

Longbeach PLACE Inc.



"Landing of the Longbeach Dreamers" by Artists Wendy Reiss & Mark Burt

*Chelsea's
Neighbourhood House*

**Volunteering
at
Longbeach PLACE**

Interested in Joining Us as a Volunteer?

Longbeach PLACE is a warm and friendly Neighbourhood House in Chelsea. We are a community based not-for-profit organisation which commenced in 1975 and operates with a volunteer Governance Committee and a small number of paid staff.

Volunteers make a special contribution to the life and activities of the centre, helping us maintain a welcoming atmosphere, a diverse range of quality programs, and a focus on serving our community. They are an essential element in the successful running of any community service. Their contribution cannot be underestimated and is highly valued.

Assisted by our office administration staff, as Manager I oversee all areas of the Volunteer Program including recruitment, induction, ongoing participation and recognition. The door is always open to volunteers if they have any questions or concerns.

This booklet provides some background on our Volunteer Program. Learn more about volunteer opportunities with us, and volunteers' rights and responsibilities, and make sure you are ready to go with our volunteer checklist.

We appreciate your interest and hope you will decide to contribute your time and effort to Longbeach PLACE.

Rebekah O'Loughlin
Manager, Longbeach PLACE

WHAT IS VOLUNTEERING?

According to *Volunteering Australia*, formal volunteering is an activity which takes place in not-for-profit organisations or projects and is undertaken:

- to be of benefit to the community and the volunteer
- of the volunteer's own free will and without coercion
- for no financial payment
- in designated volunteer positions only.

Longbeach PLACE endeavours to meet the National Standards for involving volunteers in not-for-profit organisations.

Why Volunteer?

Volunteers choose to contribute their time for many reasons, and in turn find there are many benefits. Improved self-esteem, skill development, and building new relationships can all result from volunteering. Some people use their volunteer experience to help them move into a

new area of study or work or just to try something new. Others volunteer to share existing skills or to gain a greater sense of purpose through making a difference to their community.

At Longbeach PLACE volunteers come from a range of backgrounds and assist in facilitating programs and countless aspects in the running of a neighbourhood house. There are many ways to participate.

RIGHTS AND RESPONSIBILITIES

At Longbeach PLACE volunteers are engaged to perform a specific job and in return have the right to a worthwhile and rewarding experience. Both the volunteer and the organisation have responsibilities to ensure this happens.

Volunteer Conduct

On a day to day basis volunteers act as representatives of Longbeach PLACE and it is important that their conduct reflects our values of:

Enthusiasm, Initiative, Commitment, Empathy, Passion and Purposefulness

Volunteer rights

As a volunteer you have rights in such matters as personal privacy and confidentiality, respect from others, a worthwhile role, relevant training, and information on policies. These and other rights for all volunteers will be explained in detail at induction when you decide to join us.

Volunteer responsibilities

Each volunteer also has responsibilities, including abiding by the centre's policies and requirements, respecting others' rights, personal space and property, and ensuring those rights are not compromised, and acting in a responsible manner. Additionally, all volunteers must sign in and sign out using the special folder provided. Volunteer hours are tallied to assist us meet criteria for annual funding applications and for security purposes. The Manager can provide more detailed information on volunteer responsibilities.

Reciprocal rights

As an organisation Longbeach PLACE also has rights which include receiving appropriate effort, service and loyalty from volunteers while adhering to their volunteer role description, adherence to code of practice and safety rules, and expecting open communication from volunteers. All these expectations and others are covered in more detail during induction.

Protection for all those involved

Longbeach PLACE adheres to a number of policies and practices and compliance with regulations in terms of Occupational Health and Safety, provision of Personal Insurance Cover for volunteers, Public Indemnity and Public Liability Insurance, Privacy and Confidentiality. More information on these matters is included in the Volunteer Induction Handbook provided to new volunteers.

STEPS IN BECOMING A VOLUNTEER

Application

The first step is completion of the Expression of Interest form (available on Longbeach PLACE's website or from Reception). The Manager can answer any questions you may have to help you decide about participating in our Volunteer Program

Induction

If you decide to join us as a volunteer the Induction phase is a short, informal meeting with the Manager or Finance Administrator to introduce you to our neighbourhood house and completion of some formalities as a new volunteer. It is a great opportunity to meet the staff and other volunteers and find out more about how Longbeach PLACE operates.

VOLUNTEERING OPPORTUNITIES

Volunteers contribute to the running of Longbeach PLACE in a variety of ways. Under agreed conditions, volunteers may work in multiple areas at the House.

VOLUNTEER GROUP LEADERS

Ranging from book group to Zumba to Handcrafts to Walk nTalk, our activity groups provide recreation, health and fitness, and social outlets for our members. They are run by volunteer leaders who develop activities and encourage participants in their groups. Leading a group is a wonderful experience allowing volunteers to engage with many members of the centre. Volunteer leaders have significant autonomy to run the group as they see fit but report regularly to the Manager. There are opportunities to run existing groups or to create new social groups and the possibility of acting as an assistant leader.

EAL VOLUNTEERS

Volunteers in our English as an Additional Language (EAL) classes make a unique contribution to improving the language skills of our EAL students. Working one-on-one with students under the supervision of a qualified tutor, volunteers lead conversation through a range of everyday topics, help them access learning resources online, and complete activities together.

COMPUTER VOLUNTEERS

Computer volunteers provide one-to-one support for students in computing classes, supervised by a qualified tutor. They may also help students with preparing reports or using new software. Please make it known to the Manager if you have a specific field of expertise. This is a great opportunity to meet new people in the community and share your computer skills and knowledge.

VOLUNTEER OFFICE ASSISTANT

Assisting with the centre's administration and at Reception is another important volunteer role. Providing information to the centre's members and the public, and support to the various activities organisation of events under supervision of staff is a valuable service.

GOVERNANCE COMMITTEE MEMBERS

Governance Committee members volunteer their time and skills to ensure the good governance of Longbeach PLACE. Their role includes determining strategic directions, developing policies, ensuring compliance with legal obligations and accountabilities, staffing, and supporting the Manager in implementing programs, practices and processes that encourage community participation and the centre's sustainability.

OTHER VOLUNTEERING ROLES

In addition to the ongoing work described above, volunteers assist with special events, fundraising, gardening, some general maintenance, research assistance, and many other shorter-term tasks at Longbeach PLACE. If you have a special area of interest, please let the Manager know and we can talk through your options.

DO YOU HAVE IDEAS FOR NEW ACTIVITY PROGRAMS?

Longbeach PLACE is regularly developing and introducing new programs to meet the needs and requests of our community. We are always looking for innovative ways to deliver and improve our programs and for volunteers to team-lead new programs. If you have any ideas for classes or courses (face to face or via Zoom), including whether you would prefer to deliver your activity outdoors or in the evening or weekends, we would love to hear from you. Please call to arrange a chat with the Manager.

CHECKLIST FOR THE NEXT STEP

If you have now decided to apply to join the Volunteer Program, this checklist is useful to make sure you are ready to go. Please get in touch with the Manager if you have any questions.

- Have you filled out the Expression of Interest in Volunteering form, and indicated your preferred volunteer work and available times for volunteering?
- Have you completed a Longbeach PLACE Membership form? (if you are not already a member)
- Do you have evidence of a Police Check or a current Working With Children Check? (it is mandatory for our volunteers to have at least one of these checks).
- Do you have a copy of your qualifications or some evidence of your expertise to show to the Manager? (if the volunteer role you are seeking needs specific qualifications or experience)

If you can answer yes to these questions, you are ready to go. The next step is to make a time to meet with the Manager (manager@longbeachplace.org.au) and prepare to start volunteering at Longbeach PLACE.

OUR MAJOR SUPPORTERS



WHERE TO FIND US AND HOW TO GET HERE

Longbeach PLACE is located at **15 Chelsea Road, Chelsea 3196**

PO Box 159 Chelsea, Victoria 3196

Telephone: **9776 1386**

website: www.longbeachplace.org.au

Email: reception@longbeachplace.org.au



Office hours: Mon-Fri 9.00am-3.00pm (open for reduced hours during term breaks; telephone for details)

Parking

Public parking is available adjacent to the centre

Public Transport

Train Chelsea Station (Frankston Line) a two minute walk down Chelsea Road to the centre

Bus

706 Chelsea to Mordialloc

708 Carrum to Hampton

857 Chelsea to Dandenong

858 Edithvale to Aspendale Gardens

902 Chelsea to Airport West