Volunteering in Sunraysia

Guide & Directory

- Help Others
- Learn Skills
- Be part of Community
SMECC Volunteer Resource

This resource aims to give simple information about volunteering in the Sunraysia Region.

Volunteering is open to all new arrival community members from all different backgrounds. We hope that this resource will help our new arrival community members to take the first steps to get involved in volunteering by understanding about why people volunteer in Australia, the expectations of volunteers, and what are some of the things they can do locally.

This resource contains a list of organisations and community groups that accept volunteers in Sunraysia region; however the list is not comprehensive.

This directory list will be updated and can be accessed through Sunraysia Ethnic Communities Council (SMECC) website, in the volunteering with SMECC section. SMECC website is: http://www.smeccinc.org

SMECC is also looking to increase its own volunteer opportunities for community members of all backgrounds in the future. It is hoped that this will both help our programs to grow, and will bring together people of all different cultures and backgrounds to increase community understanding of our Multicultural community.

Developed by the SMECC Settlement Grants Program (SGP)

Resource Created: February 2015

SUNRAYSIA MALLEE ETHNIC COMMUNITIES COUNCIL Inc.
107—111 Twelfth Street, Mildura
Phone: (03) 5022 1006
Enquiries: reception@smecc.org.au
What is Volunteering?

Volunteering is when you undertake an activity for a not for profit organisation or community group for no financial payment. In this situation, volunteers devote their time freely; with no obligation, as matter of choice. Volunteering benefits both the community and the volunteer in many ways.

The role and tasks to be undertaken by volunteers can be anything. They can be very simple jobs, or sometimes people do very complicated high level volunteer roles.

Organisations who give volunteer work opportunities normally provide different supports to help a volunteer learn and do their tasks well. This commitment by the organisation is important so that volunteers get benefits from their volunteer work and work safely as part of the organisation.

Paid workers in organisation that have volunteers generally are orientated themselves on the roles of volunteers, how to work with them professionally and respectfully, and in what support volunteers may need. Most organisations who are supported volunteers also have a training and orientation program and materials for new volunteers to help them understand better about working with the organisation.

Most of the organisations who use volunteers have a volunteer recognition system with which they recognise the valuable role of volunteer’s jobs and their input to the company and the local community. The type of recognition you will get differs from company to company, however all those recognitions are based on same considerations, such as, the length of time the volunteer has been working with the organisation, the volunteer’s performance and behaviour at workplace, and volunteers’ s appreciation by the other staff and volunteers.

As organisations are using their time and money to support volunteers, it is also important that volunteers also show responsibility to be reliable and professional when doing work for the organisation. If volunteers show positive behaviour and a willingness to learn this will encourage paid staff to support volunteers more.
Benefits of Volunteering

*Improved work skills and paid work opportunities:*

- By volunteering to do the types of jobs that you want to get paid work for and develop your career, this may help you get paid work in the future.

- Doing volunteer work will improve your work and professional skills. If you apply for other paid jobs in the future at any organisation, you can tell them or put in your CV that you did volunteer work to improve your work skills. This will improve your chance of getting paid work somewhere in the future.

- If you are reliable and professional as a volunteer, you can ask your volunteer supervisor/mentor to give you a positive reference letter, or to be your ‘referee’ (to answer questions about you on the phone) when you apply for other jobs, this may also increase your chance of getting a paid job if you are applying for these jobs.

*Get active in volunteering and feel better:*

- We know many of our new arrival community members are having many challenges when they come to Mildura and feel worried about their situation. By doing volunteer work your body and mind will stay active so you can focus on future opportunities. This will help you to reduce your depression, anxiety and stress etc.

- In supporting others through volunteer service you will feel happier meeting new people from diverse backgrounds and making new friends. This is a great way to help yourself feel more connected as well.

- When you volunteer you will learn new tips on how to communicate with others from different cultural and backgrounds. You will be gaining new skills, building your self-confidence that will help you communicate in all areas of your life, and in future workplaces if you get paid work.

*Volunteering in community organisations also helps other people in Mildura. This should also make you happy!*
Benefits of Volunteering
(Continued)

**Makes future education and training easier:**

- People who successfully volunteer in jobs that are relevant to a formal course of study will be able to finish the course quicker by showing that you learnt professional skills through your volunteer work experience.

- This is done through a ‘Recognition of Prior Learning (RPL)’ process. The RPL is an assessment done by education & training organisations that officially recognises skills and knowledge gained through formal training, work and life experience.

**Things to consider……..**

**Volunteer work is unpaid:**

- Volunteer workers get no payment. Some companies who use volunteers do reimburse out of pocket money to the volunteers, such as, transport and/or phone expenses but some don’t. Before you start, you may ask your supervisor whether you will be reimbursed for out of pocket money. If there is no payment you need to decide if the benefits of volunteering are big enough to give your time for free.

- You should not expect that an organisation will give you paid work after you do volunteer work with them. Sometimes people are very lucky and do get offered paid work with that organisation after volunteering, but most times they do not. You are learning skills as a volunteer that will also help you get paid work in different organisations.

**Transport difficult in Mildura:**

- People who depend on public transport may find it difficult to volunteer if the location of the organisation or the time do not match with bus timetables. But some organisations may be able to help organise flexible options, like asking other volunteers to pick you up if working in a group, so you should ask if any options.
Things to consider…..
(continued)

Lack of time & trust from paid workers to volunteers:

- Some paid staff may not have time in their busy work schedule to give attention and be helpful to volunteers, especially when they first start. Also if a volunteer is new and not know how to do all tasks well some paid staff may get frustrated with things taking long time to finish or if not done well. If this happens, do not feel bad, just be friendly to everyone, talk to your supervisor if you have any problem, and learn so you can do the volunteer jobs to help the paid staff and hopefully any negative feeling may finish.

Some tasks are difficult or you may not like:

- Working as a volunteer with community organisations who support vulnerable populations such as children, people with disabilities, elderly people and people suffering mental problems may be difficult for a volunteer. If you have any problems talk to your supervisor, and also remember that in any workplace there may be some tasks you will like and others you may think difficult or not like—this is good practice for when you are able to start paid work.

Working with different people from different backgrounds:

- English language skills. The better you can speak English the more chance to have to be a success with both volunteer or paid work.

- People from many different cultures and backgrounds will be working with you in a community organisation. This is a good thing to develop more trust and understanding between different cultures, but it may be difficult for volunteers from different countries to communicate with others especially when they first start. Volunteers may not feel comfortable with how people talk to each other, how they dress or other things. Also, some other workers in the organisation (or clients) may have a negative view of people from different cultures and religions. If you feel any problems, talk to you supervisor first, and hopefully communication for everyone will
Volunteer Rights & Responsibilities

As a volunteer you must work in a professional way, you should:

- Perform tasks according to the job description, and attend other activities asked.
- Seek support and assistance when needed.
- Follow the organisation’s policies and procedures.
- Deal with the clients or customers equally without discrimination.
- Be responsible and act maturely, honestly and ethically.
- Keep confidential the organisation/company’s information.
- Seek support and assistance when needed.
- Tell the organisation if you are sick or will be absent from rostered work day.
- Tell the organisation in advance, before you leave if want to stop volunteer work.
- Recognise and support other team members (volunteers and paid staff).

As a volunteer you also have rights. The organisation should:

- Provide working conditions which are safe, including insurance coverage for volunteers.
- Ensure that volunteers are not discriminated against, exploited or harassed.
- Give volunteer induction/orientation before starting work, and extra support if required.
- Communicate with volunteers respectfully, and ensure they are informed and consulted on matters which effect their work.
- Be provided a clearly written job description.
- Have a supervisor to monitor and support volunteer.
- Ensure volunteers have access to a grievance (complaint) procedure within the organisation.
VOLUNTEER DIRECTORY

“We are one. We are many.”
Directory of organisations which provide volunteering opportunities in Mildura Region

Following is a list of organisations that provide volunteering opportunities which develop work skills in Sunraysia. The skills you get in volunteering with these organisations can support your future employment and/or recognition of prior learning (RPL) opportunities for future studies.

This directory list is not comprehensive and will be updated from time to time.

For updated information, including for volunteer opportunities directly with Sunraysia Ethnic Communities Council (SMECC), visit our website, in the “volunteering with SMECC section”. SMECC website is: www.smeccinc.org

Note: If you are living in Robinvale area, or other areas surrounding Mildura, you can call these organisations and ask whether they have got volunteering opportunities in your area.

In Robinvale you can also contact Robinvale Resource Centre for inquiry on volunteering opportunity in that area. Robinvale Resource Centre phone number is 03 50518009; and the address is 68 Herbert St, Robinvale, VIC 3549.
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<tr>
<th>Organisation name and contact details</th>
<th>Activities description</th>
<th>Volunteering opportunities</th>
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| **Sunraysia Community Radio Association (HOT.FM – 1067)**  
6 Byrne Court  
Mildura, Victoria, 3500 ;  
Phone: 03 5021 3933  
Email: reception@hotfm.org.au  
Web site : www.hotfm.org.au | This is a local community radio service operated with the help of volunteers. The radio programs include the following ethnic groups: Tongan, Turkish, Filipino, Afghan, Samoan, Greek, Italian and Croatia, etc. | o General office work  
o Reception works  
o Handyman  
o Ethnic (First Language) radio broadcaster |
| **Australian Inland Botanic Gardens**  
1183 River Road, Buronga NSW 2739  
Phone: 03 5023 3612  
Email: aibgmw@bigpond.com  
Web: www.aibg.org.au | Planting, maintaining and protecting plants that are at risk of extinction. Also introduction of new species from other countries or continents. Community education in regard to plants conservation, etc. | o Admin/reception assistance  
o Library  
o Fund-raising  
o Gardens worker  
o Botanical adviser  
o Volunteer guide: *onsite visitors orientation and people education in regard to the gardens Etc.* |
| **Red Cross Mildura Op Shop**  
104 Langtree Avenue  
Mildura VIC 3500  
Phone: (03) 5021 0365 | Second hand Retail shop. Using funds raised to help support range of community activities for vulnerable community members. | o Sorting out clothes and sales products  
o Recycling  
o Operating till (cash register) |
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| **Sunraysia Information & Referral Service Inc.**  
87A Orange Avenue, MILDURA 3500 VIC  
Phone: (03) 5023 4025.  
Email: sirs@ncable.com.au | Provide people with general information and referral to agencies. Health support and sporting groups; free tax help referral, financial assistance for patients traveling more than 100 km for specialist appointments | o Reception/admin activities.  
o Tax related assistance,  
o Assess patients financial eligibility,  
o Community advice, filling-in forms,  
o Writing and understanding official letters |
| **East End Community House Inc (Neighbourhood House)**  
8 Dove Place, Mildura, VIC 3500  
Phone: 03 5022 8497  
Email: eastendchm@bigpond.com  
Web: www.milduranh.weebly.com | School & school holiday activities, health awareness programs, literacy & numeracy assistance, adult education and training, arts and craft courses, social events and sporting activities. | o Working with children during After School/Holiday Programs  
o Arts & Crafts  
o Sewing/Knitting  
o Sports & Exercise  
o Cooking  
o Community Gardening  
o Photography for the website and promotions  
o Working within Active Adults program  
o Providing musical lessons & accompaniment for events  
o Opportunities for teenage volunteers  
o Technology and Social Media  
o Data Entry |
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<td><strong>Mildura Family Support Services - Salvation Army Australia.</strong>&lt;br&gt;699-705 Fourteenth St, MILDURA VIC 3500.&lt;br&gt;Corner of Fourteenth St and Etiwanda Ave Mildura Vic 3500.&lt;br&gt;Phone: 03 5021 2229&lt;br&gt;Email: <a href="mailto:gordon.stewart@aus.salvationarmy.org">gordon.stewart@aus.salvationarmy.org</a>&lt;br&gt;Web: <a href="http://www.salvationarmy.org.au/MilduraFamilySupportServices">www.salvationarmy.org.au/MilduraFamilySupportServices</a></td>
<td>Provides help to people who find themselves in a crisis situation and require assistance with meeting their basic needs.</td>
<td>o Admin&lt;br&gt;o Counsellor&lt;br&gt;o Cleaner&lt;br&gt;o Driver</td>
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<td><strong>St Vincent de Paul Society Victoria Inc (Vinnies)</strong>&lt;br&gt;79 Lime Avenue Mildura VIC 3500&lt;br&gt;Phone: 03 5023 5750&lt;br&gt;Email: <a href="mailto:jobs@svdp-vic.org.au">jobs@svdp-vic.org.au</a>&lt;br&gt;Web: <a href="http://www.vinnies.org.au/home-vic">www.vinnies.org.au/home-vic</a></td>
<td>Second Hand shop is used to raise funds for community activities. Focus is to reach out to the most vulnerable in our community. Provide support, advocacy and friendship to the most vulnerable people in the community through recreational facilities such as camping.</td>
<td>Helping in the Second hand shop:&lt;br&gt;o Sorting items&lt;br&gt;o Cleaning&lt;br&gt;o Ironing sale items&lt;br&gt;o Pricing sale items</td>
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| Sunraysia Mallee Ethnic Communities Council (SMECC)  
107-111 Twelfth St  
MILDURA VIC 3500  
Phone: 03 5022 1006  
Email: reception@smecc.org.au  
Web: www.smeccinc.org | SMECC provides direct assistance to emerging communities and to refugees and migrants in the Sunraysia / Northern Mallee area. Leads the coordination of the Sunraysia Multicultural Festival aimed at meeting the needs of settlers who are members of 'Culturally and Linguistically Diverse' (CALD) communities. | o Playgroup assistant (females)  
o Driving practice mentor  
o Foodshare warehouse assistant  
o Multicultural Festival roles  
o Client orientation & 1-2-1 support:  
o Administration |
| Mallee Family Care - MFC  
( Main Office)  
122 Ninth Street,  
Mildura VIC 3500  
Phone: 03 5023 5966  
Email: mildura@malleefamilycare.com.au  
Web: www.malleefamilycare.com.au | MFC programs are run in different locations. You can make your inquiry on volunteer programs at their main office. MFC delivers services to children, families and individuals. These services include: foster care, parenting programs, financial counselling, legal advice, support services, mental health support. | o Reading and discover program  
o Mentoring teenagers  
o Homework group |
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<td><strong>All Star Access</strong> <em>(Part of Mallee Family Care)</em></td>
<td>Provides employment for adult with disabilities.</td>
<td>o Gardening, o Cleaning, o Recycling, o Car wash, o Supervision of people with disability</td>
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<td><strong>Disability Enterprises &amp; All Star Training</strong></td>
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<tr>
<td>53 Eighth Street PO Box 2941 Mildura VIC 3502</td>
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<td>Phone: 03 5051 0900</td>
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<td>Email: <a href="mailto:admin@malleefamilycare.com.au">admin@malleefamilycare.com.au</a></td>
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<td>Web: <a href="http://www.allstaraccess.com.au">www.allstaraccess.com.au</a></td>
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<td><strong>Opportunity Knocks Op Shop</strong> <em>(This part of Mallee Family Care)</em></td>
<td>Second hand retail shop to raise funds to support Mallee Family Care community programs</td>
<td>o Gardening, o Cleaning, o Sorting out cloth, o Recycling, o Car wash, o Supervision of people with disability</td>
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<td>133 Ninth Street Mildura VIC 3500</td>
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<td>Phone: 03 5021 0460</td>
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<td>Email: <a href="mailto:admin@malleefamilycare.com.au">admin@malleefamilycare.com.au</a></td>
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| Sunassist Volunteer Helpers Inc       | Social Support Service for the frail aged, people with disabilities and their carers in the Mildura/Sunraysia region. | o L2P Program  
o General Office Duties  
o Visiting Consumers,  
o Phone Assist Operators  
o Friendly Visiting  
o Social Outings  
o After Hours Community Transport Service  
o Shopping  
o Sunraysia Meals on Wheels |
|                                        |                         |                           |
| Christie Centre Incorporated           | Adult Training & Support Service (ATSS) and Supported Employment Services (SSES) which provides programs for people with disabilities. | Christie Centre will discuss with you about your existing skills and then will match your skills the available activities at any of their centres:  
o Gardening,  
o Cleaning,  
o Move furniture,  
o After hours clean-up,  
o Music entertainment,  
o Drama,  
o Painting & decoration,  
o Cooking,  
o Furniture cleaning, |
<p>| 66 Ninth St Mildura                    | Christie’s Centre runs six centres in Mildura which are: Christie Emporium, Aroundagain, Chocolate Co, ArtRageUS, Life Skills, My choice. |                           |
| Phone: 03 5023 1906 (8:30am and 2.00pm for people who want to become volunteers). |                           |                           |
| Email: <a href="mailto:reception@sunassist.org.au">reception@sunassist.org.au</a>      |                         |                           |
| Web: <a href="http://www.sunassist.org.au">www.sunassist.org.au</a>              |                         |                           |
|                                        |                         |                           |
| 115 Twelfth St, Mildura VIC 3500       |                         |                           |
| Phone: 03 5023 2761                    |                         |                           |
| Email: <a href="mailto:reception@christiecentre.com.au">reception@christiecentre.com.au</a> |                         |                           |
| Web: <a href="http://www.christiecentre.com.au">www.christiecentre.com.au</a>         |                         |                           |</p>
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<td><strong>Sunraysia Disability Resource Centre (SDRC)</strong>&lt;br&gt;159 Langtree Avenue&lt;br&gt;Mildura, Vic 3500.&lt;br&gt;Phone: 03 5023 2580&lt;br&gt;Email: <a href="mailto:help@sdrc.org.au">help@sdrc.org.au</a>&lt;br&gt;Web: <a href="http://www.sdrc.org.au">www.sdrc.org.au</a></td>
<td>Help and support older persons, people with disabilities and the carers. If you go to SDRC office, they will be able to match your skills with available activities.</td>
<td>o Casework&lt;br&gt;o Referrals&lt;br&gt;o English lessons&lt;br&gt;o Cleaning&lt;br&gt;o Computer lessons&lt;br&gt;o Interpreter</td>
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<td><strong>Mildura Rural City Council</strong>&lt;br&gt;108-116 Madden Avenue,&lt;br&gt;Mildura, VIC, 3500 Australia&lt;br&gt;Phone: 03 5018 8100&lt;br&gt;Email: <a href="mailto:mrcc@mildura.vic.gov.au">mrcc@mildura.vic.gov.au</a>&lt;br&gt;Web: <a href="http://www.mildura.vic.gov.au">www.mildura.vic.gov.au</a></td>
<td>The council provides services, facilities and infrastructure to the community so that the residents may benefit from the facilities and take full advantage of all their entitlements. The council provides key services and infrastructure to the local community.</td>
<td>o Aged &amp; Disability Services&lt;br&gt;o Mildura Animal Shelter&lt;br&gt;o Environnemental Services&lt;br&gt;o Mildura Visiter Information Centre&lt;br&gt;o Library Services&lt;br&gt;o Mildura Events</td>
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<td><strong>Mildura Specialist School</strong>&lt;br&gt;341-357 Deakin Avenue,&lt;br&gt;Mildura.&lt;br&gt;Phone: 03 5021 3311&lt;br&gt;Website: <a href="http://www.mildss.vic.edu.au">www.mildss.vic.edu.au</a></td>
<td>Provides education to students with disabilities, aged between 5 - 18, who are eligible for funding.</td>
<td>o Bilingual role with student inside classrooms.&lt;br&gt;o Support during other activities organised by the school, etc</td>
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<td><strong>Disability - Mallee Accommodation and Support Program Inc. (MASP)</strong>&lt;br&gt;140 Langtree Avenue Mildura VIC 3500&lt;br&gt;Phone: 03 5021 6500.</td>
<td>Delivers a range of services and support programs to children, youth and families, people with disability and aged people in need of support, and the homeless or those people at risk of homelessness.</td>
<td>o Woodwork/carpentry&lt;br&gt;o Meals preparation&lt;br&gt;o Meals serving&lt;br&gt;o Social interaction with clients&lt;br&gt;o Gardening&lt;br&gt;o Craft&lt;br&gt;o Sewing</td>
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<td><strong>Mildura Base Hospital (MBH)</strong>&lt;br&gt;Ontario Avenue MILDURA VIC 3500 (close to Thirteenth St)&lt;br&gt;Phone: 03 5022 3333&lt;br&gt;Email: <a href="mailto:mabhfeed-back@ramsayhealth.com.au">mabhfeed-back@ramsayhealth.com.au</a>&lt;br&gt;Web: <a href="http://www.mildurabase.com.au">www.mildurabase.com.au</a></td>
<td>Services at Mildura Base Hospital (MBH) including Emergency, Maternity, Intensive Care, General Medicine and Surgery, Medical Imaging, Pathology, Dialysis, Mental Health (Inpatient and community services) and a range of Ambulatory Services.</td>
<td>o Operate the daily paper trolley round.&lt;br&gt;o Provide morning tea and a chat to patients in the chemotherapy and dialysis unit.&lt;br&gt;o Assist collating the Midwifery patient information brochures.&lt;br&gt;o Provide patients with basic toiletry needs for those who haven’t had time to bring their own from home.</td>
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<td><strong>Sunraysia Residential Services (SRS)</strong>&lt;br&gt;877/Fifteenth Street, Mildura&lt;br&gt;Phone: 03 5022 1741&lt;br&gt;Email: <a href="mailto:srs@srsinc.com.au">srs@srsinc.com.au</a>&lt;br&gt;Web: <a href="http://www.srsinc.com.au">http://www.srsinc.com.au</a></td>
<td>Provides supports for people with disabilities and their families. Service include: accommodation options such as respite for carers and community connection related support.</td>
<td>o Construction site activities&lt;br&gt;o Look after animals&lt;br&gt;o Gardening&lt;br&gt;o Cleaning&lt;br&gt;o Support to people with disability</td>
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