

Volunteer Handbook



Ararat Rural City

Introduction

Thank you for your interest in becoming a member of our volunteer program at the Ararat Rural City Council. The following is designed to assist you in making your decision about becoming a volunteer by providing you with some basic information.

STEP 1

Register at www.ararat.vic.gov.au

STEP 2

Interview process

STEP 3

Induction & training

Welcome to Ararat Rural City Council

Who Can Volunteer?

Anyone over 18 can volunteer with us. Below you will find information on the different types of volunteering positions available with Council. We have a wide variety of opportunities that will hopefully enable you to volunteer.

Your participation as a volunteer will make an invaluable contribution to our community and we thank you for the time, care and support you look to offer.

Many of our clients and customers experience a greater sense of belonging, increased self-esteem and wellbeing as a result of interaction with a volunteer.

It is our aim for the experience to be mutually satisfying and rewarding for employees, clients, customers and volunteers.



How Can Volunteering Benefit You?

Volunteering offers individuals many benefits including:

- Extending your existing skill and being part of a team
- Opportunity to learn or develop new skills
- Meeting new people from diverse backgrounds and making new friends
- Recognition for doing valuable work in your community
- Improving your overall health, wellbeing and happiness
- Creating new interests and hobbies
- Broadening career options and gaining workplace skills and experience
- Feeling connected to the community you live in

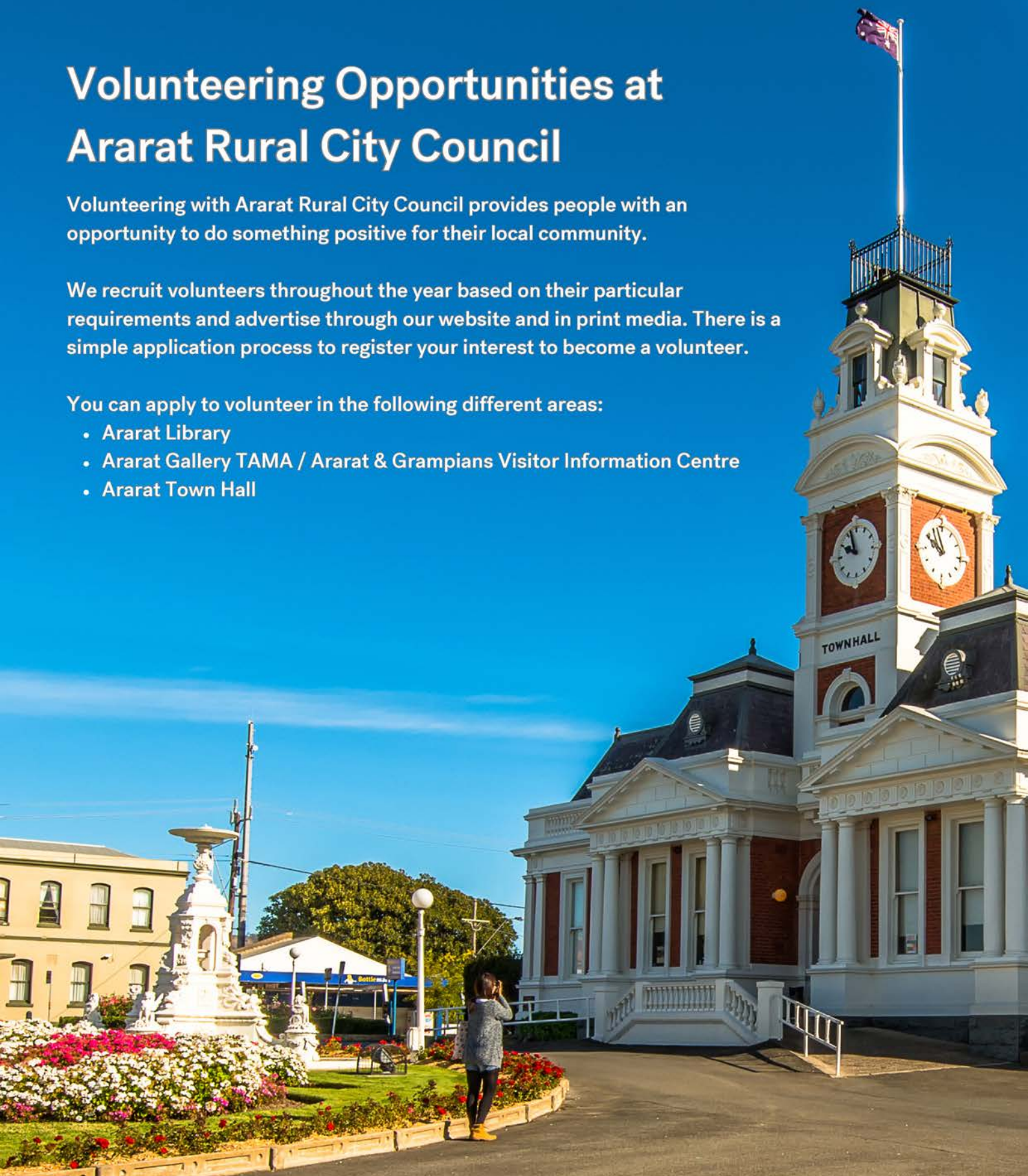
Volunteering Opportunities at Ararat Rural City Council

Volunteering with Ararat Rural City Council provides people with an opportunity to do something positive for their local community.

We recruit volunteers throughout the year based on their particular requirements and advertise through our website and in print media. There is a simple application process to register your interest to become a volunteer.

You can apply to volunteer in the following different areas:

- Ararat Library
- Ararat Gallery TAMA / Ararat & Grampians Visitor Information Centre
- Ararat Town Hall



ARARAT GALLERY TAMA

ARARAT & GRAMPIANS INFORMATION CENTRE

Nationally recognised for its collection of textile and fibre art, Ararat Gallery TAMA (Textile Art Museum Australia) sits in the heart of Ararat attracting art lovers from near and far while the Ararat and Grampians Visitor Information Centre, located in the gallery foyer, serves as a place to assist and educate visitors on the region's rich history and natural beauty. The Gallery and Information Centre has a proud team of volunteers and Ararat Rural City Council employees who service visitors to town.

Services provided include:

- Face to Face Visitor and Gallery Information
- Merchandise Sales
- Town Hall Ticket Promotion
- Event and What's On Information
- Free Brochures and Maps
- CFA Information Services



Our volunteers are highly valued and given the opportunity to learn and make a positive impact to our visitors.

Some other duties include brochure stocking, telephone answering, assisting with mail-outs, gallery monitoring, assisting visitors with general information and the occasional special project.

We are flexible with the roster, allowing our volunteers to decide how often they can work. The Gallery and Information Centre is open every day of the year except for Good Friday, Christmas Day, Boxing Day and New Year's Day, so weekend and public holiday shifts are available.



ARARAT TOWN HALL



Ararat Town Hall is seeking volunteers to assist with ushering and roles that support the presentation of arts, culture, and civic events.

The Town Hall is a much loved community venue that presents an exceptional annual performing arts program incorporating theatre, comedy, circus and fine music, as well as special family and school events.

In 2018 the Town Hall was enhanced with an upgraded foyer, new bar and box office and refurbished supper room. The main auditorium was technically upgraded and seats up to 440 people along with a Green Room.

Volunteer ushers can gain wonderful insight into the world of the performing arts, develop customer service skills and learn aspects of venue operations.

ARARAT LIBRARY

The Ararat Library is a friendly and welcoming hub that caters for our community by providing a range of different information services. The library is always keen for people to help deliver books to patrons through our Home Library Service. We offer a free, customised home delivery of library materials for people who are unable to personally visit the library. This includes frail/unwell, disabled, and new mothers for example.

This is a great way for our volunteers to feel valued and be part of an organisation providing assistance to our most vulnerable community members.



Our Promises to You

Ararat Rural City Council has the responsibility to ensure our volunteers rights are respected. Your rights as a volunteer include:

- To work in a healthy and safe environment
- To be treated in accordance with equal opportunity and antidiscrimination/ harassment legislation
- To be adequately covered by Council's insurance
- To be given accurate and truthful information about the organisation
- To be provided with a copy of the organisation's volunteer policy and any other policy that affects their work
- Not to occupy a position previously held by a paid worker
- Not to do the work of paid staff during industrial disputes
- To have a description of duties and agreed working hours
- To have access to a grievance procedure
- To be provided with orientation to the organisation
- To have their confidential and personal information dealt with in accordance with the principles of the Privacy and Data Protection Act 2014, and
- To be provided with sufficient training to carry out their duties.

Volunteer Recognition

Council acknowledges the significant contributions of its volunteers through annual National Volunteer Week celebrations and ongoing training and support.

We value our volunteers!



Workplace Health & Safety

As a volunteer you have a right to feel safe while performing your volunteer role.

Ararat Rural City Council expresses its commitment to health, safety and wellbeing through:

- Policies and procedures
- Information, training and supervision will be provided to ensure we understand and fulfil our responsibilities
- Personal protective equipment will be provided for use as and when necessary
- Incident reporting. Please contact your supervisor immediately should any of the following occur while you are volunteering for Council:
 - You suffer any injury or accident or have a pre-existing injury or disease that could affect your capacity to carry out the role
 - If an accident occurs in which injury or property damage occurs to other parties
 - You identify a hazard or risk to you, other volunteer staff or the public

How Much You Mean to Us

Volunteers get involved for a variety of reasons. Some want to make a difference in the community they live in, others want to develop new skills and some simply want to meet new people and have fun. We don't have a typical volunteer.

What we do know though is that every person who volunteers for Ararat Rural City Council has one thing in common: they are absolutely vital in connecting our people.

We hope that you find your volunteering role to be a rewarding experience and we thank you for the invaluable contribution you will be making to your community.

Apply to Become a Volunteer

There is a simple application process to register your interest to become a volunteer. You can complete an application form either online or in hard copy, whatever method you prefer.

Please contact our Human Resources team on (03) 5355 0200 or hr@ararat.vic.gov.au for more information in becoming a volunteer.

Frequently Asked Questions:

Q: Will I be paid?

A: No, volunteer work is unpaid. Volunteers provide their time/services of their own free will without any expectation of financial return.

Q: Do I have to obtain a Working with Children Check?

A: Yes. Ararat Rural City Council requires all volunteers to have a valid Working with Children Check. These are available without charge when applying for a Volunteer Check.

Volunteers will be required to provide a passport photo when submitting at a participating Australia Post. Please visit Working with Children Check for further information.

If you have a current Victorian Institute of Teaching card, this can be accepted in place of a valid Working with Children Check.

Q: Do I have to complete a Police Check?

A: Yes. All volunteers will be required to undergo a police check as part of the engagement process. There is no cost to volunteers for this.

Q: How many hours will I be expected to volunteer for?

A: This may vary depending on the volunteer engagement. This will be communicated at the time of advertisement and we give our volunteers the opportunity to let us know their availability. We understand that volunteering your time is an enormously generous act, and we try our utmost to accommodate everyone's needs in regards to availability.

Q: Do I have to be available during the week or on weekends?

A: We recognise that many of our volunteers have other commitments and may only be available at certain times during the week. Our volunteer rosters are flexible, depending on the type of engagement. You may have the option to work weekdays or on weekends subject to your availability and the engagement.

Q: Do you accept student placements of work experience?

A: Thank you for your interest! Ararat Rural City acknowledges that student and work experience placements provide an opportunity for individuals within our community to gain an insight into local council. Please note that these opportunities are not considered as part of our volunteer engagement process. Please contact Council for more information.

Application to Volunteer

First Name: _____

Surname: _____

Address: _____

Email: _____

Phone: _____

Date of Birth: _____

Emergency Contact Person: _____

Emergency Contact Person Number: _____

Skills & Areas of Interest:

Previous Volunteer Experience:

Availabilities:

Sunday	☐	Thursday	☐
Monday	☐	Friday	☐
Tuesday	☐	Saturday	☐
Wednesday	☐		

Comments:

Please identify the areas in which you would like to volunteer:

- ☐ Ararat Gallery TAMA / Ararat & Grampians Visitor Information Centre
- ☐ Ararat Town Hall
- ☐ Ararat Library

Do you have your own means of transport?
YES / NO

Do you speak/use other languages?
YES / NO

Do you have any health conditions or circumstances that may impact your ability to safely perform the functions of a volunteer or that may lead to injury of yourself or to others? YES / NO

How did you hear about volunteering opportunities with Council?

Do you give us consent to undergo a Volunteer Police Check/Working with Children Check? YES / NO

It is a requirement of Ararat Rural City Council that all volunteers have a police check and working with children check processed prior to commencement. Your volunteer offer is conditional upon successful completion of these checks. Failure to comply with this requirement or receipt of police check/ working with children check results that are unacceptable for this role may deem this volunteering role null and void. An officer will contact you to arrange the processing of your police check and working with children check on receipt of your registration.

Please also provide the names and contact details of two referees with this form.