

# Outlook<sup>®</sup> VOLUNTEERING

## Handbook 2016



*Inspiring inclusive communities, diversity  
and opportunity, valuing all people*

*“Thank you for your interest in volunteering with Outlook.  
We are able to offer many and varied types of volunteer  
work”*

### **Outlook Nursery**

Assisting with general plant care, including repotting, watering, propagation, weeding, labeling.

### **Participant Support Community Groups**

Outlook’s Disability Support Service is guided by the principle that every person should have the opportunity to participate in community life. We aim to foster skills that promote independence and self-determination.

You can volunteer and assist Outlook’s participants to develop more independence which may include cooking, walking, work experience, swimming, craft, shopping or visiting local amenities. Outlook have community groups in Pakenham, Berwick, Narre Warren, Cranbourne, Hallam and Emerald. There are opportunities to assist with Recreation & Leisure too which can be weekend trips or activities and holiday stays.

### **Office Administration**

Outlook have offices in Pakenham, Cranbourne and Narre Warren.

### **Community Centre**

Tutors, instructors and mentors are very welcome to volunteer.

### **Outlook Environmental**

Outlook operates retail outlets for the sale of second hand goods, plants & general items in Hampton Park, Mornington & Reservoir.

*“We look forward to meeting with you & discussing the  
volunteer opportunities we have.”*

**Outlook (Vic) Inc  
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Tel. 5941 1535 / 0439 576 253  
Email - [volunteer@outlookvic.org.au](mailto:volunteer@outlookvic.org.au)**

## Volunteer Application Process

1. Completion of a Volunteer Application form to indicate availability & area of interest. Every effort will be made to ensure volunteers work in an area of their interest, however, volunteer placements will be dependent on work availability and suitability.
2. A police check will be obtained (paid for by Outlook). A 'Working with Children' check is required if you will be volunteering with people with disabilities (Outlook One participants).
3. The Volunteer Coordinator will speak with 2 references.
4. You will be offered a volunteer position subject to items 2 and 3 being satisfactory and a position being available.
5. An induction interview will follow if you accept the volunteer position.

## Volunteer Rights

As a volunteer you have the right to:

- Information about the service area for which you are volunteering;
- A Volunteer Agreement signed by you and the Volunteer Coordinator stating which service you will be working in; days and times of volunteering and the manager who you will be accountable to;
- A safe and healthy work environment;
- Be covered by insurance;
- Say 'no' if you feel you are being exploited;
- Be reimbursed for approved 'out of pocket' expenses;
- Be provided with orientation training; and
- Be supported and supervised in your role.



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## **Volunteer Training**

Outlook provides volunteers with the opportunity to participate in training. An initial induction, and booklet, is provided to volunteers with an introduction to the Outlook service they will be assisting and the staff. This will involve the information and skills needed by volunteers to commence and undertake their role and duties. Opportunities for continued training may be available to 'established volunteers' that will enhance their work with the organization.

## **Terms and Conditions for Volunteers**

### Insurance/ Workcover

Volunteers are covered by Outlook Personal Accident & Public Liability Insurance. To ensure that our insurance covers you for any incidents that occur while you are volunteering, you must report any incident as soon as it has happened. Volunteers are not covered by Workcover.

### Volunteer Records

Volunteer's personal information is stored online, along with a record of activities and communication.

### Reimbursement of expenses

Volunteers will be reimbursed for any out of pocket expenses incurred whilst in their volunteer role. Authorization for payment of any out of pocket expenses should be discussed prior to the expenses being incurred with the relevant service manager.

### Motor Vehicle

Volunteers using Outlook vehicles must be a registered driver with Outlook and comply with Outlook's Fleet Management Policy. Once registered, authorization to use a vehicle must be obtained from the relevant service prior to use. Volunteers will be reimbursed for the expense of using their private vehicle, if authorized by the relevant manager beforehand.

## Management of Volunteers

Volunteers will be under the direct management and supervision of the relevant service manager. They must adhere to all relevant procedures of the service they are volunteering within. All communication regarding the assistance they are providing should be made directly with the service manager.

The Volunteer Coordinator will continue to oversee the training needs of the volunteers.

## Confidentiality/ Code of Conduct

Prior to volunteering at Outlook, all volunteers will be expected to sign a confidentiality agreement and abide by the organisation's Code of Conduct.

## Communication

Volunteers are encouraged to speak with their service manager, or the Volunteer Coordinator, to discuss any issues or concerns that may arise during their time at the organisation. Volunteers are contacted quarterly to ensure their volunteering experience is fulfilling and as expected. All issues and concerns are treated seriously and investigated if necessary.

## Exit/Termination

A volunteer can choose to terminate their role within Outlook at any time. Likewise, Outlook can terminate the 'agreement' with the volunteer, if the volunteer breaches the agreement/policies or procedures of Outlook or if there is insufficient work available.

## Policies & Procedures

All volunteers must adhere to Outlook's policies & procedures (including Code of Conduct) at all times. Outlook policies & procedures can be accessed online. Speak with the Volunteer Coordinator if you need to view any of these documents.

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## THE NATIONAL STANDARDS FOR VOLUNTEER INVOLVEMENT

Volunteer involvement is a critical part of Australian society. It contributes to civil society and active participation in building strong, inclusive, and resilient communities. It underlies innovation and social change, our responses to community need and community challenges, and it brings together and supports the local strengths and assets of communities.

Volunteer involvement can contribute to, and extend the capacity of, organisations to meet aims and goals. Volunteers can provide the time, skills, expertise and points of view that enable an organisation to pursue programs and activities that benefit the community.

‘The National Standards for Volunteer Involvement’ have been developed in consultation with the volunteering sector to support the involvement of volunteers and act as a resource for organisations in which volunteers are involved.

Outlook’s formal volunteer program operates under the guidelines of ‘The National Standards for Volunteer Involvement’. Our policies and procedures are consistent with the principles and practices identified in the ‘National Standards’, and are implemented and maintained at all levels of the organisation.



‘The National Standards for Volunteer Involvement’ incorporate the following principles:

- Volunteer involvement should be a considered and planned part of an organisation’s strategic development, aligning with the organisation’s strategic aims and incorporated into its evaluation framework.
- Effective volunteer involvement requires organisational leadership, and a culture and structure that supports and values the role of volunteers.
- Volunteers have rights, which include the right to work in a safe and supportive environment with appropriate infrastructure and effective management practices.
- Volunteers have responsibilities, which include acting responsibly, being accountable for their actions to the organisation, and respecting the organisation’s values and practices.



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## Disability Awareness

Outlook offers services to adults with intellectual disabilities. Adults with acquired brain injury, physical and psychiatric disabilities may also attend the service.

It is important to treat people with disabilities the same as you would anybody else - **with dignity and respect**.

### Good Communication Techniques

- Be yourself, don't force enthusiasm
- Treat people in a manner that is appropriate to their age
- If you don't understand what a person has said, ask them to repeat it. There may be communication strategies that are used for each client. Ask staff or others what these may be and how to best to use them.
- Talk about the disability if it comes up naturally, without prying. Be guided by the wishes of the person with a disability.
- Speak directly to a person with a disability. Don't consider a companion to be a conversational go-between or talk through a third person.
- Give whole, unhurried attention to the person, but give help when needed. Keep your manner encouraging rather than correcting. When necessary, ask questions that require short answers or a nod or shake of the head.
- Speak calmly, slowly and distinctly to a person who has a hearing problem or other difficulty understanding. Stand in front of the person and use gestures to aid communication.
- 'Disability Awareness' training is available each term at the Outlook Community Centre—see current course guide.

