

Volunteer Application Pack



'making a difference' – volunteers - where would we be without them?

Welcome to Torquay Community House and thank you for your offer to volunteer!

As a not-for-profit organisation, we appreciate all the help we can get and welcome anyone from the community willing to participate in the administration of *their own community house*.

There is a great deal of satisfaction in *making a difference*. Building and sharing new skills, meeting new people and adding variety to your work and daily life experiences are all an integral part of joining Torquay Community House as a volunteer.

You will enjoy your time at the 'House', make many new friends and learn new, or share, your skills! Should you ever have any queries or need help with anything, please feel free to contact the Volunteer Co-ordinator or the House Co-ordinator.

Mission Statement

TORQUAY COMMUNITY HOUSE INC. IS COMMITTED TO THE PROVISION OF A WELCOMING ENVIRONMENT, IN WHICH THE DEVELOPMENT AND ENRICHMENT OF THE LIVES OF PEOPLE IN THE LOCAL COMMUNITIES ARE FACILITATED.

Profile

Recognising a need to develop community consciousness and spirit, a small dedicated group of volunteers turned their visualisation of a role and future for a community house on the Surf Coast into reality, becoming Incorporated 22nd September in 1993. Torquay Community House proudly continues to honour the ideals and philosophy of this pioneer group and aspires and adheres to their vision and mission.

A significant and respected community centre has evolved providing support services, Community Development programmes and Adult Community Education. This presents many and varied opportunities to acquire, extend and enhance skills, build self-confidence, personal growth and well-being.

Torquay Community House is responsive to expressed local needs with a strong focus on community development, sharing common interests, experiences, friendship and socialisation.

The House also offers a stable venue for many other community groups and activities.

In 1996, Torquay Community House established 'Springboard' - our Community Newspaper. This has been extremely successful and enthusiastically received providing other not-for-profit community groups and activities an opportunity for broader exposure.

Torquay Community House has a dedicated volunteer component enabling the House to cope with relatively little funding and as a non-profit organisation, relies heavily on community grants and sponsorship supplemented by a strong emphasis on fundraising activities for financial assistance.

STAFF AND VOLUNTEERS

We have four part time paid staff members and a number of volunteer staff, including our Board of Management and always looking for more.

We provide, on a daily basis; internet access, resource and referral as well as an administrative service complementing our community development profile. The Community House is open to the public Monday to Thursday from 9.00am-5.00pm and is closed during school holidays and public holidays.

TORQUAY COMMUNITY HOUSE

The 2006 Department of Victorian Communities ran a census of community houses across Victoria. Torquay Community House saw 790 people through its doors in a week. Today these numbers are still growing!

Now Town by Town correspondent for local community group news Torquay Food Aid drop-off point, production of Springboard Community Newsletter covering 6500 homes.

Groups

- Women's Sharing Shed Torquay
- Yoga
- Community Kitchen
- Young Wolves
- Meditation
- M.A.P. interactive activities for children and parents
- Painting – Acrylics & Watercolors
- Book Club
- Quirky Craft
- Sewing
- Painting with Parkinson's

Community Education - Torquay Community House is strongly committed to providing life-long learning and endeavours to deliver accredited courses & life enrichment courses.

Initiatives

- Acapella Festival
- Book Club
- Cancer Support Group
- Community Art Studio
- Community Bus
- Craft Shop
- Danawa Community Garden
- Gala Market
- Living Green tour
- Post Natal Depression Support Group
- Soup kitchen
- Grampians Numeracy and Literacy programme
- Living Green Expo (winner of Australia Day Community Event 2004 Award)
- Surf Coast Wahinis programme - surfing lessons for older mature women
- What's Going On - Social coffee morning highlighting local community services
- Springboard Community News
- Sundial Dunes Dash
- Surf Coast Business & Community Network
- Surf Coast Connect (community radio)
- Surf Coast Film Society
- Surf Coast Life Activities Club
- Tool Library
- Turn of the Tide
- U3A – in Conjunction with Anglesea Community House

Currently looking for funding for following initiatives –

- Community Art Studio
- Morning Activities Programme

Support and working partnerships

- ANHLC
- Barwon Health
- Barwon Network of Neighbourhood Houses
- Bellarine Training & Community Hub
- Department of Human Services
- Food Bank
- Legal Aid
- Local businesses
- Local Kindergartens
- Local schools
- Matchworks job network
- Rotary Club Torquay
- Scouts group
- Surf Coast Network of Neighbourhood Houses
- Surfcoast Secondary College
- Surf Coast Shire
- Surf Coast Times
- SurfWorld
- Tax Help
- Torquay Community Enterprise
- Torquay Community Website (torquay.vic.au)
- Torquay Library
- Torquay Lions Club/Rotary
- Town by Town

THE ROLES AND RESPONSIBILITIES OF VOLUNTEERS

Torquay Community House volunteers have *agreed* designated roles and responsibilities.

1. To sign in and out, read the volunteer diary.
2. To be dependable and reliable and notify if unable to attend.
3. To be willing to participate in learning new skills.
4. To attend and participate in volunteer meetings and training when required.
5. To be aware and supportive of the philosophies (mission statement) of Torquay Community House.
6. To be a team member.
7. To respect and comply with current privacy act legislation in relation to Torquay Community House activities and its incumbent confidentiality obligations.
8. To be aware of Spring Creek House policies (including discrimination and grievance policies).

Torquay Community House subscribes to a code of ethics, standards of practice and the Australian 'Principles of Volunteering'.

For volunteer information and advice please call Ph: 5261 2583 or
email: laura.connor@torquaycommunityhouse.org.au

TORQUAY COMMUNITY HOUSE VOLUNTEER APPLICATION FORM

The information asked of you on this form allows us to become familiar with you and your interests. The information is treated as confidential and kept on file for record purposes only.

NAME DATE

ADDRESS POSTCODE

TELEPHONE NO MOBILE

EMAIL

Please circle appropriate answer

Male/Female Age group

-19 20-24 25-34 35-44 45-54 55-64 65+

Our birthday fairy would like to know your birthday (day and month only)

Are you an Aboriginal or Torres Strait Islander (Please circle)? Yes/No/Not Applicable

INTERESTS

What are your hobbies/interests? (Please circle or list)

Craft work Languages Music Gardening Woodwork Drawing

Computer technology other:

Do you have any other interests, personal skills and/or previous experiences that you feel may be useful to you as a volunteer?

.....

.....

Are you able to assist with short-term work of an urgent nature, one off projects? *If so please circle.*

Working bees Typing Baking Selling raffle tickets Fund raising events

Social evenings Childcare any other:

Is there any reason why you would be unsuited to some areas of volunteer work? YES/NO

Please describe:

.....

.....

Have you done volunteer work before? YES/NO

Please attach a brief CV with previous work/volunteer experience, training, computer skills etc.

Why do you wish to become a volunteer?

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What kind of volunteer work interests you?

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Do you have any preference for the type of work you would like to do? YES/NO

How did you find out about Torquay Community House?

Have you had a police check within the last 12 months? YES/NO If YES Issue Date

Do you have a Working with Children Check? YES/NO If Yes, Card No.....
Expiry Date:

*Please note: As part of our Child Safe Policy ALL Volunteers, Board Members and staff are required to have a Working with Children Check (WWC) and Police Check. Please see yellow form 'Important Information regarding Working with Children and Police Checks' for more information and on how to obtain one.

**Please note: All volunteer positions are subject to a one month trial

CONFIDENTIAL MEDICAL FORM

Please also complete the Volunteer Information form, with emergency contacts. All information is kept strictly confidential.

I will observe and respect the Torquay Community House established policies and procedures, privacy laws, confidentiality, and duty of care obligations.

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Applicant to sign

Office use

Date Comments

Commencement date

Placement

Police Check - 100 Points sighted ? YES NO Date

T.C.H. VOLUNTEER INFORMATION

Personal Information:

Name	
Address	
Phone #1 (home)	
Phone #2 (mobile)	
Email (home)	

In case of Emergency:

Name of emergency contact person – No.1.		Relationship:
Emerg. Contact No.1 Phone 1:		
Emerg. Contact No. 1 Phone 2:		
Name of emergency contact person – No.2.		Relationship:
Emerg. Contact No.1 Phone 1:		
Emerg. Contact No. 1 Phone 2:		
Medication		
Known Allergies or Medical Conditions		
Medical Doctor		Phone

Child Safe Policy – CODE OF CONDUCT

Status:	Approved	Version:	1.0
Approved:	Sub Committee	7/6/2018
	Board of Management		11/7/2018
Review:	11/7/2021		

Caring for children and young people brings additional responsibilities for staff, volunteers, tutors/leaders and contractors of this organisation of Torquay Community House.

You are responsible for promoting the safety and well-being of children and young people by:

- Adhering to Torquay Community House *Child Safe Policy* at all times and taking all reasonable steps to ensure the safety and protection of children and young people.
- Treating everyone with respect and honesty (this includes staff, volunteers, contractors, tutors/leaders, students, children, young people and parents/guardians/caregivers).
- Remembering to be a positive role model to children and young people in all your conduct with them.
- Setting clear boundaries about appropriate behaviour between yourself and the children and young people in our organisation – boundaries help everyone to carry out their roles well.
- Listening and responding appropriately to the views and concerns of children and young people. Particularly if they are telling you that they or another child has been abused and/or are worried about their safety or the safety of another.
- Ensuring another adult is always present or in sight when conducting one to one coaching, instruction or other activities.
- Reporting allegations, suspected child abuse or neglect to the Coordinator of Torquay Community House as the House's Child Safety Officer, and ensure any allegation is reported to the police or Child Protection Services.
- Responding quickly, fairly and transparently to any serious complaints made by a child, young person or their parents/guardians/caregivers.
- Encouraging children and young people to 'have a say' on issues that are important to them.
- Providing feedback to both children and parents/guardians/caregivers.

Employees, volunteers, tutors/leaders or contractors must not:

- Engage in rough physical games
- Develop any 'special' relationships with children and young people that could be seen as favouritism such as the offering of gifts or special treatment

- Do things of a personal nature that a child or young person can do for themselves, such as toileting or changing clothes.
- Discriminate against any child or young person because of age, gender, cultural background, religion, vulnerability or sexuality.
- Exhibit behaviours with children which may be construed as unnecessarily physical such as inappropriate sitting on laps.
- Put children in risk of abuse (for example, by locking doors).
- Engage in open discussions of a mature or adult nature in the presence of children (i.e. personal social activities).
- Use inappropriate language in the presence of children.
- Express personal views on cultures, race or sexuality in the presence of children.
- Have contact with a child in any form (for example, written or verbal) without the permission of the parent.
- Have any online contact with a child or their family (unless necessary, for example providing families with e-newsletters).
- Ignore or disregard any suspected or disclosed child abuse.

By observing these standards, you acknowledge your responsibility to immediately report any breach of this code to the Coordinator of Torquay Community House as the Child Safety Officer.

If you believe a child is at immediate risk of abuse, phone 000

I agree to abide by this code of conduct

Name:.....

Signature:..... **Date:**.....

Coordinator Date.....

I have read a copy of the Torquay Community House Child Safe Policy. (Please tick box)

Important Information regarding Working with Children and Police Checks.

It is a requirement of Torquay Community House that all members of staff and volunteers complete a Working with Children's Check and a Police Check, and evidence of both applications must be sighted prior to commencing work at the House.

It is an expectation that the results of your official Police Check and Working with Children Check be presented to the House prior to the end of your four-week trial period. If the checks are not received within this period, we reserve the right to suspend your duties at the House.

1. Working with Children's Check. (WWC)

This application must be completed prior to commencing work at Torquay Community House.

This can be completed on-line by visiting

<http://www.workingwithchildren.vic.gov.au/home/applications/apply+for+a+check/apply+in+victoria>

Alternatively contact the Customer Support Line on 1300 652 879, and forms can be mailed to you.

This is a free service for Volunteers, and when prompted you will be required to attend an Australia Post outlet to be photographed for ID purposes.

If you have a current WWC check, please bring it along with your completed documentation to be photocopied for our records.

WWC checks are valid for five years. If you have renewed your card, please ensure that we have a copy of your most current WWC card.

2. Police Check

All staff and volunteers must undertake a Police Check. This application must be completed prior to commencing work at Torquay Community House. This check is valid for five years.

You can access a Police Check via various websites or alternatively Torquay Community House is able to assist with this process through 'Crimcheck' at a reduced rate of \$16.00 per volunteer.

If you would like us to apply on your behalf for a Police Check via Crimcheck, forms are available at reception. Please pay \$16.00 to the house when you return your completed form.

Please note the \$16.00 will be fully refundable to you after your four-week trial period is completed if required.

Please tick box if you require a refund.

Name: _____

Special requirements when completing the Crimcheck form.

Page 2 of the form outlines the minimum identity requirements. Please read carefully.

If you are using a Passport or Driver's Licence as ID, these numbers will need to be entered in Section A5, Page 4 of the application.

A member of staff is required to sight all of your ID documents, so you will need to bring them along with your completed form.