.



**Appraisal:**

To assist with agency planning and evaluation all staff are required to participate in the annual appraisal process.

**Police Check:**

All staff may be asked to undertake a police check before commencing duties with the agency.

**Grievance Procedure:**

As per Community Information Victoria Standards and Policies.



**Southern Peninsula**

**Community Support & Information Centre Inc.**

ABN 84 221 715 977



# Volunteer Application Form

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Phone Numbers: \_\_\_\_\_

\_\_\_\_\_

Date Of Birth: \_\_\_\_\_

What general experience (paid or unpaid) have you had?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What skills or qualifications do you have? (E.g. Skills in office work, Languages etc.)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Why are you interested in working for Southern Peninsula Community Support and Information Centre?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Southern Peninsula Community Support and Information Centre  
878 Point Nepean Road P.O. Box 91, ROSEBUD, 3939  
Phone: 0359 861285 Fax: 0359 822601 Email: [vsc@spscic.org](mailto:vsc@spscic.org)



**Southern Peninsula**

**Community Support & Information Centre Inc.**

ABN 84 221 715 977



Do you have any specific areas of interest you feel could be fulfilled through volunteering at Southern Peninsula Community Support and Information Centre?

---

---

---

---

How many days are you looking to volunteer?

---

What days are you available to volunteer?

---

---

When would you like to commence volunteering?

---

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

References - Please give the details of two people we can apply to for a reference:

---

---

---



# CODE OF ETHICS (Page 1)

I, ..... agree to abide by the Code of Ethics of Southern Peninsula Community Support and Information Centre as expressed in the following statements:

## **1. CONFIDENTIALITY**

I will respect and safeguard the rights of agency clients to confidentiality, as stated in the CISVic policy on Confidentiality, which I have read and understood.

I will not give any information about a client to anyone outside the CISVic service unless I have the permission of the client concerned.

I will maintain confidentiality after the termination of my connection with the agency.

## **2. IMPARTIALITY**

I will accept the responsibility of providing an impartial service, as stated in the CISVic policy on Impartiality and Objectivity, which I have read and understood.

I will relate to clients impartially, regardless of factors such as race, creed, political views or lifestyles.

I will give information and advice impartially on any subject.

I agree that the agency has a responsibility to collect and store information in an impartial manner.

## **3. SELF DETERMINATION OF THE ENQUIRER**

I affirm the right of agency clients to make their own decisions.



## **CODE OF ETHICS (Page 2)**

### **4. \*ROLE OF A COMMUNITY INFORMATION WORKER**

I will provide only those services for which I have received training for.

### **5. \*PROTECTION OF INTERVIEWER'S PRIVACY**

I will operate as a community information interviewer only at times and places officially approved by the management committee of the agency and will not give my address or telephone number to any clients.

### **6. GRATUITIES, PERSONAL FINANCIAL/MATERIAL ASSISTANCE TO CLIENTS**

I will in no circumstances receive payment or gratuities from clients for services rendered.

I will not provide clients with any material or financial assistance from my personal resources but will refer them to appropriate agencies.

### **7. PUBLIC STATEMENTS**

I will not make public statements about the agency, its personnel, policies or services without the authority and permission of the agency management committee.

### **8. RESPONSIBILITY TO COMMITTEE OF MANAGEMENT**

I will at all times be subject to the agency Rules of Incorporation, the policies and decisions of the agency committee of management and any other rules or regulations that the committee may from time to time make current and operative.

If the committee terminates my services, or if I resign from the service, I will regard as binding upon me all pledges of trust and confidence appropriate to my previous position as a member of the agency.





# CODE OF ETHICS (Page 3)

In the event of my contravening any of the provisions of this Code of Ethics, the committee of management may terminate my services.

## **9. ACCEPTANCE OF THE CODE OF ETHICS**

I will subscribe to this Code of Ethics. I will, upon appointment and prior to the commencement of duties, sign this Code of Ethics and copies shall be retained by the agency committee of management and myself.

**\* Paragraphs 4 and 5 apply only to interviewers**

### Responsibility

The Manager is responsible for the implementation and review of this policy.

All committee members; casual, permanent and contract staff and volunteers are responsible for adhering to all applicable clauses.

Signed: .....

Date: .....



# Code of Conduct (Page 1)

I, ..... agree to abide by the Code of Conduct of Southern Peninsula Community Support and Information Centre as expressed in the following statements:

Southern Peninsula Community Support and Information Centre Workers are committed to providing community information and support services to their local community in a professional manner, without bias or judgement.

When representing Southern Peninsula Community Support and Information Centre either in the agency or in the wider community, workers should conduct themselves in a manner that reflects the aims of the service.

Workers (paid and unpaid) shall:

- Support the organisation and each other, acknowledging the strengths and weaknesses of others and acting with courtesy and respect.
- Act honestly and in good faith at all times in the interests of the organisation and objects, ensuring that all stakeholders, particularly those who are recipients of services, are treated fairly according to their rights.
- Perform their duties as best they can, taking into account their skills, experience, qualifications and position. They shall act in a safe, responsible and effective manner.
- Be punctual and reliable in their attendance and adhere to their prescribed and authorised hours of duty.
- Comply with the prescribed terms and conditions of their employment/engagement.



**Southern Peninsula**

**Community Support & Information Centre Inc.**

ABN 84 221 715 977



## **Code of Conduct (Page 2)**

- Record their attendance for duty in the manner prescribed.
- Notify the organisation of any inability to attend duty as early as possible so as not to inconvenience others or delay the work of the organisation.
- Carry out their duties in a lawful manner and ensure the organisation carries out its business in accordance with the law, and recognise both legal and moral duties of their role.
- Respect and safeguard the property of the organisation, the public and colleagues; and observe safe work practices so as not to endanger themselves or others. [Refer to Occupation Health and Safety Policies for more information.]
- Maintain confidentiality regarding any information gained through their work and not divulge personal information or the address or phone numbers of Staff, Committee or service users. [Refer to Privacy Policy for additional information.]
- Ensure that all transactions, agreements and records that flow from relationships with Southern Peninsula Community Support and Information Centre's stakeholders will be accurately and openly recorded in Southern Peninsula Community Support and Information Centre's books and records, and no entries will be made which obscure the true nature of a transaction.
- Ensure that personal and financial interests do not conflict with the duty to the organisation.
- Work within Southern Peninsula Community Support and Information Centre's policies and principles.

Southern Peninsula Community Support and Information Centre  
878 Point Nepean Road P.O. Box 91, ROSEBUD, 3939  
Phone: 0359 861285 Fax: 0359 822601 Email: [vsc@spsic.org](mailto:vsc@spsic.org)



**Southern Peninsula**

**Community Support & Information Centre Inc.**

ABN 84 221 715 977



## **Code of Conduct (Page 3)**

### **Responsibility:**

The Manager is responsible for the implementation and review of this policy.

All committee members; casual, permanent and contract staff and volunteers are responsible for adhering to all applicable clauses.

Signed: .....

Date: .....