



## Volunteering Central West

### Contact

Kinga Macpherson  
Volunteer Management Programs Trainer  
voltraining@binc.org.au  
M: 0414 528 479

### Web

<http://www.binc.org.au/Volunteering/Volunteer-Training>

**Phone** (02) 6332 4866    **Fax** (02) 6332 1244

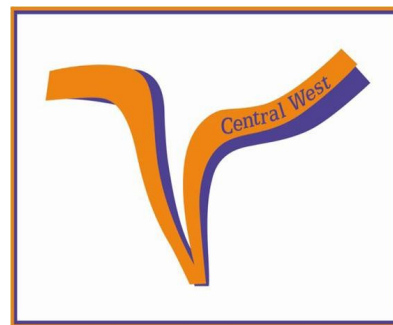
### Post

PO Box 1469  
Bathurst  
NSW 2795

### Location

Bathurst Information & Neighbourhood Centre  
96 Russell Street  
Bathurst  
NSW 2795

*This program is supported by funding from the Australian Government under the Commonwealth HACC Program*



## Training For Volunteer Involving Organisations

*Welcome to Central West*

*Volunteer Management Training!*

*We offer*

- ◆ *customised training for Volunteers, Managers of Volunteers and Boards of Management*
- ◆ *on-the-job learning, information & support at times to suit you*
- ◆ *facilitation of strategic planning, quality and review workshops.*

*Our programs are free for not-for-profit organisations which involve volunteers. They focus on*

- ◇ *Governance*
- ◇ *Volunteer Management*
- ◇ *Volunteer Training*

*All of our training is aligned with:*

- ⇒ *National Standards (NS) for Involving Volunteers in Not for Profit Organisations*
- ⇒ *Community Care Common Standards*
- ⇒ *Certificate I, II and III in Active Volunteering*
- ⇒ *Certificate IV in Volunteer Management Coordination-CHC42712*

*Please complete the attached form or online to let us know how we can best support your organisation*

**Volunteering Central West**



Let us know in what ways we can support you by numbering the three most critical areas in each section or online at <http://www.binc.org.au/Volunteering/Volunteer-Training>

**MANAGEMENT/COMMITTEE/BOARD**

- Governance
- Strategic planning
- Constitutions– reviews & updates
- Compliance
- Risk management
- Roles and responsibilities
- Policies and procedures
- Using a risk management approach to
- Quality management processes
- Forming partnerships and alliances
- Running effective meetings
- Performance appraisals
- Other.....

**VOLUNTEER MANAGEMENT**

- Program planning (NS2,6,7)
- Job descriptions (NS1,3,7)
- Recruitment and selection (NS 3)
- Retention and recognition (NS 5)
- Volunteer orientation (NS3)
- Updating Policy and Procedures (NS1, 7,
- Continuous Improvement (NS8)
- Staff/volunteer relationships (NS4, 5)
- Grievance procedures & Volunteer dismissal
- Risk management (NS 2,4)
- Developing a volunteer handbook or forms
- Other.....

**FOR VOLUNTEERS**

- Rights and Responsibilities
- Having Enabling Conversations
- Social interaction Skills
- Personal Boundaries & Conflict of Interest
- Managing challenging situations
- Cultural awareness
- Confidentiality & Duty of care
- Working with the elderly
- Grievance procedures
- Recognising abuse of the elderly
- Conflict resolution
- Team work
- Other.....

**RESOURCES**

What support do you need in developing or updating any of your documentation?  
 .....  
 .....  
 .....

Name of Organisation.....  
 Location.....  
 Contact person.....  
 Phone.....  
 E-mail.....

