



MEMBERSHIP HANDBOOK





MEMBERSHIP HANDBOOK 2023-2024

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MEET YOUR TEAM

CEO - Jean Giese

At VolunteeringACT we value our members, their voices, perspectives and programs. Throughout our organisation, volunteers are at the heart of our work. In all that we do, inclusion is a focus. To genuinely achieve this, we have embedded a range of co-design methods across our program areas, including membership.

I look forward to working with you all as we continue to engage, learn from and strengthen the sector together.



Senior Sector Development Coordinator - Aariah Holmes

VolunteeringACT members join us from every corner of the volunteering sector.

It is my immense pleasure to be able to work with and support the capability building of hundreds of volunteer involving organisations big and small.

I look forward to connecting with each of you and learning how I can best work with your organisations and programs.

WHO IS VolunteeringACT?

VolunteeringACT is the peak body for volunteering in the Canberra Region, as well as being a service provider of programs for people experiencing disadvantage and isolation, people with disability, and people needing support for mental wellness. Through our activities, we improve inclusivity, enable sustainable volunteering, and create a more resilient Canberra community.

VolunteeringACT is a people-driven, service-focused organisation that represents the interests of 200+ members, advocates for and supports volunteers and engages with the broader Canberra community. VolunteeringACT is the business name of Volunteering and Contact ACT Limited.

[Find our Constitution on our website here](#)

Our Strategy 2021-2024



BENEFITS of Membership

Membership is available to organisations at three different tiers: access, support, lead. All members access the same benefits, but the higher the tier the more of those benefits you can access.

- Discounted prices for training.
- Discounted prices for your stall at our annual Volunteering Expo (held each May).
- Access to free consulting hours (amount determined by membership level).
- Discounts on further consulting or customised services.
- Access to VIKTOR - online volunteering platform for listing and managing volunteer positions.
- Advertise your events volunteering opportunities in our monthly events newsletter.
- Space to advertise your events and promotions at our Community Info Hub.
- Access to member-only events and networking opportunities.
- Access to free legal advice.
- Tailored advice and support around volunteer involvement.
- Voting rights at our Annual General Meeting.
- Associate membership with Volunteering Australia.

Access

- 30 minutes free consulting.
- 5% discount on further consulting.
- Member price on training.

Support

- Two hours free consulting.
- 10% discount on further consulting.
- Buy one get one half price on training.

Lead

- Four hours free consulting.
- 15% discount on further consulting.
- Buy one get one free on training.

COST 2023-2024

Costs below are annual fees inclusive of GST.



Membership runs by financial year from 1 July - 30 June. Membership renewal invoices will be sent to you during the month of June each year. New members joining during January - May will get a 50% discount on their fees.

BOARD ENDORSEMENT

All new members need to be approved and endorsed by our Board as per our Constitution. The Board meets once every two months. In good faith, until you are endorsed by the Board you will still be able to access the benefits of membership, however you will not be listed publicly on our website.

MEMBERSHIP RENEWAL

Membership with VolunteeringACT runs by financial year, so all memberships expire at the end of June, to be renewed for the following financial year. You will receive an invoice for membership renewal at this time, in order to continue to use your member benefits. It is important that you notify us of any changes in staff, so we can send this information to the correct contact at your organisation.

ADVICE & SUPPORT

We understand that managing a volunteer program can be complicated. As a member of VolunteeringACT, you can call or email for advice and support around volunteering. This can be about anything from best practice guidelines to requesting templates and resources, or accessing your benefits. We are here to guide you through and work with you to build the best and most inclusive volunteer programs you can.

To contact us, you can:



Email us: membership@volunteeringact.org.au



Call us: (02) 6251 4060



Visit our website: www.volunteeringact.org.au

FREE LEGAL ADVICE

VolunteeringACT partners with two law firms in the ACT that can support your organisation should you need it.

There are clear guidelines for what this can and cannot be used for:



- Charities, not for profits and for the public interest.
- Assistance with understanding legal issues and concerns facing the organisation.
- When there is a genuine need for legal assistance.



- Profitable businesses.
- Personal matters such as property purchases or family matters.
- Matters where an organisation has capacity/funding to pay for legal advice.

Visit: www.volunteeringact.org.au/probono-legal-assistance-form/

TRAINING OFFER

VolunteeringACT boasts a wide variety of training topics, formats and content styles all of which help to build and grow the capacity of volunteers, volunteer managers/coordinators and volunteer involving organisations. Below is our standard offering, and we remain responsive to sector needs and requests so can adapt.

If you have a training topic or theme that you would like to see provided by VolunteeringACT please reach out to us via:

membership@volunteeringact.org.au

For Managers/Coordinators of Volunteers

Essentials for Volunteer Managers

Covers the theory and practice of the volunteer management cycle including policies, procedures, legislation, planning, recruitment, troubleshooting and recognition.

National Standards for Volunteer Involvement

The National Standards provide a framework for Volunteering best practice in Australia. This training session assists organisations to prepare for implementation of the National Standards for volunteer involvement and conduct a gap analysis.

Developing Volunteer Policies & Procedures

Outlines the basics of what volunteer policies and procedures are and their purpose and place in an organisation, as well as an introduction into formatting, structuring and reviewing these documents.

Inclusive Volunteering for Organisations

Explores how to build an inclusive volunteering program where people of all abilities and backgrounds can contribute in a meaningful way.

TRAINING OFFER

For Volunteers

Wellbeing & Boundaries

Identifies what boundaries are and why they are important in volunteering, as well as how to maintain them and protect your mental health.

Volunteer Mentoring

Outlines the building blocks of volunteer mentoring and leadership including supporting and managing volunteers, giving constructive feedback, problem solving, monitoring risk and reporting.

Introduction to Volunteering

Supports a better understanding of what volunteering is, rights and responsibilities of volunteers, and how to find the right volunteer position for you.

If you are interested in attending any of these training sessions, please visit our website: www.volunteeringact.org.au/services/training-and-events/

Bespoke Training

VolunteeringACT also offers bespoke training that can be tailored to your organisation's needs. If you'd like to discuss this, please reach out to us via: membership@volunteeringact.org.au



WHAT ARE CONSULTING and Customised Services?

The VolunteeringACT team are experts in volunteering and volunteer management best practice including program design, strategic planning, engagement and governance.

We offer consulting to organisations to build capability, sustainability and engagement in their volunteer programs and events. These services are available to organisations, community groups and institutions regardless of membership.

As a member with VolunteeringACT, you get an initial amount of consulting for free, with further consulting hours offered at a discounted rate. You can use these free hours or discounts for anything relating to your volunteer programs and events.

Consulting generally fits within three core categories:

Review

Involves taking something you've already created and reviewing it through a lens of inclusion, best practice and National Standards.

Create

Involves creating a document, process or content from the start, in line with best practice and National Standards, tailored to you and your organisation.

Analyse

Involves learning about, connecting with and examining a program, process or content and making recommendations for change or improvement.

Some examples include:

- Building an overall Volunteering Framework.
- Reviewing a Volunteer Policy or related procedure.
- Conducting volunteer engagement surveys.
- Reviewing a Volunteer Handbook or Guide.

If you're interested in our consulting services, please reach out to us via membership@volunteeringact.org.au.

NEWSLETTERS

VolunteeringACT publishes a monthly e-newsletter containing updates on all our areas of work including community information, policy and advocacy, our Inclusive Volunteering Program, food relief network news, upcoming training and events, collaborations and sector news.

In order to stay up to date with our activities, we recommend you subscribe to this newsletter. You can do so by visiting our website www.volunteeringact.org.au or contact us via comms@volunteeringact.org.au.

NETWORKING Sessions

Once a month VolunteeringACT runs sector networking sessions. These sessions provide a platform for volunteer managers and coordinators to connect, share ideas and discuss challenges. Each session has a theme, and VolunteeringACT staff facilitate, provide advice, resources and recommendations.

The themes are based on requests from the sector and attendees of previous sessions, and are based on current challenges, events or themes in the volunteering and not for profit sectors. The sessions are held online, for one hour on the last Monday of every month.

If you're interested in attending any of these networking sessions, you can register on our website here:

www.volunteeringact.org.au/services/training-and-events/



Inclusive Volunteering Pathways to Employment Program

The Inclusive Volunteering Pathways to Employment Program works with organisations to help them become more inclusive as they reduce and remove barriers to inclusion for people of all backgrounds and abilities. In particular, the Program aims to improve inclusive practice for people living with disability and/or mental health conditions.

The Program also provides opportunities for participants to engage in volunteering as a pathway to employment.

Through this program, your organisation can get support such as one on one coaching, resources, checklists and training to increase your capacity for inclusion.

For more information please email: inclusion@volunteeringact.org.au.



The Community Info Hub is open to the public 10am-4pm Monday to Friday and provides an accessible and safe space for visitors to access information and support.

If you have an event or a service you would like to promote at the hub, reach out to us via: info@volunteeringact.org.au.

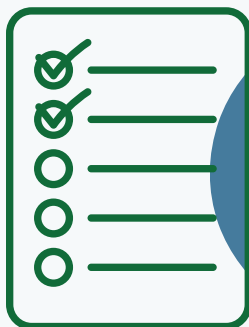


ADVERTISING

Volunteer Positions

Log in to VIKTOR via login.vol.org.au
Click the 'Positions' tab at the top.

1

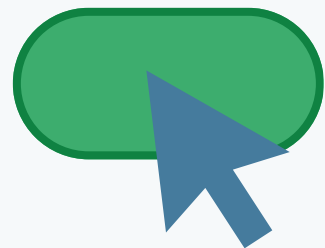


2

Fill in the information for the role. Be sure to include hours per week, whether a Working With Vulnerable People Card is required and whether the location is wheelchair accessible.

Once you've completed it and are ready to go, press the 'active' button in green at the bottom of the page.

3

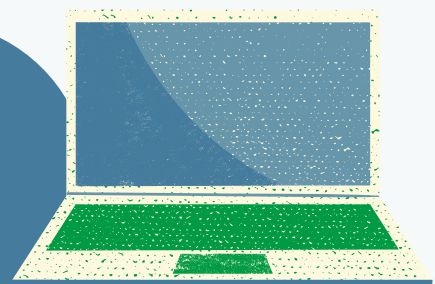


4

VolunteeringACT will then need to approve the role, or make recommendations as to changes.

Once approved, it will go live to VolunteeringACT's website, GoVolunteer & SEEK Volunteer.
Any expressions of interest in the role will go directly to the email you nominate.

5



VOLUNTEER POSITIONS Checklist

Details:

- ☐ Hours per week/fortnight
- ☐ Days of the week
- ☐ Tasks volunteer is required to complete
- ☐ Supports and benefits offered (e.g training)
- ☐ Is the location listed?
- ☐ Transport options (listed under details)
 - ☐ Is there parking?
 - ☐ Where is the nearest bus stop?
 - ☐ If there is a cost to parking will they be reimbursed?

National Standards:

- ☐ Is this appropriate for volunteer work
 - ☐ Less than 16 hrs per week
 - ☐ Type of work is appropriate (e.g not relating to payroll)
- ☐ Is there mention of appropriate induction and training?

Inclusion:

- ☐ Inclusion statement (e.g _____ is committed to inclusion and is willing to make reasonable adjustments to the role)
- ☐ Physical accessibility of the location
 - ☐ Is clear in the description (e.g ramps, elevator, toilet)
 - ☐ Click wheelchair accessible button in VIKTOR
- ☐ Language
 - ☐ Use plain English
 - ☐ Person first language (e.g person with disability NOT disabled person)
 - ☐ Avoid acronyms

Skills & Requirements:

- ☐ No more than 3 skills required
- ☐ Working With Vulnerable People Card or National Police Check
(do you cover the cost of this?)