



Mission: "Develop and strengthen volunteering in Far North Queensland for the mutual benefit of the individual and the community".

Dear Community Member,

Volunteers throughout Far North Queensland contribute in many ways to the social and economic growth of the region. Since 1999 FNQ Volunteers Inc. has supported the involvement of volunteers through our Volunteer Management Programme. Your interest in Membership with FNQ Volunteers Inc. is an acknowledgment of the value you place on involving volunteers in your organisation.

FNQVI is a Cairns based, not-for-profit community organisation that recruits and refers volunteers into positions within other not-for-profit community organisations from Cardwell in the south to Mossman in the north and west to Ravenshoe. Our aim is to support volunteers and community organisations by assisting with the development of the required infrastructure, skills and capacity needed to achieve sustainable quality 'volunteering' for the benefit of the whole community.

FNQ Volunteers Inc. has grown to be viewed as the regional lead agency for volunteering to:

1. Raise the profile of volunteering in the region to encourage community participation;
2. Promote sustainable non-government organisations growth in the region to enable volunteers and community organisations to develop the structure, skills and capacity to enhance service delivery; and
3. Engage in advocacy and policy development with government, other institutions and organisations on issues relevant to volunteering.

Our Members cover a broad range of community organisations within the region, working in community health, education, support for the disabled and elderly, child care, youth mentoring, the arts, the environment, animal welfare and tourism to name a few.

On behalf of the Board and staff of FNQ Volunteers Inc., I invite you to take advantage of the many benefits that membership offers your organisation and volunteers. I look forward to working with you as a valued Member.

Yours sincerely

Onisivoro Vuniyaro
Service Coordinator

MEMBERSHIP INFORMATION PACK

VOLUNTEER MANAGEMENT PROGRAMME AND REFERRAL SERVICE





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1. INTRODUCTION

This Membership Information Kit has been designed to provide not-for-profit organisations seeking membership with FNQ Volunteers Inc. (FNQVI) information on the benefits of Membership and how the Volunteer Management and Referral Service operate.

By explaining how this service operates, we hope to better inform you of what FNQVI can offer your organisation with membership and in the recruitment of quality volunteers.

To be eligible for membership of FNQ Volunteers Inc. your organisation needs to demonstrate that it:

- Is not-for-profit
- Provides a service to the community
- Has both public liability and volunteer personal accident insurance
- Agrees to comply with the Code of Practice for Organisations Involving Volunteer Staff.

1.2 About FNQ Volunteers Inc. (FNQVI)

FNQ Volunteers Inc. is the lead agency for volunteering within the Far North Queensland Region. Established in 1999 in response to community needs to build community capacity through volunteering. Our services include volunteer training, community education, advocacy, support and volunteer referrals for a wide range of community not-for-profit organisations throughout the region. FNQ Volunteers Inc. delivers services through a community development framework to raise the profile of volunteering and encourage an inclusive and healthy community.

FNQ Volunteers Inc. is the only facility in Far North Queensland that formally connects individuals and the community to volunteering opportunities. FNQ Volunteers Inc. facilitates the process of participation in volunteering by providing a receptive and approachable environment where the prospective volunteer can enquire about a broad range of voluntary roles with different organisations.

FNQ Volunteers Inc. is funded through the Australian Government's, Volunteer Management Programme (VMP). Along with other National, State Peak bodies and Volunteer Resources Centres (VRC's) throughout Australia, VMP funding supports a comprehensive and consistent approach to volunteer management and training throughout Australia.

Previously administrated through the Australian Government Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA), from November 2013 the Volunteer Management Programme will be administrated through the [Department of the Social Services](#). Issues will fall under the portfolio responsibility of the relevant Minister.

Purpose Statement:

As the lead agency for volunteering in Far North Queensland, FNQ Volunteers Inc's purpose is to:

- Encourage people to volunteer
- Enable volunteers and community organisations to develop structure, skills and capacity to improve the quality of volunteering for the benefit of the community
- Engage in advocacy and policy development with government, other institutions and organisations on issues relevant to volunteering



Value Statements:

- **Sustainability** Continuous community growth
- **Health & Wellbeing** Individuals actively participate in community life
- **Collaboration & Innovation** Build strategic partnership to facilitate a dynamic approach to service delivery
- **Acceptance & Inclusion** An open, welcoming community that embraces change, differences & diversity
- **Caring & Understanding** Actively advocates, supports and campaigns to improve social and community life
- **Responsibility & Accountability** Accepts and meets obligations with integrity e.g. ethics, governance

FNQ Volunteers Inc. supports:

- A membership base in excess of approx 110 community organisations
- Offers a daily average of 200 volunteer opportunities
- Refers in excess of over 2000 clients per year
- Provides information and resources to volunteers and the community through our web site <http://www.fnqvolunteers.org.au/>
- Provides a quality of service that facilitates an average of 34% of clients to achieve paid employment
- Maintains solid links with Centrelink, Job Services Australia and other community referral agents
- Manages strong and enduring networks with key stakeholders including local, state and federal government departments, the business sector and community organisations including indigenous organisations
- Hosts volunteer coordinators/managers network meetings
- Holds successful, well attended volunteer events
- Facilitates forums and workshops
- Provides consultancy on risk management, legislation regarding incorporation and other matters
- Operates in accordance with the National Volunteer Standards and adheres to industry Code of Practice

FNQ Volunteers delivers programmes including:

- Volunteer Management Programme
- Job Services Australia Work Experience Projects
- Training
- Community Development Projects

By joining FNQ Volunteers Inc. (depending on membership type) you have access to:

- Unlimited volunteer referrals
- Membership of the Volunteer Managers Network
- Discounted training for volunteers and managers
- Regular newsletters / bulletins to keep abreast of local events and current issues
- Broad networks throughout the region, with all sectors including, government, business and community
- Consultation and business / operational support
- Advocacy
- Workshops on relevant topics
- Information and support with current funding grants
- Invitations to all events and celebration to acknowledge volunteering
- and many other services

Visit our website for more information <http://www.fnqvolunteers.org.au>



2. MEMBERSHIP TYPES AND BENEFITS

There are 4 types of Membership:

ALL MEMBERSHIPS ARE FREE

- A. **Full membership with unlimited volunteer referrals.** For a single organisation location or a single organisation with up to 3 registered local branches - ~~\$121.00~~
- B. **Full membership with no volunteer referrals.** For a single organisation location or individual - ~~\$82.50~~
- C. **Associate membership no volunteer referrals.** For a single organisation location or individual - ~~\$38.50~~
- D. **Corporate membership.** For a single organisation location with 4 or more registered local branches - ~~\$275.00~~.

BENEFITS	A	B	C	D
Full proactive Volunteer Referral Service with unlimited number of volunteer referrals and volunteer positions listed for a single organisation location with up to 3 registered local branches	✓			
Full proactive Volunteer Referral Service with unlimited number of volunteer referrals and volunteer positions listed for a single organisation location with 4 or more registered local branches				✓
Individualised volunteer recruitment for specific projects and access to Corporate Volunteer Employee Programmes	✓			✓
Volunteer positions listed on Volunteering Australia web site “ Go Volunteer “	✓			✓
Assistance with recruiting, motivating, maintaining and recognition of volunteers	✓			✓
Concessions on training and services	✓	✓	✓	✓
Access to consultation and support on volunteer management issues and practices	✓	✓		✓
Access to FNQ Volunteers Inc. Managers Network meetings	✓	✓		✓
Access to statistics, research and current trends on volunteering – local, national and international	✓	✓		✓
Access to, and use of, National Standards on volunteer management practices	✓	✓		✓
Links to National Volunteer Week and International Volunteers Day (5th December) activities and events	✓	✓		✓
Regular mail-outs on volunteering events & issues	✓	✓		✓
Publicity for your volunteer programmes including community announcements in the media	✓			✓
Constitutional voting rights	✓	✓		✓



3. NATIONAL VOLUNTEER STANDARDS FOR INVOLVING VOLUNTEERS IN NOT-FOR-PROFIT ORGANISATIONS

The National Standards for Involving Volunteers in Not-for-Profit Organisations promote a model of best practice in volunteer involvement. The National Standards have been written with the explicit intention of protecting the volunteer, the volunteer-involving organisation and customer of the organisation. Compliance with the standards will ensure that volunteer rights are protected, their role is explicit and they work in safe and healthy environments. These standards can be obtained by visiting our website at

<http://fnqvolunteers.org.au/8-national-volunteering-standard/>

The eight national standards (updated 2015) are:

- 1. LEADERSHIP AND MANAGEMENT:** The governing body and senior employees lead and promote a positive culture towards volunteering and implement.
- 2. COMMITMENT TO VOLUNTEER INVOLVEMENT:** Commitment to volunteer involvement is set out through vision, planning and resourcing, and supports the organisation's strategic direction.
- 3. VOLUNTEER ROLES:** Volunteers are engaged in meaningful roles which contribute to the organisation's purpose, goals and objectives.
- 4. RECRUITMENT AND SELECTION:** Volunteer recruitment and selection strategies are planned, consistent and meet the needs of the organisation and volunteers.
- 5. SUPPORT AND DEVELOPMENT:** Volunteers understand their roles and gain the knowledge, skills and feedback needed to safely and effectively carry out their duties.
- 6. WORKPLACE SAFETY AND WELLBEING:** The health, safety and wellbeing of volunteers is protected in the workplace.
- 7. VOLUNTEER RECOGNITION:** Volunteer contribution, value and impact is understood, appreciated and acknowledged.
- 8. QUALITY MANAGEMENT AND CONTINUOUS IMPROVEMENT:** Effective volunteer involvement results from a system of good practice, review and continuous improvement.

FNQ Volunteers Inc. works with the Code of Practice and National Standards for Volunteer Involvement which represents 'best practice' in the management of volunteers. Developed by Volunteering Australia through consultation with volunteer involving Non-Government Organisations (NGO's) and Volunteer Centres, the Code of Practice and National Standards seeks to enhance the volunteers' experience and comply with legislation and duty of care.

Model Code of Practice for Organisations Involving Volunteer Staff

The following points identify policy considerations for volunteering involving organisations and can be addressed as part of the process to implement the national standards:

- interview and employ volunteer staff in accordance with anti-discrimination and equal opportunity legislation
- provide volunteer staff with orientation and training



- provide volunteer staff with a healthy and safe workplace
- provide appropriate and adequate insurance coverage for volunteer staff
- not place volunteer staff in roles that were previously held by paid staff or have been identified as paid jobs
- differentiate between paid and unpaid roles
- define volunteer roles and develop clear job descriptions
- provide appropriate levels of support and management for volunteer staff
- provide volunteers with a copy of policies pertaining to volunteer staff
- ensure volunteers are not required to take up additional work during industrial disputes or paid staff shortage
- provide all staff with information on grievance and disciplinary policies and procedures;
- acknowledge the rights of volunteer staff
- ensure that the work of volunteer staff complements but does not undermine the work of paid staff
- offer volunteer staff the opportunity for professional development
- reimburse volunteer staff for out of pocket expenses incurred on behalf of the organisation
- treat volunteer staff as valuable team members, and advise them of the opportunities to participate in agency decisions and
- acknowledge the contributions of volunteer staff

<http://fnqvolunteers.org.au/wp-content/uploads/2013/08/Model-Code-of-Practice.pdf>

5. VOLUNTEER REFERRAL SERVICE

As a Volunteer Referral Service, FNQVI has a bank of volunteer positions and a small bank of volunteers. Our service is based on volunteering being a freedom of choice and not an obligation.

FNQVI offers potential volunteers a selection of voluntary positions from a variety of jobs and organisations throughout its service delivery area. The Volunteer Referral Service allows not-for-profit organisations to source the right volunteer for the right volunteer job. Each year, we place over one thousand volunteers in not-for-profit community organisations. As part of the Volunteering Australia network, we also work with GoVolunteer and SEEK to advertise your volunteer opportunities effectively online. Positions available show on our website as **CURRENT** and **URGENT**.

5.1 How Volunteers Access the Service

FNQVI promotes its referral service via a number of avenues to attract potential volunteers. Promotion happens through radio and newspaper advertisement, Centrelink and Job Services Australia agencies, as well as community events and projects. Volunteers can access information on FNQVI Volunteer Positions in a number of ways:

- FNQ Volunteers website <http://www.fnqvolunteers.org.au>
- Website search via www.govolunteer.com.au and www.volunteer.com.au (SEEK)
- Face-to-face OR telephone interview

5.2 Volunteer Referral Interview Process

When a volunteer who has been referred through FNQVI is interviewed, it is entirely the member organisations decision as to whether the person is suitable. If the volunteer position is unavailable or does not match with the potential volunteer's expectations, organisations should suggest that the volunteer contacts FNQVI to explore other options. We have a wide range of voluntary positions across all areas of the community sector to choose from.

6. ORGANISATIONAL AND VOLUNTEER RIGHTS AND RESPONSIBILITIES

Volunteers are a vital resource in any community organisation. Volunteering is about freedom of choice to work without monetary reward. However, volunteers can expect other rewards such as recognition for the work that they do. The volunteer contracts to perform a specific job with certain responsibilities and in return is entitled to certain rights. Both the volunteer and the organisation have obligations to each other. All volunteers interviewed by FNQVI are given a copy of their Rights and Responsibilities. A list of Organisation and Volunteer Rights and Responsibilities is available on our website at <http://fnqvolunteers.org.au/wp-content/uploads/2013/08/Volunteer-Rights-and-Volunteer-Checklist.pdf>

7. SECURITY CHECKS FOR VOLUNTEERS RESPONSIBILITIES

7.1 Police Checks

Police checks are one tool for assessing an applicant's suitability for a volunteer role. An organisation may request volunteers to undergo a check for one or more of the following reasons:

- **Legislative requirement.** Some volunteers (often working with children) are required by law to undergo police checks.
- **Funding requirement.** Some government departments require volunteers to undergo police checks to satisfy conditions for funding organisations.
- **Duty of care.** Organisations need to do all that is reasonable to avoid harm to clients, volunteers and the organisation. Failure to do so results in liability for any harm. Risks to organisations that might be best managed through incorporating police checks include potential for abuses of vulnerable client populations and financial risks associated with volunteers handling money without supervision.
- **Insurance Obligations.** Some insurers require police checks for staff and volunteers as a condition of providing insurance.

7.2 Working with Children Check (Blue Card)

Police record checks are mandatory in Queensland for volunteers working with children. The system is administered by the Commission for Children and Young People and Child Guardian, and assesses a person's eligibility to hold a blue card or exemption card based on their known past police and disciplinary information as well as monitoring the police information of all card holders and applicants.

These checks are commonly referred to as the 'Blue Card' because of the card issued to volunteers. Unlike police checks in other states, the process of issuing a blue card involves checking a range of registers and disciplinary findings of professional associations.



In most cases organisations cannot accept volunteers for work while checks are pending, regardless of how often they come into contact with children or young people.

There are some exceptions to the mandatory requirement for checking - for example parents volunteering at their children's school. Organisations should consult the Commission if they are in doubt as to whether a check is required.

A **disqualified person** is prohibited upfront from applying for a blue card. This includes people who have been convicted of a child related sexual offence or pornography offence, or the murder of a child. It also includes people who are subject to child protection reporting obligations or certain offender orders. It is an offence for a disqualified person to apply for or renew a blue card.

Volunteers and trainee students who fall into a category of regulated employment **must** hold a blue card before they start volunteer work or a practical placement.

Volunteers under 18 are exempt from requiring a blue card unless they are a **trainee student** doing a practical placement as part of their studies with an **education provider**.

Volunteer parents are exempt under certain categories when providing services or conducting activities that relate to their own children.

The Commission introduced changes in 2010 in two stages. The important start dates to remember are: **1 April 2010** and **1 July 2010**. For more information visit: <http://www.ccypcg.qld.gov.au>

Cost: Blue card applications for volunteers and trainee students are processed free of charge.

Processing time: Up to three months. Blue cards are currently valid for three years.

Organisations are required to submit an application to the Commissioner for Children and Young People and Child Guardian on behalf of the volunteer once the volunteer has been accepted.

7.3 Suitability to Work in Aged Care

In April 2006 The Minister for Ageing announced that operators of aged care service subsidized by the Australian Government under the Aged Care Act 1997 will require staff and certain volunteers over the age of 16 to undergo a police check and assessment for suitability to work in aged care. For more information visit: www.health.gov.au/OACQC or the Aged Care Information Line on free call 1800 500 853.

7.4 Suitability to Work in Disability Services

The *Disability Services Act 2006* introduced criminal history screening for all people engaged by funded non-government service providers. The Act makes it unlawful for a person to work or volunteer for a funded non-government service provider at a service outlet (place where disability service is provided) without an application being made for a criminal history check.

The ***Criminal History Screening Legislation Amendment Act 2010*** was passed by Queensland Parliament on 25 February 2010. The Act amends 25 pieces of legislation, including the *Disability Services Act 2006*. The Act has now been in place for 5 years and section 233 requires that a review be undertaken as soon as practicable after 1 July 2011. For more information visit: <http://www.legislation.qld.gov.au/LEGISLTN/ACTS/2010/10AC005.pdf>



Previously where Disability Services funded service providers were providing disability services to children, staff would require yellow cards. People who are working with children, whether providing disability services or other services, will now be screened under the blue card system, which is managed by the Commission for Children and Young People and Child Guardian. For enquiries on blue cards for volunteers, please contact the Commission for Children and Young People and Child Guardian on 1800 113 611.

Blue cards and yellow cards for volunteers remain free of charge. However, volunteers will not be able to commence engagement prior to a blue card or yellow card (as relevant) being issued to the person.

If a volunteer is seeking engagement with a Disability Services funded service provider and already has a blue card (i.e. they only require a Yellow Card Exemption Notice), they may commence work upon submission of the Yellow Card Exemption Notice application to the Department of Communities. Yellow cards are valid for three years.

8. INSURANCE FOR INVOLVING VOLUNTEERS

It is an organisation's responsibility to ensure that appropriate insurance cover is provided to protect volunteer staff and volunteer members of community management committees. FNQVI recommends that organisations involving volunteers seek professional advice in determining what cover is available and most appropriate for their needs. The first requirement in considering insurance is to understand the various types of cover available to protect volunteers. The following is a list of the insurances required by FNQVI in order for organisations to access the Volunteer Referral Service.

8.1 Volunteer Workers Personal Accident Insurance

Personal Accident Cover for volunteers covers volunteers for out-of-pocket expenses following accidental injury, disability, or death while carrying out their work on behalf of the organisation (similar to the State Government's compulsory Work Cover for paid employees). Depending on the policy, this type of insurance should normally cover loss of income. It is important to remember that this cover is rarely included in Public Liability Insurance, and therefore a separate policy needs to be taken out with the insurance broker or underwriter.

Personal Accident Insurance is not excessively expensive and **usually** not difficult to obtain. It is important to be aware of any age limit or any activities that might be excluded from this insurance cover. There is usually an excess for Non-Medicare medical expenses. These details are clearly explained in policy wording. Students or work-placements may not be included in this insurance policy. It is therefore important to check the policy before engaging students or work-placements.

When considering volunteer personal accident insurance, the following questions are a guide to be considered:

- What is the age range cover for volunteers? Is a minimum and/or maximum age specified? Is this acceptable? A good policy does not have age limits for volunteers
- What cover should be included following injury or death, e.g. medical/funeral expenses, home help, home modifications, weekly benefits, rehabilitation costs?
- What level of cover for loss of income if injured while volunteering?
- What level of cover for personal accident?
- Does cover include expenses incurred as a result of stress?
- Will volunteers be covered during their journey to and from work? In what way?
- Are exclusions and excesses involved? What is the gap between public medical benefits and the insurance claim?



8.2 Public Liability Insurance

This insurance covers the organisation's legal liability to pay damages to a third party (eg. member of the public or clients of the organisation) for personal injury or property damage accidentally caused by a member of the organisation including its volunteers. A separate or extended cover can be taken out to include legal costs in relation to a claim being made against the organisation. Some insurance brokers will include Product Liability as an extension of their Public Liability Policy.

When considering public liability insurance, the following questions are a guide to be considered:

- Does the liability policy include the actions of both paid and volunteer workers?
- Will volunteers be permitted to use their own cars when their work involves transporting others or carrying out any other volunteer work for the organisation?

It is FNQVI's policy not to refer volunteers to organisations who do not hold Public Liability and Personal Accident insurance. On becoming a Member, it is the responsibility of the organisation to inform FNQVI of any changes, lapses or cancellation of insurance policies.

As part of the Membership process organisations seeking membership approval with FNQVI to access the Volunteer Referral Service, are required to provide copies of the organisations Certificates of Currency for both Public Liability and Volunteer Personal Accident Insurance.

As part of the Membership renewal process the organisation is **only** required to confirm in writing (by providing Policy information) to confirm Public Liability and Personal Accident insurance are held.

9. CORPORATE VOLUNTEERS

Corporate volunteers represent a new source of volunteers for short term projects. Diversifying your organisation's volunteer base builds a stronger foundation for your volunteer programme.

Corporate volunteers generally seek roles which are short term or can be 'done in a day'. FNQVI provides resources and information on how member organisations can create viable roles which appeal to prospective corporate volunteers.

10. TRAINING

As the lead agency for volunteers, serving the Far North from Mossman to Cardwell and Ravenshoe including Cape York, FNQ Volunteers Inc. training courses, volunteer referral service, and the resources and products that support volunteering are developed in accordance with the 'Australian Standards for Volunteering'.

Please contact us about any training enquiries.

All courses are aligned to the National Standards for Volunteer Involvement and best practice in working with and managing volunteers in a variety of settings.

As a member with FNQ Volunteers Inc. your organization may be eligible to subsidized training sessions and workshops.



DISCLAIMER

FNQ Volunteers Inc. has made every effort to ensure that the appropriateness of the information contained in this booklet. However, as the information is for general use and is not intended to serve as advice, no warranty is given in relation to the accuracy, reliability or appropriateness of any information. No part of this information is intended to replace detailed and expert advice in respect of individual circumstances. Users of this information are therefore encouraged to consult with their chosen professional advisers before making any decision. FNQ Volunteers Inc. disclaims all liability to any person in respect to any consequence of actions or otherwise based on information contained herein.