

Volunteer in Newport



Outlets Co-operative Neighbourhood House Ltd Newport Community Education Centre



43 Mason Street, Newport 3015

ph: 9391 8504

e: outlets@outletscop.com.au

w: www.outletscop.com.au





In this booklet:

Volunteer in Newport

Why volunteer?	2
About us	2

Current opportunities

Volunteer position: Committee Member	3-4
Volunteer position: Marketing / Promotion worker	5
Volunteer position: Community Reception / House support	6
Volunteer position: Community Support Worker (CSW)	7-8
Volunteer position: Emergency Relief assistant	9
Volunteer position: Gardening / Handyperson / Maintenance	10
Volunteer position: Childcare / Creche assistant	11

Application form (sample)

Volunteer in Newport

Why volunteer?

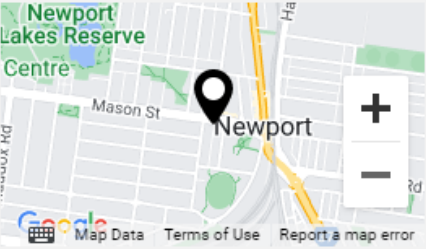

Volunteering connects you to your community. It maintains and develops your skills while helping to build a stronger, more vibrant community. As a volunteer, you can make a positive impact on the lives of those around you. You may have the opportunity to connect with people from diverse backgrounds, build strong relationships, develop new skills, and gain valuable work experience. You may also be able to contribute to important causes, such as education and social justice. Plus, it can benefit your own physical and mental health and wellbeing. So why not consider volunteering today and make a difference in your community, and for yourself?



About us

Outlets Co-operative Neighbourhood House Ltd (Newport Community Education Centre) is a busy, not-for-profit Neighbourhood House located in the heart of Newport. Established in 1973, we're celebrating our 50th anniversary of being a local centre of social connection and support, neighbourhood information and important education and social services. We provide adult education, employment access preparation, childcare, recreation, hobby and leisure courses, health and well-being activities and services, emergency relief, venue hire, and more...

To learn more, visit our website at <http://www.outletscop.com.au/> or like us on facebook to stay up to date with our activities and programs!

Location	Opening hours
	Monday-Thursday 9:00am - 3:30pm Friday 9:00am - 2:00pm We are closed during school holidays and on public holidays
	



"Dedicated to being accessible
to our Community"

Outlets Co-operative Neighbourhood House Ltd

Newport Community Education Centre

43 Mason Street, NEWPORT 3015

Ph 9391 8504

ABN: 34 587 164 944

Email: outlets@outletscop.com.au

www.outletscop.com.au

Committee Member - Volunteer

INTERESTED - Do you have the skills, vocation and/or ideas your community needs?

WE invite you to find out more and consider the opportunities of coming ON BOARD!

WE NEED YOUR HELP – BE PART OF YOUR COMMUNITY AND MAKE A DIFFERENCE.

Frequently Asked Questions: (FAQs)

Who can be on the Board and What do you do?

The Committee is diverse with selection of Board members ie: People with All Abilities, Ethnic/Cultural background, employed/unemployed all with specific skills, expertise, knowledge of community worth, a sense to see a change and to enhance the growth and management of the House and the community.

POLICY AND PROCEDURES of Committee RECRUITMENT

The boring bit.....

Appointment of Directors/Board is as Co-operatives Act 1996 Part 9 – Division 1 “The Board” s.211 – s.219 and adopted Modules Rules for a non-trading Co-operative

The Board is a support mechanism for the CEO/Co-ordinator and staff within the house to maintain correct governance procedures.

The FUN bit....

Newport is a growing community, strong with its networks, activities, services and they started here at Outlets. You will not believe the change you can make and people you meet.

We do it ALL, from Event Management – Social engagement – Workshop/program creators, educational opportunities, launching openings, Theatre Music instigator, Health and Well-being, Politics... oh we don't mention that 😊 - but you CAN make a difference.

YOU ASK - When are the Meetings and How Often?

- Not that many – we all need a life.
- You're on Board so you assist to schedule - to suit you and how they are delivered.

YOU ASK - How Much time do I have to give?

- You can give as much as you want and whatever you give us, is appreciated and we are grateful.

YOU ASK - How can YOU assist? Another BORING bit... but INTERESTING...

As a Board member you can work in a team for change, visions, further education, employment opportunities and careers can happen....and you can make them happen.

The beauty of being involved as a House Member or Board/Director is the networking and learning experiences that people rarely see, the behind the scenes of a Community Centre/Neighbourhood House.

There is training opportunities, professional development gaining new skills and a higher knowledge of Government and legal issues, and why so many rules apply and are implemented.

It is a learning for life opportunity and a growth of an extended family and friendships.

Where do I go from here?

Contact Outlets - CEO/**Co-ordinator** to learn more, have a cuppa and discuss joining us and a NEW vision! And help us plan our 50th Anniversary!!

VOLUNTEERS ARE WHAT HAS MADE US SUCCESSFUL FOR >50 YEARS

Be part of it! This is a challenging and an exciting step. WE NEED your assistance.

Contact our CEO/Director – outlets@outletscop.com.au or call - 9391-8504



*"Dedicated to being accessible
to our Community"*

Outlets Co-operative Neighbourhood House Ltd

Newport Community Education Centre

43 Mason Street, NEWPORT 3015

Ph 9391 8504

ABN: 34 587 164 944

Email: outlets@outletscop.com.au

www.outletscop.com.au

Committee Member – Volunteer (cont.)

A Little bit about us

Outlets Co-operative Neighbourhood House LTD t/as Newport Community Education Centre is a not-for-profit community-based and community owned organisation, formed in 1973.

Registered as a non-trading Co-operative following the Co-operative Model Rules and Act and a DGR-charitable organisation- ACNC.

STATEMENT OF PURPOSES

Mission Statement

- To provide a diverse range of programs and services which are targeted at disadvantaged and to all member of the community without discrimination. All programs and services will have a community development and educational focus which reflects the community needs.
- To provide emotional support and resources for the alleviation of poverty, distress, misfortune, destitution and helplessness. To engage in charitable and/or benevolent activities which are consistent with these purposes.
- To provide an information and referral service which aims to inform people about their rights to services and entitlements and in addition provide information on all other essential services and program run by other providers. Where possible we aim to have information translated to relevant languages.
- To provide a friendly informal environment where people in our community feel comfortable to drop in whenever they wish.
- To provide advancement and opportunity of education and pathways for those most disadvantaged or had an interrupted school like.
- To provide affordable childcare for those furthering education, respite looking for work and casual employment.
- To develop community awareness and involvement in environmental conservation matters by increasing environmental education opportunities for the community.
 - Auspicing groups so as to enhance opportunity within the community
- To lead by example in promotion environmentally sound practices and procedures within the Centre and its structures.



"Dedicated to being accessible
to our Community

Outlets Co-operative Neighbourhood House Ltd

Newport Community Education Centre

43 Mason Street, NEWPORT 3015

Ph 9391 8504

ABN: 34 587 164 944

Email: outlets@outletscop.com.au

www.outletscop.com.au

Marketing/Promotion - Volunteer (or ProBono)

- To engage with not-for-profit organisation and assist in marketing the Centres services so as to increase audience participation and engage the community, traders, local government, and other services.
- To produce Marketing material for Centre and to give finesse to produced material.
- To produce logo and generic material - revamp, modernise.....
- To apply skills for Centre to adapt to use ie: mail chimp, monkey survey applications
- To produce Online forms

Business:

Outlets Co-operative Neighbourhood House LTD
t/as Newport Community Education Centre
43 Mason Street, Newport 3015

Type of Business:

- Not-for-profit organisation, non-trading Co-operative
- Adult Education, Recreational Courses, Health and Wellbeing, Childcare, Social Groups. Community Development, Assistance welfare-material, Information Resource Centre,
- Social Engagement, Venue Space.

Time/Hours:

- Centre opens 9-3pm Mon-Thurs and Fri 9-2pm, following Victorian School terms.
- Work can be done off-site (Time negotiable and when convenient for volunteer)

Time commitment: As per Project and Centres needs (negotiable)

Experience: Experience preferred, or student studying – Marketing, Promotion, Design

Skills: IT skills – publisher, website, Facebook, mail chimp, survey Monkey,
Strong understanding of English language and literacy.

Further requirements: Depending on work relationship and contact at Centre
Police Check and Working w Children check (TBA)

Support: Guidance and Centre resources – direct liaison with CEO and Admin.
Centre equipment – Computers, Wi-Fi, internet and printing.



"Dedicated to being accessible
to our Community

Outlets Co-operative Neighbourhood House Ltd

Newport Community Education Centre

43 Mason Street, NEWPORT 3015

Ph 9391 8504

ABN: 34 587 164 944

Email: outlets@outletscop.com.au

www.outletscop.com.au

Community Reception / House support - Volunteer

There is always administration work to be done in a busy office like ours...

Tasks:

1. To answer the phone in a polite and courteous manner.
2. To note messages for return calls in Diary.
3. To ensure dissemination of information is forwarded to appropriate persons.
4. To greet and welcome people into the house.
5. To gain skills in IT and office equipment – Photocopier, shredding machine
6. To use the photocopier when required
7. To use the computer when required. (Word Processing, Excel, Publisher)
8. Mail registrar
9. To take bookings of Childcare, Courses and familiarise yourself with House activities.
10. To assist with enquiries from the public re: Classes, childcare, other services.
11. Promote Centre activities and program.

Requirements:

1. To practice good Workplace – Occupational Health & Safety CoVid procedures.
2. To dress appropriately and neatly at all times.
3. To respect all house users.
4. To be polite and courteous to all house users.
5. Develop a warm and friendly environment.
6. Abusive language is not to be used in the house/Centre.
7. Always follow house/Centre policies and regulations.
8. Assist in other areas that may require your assistance – ER, Childcare, OHS, Class support
9. Please be responsible and reliable. If you are ill or not able to attend, please notify the house.



"Dedicated to being accessible
to our Community"

Outlets Co-operative Neighbourhood House Ltd

Newport Community Education Centre

43 Mason Street, NEWPORT 3015

Ph 9391 8504

ABN: 34 587 164 944

Email: outlets@outletscop.com.au
www.outletscop.com.au

Community Support Worker (CSW) - Volunteer

NEWPORT SUPPORT SERVICES (NSS)

Newport Support Services (NSS) is a service of Outlets Co-operative Neighbourhood House LTD (Newport Community Education Centre), a not-for-profit community-owned and based charitable organisation. Through a variety of services/stakeholders, NSS provides:

- Resources and support to low-income Hobsons Bay residents who suffer from financial stress or crisis. Our aim is to strengthen their financial independence and increase resilience.
- Programs and services which advance the education and skills development of disadvantaged and other Hobsons Bay residents.
- Promotes social inclusion and strong networks through the operations of Outlets Co-op Neighbourhood House LTD (NSS) providing opportunities for volunteer participation in the City of Hobsons Bay.

NSS offers services that are:

- Free
- Confidential
- Impartial
- Independent
- Recognises clients' rights to make their own decisions

Core functions undertaken by the organisation include the provision of information, support, assistance and informal referral. Material aid – personal and hygiene, Emergency Relief - Pantry and Fresh Produce. Other services provided include – *but are limited to specific time schedules* - Tax Help, Power Saving Bonus, Sick Pay Guarantee (casuals)

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 Organisation policies, procedures, standards and the relevant Government Legislation, Laws, Model Rules 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 to 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 organisation information resources, for example, Internet databases and/or written material.

Administrative:

- To accurately record details of enquires handled record sheets, statistical collection forms and other information collection forms as required.
- To follow established administrative organisation procedures as per organisation requirements. Computer knowledge.
- To seek new resources, donations, cohorts.
- To be available for duties on a regular basis (one session per week).



"Dedicated to being accessible
to our Community"

Outlets Co-operative Neighbourhood House Ltd

Newport Community Education Centre

43 Mason Street, NEWPORT 3015

Ph 9391 8504

ABN: 34 587 164 944

Email: outlets@outletscop.com.au

www.outletscop.com.au

Community Support Worker (CSW) – Volunteer (cont.)

Professional Development:

- To maintain up-to-date knowledge of issues and developments that impact on clients and the broader community;
- To attend debriefing and regular organisational meetings i.e. monthly meetings;
- To attend training sessions as required by the organisation.

Other:

- To have read, understood and agreed to comply with the policies and procedures of the organisation.
- To understand the relevant acts, laws and legislation that impact on the role of the interviewer and the organisation. 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 i.e. Food compiling, data entry-stocktake, Food organising - collection, OHS cleaning maintenance, front desk attendance, face to face greeting.
- To report to the Centre manager (CEO) or programme leader any concerns or issues regarding complex client needs in the case where supervision and delegated authority is required.

Opportunity – professional development - Qualifications Required:

- Opportunity to undertake nationally accredited unit of competency CHCCS004 - Community Support Workers Course.
- Opportunity to undertake nationally accredited module SITXFSA001 - Safe Food Handling
- Opportunity to undertake Pre-Accredited Adult Community Education – Computers, Digital literacy.

Reporting to:

The Centre Manager (CEO) and 2nd in-charge for daily duties.

Hours of Work and Conditions:

A rostered session as negotiated with Roster staff and the Centre Manager (CEO).

The position is on a voluntary basis.

Training and Appraisal:

- All staff must attend at least one training session per year as organised by the organisation.
- Any staff member undertaking or participating in a course of study may request an exemption from attending certain training sessions.
- To assist with organisation planning and evaluation, all staff are required to participate in the annual appraisal process.

Police Check and Working with Children Check:

All staff must undertake a Australian Federal Police check and Working with Children check before commencing duties with the organisation.

Grievance Procedure:

If a grievance arises be prepared to follow the organisation's Grievance Procedure.





"Dedicated to being accessible
to our Community

Outlets Co-operative Neighbourhood House Ltd

Newport Community Education Centre

43 Mason Street, NEWPORT 3015

Ph 9391 8504

ABN: 34 587 164 944

Email: outlets@outletscop.com.au

www.outletscop.com.au

Emergency Relief Assistance - Volunteer

To work under the supervision of the House CEO/Co-ordinator and to follow the instructions given.

Tasks:

1. Assist in collection of foods delivered
2. *To pick up donated foods (car and licence required) (**not essential*)
3. Assist with sorting of foods/produce and collate in bags eg: Fruit and Vegetable
4. Assist in stocktake of foods/produce ie: Best-by and Used-by dates
5. Assist in Newport Support services- Pantry and Material aid storing/sorting.
6. Maintain area cleaning – tables and floor
7. Maintain cleanliness and safe food hygiene practices
8. Patron/Clients interaction when directed.

Requirements:

- To practice good Workplace – Occupational Health & Safety procedures.
- To dress appropriately and neatly at all times.
- To respect all house users.
- To be polite and courteous to all house users/clients.
- Develop a warm and friendly environment.
- Abusive language is not to be used in the house/Centre.
- Always follow house/Centre policies and regulations.
- Assist in other areas that may require your assistance.
- Please be responsible and reliable. If you are ill or not able to attend, please notify the house.

Police Check and Working with Children Check:

- All staff must undertake an Australian Federal Police check and
- Working with Children check before commencing duties with the organisation.

*Centre can organise



"Dedicated to being accessible
to our Community

Outlets Co-operative Neighbourhood House Ltd

Newport Community Education Centre

43 Mason Street, NEWPORT 3015

Ph 9391 8504

ABN: 34 587 164 944

Email: outlets@outletscop.com.au

www.outletscop.com.au

Gardening- Handyperson/Maintenance - Volunteer

To work under the supervision of the House CEO/Co-ordinator and to follow the instructions given.

Tasks:

1. To maintain outside area, Front garden and Front fence line and Childrens play area.
2. Lawn Mowing, collection of leaves
3. Trimming of Hedges and vines – that overhang
4. Maintain garden beds and flowers.
5. To keep tools and equipment properly stored.
6. Maintain that shed storage is appropriate (properly stored)
7. Maintain play area is cared for and abides to Childrens regulations and Act.
8. Manual work such as: refreshing Tan Bark and Sand (When ordered)
9. Assist with projects when required eg: Tightening of Door Handles, screws, change fuses
10. Trouble shoot projects (due to lack of materials and equipment – use initiative)

Equipment:

Power tools and equipment available

**Training on use of equipment provided*

Requirements:

- To practice good Workplace – Occupational Health & Safety procedures.
- To dress appropriately and neatly at all times.
- To respect all house users.
- To be polite and courteous to all house users/clients.
- Develop a warm and friendly environment.
- Abusive language is not to be used in the house/Centre.
- Always follow house/Centre policies and regulations.
- Assist in other areas that may require your assistance.
- Please be responsible and reliable. If you are ill or not able to attend, please notify the house.

Police Check and Working with Children Check:

- All staff must undertake an Australian Federal Police check and
- Working with Children check before commencing duties with the organisation.

*Centre can organise



"Dedicated to being accessible
to our Community"

Outlets Co-operative Neighbourhood House Ltd

Newport Community Education Centre

43 Mason Street, NEWPORT 3015

Ph 9391 8504

ABN: 34 587 164 944

Email: outlets@outletscop.com.au

www.outletscop.com.au

Child Care / Creche - Volunteer

To work under the DIRECT SUPERVISION of Head Childcare Educator and to follow instructions given.

Tasks:

1. To care for and nurture the children.
2. Interact with the children.
3. Assist with programmed activities.
4. Follow directions given by senior staff/team leader.
5. Maintain Health and Safety within the Centre.
6. Will agreed to obtaining a Police Check (as per Childcare regulations).

Duties:

1. Reading stories to children.
2. Actively play and follow education program with the children.
3. Use appropriate wording to redirect inappropriate behaviour/actions.
4. Disinfecting Childrens area and equipment.
5. Assisting with mealtimes.
6. Assisting children to settle at sleep time.
7. Assist in the supervision of children during free play time.

Requirements:

1. To exhibit appropriate behaviour and act as role models within the Centre and when around children.
2. Dress appearance is to be appropriate to that of a childcare worker at all times (Neat casual clothing, and suitable shoes are required).
3. To use appropriate communication skills when interacting with parents of the children.
4. To use your own initiative to entertain the children with enjoyable, safe and educational activities during free play.
5. Position yourself so that you can see the children at all times.
6. Always report to the team leader about a child's behaviour before reporting it to the parents.
7. Always speak to the children with respect.
8. Implement child safety practices at all times.
9. No hot drinks to be taken into the children's area.
10. Abusive language is not to be used around the children or Centre.
11. Always follow House/Centre policies and regulations.
12. Please be responsible and reliable. If you are ill or unable to attend, please notify the house/Centre.
13. To practice good Workplace – Occupational Health & Safety procedures and CoVid procedures.

Police Check and Working with Children Check:

- All staff/volunteers **must** undertake an Australian Federal Police check and Working with Children check before commencing duties with the organisation. **Speak with Centre in obtaining these.*

Opportunity – professional development

- Opportunity to undertake Pre-Accredited Adult Community Education – Computers, Digital literacy.
- Opportunity to gain skills, to pathway, to Certificate 3 in Child Education
- Opportunity to undertake nationally accredited module SITXFSA001 - Safe Food Handling



"Dedicated to being accessible to our Community"

Outlets Co-operative Neighbourhood House Ltd

Newport Community Education Centre
43 Mason Street, NEWPORT 3015
Ph/Fax: 9391 8504
ABN: 34 587 164 944
Email: outlets@outletscop.com.au
www.outletscop.com.au

APPLICATION FORM TO VOLUNTEER

Family Name _____ Given Name _____

Street Address _____ Suburb _____ Post Code _____

E-Mail _____ Mobile _____

D.O.B (DD/MM/YYYY) _____ Sex (M/F/other) _____

Country of Birth _____ Languages Spoken _____

How did you hear of this position?

What is your experience / interest in the volunteer position you applied for?

Do you have the necessary documentation for the work you will be performing? (eg: Portfolio, references, Resume)

Do you have any other qualifications, skills or interests that you feel may be useful to the organisation? (e.g Working with Children Check for child and vulnerable persons, appropriate OH&S training, First Aid, etc)?

What days are you available? *Please Circle.*

MON TUE WED THURS FRI SAT SUN

Please report following so we can adapt volunteering to your capabilities
Allergies, Health, Medical, Mental, mobility, disability, other:

Volunteer position interested in: _____

Copy of Driver's licence	YES	NO	# _____
Copy of Working with Childrens Check	YES	NO	# _____
AFP Police Check	YES	NO	# _____

In case of emergency:

Next of Kin or Person to contact _____ Relationship _____

Mobile _____

CODE OF PRACTICE FOR VOLUNTEERS

To promote excellence in service and maximize the quality of my experience as a volunteer I will:

- Be committed to giving high quality service
- Do my best to be solution focused
- Have a teachable heart and a willingness to serve the values of Global Care
- Actively accept opportunities for job training and personal development where appropriate
- Carry out all the work I do in an ethical and responsible manner
- Speak to team leaders about any concerns that might affect my work relationships or quality or service
- Direct any concerns, first of all, to my immediate Team Leader and then if I feel the matter is still not resolved, I can direct my concerns in writing to the Teams Coordinator
- Value and respect other team members
- See myself as a valued team member with the rights to contribute to decisions that affect my work
- Accept the decisions of the Outlets Co-operative Neighbourhood House LTD leader as being final: and
- Will avoid any form of drugs and/or intoxication and abide with Outlets Co-operative Neighbourhood House LTD Zero Tolerance policy for abusive or threatening behaviour directed against staff or other patron/students.

Signature of Applicant _____

Date (DD/MM/YY) ___/___/___

Office receipt:

Received by: _____

Date (DD/MM/YY) ___/___/___

Signature _____

Position _____

**Outlets Co-operative Neighbourhood House LTD
Newport Community Education Centre
VOLUNTEER AGREEMENT**

This agreement acknowledges the importance of the role of volunteer/s within the organisation.

The intent of this agreement is to show the extent of the commitment of Outlets Co-operative Neighbourhood House LTD to the volunteer and the required commitment of the volunteer to Outlets Co-operative Neighbourhood House LTD.

We, Outlets Co-operative Neighbourhood House LTD agree to accept the services of _____ (name) commencing on the _____ (Date) and commit to the following:

1. To provide adequate information, training and assistance for the volunteer to be able to meet the responsibilities of their position
2. To ensure diligent supervisory aid to the volunteer and to provide feedback of their performance
3. To respect the skills, dignity and individual needs of the volunteer, and to do our best to adjust to these individual requirements within the scope of the Outlets Co-operative Neighbourhood House LTD values
4. To be receptive to any comments from the volunteer regarding the ways in which we might mutually better accomplish our respective tasks.
5. To treat the volunteer as a team member who in partnership with leaders, are jointly responsible for the accomplishment of specific tasks.
6. To provide adequate protection through the provision of appropriate insurance.

I, _____ as a volunteer, agree to commit to the following:

1. To perform my volunteer duties to the best of my ability.
2. To adhere to the core values, policies and procedures of Outlets Co-operative Neighbourhood House LTD together with the Code of Practice for Volunteers.
3. To meet time and duty commitments or to provide adequate notice so that alternative arrangements can be made.
4. To act at all times as a member of the team who is responsible for the accomplishing the mission of the organization.
5. To adhere to the Confidentiality Agreement of the Global Care.

AGREED TO:

Volunteer Signature : _____ (DD/MM/YY) ____/____/____

Coordinator Signature : _____ (DD/MM/YY) ____/____/____

Coordinator Name _____

CONFIDENTIALITY AGREEMENT

I understand that some information about service users, volunteers and members with whom I come into contact with as part of my work for Outlets Co-operative Neighbourhood House LTD may be of a confidential nature and therefore should not be discussed outside the nature of my work, nor within the wider community.

I will not express any comments, opinions or judgments on behalf of Outlets Co-operative Neighbourhood House LTD or make any comment, opinions or judgments that can be deemed or implied to those of Outlets Co-operative Neighbourhood House LTD.

I therefore acknowledge I am aware of the need to be discreet and respectful of the privacy of the information I come across and will adhere to the Code of Practice set down by the organisation.

Signature of applicant _____ Date (DD/MM/YY) ____/____/____

Other opportunities

Do you have a skill or interest you can share with us?

For example, Facilitators/Tutors: do you have a class, group, craft or well-being activity you would like to deliver? What can our local community learn from and share with you?

Speak with us today! We welcome your involvement.



Outlets Co-operative Neighbourhood House Ltd
Newport Community Education Centre

43 Mason Street, Newport 3015

ph: 9391 8504

e: outlets@outletscop.com.au

w: www.outletscop.com.au

