



## Volunteering – Frequently Asked Questions

### What is the service Bayley House provides?

Bayley House provides a range of support services for adults with an intellectual disability. We offer an extensive Day Service program, supported residential accommodation, recreational activities and a Respite program.

### What is a volunteer?

A Volunteer is someone who freely gives of their time and skills to a not-for-profit organisation in order to help it further its goals. Volunteers are unpaid for their contribution to the organisation but are highly regarded for the assistance they give. At Bayley House, volunteering is considered different from other forms of unpaid contribution such as work experience, internships or placements carried out as part of a tertiary course.

### Who can volunteer?

Our volunteers come from all walks of life. Volunteering is such a rewarding experience not just for those that you help, but also for yourself. At Bayley House we look for people who are committed to helping others. If you can spare at least three hours a month, then we want to hear from you. Given that this is a community scheme, you must be from within the community.

### Is there an age restriction on volunteers?

Volunteers of all ages support Bayley House. Whilst a majority of our volunteers are aged between 18 and 70 years of age, we welcome expressions of volunteering interest from individuals who feel they can make an ongoing commitment to being part of Bayley House. Placement as a volunteer will depend the availability of suitable volunteer opportunities, the skills and interests of the individual, and their capacity to complete the specific requirements of the volunteer role. Individuals who are under 18 must have parental consent.

### What activities do volunteers undertake?

Volunteers assist in many areas from administration to supporting our programs. Some of the volunteer activities include:

- Helping in the programs offered by the day service
- Working with individuals or small groups
- Serving on committees
- Participating in community access programs
- Providing administrative support
- Assisting with maintenance projects and lots more

### How many hours do you require from volunteers?

Each volunteering role is unique and thus the time commitment will vary accordingly. Some roles require assistance for a few hours a week or fortnight whilst others maybe one full day a week. Bayley House can work around you, the requirements of the volunteer role and your availability. To keep within Volunteering Australia's National Standards, volunteer roles generally do not exceed 16 hours per week.

### How do I become a volunteer?

Individuals wishing to become a volunteer at Bayley House must complete a Volunteer Application Form which can be downloaded from the Bayley House website ([www.bayleyhouse.org.au](http://www.bayleyhouse.org.au)). You can also email [contactus@bayleyhouse.org.au](mailto:contactus@bayleyhouse.org.au) or call 03 9982 1500. Once Bayley House receives your application you will be contacted to arrange an interview. All volunteers are subject to the screening and approval process prior to appointment to a volunteer role.

### Do I need Police and Reference Checks?

Yes, all volunteers require Police and Reference Checks to be undertaken prior to commencing volunteer duties. If applicants do not have a current Police Check, then Bayley House will undertake a Police Check via the Crimcheck service. All applicants must provide the contact details of two referees to support their application.

### Are volunteers covered by insurance?

Yes, all volunteers are covered by insurance when undertaking sanctioned volunteer assignments.

### **Is there training involved?**

Bayley House supports all our volunteers with appropriate training. All volunteers must attend an induction training morning within three months of commencing. Additional training required depends on the position. Some positions require little formal training and specialist skills, whilst others have greater requirements. Training begins as soon as volunteers are appointed and they must attend volunteer orientation within three months of appointment.

### **Will I be supervised?**

All volunteers will work closely with a supervisor to undertake their volunteer duties.

### **What happens if I am sick or want to go on holiday or are unable to come in on a particular day?**

It is expected that volunteers will have other things going on in their life alongside their voluntary commitments. Our program is flexible enough to accommodate those needs but do ask that we are notified of any absences as soon as possible to assist in planning.

### **Do I need my own transport?**

This is not essential. Some roles may involve use of your car to get to a particular location however in general volunteers who accompany Bayley House clients and staff on outings and activities will be transported with the group to the location via our fleet buses.

### **If I don't have a lot of time, can I just help once or twice a year?**

Of course – there are several annual events which will enable you to contribute on a casual basis.

### **What skills and experience do I need?**

Many of our volunteer roles do not require you to have any experience or specialist skills, although we will match certain skills with particular roles. For example, administrative roles would require you to have good computer, telephone and customer service skills. Volunteers will be supported in all roles to ensure they have the appropriate resources, training and knowledge to undertake their volunteer role. We develop job descriptions for all of our volunteer roles and the skills and experience required are always clearly outlined.

### **I have a special skill to offer – can I volunteer too?**

From time to time people come forward willing to offer their professional skills or expertise to our cause. In the past we have benefited from the help of writers, lawyers, journalists, business analysts, accountants, trainers and facilitators to name but a few.

### **Can I claim expenses?**

Bayley House volunteers do not receive any payment for their work. Where possible all expenses likely to be incurred by volunteers during exercise of their duties with Bayley House should be covered as part of the established program activities budget. Any additional out-of-pocket expenses likely to be incurred by volunteers MUST have prior Senior Management approval.

### **What are my rights as a volunteer?**

- To work in a healthy and safe environment
- To be covered by insurance
- Not to be discriminated against
- To receive orientation and training
- To receive information and support to undertake your role effectively

### **When can I apply to be a volunteer?**

Depending on the volunteer role, individuals can apply to become a volunteer at any time. In some cases specific volunteer roles are advertised. In this situation, we may require specific skills and you will need to apply within a set time frame. However, many people wishing to volunteer contact us through our website or by calling into Bayley House. When this occurs, they are asked to complete a volunteer application form and attend an interview. The information will be kept on file and they will be contacted by Bayley House when a suitable volunteer opportunity becomes available.

### **What are the benefits of being a Bayley House volunteer?**

There are lots of benefits to volunteering.