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knows no age
limits.



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CHSP Clients and Volunteering

A Manual for Commonwealth Home Support Programme Providers



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Introduction



Volunteering SA&NT believes in the power of volunteering to transform the lives of people of all ages and to contribute to their wellbeing, engagement with community and give them a greater sense of purpose and meaning in their lives.

This manual has been designed for CHSP and Volunteer Coordinators working in CHSP provider organisations seeking to engage suitable CHSP clients in volunteering opportunities as part of a wellness and reablement approach.

This manual will lead you through the process of structuring a client volunteering program, advocating to management and building and leading a volunteer team to achieve the objectives of the program. It is structured according to the principles of the National Standards for Volunteer Involvement and the Aged Care Quality Standards of Australia. At the end of this manual you will find a set of templates to assist you in creating your program and there are many links to useful information throughout.

We wish you success with your program and please remember Volunteering SA&NT is always available to answer your questions and give guidance.

The Positive Ageing: Volunteering and Wellness CHSP Innovation Project

Positive Ageing: Volunteering and Wellness is a CHSP Innovation project designed to match and support CHSP clients with volunteering opportunities.

Volunteering SA&NT has established a team of volunteers to assist CHSP providers' clients in identifying, arranging and participating in volunteering opportunities.

The project also assists CHSP Providers to develop a sustainable program of volunteering for their clients.

For more information about this project:
Contact [Volunteering SA&NT](#)



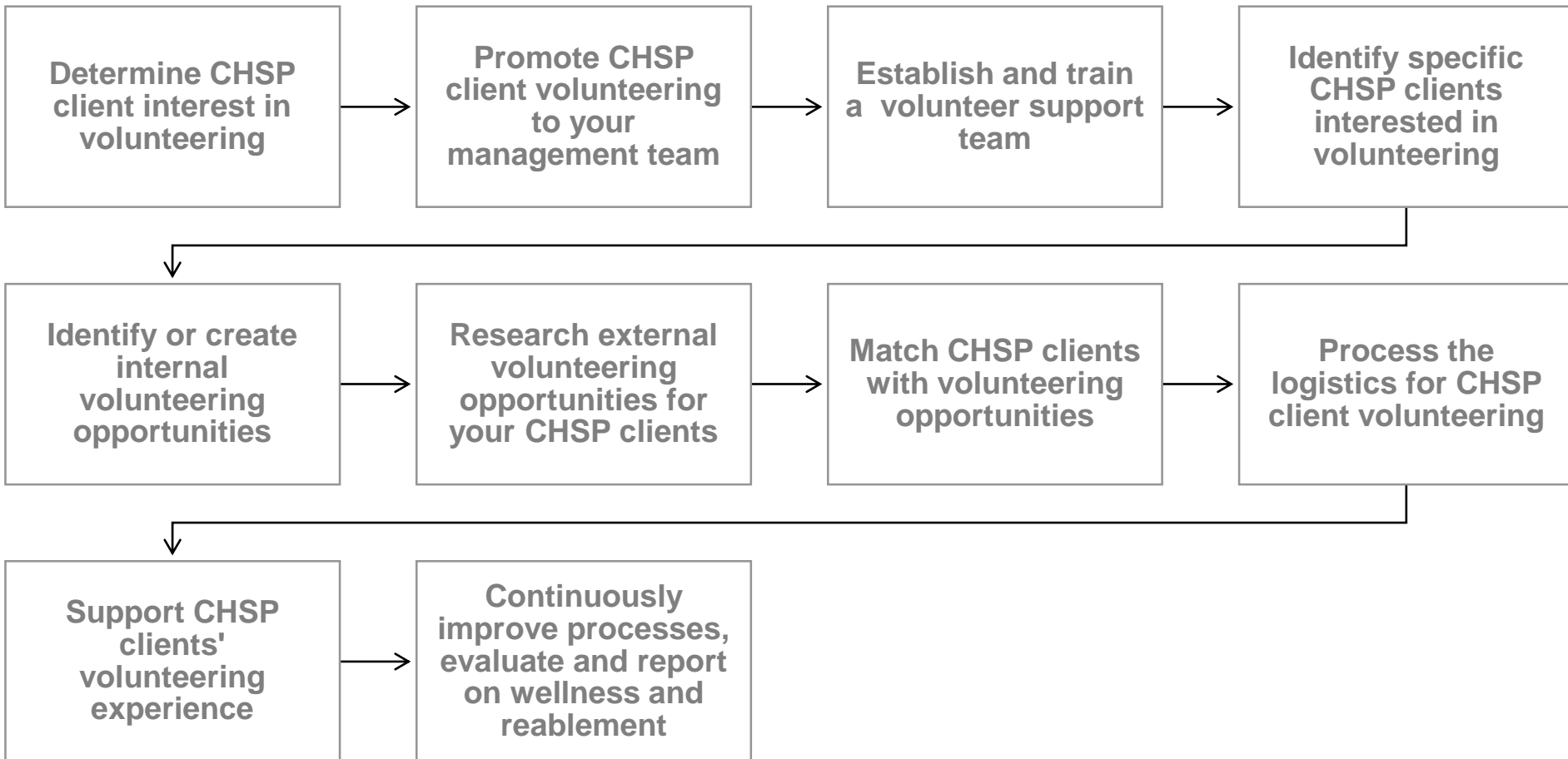
A program sequence for CHSP Client Volunteering



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Program sequence



Step by Step Guide

Part 1

Determine interest and pitch to management



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STEP ONE

Establish whether there is a need and interest in volunteering with your clients.

You may already have clients who volunteer internally in your organisation or externally with Volunteer Involving Organisations (VIOs). Others may have volunteered in the past and be keen to do so again, while others still may have never volunteered, but would like to try.

- If you have clients in your organisation that volunteer already, survey them to find out what they perceive as the benefits to volunteering, and what has been their experience of volunteering. Use these testimonials in your promotional material and advocacy to management.
- Create an advertisement/expression of interest for volunteering in your client/organisation newsletter.
- Meet with interested individual CHSP clients to discuss face to face or by telephone.
- Publish a call to action promoting the benefits of volunteering on the organisation website.
- Contact [Volunteering SA&NT](#) to engage support throughout your volunteering project.



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STEP TWO

Promote client volunteering to your management team

Having management on board with a plan to involve clients with volunteering opportunities is critical to the success of your project. You may be able to identify a champion/s in the management team who can assist you in promoting the idea. If applicable, form a steering committee or work group to inform and direct client volunteering.

- Give a presentation to the management team highlighting:
 - The benefits of volunteering for older people
 - The value-add that client volunteering will bring to your brand and reputation
 - The potential to add to your wellness and reablement objectives and reporting
- Form a steering committee or work group to inform and direct client volunteering.
- Promote the concept to other coordinators in the organisation, as appropriate and relevant.
- Contact [Volunteering SA&NT](#) to engage support throughout your volunteering project.



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Part 2

Build a Volunteer Support Team



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STEP THREE

Build your internal volunteer support team

A volunteer support team can help to drive the project.

Establishing a volunteer support team can contribute significantly to the success of matching CHSP clients with volunteering opportunities. The process of matching CHSP clients with volunteering opportunities will require on-going effort, often beyond the normal role of a CHSP or Volunteer Coordinator.

The volunteer support team could:

- Work with clients to determine their strengths and capabilities
 - Research external volunteering opportunities,
 - Liaise with VIOs and/or the organisation to match volunteers,
 - Negotiate adaptations to potential client volunteer roles as necessary
 - Support clients throughout their volunteering
-
- Create a position description for the supporting volunteer role
 - Advertise for volunteers on your organisation's website and through Volunteering SA&NT's advertising database (VIKTOR)
 - Recruit volunteers using standard operating procedures, including interviewing, screening, induction and orientation processes.
 - Your volunteer support team should undergo all of the normal organisational procedures for recruitment, induction and orientation for a volunteer. Since the role may include working 1:1 with clients, volunteers need to be screen checked with appropriate clearances.

STEP FOUR

Train your volunteer support team

In addition to the core training volunteers in your organisation would receive, consider training your volunteer support team in areas specific to the role.



- Examples of training include:
 - A strengths based approach
 - Volunteer rights and responsibilities
 - Technology and older people
 - Cultural diversity
 - Dementia Awareness
 - Elder Abuse Awareness
- Add your new volunteers to your roster of volunteer training, and strongly encourage participation.
- Organise additional training relevant to the role, enlisting agencies such as
 - Volunteering SA&NT
 - ACSA
 - Catalystto deliver the training
- Contact [Volunteering SA&NT](#) to engage support throughout your volunteering project.

Part 3

Identify suitable CHSP clients and potential volunteer opportunities



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STEP FIVE

Identify potential CHSP clients interested in volunteering

Identify or confirm potential CHSP client volunteers through face to face meetings or other interactions.

Use a strengths based approach to determine client interest in volunteering.

Consider opportunities to contribute to client wellness or reablement goals.

Utilise your volunteer support team to conduct conversations about volunteering with clients.

- Identify potential clients through usual service provision interactions.
- Ask the volunteer support team to conduct further conversations and interactions with clients using a strengths-based, wellness approach to gathering information about client preferences.
- Give clients written information about volunteering to consider, including types and examples of volunteering available internally in your organisation and externally in VIOs.
- Contact [Volunteering SA&NT](#) to engage support throughout your volunteering project.



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STEP SIX

Identify or create potential internal volunteering opportunities for your CHSP clients

Are there existing or future volunteer roles in your own organisation that may be suitable for your CHSP clients?

These roles differ from social activities because they serve a purpose other than the social activity itself, although they may include supporting social activities roles.

- Some suggestions for opportunities include:
 - Administration
 - Supporting social activities
 - Buddying with or supporting another CHSP client
 - Sharing skills and knowledge with the organisation or other CHSP clients.
- Identify whether your organisation has a need/interest and capacity for CHSP clients to volunteer internally.
- Work with line managers and other staff to create or refine potential volunteer roles for your CHSP clients.
- Enlist the support of the management team and identify 'champions' who can help move the project forward.
- Plan a short presentation to the workforce to bring people on board.

STEP SEVEN

Research external volunteering opportunities for your CHSP clients

Based on client interest, skills, strengths and wellness and reablement goals, clients are offered a selection of possible internal and/or external volunteering opportunities.

Where adaptations to roles are required to suit CHSP clients, the volunteer support team liaises with internal staff and/or external VIOs.

The volunteer support team can assist with the following:

- Compile a selection of potential volunteer roles, (internal and external as appropriate) for presentation to individual CHSP clients.
- Liaise with VIOs to negotiate adaptations to roles to suit individual CHSP clients, as necessary.
- Arrange and coordinate meetings/interviews between CHSP clients and VIOs to determine suitability of the volunteer role, organisations and CHSP client.
- Contact [Volunteering SA&NT](#) to engage support throughout your volunteering project.

Part 4

Process matching and logistics, supporting CHSP clients' volunteering



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STEP EIGHT

Match CHSP clients with possible volunteering opportunities

Using the information gathered about potential CHSP client volunteers' strengths, interests and wellness and reablement goals, your support volunteers can research potential volunteering opportunities on the Volunteering SA&NT website and through other on line searches.

www.volunteeringsa-nt.org.au

- Your support volunteer team can contact potential Volunteer Involving Organisations (VIOs) to discuss the suitability and interest in having CHSP clients volunteering in their organisation, including potentially making adaptations to roles as required.
- The Volunteer support team identifies potential external volunteering opportunities by looking at volunteering advertising database - VIKTOR - Volunteering SA&NT website, Seek Website, Go Volunteer website and WeDo app.
- The Volunteer support team contacts VIOs to discuss possibilities for CHSP client involvement.
- Contact [Volunteering SA&NT](http://www.volunteeringsa-nt.org.au) to engage support throughout your volunteering project.



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STEP NINE

Process the logistics for volunteering

There are a number of logistics that need to be in place to facilitate a smooth introduction to volunteering for clients. These include:

- Screening Checks
- Training
- Transport
- VIO paperwork
- Liaising with VIO volunteer coordinators or supervisors

The volunteer support team can assist with the following:

- Ascertain which screening clearances are necessary for CHSP clients to apply for their specific role.
- The screening clearance application process, maintaining confidentiality.
- Ascertain whether CHSP clients need any specific training before commencing volunteering and work with VIO to help deliver training.
- Make a transport plan for the CHSP clients to get to their volunteering - possibly involving a community transport option, cab vouchers or public transport.
- Assist CHSP clients to complete the appropriate volunteer agreement or other paperwork required by a VIO.
- Facilitate conversations with the VIO volunteer coordinator prior to induction to establish relationship.

STEP TEN

Support CHSP clients' volunteering

CHSP clients may need intensive support with their volunteering, particularly in the early stages. It may be appropriate to assign one of the volunteer support team as a buddy throughout the client volunteering experience.

A volunteer support team buddy could be assigned to a CHSP client to support with:

- Determining the level of support required for the CHSP client after conversations with them - eg, accompanying the client to their first and possibly subsequent volunteering episodes.
- Accompanying the volunteer during transport to and from the VIO, especially in the early stages.
- Introducing the CHSP client to appropriate staff and other volunteers at the induction.
- Completing any paperwork required at induction and thereafter.
- Recording the CHSP client's experience to share with their service provider and/or family.
- Training requirements by being physically present at the training and following up any action required.



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Part 5

Evaluate and make improvements to your program



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STEP ELEVEN

Continuously improve processes, evaluate and report on wellness and reablement

Keeping in mind that the purpose of CHSP client volunteering is to improve their wellbeing, the volunteer support team can monitor and feedback on clients' wellness goals.

This information can then be used as part of the wellness and reablement reporting process.

The volunteer support team can assist with:

- Having conversations with clients about their wellness goals before commencing volunteering.
- Recording and giving feedback about the program.
- Recording and giving feedback about CHSP client examples of wellness and reablement during their volunteering.
- Seeking client feedback about the volunteering experience.
- Contact [Volunteering SA&NT](#) to engage support throughout your volunteering project.



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Resources and templates



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Memorandum of Understanding

For working with Volunteer Involving Organisations



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Memorandum of Understanding

A memorandum of understanding can be a useful tool between CHSP providers and Volunteering Involving Organisations

[Memorandum of Understanding template](#)

A memorandum of understanding between CHSP providers and Volunteering Involving Organisations can be a useful tool for defining the relationship between CHSP Providers and Volunteer Involving Organisations. Download the template and modify according to your needs.

Position description and advertisement for your volunteer support team role



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Volunteer Support Team:

Position Description and Advertisement

A position description for your volunteer support role is an essential tool for volunteer management and engagement

Modify the position description and advertisement to suit your specific role and organisation requirements.

Volunteer support team templates:

[Position Description](#)
[Advertisement](#)



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Induction checklist for new CHSP volunteers



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Induction Checklist

An induction checklist is an important tool for ensuring potential CHSP client volunteers are fully prepared and supported with their volunteer involvement.

[Induction Checklist template](#)

[Volunteer Involving Organisation Process Checklist](#)

The induction checklist can be a shared document between CHSP Providers and Volunteer Involving Organisations, and tailored for individual volunteer positions. An induction will give volunteers valuable information prior to commencing their volunteering.



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Well-being survey for CHSP Clients

Well-being Survey

The well-being survey is a tool that can be used pre and post CHSP Client volunteering

The following well-being survey has been designed for you to use with your CHSP clients, either as a stand alone once off measure, or as a way of measuring well-being pre and post volunteering, as evidence for the success of your project.

[Well-being Survey template](#)

Your volunteer support team can assist with conducting the survey and recording the results:

- Volunteer team can conduct the survey with clients before they commence their volunteering.
- The survey can be conducted over the telephone, face to face or if your clients prefer to complete the survey in their own time, download and print the PDF version
- The survey could be used with any CHSP client and/or your own workforce.
- Data from the well-being survey can be used as advocacy about the project to management or could be noted in CHSP wellness and reablement reporting.

Information Sheet for CHSP Clients



Information sheet for CHSP clients

The 'What to expect with your volunteering' sheet can be printed and given to potential CHSP clients volunteers to provide information about volunteering.

[Information Sheet for CHSP Clients](#)



What to expect with your volunteering

– your questions answered

Why volunteer?

Among many other reasons, it is an opportunity for you to use and share your skills and experience, make new social connections and improve your overall wellbeing.

What sort of commitment is required when I volunteer?

There is flexibility around the days, times and ongoing commitment. Volunteer involving organisations really appreciate any time you can offer. Without volunteers like you they would struggle to do the great work they do.

How can I be matched to a volunteering position?

Contact your CHSP provider to discuss volunteering opportunities.

One of the trained volunteers from Volunteering SA&NT can meet and work with you to find a meaningful position.

There are hundreds of positions available at any time across many different areas and industries.

What happens when I start volunteering?

The organisation you choose to volunteer in will have an experienced coordinator. They will provide you with an induction and an overview of what you will do. Check that their insurance will cover you for the period of time you are with them.

Some organisations match a longer-serving volunteer with a new person while they learn the ropes.

Will I get training for my volunteer role?

The organisation you choose to volunteer with will give you a description of the job you are going to do and provide any training required to carry out the role. If there are areas you are unsure about, you can mention it to your supervisor who may organise extra support and training.

And if I need a break or I am unwell?

Just as people in paid employment take holidays or have sick leave, it's the same for volunteers – although you can take leave at any time for any period. Organisations understand that you may need flexibility around your volunteering position. It's always a good idea to keep your supervisor well informed of your plans.

If I have a problem?

Talk to your supervisor if you have any questions. Be clear about the expectations of the role before you start and ensure you have sufficient information about what is required. We all know it can take time to adjust to a new place or activity – so ask your supervisor for help with any issues that arise.

What if it's not working out for me and I'm not enjoying it?

Sometimes things just don't turn out as expected. If you don't want to continue in your volunteering position, Volunteering SA&NT can work with you to find something more suitable, or consider other options.

How do I know if an organisation is COVID-safe?

Your safety and wellbeing is a prime concern for any organisation. They will have an approved COVID-safe plan to operate under which you will be able to sight. For up-to-date information on COVID-19 you can check <https://www.sahealth.sa.gov.au>

How can I get more information?

We look forward to hearing from you. If you have further questions please call.

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Volunteer Screening - Information



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Volunteer screening information

for South Australia

Most volunteer roles require a screening check to be conducted. In South Australia screening is conducted by the Department of Human Services and SAPOL

- Volunteers may be required to undergo certain screening checks, according to legislation
- Government Funding may require particular kinds of screening checks for volunteers.
- Organisations may also have specific screening requirements.
- As well as assessing the general suitability of an applicant for a volunteer position, screening assists in risk management.

- Screening applications are submitted online and are free of charge for volunteers
- Visit these websites for up to date information about screening procedures and application processes:

www.screening.sa.gov.au

<https://www.police.sa.gov.au/services-and-events/apply-for-a-police-record-check>



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COVID-19 and volunteering



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COVID-19 and volunteering

Information and resources for CHSP Providers and Volunteer Involving Organisations

Volunteering SA&NT

COVID-19

[Resources and Information](#)



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What We Do

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SA NT National

COVID-19 Information

Media Release

[Volunteering during and after the pandemic 11 May 2020](#)

Webinar

[Volunteering during COVID-19 safely](#)

Action Plan

[Volunteer Involvement COVID-19 Action Plan](#)

Fact Sheets (as at 29 May 2020)

[Managing the Return of Volunteers to the Workplace \(Justice Connect\)](#)

[Risk Assessment Template COVID-19](#)



Flyer for CHSP Clients



Flyer for CHSP Clients

A flyer to promote volunteering to your CHSP clients

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**PEOPLE
JUST
LIKE YOU
are making a
difference by
sharing their
skills and
wisdom.**

**Volunteering
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age limits.**

Positive Ageing: Volunteering and Wellness CHSP Innovation Project

Why do older people volunteer?

"I give my time and energy to volunteering to feel appreciated and worthwhile, and to make a difference", John.

"The friendships that develop between like-minded people are diverse and stimulating. I find there is job satisfaction because we choose the work that suits our talents and generally at the time of day we prefer", Judy.

"Initially I was a little anxious about meeting a new group of people and new processes; however I needn't have worried, as everyone was very welcoming and made me feel at ease", Anne.

Frequently asked questions

Why volunteer?

Volunteering SA&NT is working with people who access Commonwealth Home Support Programme (CHSP) services to link them into volunteering.

This provides an opportunity for you to use and share your skills and experience, make new social connections and improve your overall wellbeing.

What is my volunteering commitment?

There is flexibility around the days, times and ongoing commitment. Any time offered will be very much appreciated.

How will I be matched to a volunteering position?

One of our trained volunteers will meet with you to get to know you better and work with you to find a meaningful position.

What happens when I start volunteering?

An experienced volunteer coordinator will induct you and provide an overview of your position. The volunteer involving organisation's insurance will cover you for the duration of your time with them.

What if I need a break or I am unwell?

Just as people in paid employment take holidays, or have sick leave, it's the same for volunteers. We understand that you may need flexibility around your volunteering position.

What if I am feeling a little apprehensive?

We can go with you on your first day and provide ongoing support until you feel comfortable on your own.

What if I don't like where I am volunteering?

We understand that sometimes things don't turn out as expected. If you want to continue volunteering, please let us know and we will work with you to find something more suitable.

Project funding has been provided under the Commonwealth Home Support Programme (CHSP) specialised support services.

Find out more

Your title and organisation
Your email
Your telephone
Your website

Volunteering SA&NT is a not-for-profit organisation, the peak body for volunteering and a volunteer resource centre, leading the sector in South Australia and the Northern Territory. For 35 years, we have worked with individuals, organisations, businesses and communities to lead, advance, grow, promote and celebrate volunteering.

Links to standards documents

Links to standards documents

Volunteering SA&NT is guided by and highly recommends the National Standards for Volunteer Involvement as the go to source for volunteer involvement.

Our work with the aged care sector is also aligned with the Aged Care Quality Standards.



[Aged Care Quality Standards](#)

