



Volunteering Gold Coast MEMBERSHIP KIT

Including:

1. Services Guide
2. Service Agreement
3. Membership Application
4. Membership Tax Invoice



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Supporting Volunteer Management, Education and Training, Referrals, Recruitment, Events & Transport Services

Volunteering Gold Coast in Brief

Volunteering Gold Coast provides a wide range of services to over 350 member organisations, including Supporting Volunteer Management, Education and Training, Referrals, Recruitment, Events & Transport Services.

Volunteering Gold Coast aim's to strengthen the Gold Coast community through support and promotion of sustainable and equitable volunteering. Volunteering Gold Coast will develop, strengthen and connect the community by achieving excellence in volunteering for the mutual benefit of the individual and our wider community.

Volunteering Gold Coast currently provides over 2500 volunteers to Not For Profits on the Gold Coast. As the peak body for Volunteering on the Gold Coast and the largest volunteer resource centre of its kind in Australia we strive to support numerous organisations at all levels. Education and Training is provided to help support Volunteers and Volunteer Managers overcome daily tasks with new ideas and management solutions.

Volunteering Gold Coast provides community transport options to the public funded by three levels of Government. These transport services are facilitated by a fleet of 34 vehicles across the Gold Coast to help ease congestion on our roads, provide an environmentally friendly and cheap means of transport for the public and to provide transport to and from appointments for those in need.

Volunteering Gold Coast partners with varying projects and activities to assist with volunteer support and resourcing such as Gold Coast Airport Marathon, Kokoda Challenge, Quiksilver & Roxy Surf Pro and Golf Classic, Mother's Day Classic Fun Run. Volunteering Gold Coast is in constant growth and development to support community ideas, local people and Gold Coast projects.



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Volunteering Gold Coast Services Guide

AIM OF ORGANISATION

Since its inception in 1997, Volunteering Gold Coast has grown to become the Gold Coast's peak body for volunteering. It represents the interests of volunteers and community organisations who utilise the services of volunteers. Volunteering Gold Coast is funded by government grants, community projects and services. Volunteering Gold Coast is an independent community based non-profit organisation operated largely by volunteers and a team of paid staff.

As the peak body for volunteering on the Gold Coast, Volunteering Gold Coast's focus is to:

1. Encourage people to participate in community activities through volunteering;
2. Enable volunteers and community organisations to develop the structure, skills and capacity to better the quality of volunteering for the community;
3. Engage in advocacy and policy development, and partnerships with government, corporate and other institutions and organisations, on issues relevant to volunteering.
4. Volunteering Gold Coast is looking to support Community Development for the Gold Coast.

Programs, Projects and Partnerships:

Contact: Lynn Mount, *Chief Operating Officer*, lynnm@volunteeringgc.org.au

Volunteering Services:

Contact: Jodie Terry, *Volunteering Services Coordinator*, jodiet@volunteeringgc.org.au

Membership Services:

Contact: Di Fowler, *Membership Coordinator*, diannef@volunteeringgc.org.au



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Education and Training:

Contact: Jodie Terry, *Volunteering Services Coordinator*, jodiet@volunteeringgc.org.au to discuss your organisation's training needs.

Volunteering Gold Coast provides non-accredited education, training and facilitation for volunteers, managers of volunteers, community leaders, and committee members and focuses on the development of skills and knowledge to enhance capacity building and support sustainability of community non for profit groups.

Details of our full range of workshops and programs can be accessed at www.VolunteeringGC.org.au

Promotion and Events

Contact: Emma Trapski, *Marketing and Public Relations Officer*, emmat@volunteeringgc.org.au to access media opportunities to promote your volunteer stories, jobs or events.

1. National Volunteer Week (held annually in May)
2. International Volunteers Day (5 December)
3. Special Volunteering Events and celebrations
4. Promotional volunteering materials (posters, brochures, stickers)

Volunteer Management

Contact: Jodie Terry, *Volunteering Services Coordinator*, jodiet@volunteeringgc.org.au for support and assistance with any aspect of your volunteer program e.g.. policies and procedures, volunteer management and engagement practices.

Information on legislation, governance and risk management

Contact: Richard Patterson, *Chief Executive Officer*, richardp@volunteeringgc.org.au for information on legal, governance, insurance and risk management.

Volunteer Resource Centres, State and Territory Networks and National & International Volunteer Networks
Please see www.VolunteeringGC.org.au for contact details.



Service Agreement

THIS AGREEMENT IS AS FOLLOWS:

1. Status of organisation

The organisation agrees -

- It is a community organisation; and
- If requested, it will give to Volunteering Gold Coast reasonable proof that it is a community organisation.

Note: For meaning of community organisation, see section 10 of agreement.

2. Effecting and keeping current insurance policies

The organisation agrees -

- It will effect and keep current public liability insurance and personal accident insurance for volunteer workers;
- It will provide Volunteering Gold Coast, on an annual basis, copies of the certificates of currency for the policies.

3. Independent organisation

The organisation agrees -

- It is an independent organisation responsible for its own actions and not an agent of Volunteering Gold Coast;
- It does not have any power or authority to bind or represent Volunteering Gold Coast.

4. What Volunteering Gold Coast is, and is not, responsible for

- Volunteering Gold Coast agrees it is responsible for providing the following information to a prospective volunteer -
 - a. The details shown on the organisation's Organisation Profile and the organisation's Job Description Form.
- The organisation agrees that Volunteering Gold Coast is not responsible for -
 - a. Checking or validating the information given to Volunteering Gold Coast by a prospective volunteer about the volunteer's attributes and skills;
 - b. Deciding if a prospective volunteer has the appropriate attributes and skills or is a fit and proper person to be engaged in work by the organisation, nor responsible for their conduct whilst at the workplace;
 - c. Supervising the work, monitoring the conduct, and ensuring the health, safety, and welfare of a volunteer working at the organisation's workplace.

5. What the organisation is responsible for

- Deciding if a prospective volunteer has the appropriate attributes and skills and is a fit and proper person to be engaged in work by the organisation; and
- Supervising the work, monitoring the conduct and ensuring the health, safety and welfare of a volunteer working at the organisation's workplace; and
- Entering into an appropriate agreement with a prospective volunteer before the volunteer starts work at the organisation's work place.

THIS AGREEMENT is made on the / /
BETWEEN: VOLUNTEERING GOLD COAST
AND
"organisation" seeking registration.



6. Circulating details about the organisation and volunteer jobs on websites and through media outlets.

The organisation agrees that Volunteering Gold Coast may list available volunteer jobs on
Volunteering Gold Coast website www.VolunteeringGC.org.au
Volunteering Australia's national website www.govolunteer.org.au

7. Marketing, Advertising, Graphics and Communications:

The organisations agrees that Volunteering Gold Coast has the ability to market and advertise on behalf of its members.

8. Complying with code of practice and having regard to national standards

The organisation agrees -

- To comply with the Code of Practice for Voluntary Organisations; and
- To have due regard (as far as is practicable) to the National Standards for Involving Volunteers in Not-for-Profit Organisations.

9. Advising Volunteering Gold Coast about outcomes of links with potential volunteers

The organisation agrees to advise Volunteering Gold Coast by email or phone, within a reasonable period of time, when a potential volunteer who has linked through Volunteering Gold Coast's services, starts work with the organisation.

10. Definitions

In this agreement -

"community organisation" means any of the following that organises the doing of community work by volunteers

- A trustee acting in the capacity of trustee;
- A church or other religious group;
- The Crown (within the meaning of the Crown Proceedings Act 1980);
- A local government;
- Any public authority constituted under an Act.
- A Not For Profit

"community work" means work that is not for private financial gain and that is done for a charitable, benevolent, philanthropic, sporting, recreational, educational or cultural purpose.

"volunteer" means a person who does community work on a non-payment basis.

Note: See Civil Liability Act 2003, section 38 for definitions.

11. Signatures

I am an authorised person to sign for and on behalf of organisation:

Signature.....

Position.....

Name.....

Date.....



Membership Application

Note: The information collected on this form is for the purpose of potential volunteers to make an informed choice about volunteer work. Please note that the compilation of organisational data may be used for research into volunteering. Your specific organisation's details will not be given to any other agency without seeking your permission, except as required or authorised by law.

Part 1

Organisation name:.....

Organisation's Incorporation No (not ABN):.....

Is it a community organisation that organises the doing of community work by volunteers?.....

Is it a HACC funded organisation? Yes No

Type of service provided by organisation (Please tick which best describes your organisation)

- | | |
|---|--|
| <input type="checkbox"/> Migrant/ Multi-cultural/ Aboriginal/Torres Strait Islander | <input type="checkbox"/> Emergency Services / Safety |
| <input type="checkbox"/> Arts/ Culture / Heritage | <input type="checkbox"/> Sport / Recreation |
| <input type="checkbox"/> Community Services / Health / Welfare | <input type="checkbox"/> Tourism |
| <input type="checkbox"/> Conservation / Environment / Animal Welfare | <input type="checkbox"/> Social Justice |
| <input type="checkbox"/> Education | <input type="checkbox"/> Other |

Street Address.....

Suburb.....

Postcode.....

Organisation Contact

Name.....

Position.....

Phone.....

Mobile.....

Fax.....

E-Mail.....

Days/Times Available.....

Mailing Address

Same as above

Street Address.....

Suburb.....

Postcode.....

Volunteer Coordinator

Same as Organisation Contact

Name.....

Position.....

Phone #.....

Mobile #.....

Fax #.....

E-mail.....

Days/Times Available



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Part 2

If you are listing volunteer positions on the Volunteering Gold Coast database and website please complete the insurance details and provide a copy of the Certificate of Currency for both policies.

Volunteer Workers/ Personal Accident Insurance

Public Liability Insurance

Expiry Date.....

Expiry Date.....

Insurer.....

Insurer.....

Broker.....

Broker.....

Policy No.....

Policy No.....

Min Age.....

Min Age.....

Max Age.....

Max Age.....

Coverage of Volunteers \$.....

Coverage of Volunteers \$.....

Part 3 ORGANISATIONAL PROFILE

Please complete with as much detail as possible to increase suitable matching of volunteers to your organisation.

Organisation purpose and goals e.g.. Vision or Mission Statement: Limit to 100 words (can attach brochure)

.....
.....

Services Provided: Limit to 100 words (can attach brochure)

.....
.....

Please provide details on the following training processes for volunteers:

.....
.....

How do you provide Orientation/Induction for volunteers?

.....
.....

Explain how you provide regular Workplace Health and Safety training?

.....
.....

Outline how volunteers are trained in Standard Operating procedures?

.....
.....



If you are listing volunteer positions on Volunteering Gold Coast's database and website please complete the insurance details and provide a copy of the Certificate of Currency for both policies.

How do you train volunteers with regard to the Company's Manual?

.....
.....

How do you train volunteers to comply with your Code of Ethics/Behaviour?

.....
.....

Other:

.....
.....

How do you recognise and support your volunteers?

- | | |
|---|---|
| <input type="checkbox"/> Include volunteers in office social events | <input type="checkbox"/> Provide travel reimbursement |
| <input type="checkbox"/> Include volunteers in planning sessions | <input type="checkbox"/> Provide references (if applicable) |
| <input type="checkbox"/> Provide appreciation rewards | <input type="checkbox"/> Provide Position Descriptions |
| <input type="checkbox"/> Regular evaluation/appraisals and feedback | <input type="checkbox"/> Have volunteers in team leader positions |

Are you able to provide volunteer positions for:

- ☐ Students on work experience placement
- ☐ People who have specialised skills
- ☐ People who have special support needs e.g.. mental/physical disabilities
- ☐ Corporate employees who wish to volunteer in groups or individually
- ☐ People who have limited English language skills
- ☐ Youth under 18– if yes, what is the minimum age? Other:.....



Volunteering Gold Coast Service Agreement

Tax Invoice

ABN: 47 631 886 431

THIS FORM CONSTITUTES A TAX INVOICE. AFTER COMPLETING PLEASE COPY FOR YOUR RECORDS

Date.....

Organisation Name.....

Phone

Address

Fee Payable (Incl. GST)

Membership Type.....

\$22.00 per year payable annually

Organisation Membership

PAYMENT OPTIONS:

- **CHEQUE:** Made payable to "Volunteering Gold Coast Inc."
- **BANK:** Bendigo Bank BSB: 633-000 A/C No: 1284 07871 Bank Reference: Organisation/Branch

Date Paid:

- **CREDIT CARD: Visa & M/C Accepted**

Card Number

Name on card:..... CVC

Signature:..... EXP /

A current Certificate of Currency (on insurer's letter head) for your organisation's **Personal Accident and Public Liability Insurance** is required with this remittance if volunteer referral services are sought.

** No receipt will be issued. Please keep a copy for your records & return with Insurance Certificate to Volunteering Gold Coast by:*

Email: accounts@volunteeringgc.org.au

Post: Att: Simone Ault 2074 Gold Coast Highway, Miami, QLD 4220

MEMBERSHIP FEES

1. For new members, membership fees must accompany an application for membership.
2. Membership fees are payable on an annual basis.
3. Membership fees are not refundable (except if membership is rejected).
4. Branch offices of an organisation located in separate locations must be a member in their own right.
5. All membership fees include G.S.T.

Please note: All applications for membership are subject to approval by the Board of Management of Volunteering Gold Coast in order to establish that the purpose of the applying organisation in no way conflicts with the objectives of Volunteering Gold Coast. The Board reserves the right to make the final decision on the admission of membership in accordance with Volunteering Gold Coast's Constitution.



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Thank-you for playing a
vital role in our community.



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