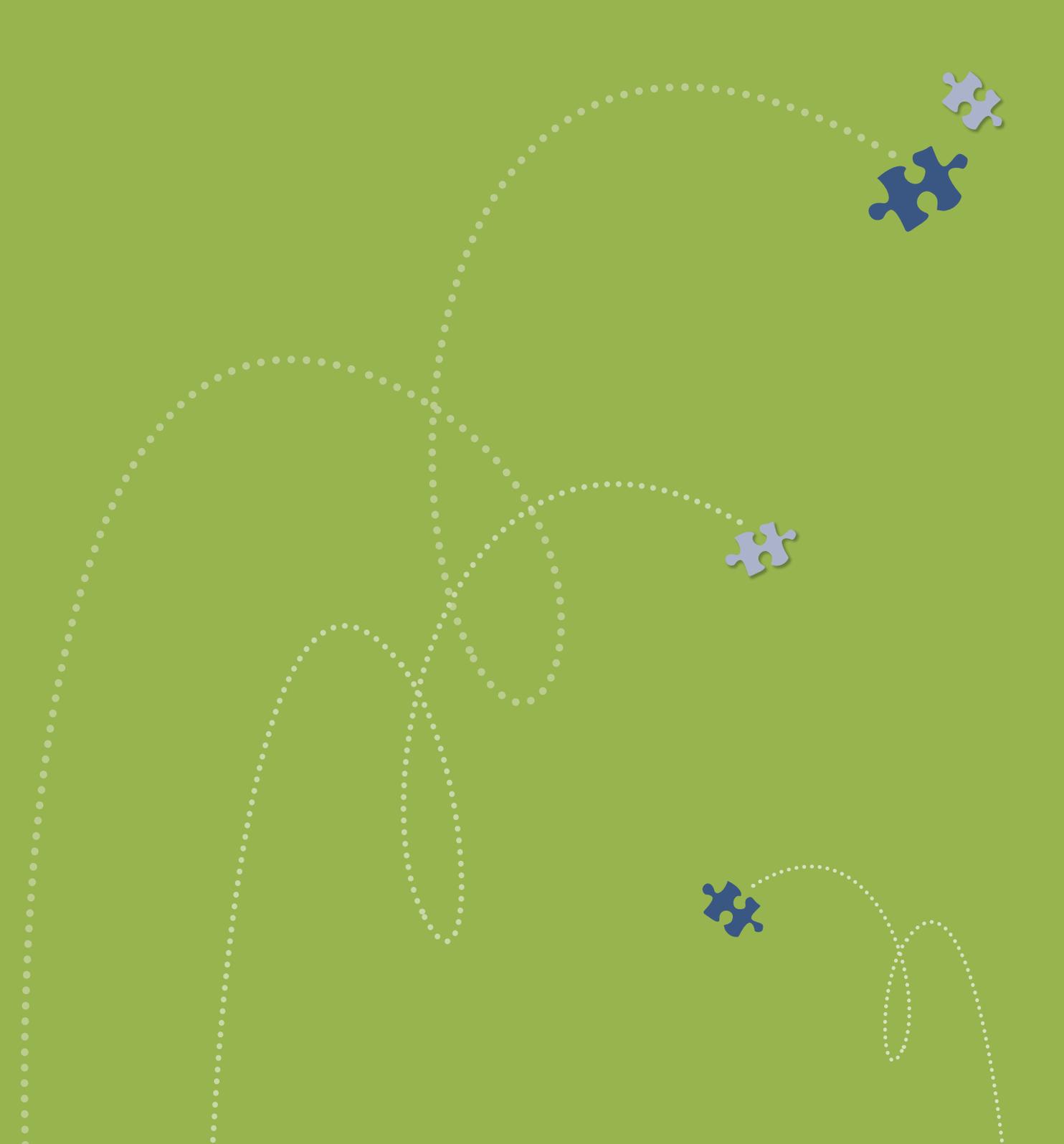




# Skilled Volunteers: A Guide for Community Organisations





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## Introduction

***This guide is compiled by the VCOSS Training and Development Clearinghouse to assist community organisations access the support of skilled volunteers.***

It includes entries from ten Victorian skilled volunteer providers: Ballarat Cares, Good Company, Leadership Ballarat and Western Region, Leadership Victoria, Melbourne Cares, Oxfam Skill Share, Pro Bono Australia, Public Interest Law Clearing House (PILCH), Volunteering Australia and Volunteering Victoria.

Each entry outlines the type of support available, examples of assistance provided to community organisations and who to contact for further information.

### ***Our Case Study***

This publication is itself an example of the benefits of accessing support through skilled volunteer providers.

Two thirds of the cost of this project was covered by the contribution of skilled volunteers.

The graphic design work was completed pro bono by Tarryn Letty a designer registered with goodcompany.

The printing was provided at cost by 'CMA Print' through Oxfam Skill Share's database.

## ***VCOSS Clearinghouse***

The VCOSS Training and Development Clearinghouse is a hub of information and support for community sector organisations, including:

- a quality assured database of trainers and consultants recommended by community sector organisations for capacity building assistance
- information and support to engage a skilled volunteer
- access to free and subsidised capacity building training
- a range of support programs for community sector leadership, including (volunteer) professional mentoring
- resources and quick guides on community management, policies and procedures, skilled volunteers, funding, IT assistance etc.
- a free monthly e-newsletter PIECES containing the latest training and development opportunities and resources

***All information is provided on the website, [www.vcooss.org.au/clearinghouse](http://www.vcooss.org.au/clearinghouse), and is backed up by friendly Clearinghouse staff who are available to provide support over the phone, via email and face-to-face.***

***For further information or to subscribe to PIECES contact the Clearinghouse on 03 9654 5050.***





*Ballarat Cares, an affiliate of Australia Cares, is a corporate volunteering program that links business and community groups in Ballarat. We aim to facilitate medium to long-term projects that will be based on an ongoing partnership between the business and community participants, along with Ballarat Cares. Ballarat Cares was established in November 2007.*



## Who is eligible for support through Ballarat Cares?

Community organisations working in the Ballarat community will be matched with corporate volunteers to deliver issue-specific projects.

## Who provides support through Ballarat Cares?

Volunteers recruited from Ballarat Cares' corporate partners will deliver the pro bono services. The range of skills available is expected to be broad.

## Examples of assistance provided to community organisations by Ballarat Cares volunteers

Ballarat Cares will provide skilled volunteers to community groups to deliver structured programs in identified areas of priority. These programs will focus on medium to long term projects that have strong elements of interaction between volunteers and recipients.

## For further information or to register for assistance -

**Bronwen Clark**  
Executive Officer  
Ballarat Cares

Tel: 03 5333 6777

Mob: 0419 928 741

Email: [bronwen.clark@ballaratcares.org](mailto:bronwen.clark@ballaratcares.org)



*goodcompany is a leading and vibrant meeting place for skilled volunteers and community groups, inspiring a new generation of people who can make a positive difference in the community. goodcompany makes volunteering easy by matching the skills of professionals with the needs of community groups (particularly skilled one-off projects). This reduces significant costs spent by community sector organisations and charities and increases their capacity.*

First piloted in 1999, goodcompany now has over 5500 registered volunteers, operated in both Melbourne and Sydney, works with more than 570 community organisations and has facilitated the contribution of over \$7 million in pro bono services to the community.

goodcompany uses web, email and face-to-face interactions to successfully match professional skills such as marketing, design, IT/web, HR, Legal, strategic & business advice, with community needs.

goodcompany's program includes:

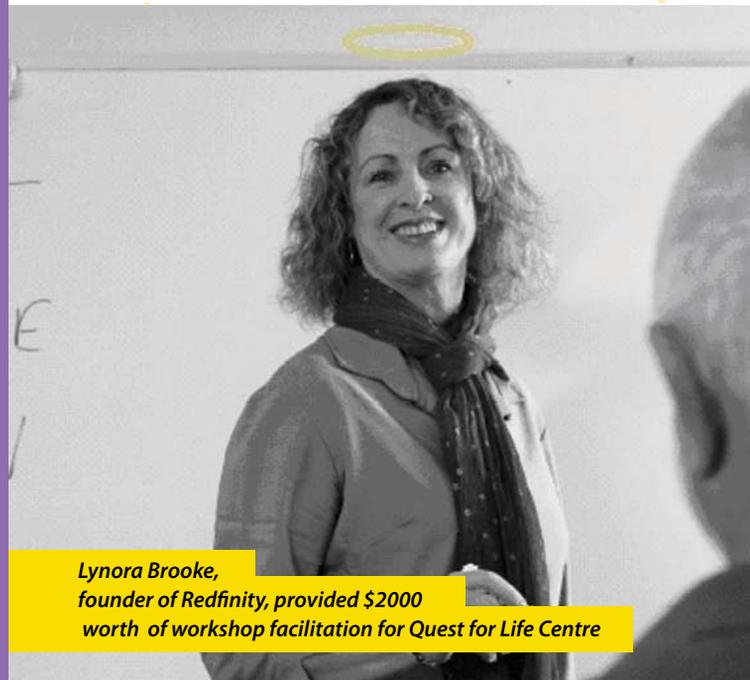
- Website services: Community groups register and submit 'wishes' (requests for assistance) on line, volunteers can search for opportunities, apply and be connected with the community group. Both the volunteer and community group can track, manage and report on their volunteering experience.
- Face-to-face interaction: goodcompany runs events that inspire professionals to volunteer their skills to community groups. Previous events have included 'Find your Perfect Match' and 'The Australian Wish Exchange'. Regular workshops are held for community groups to ensure they are equipped to make best possible use of goodcompany's services.
- Email newsletters: goodcompany also sends monthly email newsletters containing alerts to submit new wishes, inspiring volunteering stories and tips on submitting wishes.

## Who is eligible for support through goodcompany?

Community organisations with Deductible Gift Reciprocity or DGR status and operate either in Melbourne or Sydney may register as a goodcompany community group. A representative must attend an Induction held every 6-8 weeks in either Melbourne or Sydney. Upon attending the induction, the community group are then able to post wishes on the goodcompany website. Multiple people from the same organisation are able to access the service to register wishes.

## Who provides support through goodcompany?

Anyone who is interested in 'giving back' their valuable skills rather than their money is able to register as a goodcompany volunteer. goodcompany collects a range of personal and professional information from volunteers when they register including name of employer/organisation, professional skills, level of expertise, and social interest areas. Volunteers come from a variety of professional backgrounds, register with goodcompany and then apply for wishes. Once in contact with the community organisation there is further discussion and confirmation of the working relationship.



**Lynora Brooke,**  
**founder of Redfinity, provided \$2000**  
**worth of workshop facilitation for Quest for Life Centre**

**Fiona Chan,**  
Freelance graphic designer, provided \$2500 worth  
of design work for an organisation dealing with survivors  
of trauma and illness



## Examples of assistance provided to community organisations by goodcompany volunteers

- Design of brochures, letterhead, business cards, newsletters and reports
- Joining a board or committee
- Identifying strategic issues and opportunities
- Coordinating and managing projects and events
- Web design and development
- Training and HR Advice
- Business development and finance advice

**For further information or to register -**

**Log onto the goodcompany website:**

**[www.goodcompany.com.au](http://www.goodcompany.com.au)**

**Contact: [mail@goodcompany.com.au](mailto:mail@goodcompany.com.au)**

## Case Study: Start small

***depressioNet is an innovative non-profit organisation that provides a 24/7 service to Australians touched by depression. When Terry Houget-Pincham took over as depressioNet's new CEO in late 2006 he saw an opportunity to access goodcompany's skilled volunteers to help him address some core organisational and operational challenges.***

In 2007, goodcompany matched depressioNet with Fleur Carter, Scott Evans and Michael Rowe, three highly skilled professionals who worked on three separate projects, an organisational restructure, a technology redesign and the development of an overall marketing and communications strategy.

Terry believes that Fleur, Scott and Michael have "contributed immensely to the success of depressioNet over the past year" and that their work has made a "substantial and lasting contribution" to the organisation.

depressioNet has also been working with a goodcompany mentor, Emily Arthur who has helped them identify and define their volunteer projects and articulate their expectations prior to posting their projects on goodcompany's website. This has led to more fruitful relationships with their volunteers and more successful outcomes.

Tips for groups working with goodcompany volunteers:

- Start small with a clearly defined project that is easy for a volunteer to apply for online
- Don't be afraid to ask for the volunteers CV or portfolio before you engage their services
- Invest in them and you will both get more out of the relationship, eg. conduct an induction session and project briefing, give them a tour of your organisation and invite them to your events
- Don't forget that most goodcompany volunteers work full time so make reasonable requests with reasonable deadlines
- Regularly communicate with the volunteer throughout the project to ensure that it is on track and you are both happy with the progress.



**LEADERSHIP VICTORIA**  
inspiration insight involvement



***Leadership Victoria is an independent non profit organisation dedicated to inspiring leaders and people with leadership potential to use their skills for both workplace benefit and for the benefit of the broader community.***

The flagship program which underpins Leadership Victoria is the Williamson Community Leadership program. Program participants are senior managers and leaders in the profit, public and community sectors. This intensive ten month Program is designed to promote debate and discussion about the key issues confronting Australia; facilitate dialogue among emerging leaders with varied backgrounds and interests who can influence public and private institutions; and encourage leadership skills to be used for community benefit.

Leadership Victoria is now in its nineteenth year and has a pool of over 600 alumni. After the Program, SkillsBank is the vehicle many graduates use to deliver on their commitment to make a community contribution. At least 60% of all Williamson Fellows and Associates participate in a SkillsBank activity each year.

## ExperienceBank

Graduates of this Leadership Victoria program (Associates) are over 50 and senior leaders/mature executives who are keen to offer their professional skills and leadership experience for community benefit. They have participated in a seven-session orientation program to map the non profit sector and explore the issues to which they would like to make a difference.

Associates undertake an initial community placement to complete the ExperienceBank program. In addition to Williamson Fellows, ExperienceBank Associates are also called on to assist non profits with their placement requests.

For further information regarding ExperienceBank (including program dates), contact **Victoria Triggs, ExperienceBank Coordinator on (03) 9651 6581 or email [victoria@leadershipvictoria.org](mailto:victoria@leadershipvictoria.org)**



## Who is eligible for support through Leadership Victoria?

Non profit and community organisations who either have deductible gift reciprocity (DGR) status or who are exempt from paying income tax.



## Who provides support through Leadership Victoria?

The SkillsBank Coordinator takes requests for assistance from community organisations and then matches these to the talents and experience of Williamson Fellows and Associates. Particular care is taken with this matching, clarifying the context and needs of the organisation and finding the right person for each situation.

Over 100 non profits receive assistance via SkillsBank each year in the following areas: arts and culture, community service, education, environment, health and disability, sport and recreation and youth and welfare.

*To find out more about Leadership Victoria's range of programs or to download a SkillsBank application form and guidelines, visit the website [www.leadershipvictoria.org](http://www.leadershipvictoria.org)*

Examples of assistance provided to community organisations by Leadership Victoria:

- Mentoring for senior executives of non profit organisations
- Assistance with organisational development issues and strategic planning advice
- Advice on marketing and sponsorship
- 'Think tanks' to help clarify plans and projects
- Advice and support for one-off events
- Speakers (on leadership issues) for secondary schools and public events
- Membership of boards and committees of management

For further information or to register for assistance:

**Contact Margaret Wyrill, SkillsBank Coordinator at Leadership Victoria, to identify the organisational issues with which you require support. Phone: (03) 9651 6593 or email [margaret@leadershipvictoria.org](mailto:margaret@leadershipvictoria.org)**



*Melbourne Cares is a not-for-profit (NFP) network of organisations from the business, government and community sectors. We aim to facilitate and broker mutually beneficial and sustainable partnerships that enable better futures for Australians most in need.*

Melbourne Cares facilitates tri-sector forums and programs and broker partnerships through our four major areas of focus: Young People and Education; Social Inclusion and Diversity; Employability, Skills and Enterprise; and Community Safety, Environment and City Pride.

Connecting with Purpose is our term for the way we facilitate partnerships and community engagement opportunities. It means that each organisation involved in a Melbourne Cares partnership understands the purpose of the partnership, has signed an agreement to commit to working in partnership and shares responsibility for the implementation and the success of the partnership initiative.

## Who is eligible for support through Melbourne Cares Partnerships?

Melbourne Cares supports NFP community organisations who demonstrate good practice and positive outcomes in any of the four major areas of focus: Young People and Education; Social Inclusion and Diversity; Employability, Skills and Enterprise; and Community Safety, Environment and City Pride.

## Who provides support through Melbourne Cares Partnerships?

The Melbourne Cares network of supporters and partners are listed on our web site <http://www.melbournecares.org.au/partners>

## Case Study of a Melbourne Cares partnership between Accenture and Footscray Primary School:

Grant Powell and Andrew Friars, Partners from Accenture first began working with Natalie Bakai, Principal at Footscray Primary School when they joined the Partners in Leadership program. They soon decided to involve a small team of staff from Accenture to connect with purpose and deliver a leadership program with the year 5 students.

### *The Program*

"In the beginning we talked about an option that would include and involve students and how they might be mentored and supported. We were excited about that because it's about the future of our community and inspiring leadership at the student level. The school is in a low socio-economic area, and we have many children with high needs from diverse multicultural backgrounds. Our multicultural community is, in fact, a perfect match with Accenture who hold the same values and work with similar cultures as well." – Natalie Bakai

"So being a leadership program it's around strength and delivery, self awareness, how do you work in teams and how do you lead a team – really the same sorts of things that you might see in an adult leadership course but targeted to children." – Grant Powell

### *The Students and Staff*

"The students have been able to access adults to work with them from different occupations, from same or similar cultures, and who generally have a good, strong sense of themselves. For our students, that means that they're really good role models. The fact that some of our partners are males is an added bonus as our school, like many others, has a low ratio of male teachers." – Natalie Bakai

"The staff are absolutely loving it and can't get enough of working with the kids. They're also practicing some of their technical skills in terms of facilitation, leadership and work-shopping. They're getting a lot of value out of it and giving something back which is really appealing to Generation Y values around doing something more in your workplace than just work – actually contributing to the community." – Andrew Friars

### *The Partnership Experience*

"It's certainly been a very rewarding experience for Accenture and great to see what opportunities there are for business to work with educational institutions. I would encourage companies to embrace the idea because it's great and rewarding. I think it's important to explore all the different avenues for assistance and partnership.



## Case Study of a Melbourne Cares partnership continued...

I would suggest that other companies think very broadly around what their organisation and the school have to offer each other and be imaginative with what they come up with." – Grant Powell

"For us the projects that we're building and developing are right for our school. I don't think there is any singular model that will work for all businesses or schools. There just has to be the commitment from both sides to underpin an innovative program, that will keep the school and the business engaged. Ideally it should be an authentic partnership where there's mutual respect and both partners are learning from each other. Something that is good for the business as well as the school with genuine motives and commitment." – Natalie Bakai

### *Melbourne Cares' Role*

"The great thing about having Melbourne Cares on board is that in the initial stages there was someone to facilitate the conversations around strengths and challenges and throw in ideas to open up new directions. It's also valuable to be able to share what other schools and businesses are doing. We couldn't do all that as an independent broker going out and finding our own business partner." – Natalie Bakai

For further information please contact  
Melbourne Cares on (03) 9654 5922



*The Public Interest Law Clearing House (Vic) (PILCH) is an independent, not-for-profit (NFP) legal referral service that specialises in meeting the legal needs of community groups and organisations, as well as individuals from disadvantaged or marginalised backgrounds.*

*PILCH's referral and facilitation services are provided free of charge, and PILCH refers cases to lawyers (barristers and solicitors) who agree to act on a pro bono (no fee) basis. Clients may need to cover costs such as filing fees or other government/court service fees. PILCH determines the nature of the legal issue, matches the needs of the client to an appropriate law firm, and may periodically monitor progress and provide back-up support.*

*PILCH members represent the diversity of the Victorian legal profession and include private law firms, the Victorian Bar, corporate legal departments, community legal centres, and university law faculties. PILCH draws on its membership to: provide financial and in-kind support to PILCH; accept referrals for legal assistance; and assist with training and law reform work.*



## Who is eligible for legal support through PILCH?

### **(a) For individuals (eg, for a client of the organisation/agency rather than for the agency itself)**

PILCH coordinates the provision of pro bono legal assistance to individuals through several assistance schemes: the Public Interest Law Scheme, the Victorian Bar Legal Assistance Scheme, Law Institute of Victoria Legal Assistance Scheme, and the Homeless Persons' Legal Clinic. From the client's point of view, even though PILCH administers four separate schemes, PILCH is a 'one-stop pro bono shop'. Once an applicant has contacted PILCH, the staff will direct the matter to the scheme best placed to assist. The Homeless Persons' Legal Clinics (which provide legal services for people who are homeless or at risk of homelessness) operate on an outreach basis from more than 11 sites across Melbourne – based in various welfare/health agencies (call 1800 606 313).

It is important to note that other avenues for assistance such as legal aid and advice from a local or specialist community legal service (eg, Tenants Union of Victoria, Mental Health Legal Service, Victorian Aboriginal Legal Service) should be pursued before coming to PILCH.

### **(b) Community (not-for-profit) organisations**

PILCH recognises the significant economic and social contribution the community sector makes to Australian society. PILCH works to promote and support the highest possible standards of governance by community organisations so that this contribution is maximised. A referral to one of PILCH members for pro bono legal advice and/or representation can assist community organisations to preserve their scarce resources for core service delivery.

PILCH presents an annual series of seminars and workshops tailored to the needs of community organisations on legal and legally-related issues. These half-day seminars and small group workshops are low cost (in 2008, \$30 - \$50) and cover topics such as governance, employment law, intellectual property, tax fundraising and insurance issues. New web-based resources are also currently under development for launch later in 2008.

Given the number of requests PILCH receives each year and limits to the pro bono resources available, not all community groups (or all matters), will be eligible for a pro bono referral. Each of PILCH's members has its own pro bono program and guidelines to determine which matters it considers eligible for pro bono assistance. For instance, some members have elected to provide advice to organisations which specifically assist disadvantaged, vulnerable or marginalised groups in the community. Accordingly,

PILCH's ability to refer matters depends on the capacity and willingness of our varied membership to provide the assistance sought on a pro bono basis. However, PILCH staff are always willing to discuss a community organisation's issue or concern to:

- clarify the nature of the problem (eg, whether it is a legal issue and what options may be available);
- consider whether a referral can be made; and
- in the event a referral cannot be made, identify other potential avenues for assistance.

### **Guidelines**

In assessing applications from community organisations for pro bono assistance PILCH considers the following general guidelines:

1. does the matter have legal merit; and
2. is the matter raised in the public interest eg, affects a significant number of people, is of broad public concern, or has an impact on disadvantaged or marginalised groups; or
3. is the organisation a not-for-profit with public interest aims and objectives, or which provides services that are in the public interest (eg, to disadvantaged or low income clients)?

PILCH will also consider the means of the community organisations which apply for pro bono assistance. However, if an organisation's mission is in the public interest (eg, it serves disadvantaged people, or protects and preserves human rights) the organisation may still qualify for pro bono assistance.

Many VCOSS members will be eligible for assistance under these guidelines.

PILCH's annual report lists many of the hundred or so groups PILCH has obtained a pro bono referral for in the last financial year. Please contact us if you are unsure about your organisation's eligibility for this type of assistance.

Some examples of assistance provided to community organisations by PILCH include:

- Review of an organisation's tax status
- Review of employment contracts
- Assistance negotiating lease agreements
- Assistance to prepare a Memorandum of Understanding for partnerships
- Legal support and advice around governance



**Caroline Adler (centre), Manager - Pilch's Homeless Person's Legal Clinic, at the launch of the photographic exhibition, "No Forwarding Address: homelessness through our eyes" (August 2007)**

In 2008, PILCH is establishing a specialist legal service for community organisations. This comprehensive service will build on PILCH's existing work support for community organisations and will provide a comprehensive reference point for accessing up-to-date information on issues such as legal structure, governance, tax status, compliance obligations, law reform etc. Plans are for this web-based service to be supported by a telephone hotline. The PILCH website, VCOSS bulletins etc. will have updates about new services.

**For further information about PILCH's services and seminars for community organisations please visit our website:**

<http://www.pilch.org.au/>

or phone (03) 9225 6680

(Mon – Friday 9am – 1, 2 – 5pm).



# skillshare

*Oxfam Australia SkillShare takes a personal and hands on approach to sharing professional skills with the not-for-profit (NFP) sector. The scheme aims to strengthen NFP organisations by placing skilled and appropriate volunteers with projects that are requested and owned by the NFP organisation.*

Project requests are received by a volunteer management team. This team is responsible for approving projects and for recruiting, screening, and managing the volunteers. They work to ensure quality control, accountability and consistency with the Oxfam approach. Projects may involve short-term assistance or extend over a longer period of time and may be undertaken by individuals or teams of volunteers.

**Project Monitors** - A key feature of SkillShare is that each project is supported by a dedicated monitor who acts as a contact for the organisation and volunteers, introducing them and formalising the agreement between them. If needed, the monitor can work with community groups to help clarify requirements and plan projects.



## Who is eligible for support through Oxfam Australia SkillShare?

Community based and NFP groups may seek assistance through Oxfam Australia SkillShare. These groups do not require DGR status and there is no cost involved in undertaking a project.



## Who provides support through Oxfam Australia SkillShare?

SkillShare volunteers are enthusiastic and generous individuals who are experienced professionals in their fields and keen to learn about the NFP sector. Most are Oxfam supporters who want to leverage their skills to contribute to society and support community organisations. All volunteers undergo training to become familiar with SkillShare's processes and procedures and to improve their awareness of some of the challenges confronting NFP organisations.

## Examples of assistance provided to community organisations by Oxfam Australia SkillShare volunteers

SkillShare can provide assistance with a wide range of professional skills. These include areas such as:

- strategic and business planning
- training
- marketing and fund-raising
- event coordination
- databases and websites
- management advice
- accounting
- research
- submission preparation
- organisational processes and procedures
- project management

For further information or to register for assistance with Oxfam Australia SkillShare:

**Enquiries can be directed to:**  
[skillshare@shareyourskills.org](mailto:skillshare@shareyourskills.org)

**Or telephone on: 0414 137 142**

**View our web page at:**  
[www.oxfam.org.au/getactive/work/skill\\_sharing/index](http://www.oxfam.org.au/getactive/work/skill_sharing/index)  
or [www.shareyourskills.org](http://www.shareyourskills.org)

### *Oxfam Australia SkillShare Case Study: Thornbury Women's Neighbourhood House*

Thornbury Women's Neighbourhood House (TWNH) approached Oxfam Australia SkillShare to provide us with some skilled support in reviewing our marketing activities. We were matched with a volunteer (Amy) and met with her several times. Through the support of this project we were able to redesign our logo and launch it at our end of year graduation evening which was a great celebration of student's achievements and the work our organisation had done over the year.

We also revisited our values, vision and mission and this work ultimately informed the redesign of our logo. Working with Amy allowed us to create a space for reflection and discussion about the way we promote ourselves in our community. This then led us into a review of our strategic plan in early 2007. SkillShare supports both the organisation and the volunteer to maximise the outcomes for both parties. In all we found it to be a very positive experience and it produced a valuable outcome for TWNH.

# Volunteermatch

*VolunteerMatch is a specialised online service that connects skilled professional volunteers with not-for-profit (NFP) organisations. Launched in 2001 by Pro Bono Australia, VolunteerMatch has provided the vital link between Australia's business and professional sectors and the community sector. VolunteerMatch currently has over 2000 professionals from all over Australia registered with the service.*

## Who is eligible for support through VolunteerMatch Partnerships?

Not-for-profit and community organisations Australia-wide can register for free at [www.volunteermatch.com.au](http://www.volunteermatch.com.au), and list the skilled professional volunteering opportunities they have available within their organisation.

Matching  
skilled professional  
volunteers  
with Not for Profit  
organisations

You are not currently

### Pro Bono Australia's Volunteer Match



## Who provides support through VolunteerMatch?

All individuals with professional skills are invited to register with the VolunteerMatch website and volunteer their skills with community organisations.

VolunteerMatch has a partnership agreement with Professions Australia, the peak body for professional associations within Australia. This enables us to feed their 400,000+ professional members through to NFP organisations registered with the VolunteerMatch site.

There are regular email bulletins to individuals registered with the VolunteerMatch site to keep them informed of current volunteering opportunities in their skill area.

## Examples of assistance provided to community organisations by VolunteerMatch

VolunteerMatch is a useful tool to help promote your volunteering opportunity and engage individuals in your local area, who have the specific skills your organisation needs. VolunteerMatch has registered volunteers in the skill areas of:

- Financial and Accounting
- Marketing and Public Relations
- Fundraising
- Technology and Database
- Management
- Legal

For further information or to register for assistance:

[www.volunteermatch.com.au](http://www.volunteermatch.com.au)

Phone: (03) 8080 5650

[volunteermatch@probonoaustralia.com.au](mailto:volunteermatch@probonoaustralia.com.au)

# LEADERS in action



*The Leadership Ballarat and Western Region (LBWR) program Leaders in Action is a conduit for not-for-profit (NFP) and community organisations to access skills and expertise from graduates of the LBWR program through a "skills bank" database.*



## Who is eligible for support through Leaders In Action?

Leaders in Action will provide support for NFP and community organisations within the City of Ballarat, the Shires of Moorabool, Hepburn, Golden Plains and Pyrenees and the Rural City of Ararat.



## Who provides support through Leaders In Action?

Leaders In Action is a conduit for graduates of the LBWR Leadership Program to contribute to their communities.

## Examples of assistance provided to community organisations by Leaders In Action:

- Assistance with organisational development issues and strategic review
- Advice on public profile, marketing and sponsorship
- Ideas sessions to help clarify plans and projects
- Guest speakers on a variety of topics
- Advice and support for one-off events
- Membership of boards, councils or committees of management
- Specific advice relating to graduates' particular professional skills

For further information or to register for assistance:

**Contact the Executive Officer for Leadership Ballarat and Western Region (Roger Bade):**

**Phone: (03) 5332 1247 or 0400 059104**

**Email: [eo@lbwr.com.au](mailto:eo@lbwr.com.au)**

**Or visit the website at: [www.lbwr.com.au](http://www.lbwr.com.au)**

Leadership Ballarat and Western Region is an initiative of the Committee for Ballarat and is proudly supported by the Victorian Government through the Community Support Fund.





an initiative of volunteering australia



*Volunteering Australia is the national peak body working to advance volunteering in our community. GoVolunteer is an initiative of Volunteering Australia and is Australia's first national volunteer recruitment website.*

*GoVolunteer is a not-for-profit (NFP) site that provides free internet advertising for NFP community organisations looking for volunteers. It also provides volunteers with all they need to find out about volunteer opportunities, and helps them make the best match possible between their personal requirements and choice of volunteer work.*



## Who is eligible for support through GoVolunteer?

To be able to register on the GoVolunteer website, an organisation needs to be a legitimate NFP organisation with current and valid volunteer insurance. The details are then reviewed by Volunteering Australia. Once approved, the organisation will receive an email to let them know that they can begin publishing volunteer opportunities online immediately.



## Who provides support through GoVolunteer?

Individuals wanting to volunteer can search the GoVolunteer database to find volunteer opportunities near where they live or work which match their interests and the time they have available.

*We also offer a range of free skills, training and education resources for volunteers, managers of volunteers, trainers and NFP organisations. These can be found under the 'New Skills and Training Resources' link from our home page.*

## What type of support can Volunteering Australia provide?

Volunteering Australia's role is to represent the diverse views and needs of the volunteer sector while promoting the activity of volunteering as one of enduring social, cultural and economic value.

Volunteering Australia has developed, in consultation with the NFP sector, a range of documents supporting best practice in volunteering. These documents can be used to ensure an organisation does all it can to support its volunteers.

The Definition and Principles of Volunteering and Volunteer Rights provide the framework for best practice volunteer management. The Model Code of Practice and the National Standards for Involving Volunteers in Not for Profit Organisations set the benchmark for best practice and provide more detailed guidance for organisations.

These 'foundation' publications can be found on Volunteering Australia's website by searching under 'Best Practice' or under 'Publications'.



For further information or to register for assistance:

[www.govolunteer.com.au](http://www.govolunteer.com.au)

[www.volunteeringaustralia.org](http://www.volunteeringaustralia.org)

### Volunteering Australia

Suite 2, Level 3

11 Queens Road

Melbourne Vic 3004

Tel: 03 9820 4100

Fax: 03 9820 1206



*Volunteering Victoria is the State's peak body representing all aspects of the volunteering sector. We aim to build stronger communities and promote excellence in volunteering through:*

- *Advocacy*
- *Education*
- *Capacity Building through:*
  - *Leadership*
  - *Information*

*Since 1973, Volunteering Victoria has been the connecting point between volunteers and not-for-profit (NFP) organisations, business and government. We are a NFP, non-governmental organisation.*

*Our goals are to:*

- *improve the rate of volunteering; and*
- *enhance the volunteering experience by providing services to enable individuals and organisations to be well-trained and resourced.*

*This is done by:*

- *creating long term partnerships with NFP organisations who engage volunteers; and*
- *government agencies working within the community and businesses that host corporate volunteering programs.*

Who is eligible for support through Volunteering Victoria?

Not-For-Profit (NFP) organisations involving volunteers.

Who provides support through Volunteering Victoria?

We assist NFP organisations by providing a matching service to available pro bono support. Volunteering Victoria will also advertise pro bono needs.

Examples of assistance provided to community organisations by Volunteering Victoria volunteers:

- Accountancy/Audits
- Human Resource advice and projects
- Media training
- Marketing mentors

For further information or to register for assistance:

Phone: 9642 5266

Email: [info@volunteeringvictoria.com.au](mailto:info@volunteeringvictoria.com.au)

Webpage: [www.volunteeringvictoria.org.au](http://www.volunteeringvictoria.org.au)





### **Case Study**

Lighthouse has had the great pleasure of working with and benefiting from Volunteering Victoria's brokering assistance. Through pro bono assistance the two organisations have built organisational sustainability through both short and long-term pro bono relationships. Lighthouse was successfully matched with a number of large corporate organisations and small/medium businesses and has benefited broadly through the following:

- A large IR legal firm that provides ongoing advice.
- A large legal firm that provides pro bono property settlement services.
- A small legal firm that developed a range of Memorandum of Understanding templates.
- A multinational legal firm that provides ongoing governance advice and Board mentoring.
- Another legal firm that provided short-term pro bono assistance for copyright and trademark registration.
- A medium-sized business that provides ongoing financial annual audit services.

- A franchised business that provides local network linkages and business advice.
- A large hospital that assisted with payroll systems and delivery.
- A large multinational corporation that provided their expert staff to give guidance in developing a marketing plan.
- A large multinational corporation that developed a unique partnership in IT support where points are accrued each time a corporate employee volunteers at Lighthouse.
- A small business that provides pro bono recruitment services.
- A medium business that facilitated staff and Board team-building in addition to a strategic plan development.

Lighthouse Victoria would highly recommend utilising the services of Volunteering Victoria in its capacity of brokering relationships between NFP organisations and corporate bodies. By making the most of these relationships your organisation can capitalise on the skills of employee volunteers.



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