



**A program to link people with a disability to volunteering options with the support of a volunteer mentor**

Funded by the NSW Premier's Department



## **An information kit for:**

- . Volunteers**
- . Volunteer Mentors**
- . Organisations**

**1<sup>st</sup> Edition 2003**

**The first edition of the Side by Side Information Kit was developed by Disability Information Advocacy Service Inc for Volunteering Central West**

**The Program was funded by the NSW Premier's Department**

**The Side by Side information kit was created and compiled by Terisa Ashworth and Jean Fell**

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## **Section 1**

# **Information and Promotional Materials**



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- **Volunteer Handbook**
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## 1.1 Introduction

This program recognises the contribution that all people can make to the community through volunteer participation. The aim is to increase the successful participation of people with a disability who have diverse range of skills and abilities in volunteering.

Historically people with disabilities have been excluded from many community activities, including volunteering. Often people with disabilities are perceived as being recipients of volunteering efforts, rather than being participants in volunteering. In fact people with disabilities can in fact be at both ends of the volunteering effort, just like anyone else in the community (Simpson M: 2001, cited in Australian Journal on Volunteering, Vol 6 Number 2).

Already many people with disabilities have demonstrated that they have many skills and abilities to share, and that they can participate and contribute to the community when opportunities are available for them. They do this in a variety of volunteer positions such as meal preparation and packaging, canteen duties, assisting with groups of older people and children, membership of community organisations and management committees, etc.

Side by Side provides a framework for community organisations to manage their volunteer positions. Community organisations can benefit from the contribution that volunteers with a range of skills and abilities can make to their service.

### **Purpose of the Side by Side Program**

The Side by Side Program has been developed because there is a need for additional support for some people with disabilities to participate in volunteering activities. At times a volunteer position is unable to be filled or an appropriate position has not been found because there is insufficient support and resources available within an organisation.

The Side by Side Program aims to assist people who have a disability to successfully participate in volunteering by providing additional support through linking them with volunteer mentors and providing organisations with materials for them to provide volunteer coordination.

### **Volunteer supports**

Volunteers in the Side by Side Program can be supported by:

- A facilitator,
- A volunteer mentor, and
- Training.



A facilitator may be either a paid staff member or a volunteer of the community organisation or they may be from a volunteer service. A facilitator has the role of organising the Side by Side volunteer program.

Another person who provides support is a volunteer mentor. A volunteer mentor is a volunteer who can provide guidance to the volunteer. Mentoring is a two way process, both the volunteer with a disability (person receiving the support) and the volunteer mentor (the person giving support) can benefit from the process.

Training can assist a volunteer with a disability to achieve greater success in volunteering. Appropriate training can clarify responsibilities, expectations and clarify communication between the volunteer, the volunteer mentor and the organisation.

### **Side by Side Program Information Kit**

The Side by Side information kit contains a broad range of information and resources. The kit is designed for flexible application; it can be implemented as a whole program or relevant components can be drawn from the package as required.

The contents of the package are available on CD so that the material can be readily adapted for specific applications. The training manuals can be photocopied to be given to the participants in training. The contents include a diverse range of topics that can be drawn from to meet the requirements of a particular group of volunteers.

**This program recognises the contribution that all people can make to volunteering.**

**The aim is to encourage participation in volunteering by linking a person with a disability to a volunteer mentor.**

**Increasing the participation of people with a diverse range of skills and abilities in volunteering can enrich their experiences.**

**This Kit includes the following components.**

- ◆ Handbooks for:
  - Volunteer's
  - Volunteer Mentor's
  - Organisations
- ◆ Resource Materials for Organisations including:
  - Policy and Procedures
  - Forms
- ◆ Facilitators Guidelines
  - Guidelines
  - Forms
- ◆ Training Materials for:
  - Volunteer's
  - Volunteer Mentor's
  - Organisations

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**A program to link people with a disability to volunteering options with the support of a mentor**

**Funded by the NSW Premier's Department**

## The program is for:

- A volunteer, who is a person with a disability
- A volunteer mentor who provides support
- A community organisation, where the volunteering takes place.

## The objectives of the program are to:

- Provide opportunities for inclusion in community activities for people who have a disability
- Increase participation of people with disabilities in volunteering in the community
- Increase the positive outcomes of volunteering
- Increase the opportunity for people to experience valued and satisfying roles
- Increase an organisations ability to deliver its service





**A program to link people with a disability to  
volunteering options with the support of a  
volunteer mentor**

- . Are you interested in becoming a  
mentor?**
- . Would you like to provide support  
to a volunteer who has a  
disability?**

If you answered yes, to these questions you could  
join the Side by Side Program.

For more information please contact:

..... on.....



# Volunteer Mentors Training

A program to link people with a disability to  
volunteering options with the support of a  
volunteer mentor

Training for mentors will be held on two days,  
as follows:

**Session 1**

Date:

Time:

Venue:

**Session 2**

Date:

Time:

Venue:

You will need to attend on both sessions

To RSVP or for more information please contact:

..... on.....



**A program to link people with a disability to  
volunteering options with the support of a  
volunteer mentor**

- . Do you provide opportunities  
for volunteers?**
- . Are you interested in finding out  
more about this program?**

**If you answered yes, you could join the Side  
by Side Program!**

For more information please contact:

..... on.....



# Organisation Training

A program to link people with a disability to volunteering options with the support of a volunteer mentor

Training will be in two sessions

**Session 1**

**Session 2**

Date:

Date:

Time:

Time:

Venue:

Venue:

**You will need to attend both sessions.**

To RSVP or for more information please contact:

.....

on.....



# Volunteer Handbook



This program recognises the contribution that all people can make to volunteering. The aim is to encourage the successful participation in volunteering by linking a person with a disability to a volunteer mentor. Increasing the participation of people with a diverse range of skills and abilities in volunteering can enrich their experiences.

Community organisations can benefit from the contribution that volunteers make to their service. Side by Side provides a framework for community organisations to manage their volunteer positions and provide volunteers with disabilities with adequate support.

This program was funded by NSW Premiers Department. The content of the Side by Side Program was developed by Disability Information Advocacy Service Inc (DIAS) for Volunteering Central West.



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## 1. Overview

The aim of this program is to assist people who have a disability to develop skills and to increase their participation and inclusion in the community. The program will achieve this by encouraging and supporting people with disabilities to volunteer. Volunteering is a way of building individual skills, social networks, and of making a valuable contribution to the community.

The program will promote participation and create opportunities for inclusion. Inclusion is the presence of people with disabilities in ordinary aspects of life and can provide a sense of belonging. As with any citizen, people with disabilities have a right to:

- A dignified life
- To be fully included in the community
- To contribute to their communities
- To participate in valued and satisfying roles.

There are many volunteer positions that are performed by volunteers with disabilities. However, at times a volunteer position is unable to be filled or an appropriate position has not been found because there is insufficient support and supervision available within an organisation.

## 2. Volunteering

Volunteering is work that people undertake of their own free will for no financial payment. It is of benefit to the community and is only carried out in designated volunteer positions. Volunteers work in all types of environments and under different conditions including health and welfare, emergency services, arts and culture, heritage, environment and conservations, sport and recreation, education, overseas aid, religious, animal welfare, human rights and youth development.



### **3. Why do people volunteer?**

Many people with disabilities volunteer and as most volunteers will tell you they get as much out of volunteering as they give. Some of the reasons for volunteering are to:

Stay active

- Learn new skills or maintain skills
- Meet people and make new friends
- Develop self-confidence
- Make a contribution

### **4. Volunteer supports**

People can be supported in a volunteering role by:

- A facilitator, and
- A volunteer mentor.

A facilitator may be either a paid staff member or a volunteer of the organisation or they may be from a volunteer service. A facilitator is responsible for organising the Side by Side volunteer program.

Another person who provides support is the volunteer mentor. A volunteer mentor is a person who can provide guidance to the volunteer. Mentoring is a two way process, both the volunteer with a disability (person receiving the support) and the volunteer mentor (the person giving support) can benefit from the process.

### **5. Roles**

**The volunteer's role is to:**

- Behave respectfully towards the volunteer mentor
- Listen carefully to the information provided by the volunteer mentor
- Undertake tasks as agreed to and directed by the facilitator
- Accept responsibility for their own decisions and actions.

**The volunteer mentor's role is to:**

- Share knowledge, experience and skills
- Offer support and enthusiasm
- Provide guidance to enable the volunteer to demonstrate their abilities.

**The facilitator's role is to:**

- Ensure that orientation and training is provided to the volunteer and the volunteer mentor



- Provide direction and supervision to the volunteer and the volunteer mentor
- Review the performance of the volunteer, as agreed
- Assess the volunteer and the volunteer mentor and match them as mentoring partners
- Ensure that the volunteer and the volunteer mentor understand and sign a volunteer agreement and a duty statement
- Help with problems that may arise.

Volunteers who have a disability and their mentors are under the direct supervision of a staff member of the organisation for which they are volunteering.

## **6. Rights and responsibilities of volunteers**

### **Rights**

Volunteers have a right to:

- Information about the organisation
- A clearly written duty statement and volunteer agreement
- Be recognised as a valued team member
- Be supported and supervised
- Be made aware of the complaint procedure within the organisation
- Orientation and training
- Be able to withdraw from the mentoring partnership in consultation with the facilitator
- Be treated with respect, politeness and honesty in a non-discriminatory environment
- Work in a safe environment and be covered by insurance
- Be able to expect that confidentiality and privacy will be maintained

Organisations that have volunteers in the workplace are guided by National Volunteering Standards. These Standards have been developed to ensure that the rights of volunteers are maintained.

### **Responsibilities**

A Volunteer needs to:

- Be committed to the program
- Be punctual and reliable
- Notify the organisation of changes to their availability
- Accept responsibilities for their own actions and behaviour
- Notify the organisation if they become aware of potential hazards or dangerous situations
- Abide by the organisation's policy on volunteers
- Deal with complaints in the correct manner
- Respect the rights of others
- Carry out the duties, as listed in their duty statement



- Undertake training as requested
- Ask for support when needed
- Give notice before they leave the organisation.

## **7. Confidentiality**

Protecting the privacy of volunteers, volunteer mentors, the organisation and the organisations clients is very important. There are policies and procedures in place that are designed to ensure that details of all volunteers, volunteer mentors, paid staff and clients are kept safe and confidential. Private written information is kept in locked filing cabinets with limited access.

All volunteers must respect any discussions with others as information given in confidence. This means a volunteer may not repeat information outside the service. They may report it to the facilitator if the information is of concern, or requires further action.

## **8. Occupational Health and safety**

Under the law, everybody has some responsibility for Occupational Health and Safety (OH&S). The organisation must ensure that the health and safety of volunteers is not harmed in any way. Volunteers must also take responsibility for looking after their own health and safety, while not putting others at risk.

Volunteers should:

- Follow health and safety instructions
- Use personal protective equipment and clothing in the appropriate manner
- Tell someone about any hazards or injuries at the volunteer organisation.

## **9. Complaints and problems**

From time to time issues may arise which need to be dealt with. If volunteers are unhappy about something that is happening, the organisations Complaint Procedure should be followed.

## **10. Volunteer agreement**

- A volunteer agreement is a written form outlining:
- What the volunteer will do
- When they will do it
- How they will do it.

A volunteer must sign the agreement when they understand and agree to the conditions outlined. The volunteer keeps a copy to the agreement.



## **11. Duty statement**

A duty statement is a form that states:

- The purpose of the volunteer position
- A list of the duties to be performed in the volunteer position
- Who the volunteer is responsible to.

## **12. The Partnership**

It is important that there is compatibility between the partners. An organisation should try to match volunteers with volunteer mentors who have an ability to communicate and even some common interests.

## **13. Orientation**

The orientation process for the volunteer is very important. The volunteer is provided with guidelines and training, which enables them to learn about the volunteer mentor role and ensures that any aids, communication strategies or adjustments to the workplace are recognised and implemented. Initial training is important to ensure that tasks and requirements are explained and understood.



# Volunteer Mentor Handbook



This program recognises the contribution that all people can make to volunteering. The aim is to encourage successful participation in volunteering by linking a person with a disability to a volunteer mentor. Increasing the participation of people with a diverse range of skills and abilities in volunteering can enrich their experiences.

Community organisations can benefit from the contribution that volunteers make to their service. Side by Side provides a framework for community organisations to manage their volunteer positions and provide volunteers with disabilities with adequate support.

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## **1. Overview**

The aim of this program is to assist people who have a disability to participate in community activities. The program will achieve this by encouraging and supporting people with disabilities in volunteer activities. Volunteering is a way of building individual skills, social networks, and of making a valuable contribution to the community.

People with disabilities have the same rights as other community members to:

- A dignified life
- To be fully included in the community
- To contribute to their communities
- To participate in valued and satisfying roles.

There are many volunteer positions that are performed by volunteers with disabilities. However, at times a volunteer position is unable to be filled or an appropriate position has not been found because there is insufficient support and supervision available within an organisation.

## **2. Volunteering**

Volunteering is work that people undertake of their own free will for no financial payment. It is of benefit to the community and is only carried out in designated volunteer positions. Volunteers work in all types of environments and under different conditions including health and welfare, emergency services, arts and culture, heritage, environment and conservations, sport and recreation, education, overseas aid, religious, animal welfare, human rights and youth development.

## **3. Why do people volunteer?**

Many people with disabilities volunteer and as most volunteers will tell you they get as much out of volunteering as they give. Some of the reasons for volunteering are to:

- Stay active
- Learn new skills or maintain old ones
- Meet people and make new friends
- Develop self-confidence
- To make a contribution

## **4. Mentoring**

For mentoring to be successful, both volunteers and volunteer mentors must :

- Communicate, be able to listen, and be open to new ideas
- Be good with time management and self management skills



- Be assertive, realistic and discrete
- Be knowledgeable or able to get information
- Be able to change, accept change

**Additionally, volunteer mentors must be:**

- Motivating and able to demonstrate leadership
- Honest and able to give constructive advice
- Able to act as a role model.

## **5. Volunteer supports**

Volunteers can be supported by:

- A facilitator, and
- A volunteer mentor.

A facilitator may be either a paid staff member or a volunteer of the organisation or they may be from a volunteer service. A facilitator is responsible for organising the Side by Side volunteer program.

Another person who provides support is the volunteer mentor. A volunteer mentor is a person who can provide guidance to the volunteer. Mentoring is a two way process, both the volunteer with a disability (person receiving the support) and the volunteer mentor (the person giving support) can benefit from the process.

## **6. Roles**

**The volunteer's role is to:**

- Behave respectfully towards the volunteer mentor
- Listen carefully to the information provided by the volunteer mentor
- Undertake tasks as agreed to and directed by the facilitator
- Accept responsibility for their own decisions and actions.

**The volunteer mentor's role is to:**

- Share knowledge, experience and skills
- Offer support and enthusiasm
- Provide guidance to enable the volunteer to demonstrate their abilities.

**The facilitator's role is to:**

- Ensure that orientation and training is provided to the volunteer and the volunteer mentor
- Provide direction and supervision to the volunteer and the volunteer mentor
- Review the performance of the volunteer, as agreed.
- Assess the volunteer and the volunteer mentor and match them as mentoring partners



- Ensure that the volunteer and the mentor understand and sign a volunteer agreement and a duty statement
- Help with problems that may arise.

Volunteers who have a disability and their volunteer mentors are under the direct supervision of a designated staff member of the organisation for which they are volunteering.

## **7. Rights and responsibilities of volunteers**

### **Rights**

Volunteers have a right to:

- Information about the organisation
- A clearly written duty statement and volunteer agreement
- Be recognised as a valued team member
- Be supported and supervised
- Be made aware of the complaint procedure within the organisation
- Orientation and training
- Be able to withdraw from the mentoring partnership in consultation with the facilitator
- Be treated with respect, politeness and honesty in a non-discriminatory environment
- Work in a safe environment and be covered by insurance
- Be able to expect that confidentiality and privacy will be maintained.

Organisations that have volunteers in the workplace are guided by National Volunteering Standards. These Standards have been developed to ensure that the rights of volunteers are maintained.

### **Responsibilities**

A Volunteer needs to:

- Be committed to the program
- Be punctual and reliable
- Notify the organisation of changes to their availability
- Accept responsibilities for their own actions and behaviour
- Notify the organisation if they become aware of potential hazards or dangerous situations
- Abide by the organisation's policy on volunteers
- Deal with complaints in the correct manner
- Respect the rights of others
- Carry out the duties, as listed in their duty statement
- Undertake training as requested
- Ask for support when needed
- Give notice before they leave the organisation.



## **8. Confidentiality**

Protecting the privacy of volunteers, volunteer mentors, the organisation and the organisation's clients is very important. There are policies and procedures in place that are designed to ensure that details of all volunteers, volunteer mentors, paid staff and clients are kept safe and confidential. Private written information is kept in locked filing cabinets with limited access.

All volunteers must respect any discussions with others as information given in confidence. This means a volunteer may not repeat that information outside the service. They may report it to the facilitator if the information is of concern, or requires further action.

## **9. Occupational Health and safety**

Under the law, everybody has some responsibility for Occupational Health and Safety (OH&S). The organisation must ensure that the health and safety of volunteers is not harmed in any way. Volunteers must also take responsibility for looking after their own health and safety, while not putting others at risk.

### **Volunteers should:**

- Follow health and safety instructions
- Use personal protective equipment and clothing in the appropriate manner
- Tell someone about any hazards or injuries at the volunteer organisation.

## **10. Complaints and problems**

From time to time issues may arise which need to be dealt with. If volunteers are unhappy about something that is happening, the organisation's Complaint Procedure should be followed.

## **11. Volunteer agreement**

A volunteer agreement is a written form, which says:

- What the volunteer will do
- When they will do it
- How they will do it.

After the volunteer has checked the volunteer agreement and they are happy with it, it must be signed by them and by the organisation. A copy goes to the organisation and a copy goes to the volunteer. If the volunteer or the organisation



change their minds about the volunteer agreement, they may either work together to change it or they may cancel the agreement.

## **12. Duty statement**

A duty statement is another form. It includes:

- What the purpose of the volunteer position is
- A list of all the duties which the volunteer agrees to do at the volunteer organisation
- Who the volunteer is responsible to.



# Organisation Handbook



This program recognises the contribution that all people can make to volunteering. The aim is to encourage successful participation in volunteering by linking a person with a disability to a volunteer mentor. Increasing the participation of people with a diverse range of skills and abilities in volunteering can enrich their experiences.

Community organisations can benefit from the contribution that volunteers make to their service. Side by Side provides a framework for community organisations to manage their volunteer positions and provide volunteers with disabilities with adequate support.

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## **1. Overview**

The aim of this program is to assist people who have a disability to develop skills and to increase their participation and inclusion in the community. The program will achieve this by encouraging and supporting people with disabilities to volunteer. Volunteering is a way of building individual skills, social networks, and of making a valuable contribution to the community.

People with disabilities have the same rights as other community members to:

- A dignified life
- To be fully included in the community
- To contribute to their communities
- To participate in valued and satisfying roles.

There are many volunteer positions that are performed by volunteers with disabilities. However, at times a volunteer position is unable to be filled or an appropriate position has not been found because there is insufficient support and supervision available within an organisation.

## **2. Volunteering**

Volunteering is work that people undertake of their own free will for no financial payment. A volunteer position does not take the position of a paid worker. Volunteers bring a diverse range of skills and abilities to an organisation.

## **3. Why do people volunteer?**

Many people with disabilities volunteer and as most volunteers will tell you they get as much out of volunteering as they give. Some of the reasons for volunteering are to:

- Stay active
- Learn new skills or maintain skills
- Meet people and make new friends
- Develop self-confidence
- Make a contribution

## **4. Volunteer supports**

People can be supported in a volunteer role by:

- A facilitator, and
- A volunteer mentor.



A facilitator may be either a paid staff member or a volunteer of the organisation or they may be from a volunteer service. The facilitator is responsible for organising the Side by Side volunteer program.

Another person who provides support is the volunteer mentor. A volunteer mentor is a person who can provide guidance to the volunteer. Mentoring is a two way process, both the volunteer with a disability (person receiving the support) and the volunteer mentor (the person giving support) can benefit from the process.

Disability awareness is fundamental to understanding the issues that may arise in some cases. Disability awareness information is provided for the organisation and the volunteer mentor in the form of a Disability Awareness Manual.

## 5. Mentoring

Successful mentoring requires volunteers and volunteer mentors to:

- Communicate, be able to listen, and be open to new ideas
- Be good with time management and self management skills
- Be assertive, realistic and discrete
- Be knowledgeable or able to get information
- Be able to change and accept change.

Additionally, mentors must be:

- Motivating and able to demonstrate leadership
- Honest and able to give constructive advice
- Able to act as a role model.

## 6. Roles

**The volunteer's role is to:**

- Behave respectfully towards the volunteer mentor
- Listen carefully to the information provided by the volunteer mentor
- Undertake tasks as agreed to and directed by the facilitator
- Accept responsibility for their own decisions and actions
- Maintain confidentiality.

**The volunteer mentor's role is to:**

- Share knowledge, experience and skills
- Offer support and enthusiasm
- Provide guidance to enable the volunteer to demonstrate their abilities.

**The facilitator's role is to:**

- Ensure that orientation and training is provided to the volunteer and the volunteer mentor



- Provide direction and supervision to the volunteer and the volunteer mentor
- Review the performance of the volunteer, as agreed
- Assess the volunteer and the volunteer mentor and match them as mentoring partners
- Ensure that the volunteer and the volunteer mentor understand and sign a volunteer agreement and a duty statement
- Help with problems that may arise.

Volunteers who have a disability and their volunteer mentors are under the direct supervision of a designated staff member of the organisation for which they are volunteering.

## **7. The Facilitator**

### **Why do we need a facilitator?**

The volunteer and volunteer mentor relationship is quite a flexible one but it works well with the support of a facilitator, particularly in the initial stages.

### **Who can be a facilitator?**

A facilitator may be either a paid staff member or a volunteer of the organisation or they may be from a volunteer service. They must have the time and skills to coordinate the mentoring program.

## **8. Rights and responsibilities of Volunteers Rights**

### **Rights**

Volunteers have a right to:

- Information about the organisation
- A clearly written duty statement and volunteer agreement
- Be recognised as a valued team member
- Be supported and supervised
- Be made aware of the complaint procedure within the organisation
- Orientation and training
- Be able to withdraw from the mentoring partnership in consultation with the facilitator
- Be treated with respect, politeness and honesty in a non-discriminatory environment
- Work in a safe environment and be covered by insurance
- Be able to expect that confidentiality and privacy will be maintained.

### **Responsibilities**

A Volunteer needs to:

- Be committed to the program
- Be punctual and reliable



- Notify the organisation of changes to their availability
- Accept responsibilities for their own actions and behaviour
- Notify the organisation if they become aware of potential hazards or dangerous situations
- Abide by the organisation's policy on volunteers
- Deal with complaints in the correct manner
- Respect the rights of others
- Carry out the duties, as listed in their duty statement
- Undertake training as requested
- Ask for support when needed
- Give notice before they leave the organisation.

Organisations that involve volunteers are guided by National Volunteering Standards. These Standards have been developed to ensure that the rights of volunteers are maintained and include:

- Policies and procedures
- Management responsibilities
- Recruitment
- Work and the workplace
- Training and development
- Service Delivery
- Documentation and records
- Continuous improvement

The National Standards are covered in more detail in the Organisation Training Manual in the Side by Side Program.

## **9. Confidentiality**

Protecting the privacy of volunteers, volunteer mentors, the organisation and the organisation's clients is very important. There are policies and procedures in place that are designed to ensure that details of all volunteers, volunteer mentors, paid staff and clients are kept safe and confidential. Private written information is kept in locked filing cabinets with limited access.

All volunteers and volunteer mentors must respect any discussions with others as information given in confidence. They may report it to the facilitator if the information is of concern, or requires further action.

## **10. Occupational Health and Safety**

Under the law, everybody has some responsibility for Occupational Health and Safety (OH&S). The organisation must ensure that the health and safety of



volunteers is not harmed in any way. Volunteers must also take responsibility for looking after their own health and safety, while not putting others at risk.

**Volunteers should:**

- Follow health and safety instructions
- Use personal protective equipment and clothing in the appropriate manner
- Tell someone about any hazards or injuries at the volunteer organisation.

## **11. Complaints and problems**

From time to time issues may arise which need to be dealt with. If volunteers are unhappy about something that is happening, the organisations Complaint Procedure should be followed.

## **12. Steps for success**

The program will work more effectively if everyone who is involved knows what is expected of them, and what they can expect of others. It is important to establish guidelines early on in the volunteering relationship. Two helpful guides to clarify volunteering positions are volunteer agreements and the volunteer duty statements.

### **Volunteer agreement**

A volunteer agreement is a written form, outlining:

- What the volunteer will do
- When they will do it
- How they will do it.

The volunteer and volunteer mentor should have time and training to understand their Volunteer Agreements prior to them being signed. A copy is to be provided to each party.

### **Duty statement**

A duty statement outlines:

- The purpose of the volunteer position
- A list of all the duties which the volunteer agrees to do at the volunteer organisation
- Who the volunteer is responsible to.

## **13. Stages in a mentoring relationship**

Although every relationship is unique, most will pass through a number of similar stages. It is useful to be aware of these stages so that difficulties can be



anticipated and dealt with in an effective manner. There are four stages, as follows:

**Initial stage:** The volunteer mentor takes a leadership role and the volunteer with a disability accepts guidance.

**Development stage:** The volunteer with a disability becomes more confident and begins to develop more skills and knowledge. The volunteer mentor becomes aware of the strengths and weaknesses of the volunteer with a disability. The mentor gains a better understanding of what is required, what is expected and what is possible.

**Assessment stage:** Both the volunteer and the volunteer mentor gain an understanding of their achievements and limitations. They (along with the facilitator) assess the benefits of the relationship

**Final stage:** This stage involves either separation or maturation.

**Separation:** The mentoring partnership is ended because it has served its purpose and there are no further benefits to be achieved by continuing it. Alternatively, the partnership is not working and the parties involved agree to end it at this stage

**Maturation:** The partnership moves from being one of mentor and person being mentored to one of equal peers or colleagues.

## 14. The Mentoring Partnership

Matching a volunteer with a volunteer mentor is important. The matching process should consider the interests of the participants, past experiences and skills.

It is important to select and match mentoring partners with care. This can begin with:

- Information provided to potential participants
- An application form being completed and lodged
- Training provided
- Matching partners – similar interests
- Meeting with the facilitator, volunteer and volunteer mentor – arrangements made for volunteering positions
- Clarifying roles and duties.

## 15. Recruitment

### Volunteer duties

It is essential that the organisation has identified clear, concise volunteer duties that will be rewarding to the volunteer, the volunteer mentor and of benefit to the organisation.



### **Matching volunteer skills and interests to a position.**

Matching the volunteer's skills and abilities to the specific tasks involved in a position will provide a rewarding outcome for the volunteer and a productive result for the organisation.

### **Culture of the organisation.**

The importance of the 'organisational culture' and the attitude of people in key positions to encouraging volunteer involvement cannot be over-rated. A supportive organisation recognises its volunteer skills and supports the involvement of the 'not so confident' potential volunteer in the ranks.

### **Facilitating the program.**

The volunteer mentoring program will be most effectively implemented if responsibility can be allocated to a specific member of an organisation. The identified facilitator's role is to ensure that the appropriate processes and procedures for the mentoring program are implemented according to the organisation's policies (see Organisations Resource Information included in this Kit).

### **Volunteer recruitment**

Ways of recruiting volunteers needs to be identified and a strategy for accessing volunteers through these means should be developed.

The recruitment and selection process for volunteers and volunteer mentors involves a formal application process for volunteers and volunteer mentors.

## **16. Orientation**

Particular attention is required for the orientation process for the volunteer ensuring that any aids, communication strategies or adjustments to the workplace are recognised and implemented. Initial training is important to ensure that tasks and requirements are understood.

### **Probation period**

Both the volunteer and the volunteer mentor should clearly understand that there will be an initial probation period in which training and any necessary adjustments are implemented.

## **17. Monitoring**

During the initial stages and at the end of the probation period, monitoring of the volunteer placement is important.



Feedback from the volunteer and their mentor will provide information on what is working well in relation to a position or project.

Reviewing roles and responsibilities and making necessary adjustments to the project and position, can ensure that the organisation, the volunteer and their volunteer mentor can benefit from the project.

## **18. Evaluation**

It is necessary to ensure that the position or project brief for the mentoring program remains relevant. Issues to consider include: changes in organisational needs, new directions or goals, and roles of participants etc.

Evaluation of a volunteer and volunteer mentoring partnership is also important. Feedback from those involved gives information that can be used to adjust some components of the partnership, recognise its success or lack of success.

The feedback can be obtained either verbally or through a questionnaire.

Questions which may be useful include:

- Is the partnership achieving its goals?
- Are any conflicts resolved?
- Is what ways can the participants contribute? (for example, volunteer work, meetings, feedback, suggestions)
- How could the partnership improve?

Feedback information that is obtained can provide valuable information for this partnership and potential future partnerships.