

### Is your organisation...

- ◆ facing challenges?
- ◆ overcome with paperwork?
- ◆ finding it difficult to recruit volunteers?
- ◆ drowning in policies and procedures?
- ◆ overwhelmed with quality management?
- ◆ forgetting to manage risks?
- ◆ finding compliancy a minefield?

The **Volunteer Engagement and Management Program** is an information and support service for not-for-profit volunteer involving organisations across Bathurst, Blayney, Oberon & Orange.

Contact us for help with volunteer management, recruitment and referral, networking, promotion and volunteer training.

This program is supported by funding from the Australian Government Department of Health and Department of Social Services.



Communities  
& Justice



Australian Government  
Department of Social Services

## The Neighbourhood Centre

Office hours 9am to 4.30pm  
Monday to Friday

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TheNeighbourhoodCentre2795](http://www.instagram.com/TheNeighbourhoodCentre2795)

*We acknowledge the Wirajduri people, the traditional custodians, and recognize their continuing connections to the land, water and community. We commit to working with all Aboriginal and Torres Strait Islander peoples and cultures, to help strengthen our communities and support social and emotional wellbeing.*



# Support and Training for Volunteer Involving Organisations



*Not-For-Profits and Volunteer Managers need to be current with legislation, compliant with standards and have safeguards in place to be prepared for future challenges. We offer support and customised workshops for your organisation at a time that suits you.*

**Our current target areas include:**

**Diversifying volunteer’s contributions.**

Are there other ways that you could use volunteers within your organisation to improve or expand what you offer in your community?

**Best practice in volunteer management**

How inclusive are your marketing and recruitment methods?

How current and user-friendly are your volunteer documents and resources?

Are you familiar with how *The National Standards for Volunteer Involvement 2015* could help your organisation?

**Recruitment, recognition and retention of volunteers**

Do you need more volunteers? We can save you the hassle of advertising volunteer positions.

Need fresh ideas for thanking/recognising your volunteers?

**Advocating on volunteering issues**

Do you have recurrent or persisting volunteering issues that you would like to bring to the attention of our peak and governing bodies?

**We can save you time and help you get the most out of your volunteers.**

**Contact us about how we can support your group or organisation.**

**FOR VOLUNTEER MANAGERS**

**Development or review of:**

- Position descriptions
- Volunteer Handbooks
- Forms and documentation
- Policies and Procedures
- Program planning
- Recruitment and selection
- Retention and recognition
- Volunteer orientation
- Continuous Improvement
- Other.....

**FOR VOLUNTEERS**

**Volunteers are entitled to learn about their role and gain feedback on how to effectively carry out their responsibilities.**

- Rights and Responsibilities
- Wellness and Reablement
- Boundaries, Confidentiality, Duty of Care
- Managing Challenging Situations
- Working with the Elderly
- Responding to signs of Elder Abuse
- Social Interaction Skills
- Toolbox Talks
- Cultural Awareness
- Other.....

**FOR MANAGEMENT COMMITTEES AND BOARDS**

**Board members need to practice good governance to provide direction, comply with legislation and fiscal responsibilities and ensure the right decisions are made. We can facilitate workshops at Board meetings in:**

- Updates in Governance
- Strategic Planning
- Constitutions– reviews & updates
- Compliance
- Risk Management Planning
- Roles and Responsibilities/Board Manuals/ Inductions
- Policies and Procedures
- Using a Risk Management Approach to decision making
- Quality Management processes
- Forming Partnerships and Alliances
- Running effective meetings
- Other.....

