

## Youth Connect Volunteer Information

### What it means to be a Volunteer

Youth Connect believes that the organisation, our stakeholders and volunteers benefit from the involvement and support of volunteers. Such benefits include:

- Opportunities for volunteers to contribute to their community
- The opportunity to develop new skills
- Enhancing the range of services available through the organization
- Wider community participation in the service so that the service becomes a more integral part of this community
- Meeting new people
- Support for individuals or groups that require it
- Gain 'work experience' in an area of interest as a step towards obtaining a job
- Increase confidence
- Have fun and stay active

### What it means to be a Volunteer for Youth Connect

Youth Connect is committed to managing a volunteer program based on the following principles.

- We value our volunteers as a vital resource in our organisation
- We recognise that volunteering is about freedom of choice to work without monetary reward. Although we offer our volunteers other rewards including recognition of the work they do
- Both the volunteer and Youth Connect have obligations to each other
- Receive a Certificate of Appreciation that verifies your involvement with Youth Connect
- Youth Connect will provide evidence of your work or be nominated as a referee to any future employment opportunities that you seek
- There may be other programs which Youth Connect delivers which you may like to also volunteer.

### Rights and Responsibilities of a Volunteer

Youth Connect commits itself to ensuring that its volunteers receive the following rights:

- To be assigned a suitable role, taking into account the volunteer's preferences, availability, abilities, education and employment backgrounds.
- To be treated as a co-worker.
- To provide feedback and offer suggestions, and to be heard and shown respect for an honest opinion.

Volunteers also have to fulfill certain responsibilities. Such responsibilities include the following:

- To ensure their needs and motives for volunteering are consistent with Youth Connect's expectations and requirements of them.
- To accept support and supervision in carrying out their roles.
- To be prompt, reliable and provide a high level of service.
- To work as a team member.
- To maintain confidentiality of information at all times.
- Approach the Program Coordinator about any issues or difficulties during your time with Youth Connect.
- Inform the Program Coordinator promptly if deciding to cease involvement in either a particular project area or work to be performed or with Youth Connect.
- Be clear that all work produced or items obtained from Youth Connect remains the property of Youth Connect, in particular any intellectual property.

## Rights and Responsibilities of Youth Connect

It is important that Youth Connect recognises the rights of its volunteers; it is equally important that volunteers recognise the rights of Youth Connect.

To this end, Youth Connect has the right to:

- Expect volunteers to be enthusiastic, loyal and dedicated to the work of Youth Connect
- Expect open and clear communication from volunteers at all times
- Give feedback to a volunteer, in a fair and diplomatic way, about their level of service
- Terminate an agreement with a volunteer if their level of service is inadequate

Youth Connect must adhere to the following responsibilities:

- To recruit, interview and select an appropriate volunteer for a particular project
- To give volunteers a project overview which outlines their role and tasks in a clear and precise manner
- To orientate volunteers by informing them about Youth Connects' purpose, structure, programs, policies and procedures
- To communicate clear expectations to volunteers
- To provide volunteers with appropriate support and feedback
- To acknowledge volunteers for their effort and service in Youth Connect (both formally & informally)

## Code of Ethics

Youth Connect treats all volunteers, paid employees and clients with dignity and respect. As a voluntary team member at Youth Connect, we require individuals to follow these ethical guidelines:

- Listen to other's concerns; acknowledge differing opinions and allow an opportunity for expression
- Participate in decision making
- Keep Youth Connect information confidential
- Be open and flexible in attitudes concerning others
- Ensure that every effort is taken to establish and maintain a harmonious work environment
- When a problem arises, acknowledge the problem exists, and take responsibility for solving the problem or discuss this with the Program Coordinator.
- Refrain from any behavior that conflicts with Workplace Health & Safety
- Wear an appropriate standard of dress, footwear and jewellery

## Evaluation

Youth Connect aims to continually improve the management of the volunteer program. A volunteer survey will be distributed to volunteers at the completion of a project.



Level 3  
1001 Nepean Hwy  
Moorabbin, VIC 3189  
Phone: (03) 8306 6300  
Fax: (03) 8306 6301  
Email: [info@youthconnect.com.au](mailto:info@youthconnect.com.au)  
[www.youthconnect.com.au](http://www.youthconnect.com.au)

## Volunteer Application Form

### Contact Information

|                |  |
|----------------|--|
| Name           |  |
| Street Address |  |
| Suburb         |  |
| State          |  |
| Postcode       |  |
| Home Phone     |  |
| Work Phone     |  |
| E-Mail Address |  |

### Availability

During which days are you available for volunteer assignments?

Monday  Thursday  
 Tuesday  Friday  
 Wednesday

### Interests/Hobbies

Summarise any hobbies, recreational activities or sports which you have/currently undertaken.

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### Special Skills or Qualifications

Summarise special skills and qualifications you have acquired from employment and area of expertise (relating to youth, community development, human resources or education)

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### Previous Volunteer Experience

Summarise your previous volunteer experience (relating to youth, community development, human resources or education)

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### What do you think are important skills for a volunteer to possess?

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|  |
|--|

### Person to Notify in Case of Emergency

|                |  |
|----------------|--|
| Name           |  |
| Street Address |  |
| Town Postcode  |  |
| Home Phone     |  |
| Work Phone     |  |
| E-Mail Address |  |



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### Requirements

- Volunteers will be required to undertake a National Police Check (we cover any expense)
- A Working With Children Check is required of all volunteers working with young people

Please indicate if you have a current: -

- National Police Check  
 Working with Children Check

*Please attach copies of the above checks with this application.*

### Agreement and Signature

By signing and submitting this application, I affirm that the facts set forth in it are true and complete and that I agree to adhere to the responsibilities of a volunteer outlined in this agreement and below.

I understand that if I am accepted as a volunteer, any false statements, omissions, or other misrepresentations made by me on this application may result in my immediate dismissal.

I understand that I am applying to be a volunteer; therefore, I do not expect wages, payments, or any other form of compensation for my services.

I understand that as a volunteer, I am representing Youth Connect and I will conduct myself in a mature and responsible manner at all times.

|                |  |
|----------------|--|
| Name (printed) |  |
| Signature      |  |
| Date           |  |

Thank you for completing this application form and for your interest in volunteering with us.

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