

Centralising Local Government Volunteering – A Holistic Approach

- Changing Needs in Volunteering
- The Volunteer's Office: Why and How?
- Our Processes
- Volunteers: A Highly Valued Resource
- Working Together

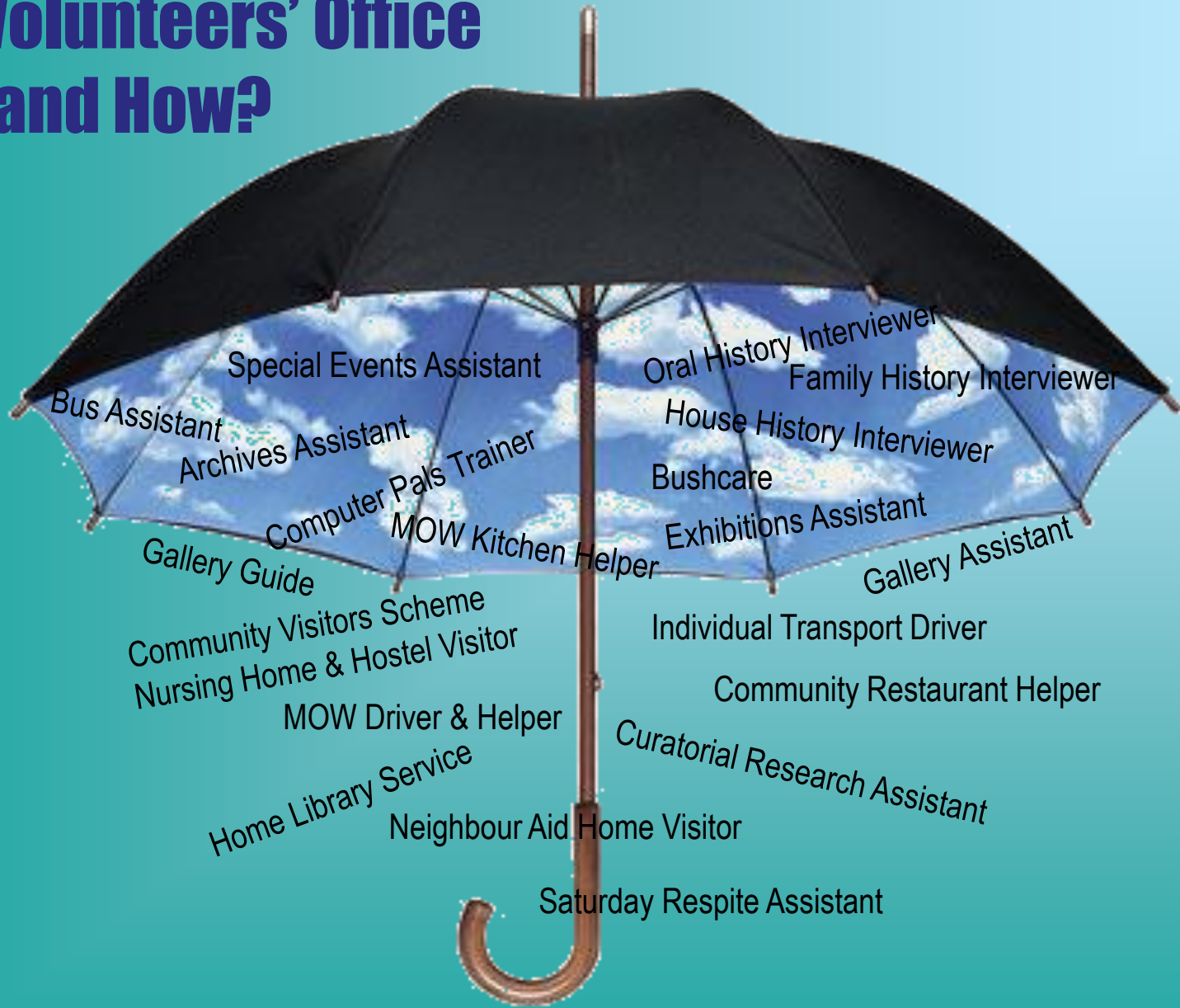


Liz Nagel, Community Volunteer's Coordinator

Mosman
COUNCIL

The Volunteers' Office

Why and How?



Once-only Recruitment

Our Processes

- Recruit
- Interview
- Criminal Record Check
- Memorandum of Understanding
- Policies and Procedures Manual
- Volunteer's Database
- Training





MEMORANDUM OF UNDERSTANDING Meals on Wheels

Mosman Municipal Council

Between and Mosman Municipal Council
(Name of Volunteer)

I,
of

in undertaking to be an Meals on Wheels volunteer hereby agree to:

- Undergo a Criminal Records check
- Respect the rights of clients including confidentiality and privacy. Volunteers have a responsibility not to disclose any personal information about clients other than to the Meals on Wheels Coordinator.
- Abide by Mosman Councils Volunteers Code of Conduct.
- Abide by Councils Meals on Wheels Mobile phone protocol.
- Abide by Meals on Wheels Kitchen and Delivery protocols.
- Follow emergency procedures if necessary.
- Understand that any damage to my motor vehicle as a result of an accident is to be covered by my own motor vehicle insurance.
- Inform the Meals on Wheels Coordinator of any Occupational Health & Safety or issues of concern I may have.
- Wear the Photo Identification Badge when volunteering.
- Ensure drivers license is current and update driver's licence/ registration and insurance details as required by the Coordinator.
- Inform the Coordinator as soon as possible if I am unable to work on my rostered day.

I understand that as a Meals on Wheels Volunteer I will not:

- Undertake tasks not covered in the job description, e.g. shopping for client or administering medication to client.
- Be involved with the client's personal matters, eg health advice, finances, etc. Any concerns please advise the Meals on Wheels Coordinator.
- Park illegally at any time, understanding that if I do I will be responsible for paying any fines that may be incurred.

In signing this Memorandum of Understanding I agree to abide by the conditions outlined above and on the Meals on Wheels Information Sheet and understand that my role as a volunteer may be revoked if I am unable to meet these conditions.

Signed: Date:
(Volunteer)

Witnessed: Date:
(Meals on Wheels Coordinator)

Database Edit Mode

Search By Last Name



Title 1	<input type="text" value="M/s"/>	Address:	<input type="text" value="6/126 Road"/>	Position:	<input type="text"/>
Name 1	<input type="text" value="Annette"/> and <input type="text"/>			Business:	<input type="text"/>
Title 2	<input type="text"/>	Suburb:	<input type="text" value="CREMORNE"/>	Phone (H)	<input type="text" value="0000 33000"/> (W) <input type="text"/>
Name 2	<input type="text"/>	State:	<input type="text" value="NSW"/>	PostCode:	<input type="text" value="2090"/>
Surname	<input type="text" value="Blogggggggggs:Initials"/>	Partner:	<input type="text"/>	Mobile:	<input type="text"/>
				Fax:	<input type="text"/>
				Email:	<input type="text"/>
				Changed:	<input type="text" value="16-Sep-08"/>

ATTENTION:

Please be careful with your use and disclosure of this information as our volunteers are particularly precious to us and this information has only been provided for our business use and convenience.

Volunteer Start Date:

- Gallery
- Meals on Wheels
- Home Library Service
- Community Visitors Scheme
- Community Restaurant
- Community Transport
- Local Studies
- Bushcare

Area:

- Friends For Carers
- General Volunteers
- New Residents
- Computer Pals
- Neighbour Aid
- Tax Help
- Caring for our coasts
- Saturday respite

NOTE:

When sending out invitations for the Volunteers Reception select those categories marked with an asterisk* for December only.

Database Edit Mode

Search By Last Name



Title 1	<input type="text" value="Ms"/>	Address:	<input type="text" value="Falcon Street"/>	Position:	<input type="text"/>
Name 1	<input type="text" value="Patricia"/> and <input type="text"/>			Business:	<input type="text"/>
Title 2	<input type="text"/>	Suburb:	<input type="text" value="NORTH SYDNEY"/>	Phone (H)	<input type="text" value="(W)"/>
Name 2	<input type="text"/>	State:	<input type="text" value="NSW"/>	PostCode:	<input type="text" value="2060"/>
Surname	<input type="text" value="Garry"/> Initials <input type="text"/>	Partner:	<input type="text"/>	Mobile:	<input type="text" value="0413 444 444"/>
				Fax:	<input type="text"/>
				E-Mail:	<input type="text"/>
				Changed:	<input type="text" value="19-Feb-09"/>

ATTENTION:

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Volunteer Start Date:

Date Of Birth:

Training Completed On:

Status:

Age Group:

<input type="checkbox"/> Under 20	<input type="checkbox"/> 41 - 50	<input type="checkbox"/> 71 - 80
<input type="checkbox"/> 21 - 30	<input type="checkbox"/> 51 - 60	<input type="checkbox"/> 81 - 90
<input type="checkbox"/> 31 - 40	<input type="checkbox"/> 61 - 70	<input type="checkbox"/> Over 90

- Application Form on File
- Orientation Completed
- Memorandum of Understanding Signed
- Prohibited Declaration Form Signed
- Working with Children Check
- Photo ID Badge
- Police Check

Reference Checks Completed: 1 2

Drivers Licence Number: Class: Expiry Date:

Medicare Number: Car Insurance Details:

Certificate: Car Insurance Renewal Date:

Next of Kin: Next of Kin Contact Number:

Comments:

Volunteers – A Highly Valued Resource

- Community Strategic Plan – MOSPLAN
- Traditional and new roles
- Students
- Volunteering from home
- Travellers
- Family Involvement
- Volunteer's using their skills
- Corporate Volunteers
- Photo ID
- Surveys
- Ongoing Training
- OHS



Recognition



Working Together

- Council working in partnership with other service providers
- Important - share resources/information

